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PO Box 10-364
Wellington 6143
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Level 1
Anvil House
138-140 Wakefield St
Wellington

wellingtonseniornet@gmail.com

seniornetwgtn.blogspot.com

Kit for Tutors / Facilitators

Revised September 2013

Kit for Tutors / Facilitators

(See Website www.seniornetwgtm.blogspot.com)
(Revised September 2013)

Introduction

SeniorNet facilitates various forms of learning in 2 hour sessions. Preparation and organisation will vary for each type of learning facility. The learning facilities are:-

- Basic Courses (Over several weeks)
- Short Courses (Generally one or two weeks)
- Workshops (On specific topics)
- Learning Groups (On nominated themes)
- Practice Sessions (Supervised and practical practice with computers)

If you require the use of the TV, a laptop or projector or any other equipment please contact Keith Smith to ensure these are available and in good working order.

Student feedback is important as this allow for an assessment of what students have achieved and how our learning activities can be improved. An online evaluation facility is available on <http://goo.gl/QldRk>. For a sample (**See Appendix 4**). Please nominate an identity (code) for the course participants to enter when activating the online facility.

When the course is finished please ensure that all equipment is correctly turned off, that cups etc. are washed and returned, lights and heaters are turned off and that the Class Room is locked off, or the meeting room is cleared, before leaving.

Emergency

At the start of the course please refresh students and helpers of emergency procedures. (**See Appendix 2**)

There is a notice on the wall. The key issues are:-

Point out location of exits, alarms and fire hose

In case of earthquake

- Drop, Cover and Hold. Avoid windows.
- DO NOT RUN out of the building during strong shaking. Be alert for instructions afterwards.
- Use stairs – either front or back exits – DO NOT USE LIFTS

Personal emergency

SeniorNet has a defibrillator should anyone suddenly collapse and pass out.

The person may be unconscious, unable to respond and may not be breathing. After calling 111 for an ambulance the defibrillator may be helpful. It is located in the alcove near the photocopier.

Instructions for using the defibrillator are set out in **Appendix 3A**

For members who may suddenly feel unwell a fold-up stretcher and blanket is available in the office.

MANAGEMENT AND ADMINISTRATION

General

A volunteer receptionist is on duty in the office between 10.00 am and 12Noon Monday to Friday. If the telephone rings outside these hours, ignore it, as the answer phone will record any message.

Leaders for the first morning classes should obtain the door lock code from the receptionist or an Executive member so that they can unlock the Learning Centre doors.

The last Leader to leave in the afternoon should see that waste paper bins in both rooms are emptied into the rubbish bin in the kitchen, ensure all computers and TV sets are turned off (leave the printers on), whiteboards cleaned, lights and fans are off and the doors locked. To lock the door close the door and check that it is locked by turning both handles.

All Leaders should ensure that the tea and coffee making facilities are clean and ready for the next class. Tea, coffee and sugar are in a marked cupboard in kitchen. Check that sufficient milk is in the refrigerator. If not arrange for the office volunteer to buy a carton and claim cost from the office. Clean tea towels are in the drawer in kitchen. Used towels should be placed in second drawer.

If printers are to be used Leaders should ensure that there is sufficient paper in the printers for the next classes. Paper can be obtained from the office.

Keep the doors into the classrooms slightly ajar (not properly closed in case of earthquake emergency), otherwise the air circulation doesn't work properly and the classrooms may tend to be too hot.

Tutors' Meetings

These are held at the beginning of each term to brief tutors on recent developments and on other matters of interest. Tutors and Leaders are encouraged to pass on information gleaned from tutor clinics to their students.

From time to time guest speakers are arranged. All tutors, workshop leaders, office volunteers and assistants are very welcome to attend.

Fees and Expenses

Seniornet Tutors attending fee paying classes and workshops

SeniorNet Wellington Tutors can attend free, any fee paying classes and workshops

PROVIDED

- The class has not been filled with fee paying members
- They are active* tutors in the calendar year they wish to attend class(es)
*Active means the Tutor has tutored, or is available to tutor a class in that calendar year.
- A tutor can still be eligible for free classes if they have registered for tutoring a class, but the class has sufficient tutors, or the class was not held.

The keyword is 'availability'.

Travelling Expenses

If you do not have a Gold Card, or are unable to use it within the public transport constraints, refunds are available against public transport expenses. Refunds are also available for parking costs. Current refunds are:

Parking

Parking refund of actual costs (limited to one hour more than the class meeting or other activity undertaken for Seniornet.

Fares

Fare refund limited to the refund of reasonable and actual costs.

Other expenses

Please give details with GST receipts.

Notes

For GST and audit purposes receipts are required to support claims and should be attached to the claim form. If you don't have a receipt an explanation of the expense is required.

Claim forms may be obtained from the office

Teaching Tips

For more teaching tips go to the Tutors' Page on www.seniornetwgtn.blogspot.com

This is not a teaching manual. Rather, it is a collection of tutor's tips that will help you and your students to get maximum enjoyment and benefit from your class.

Students should be led not pushed. Be patient - students can have great difficulty in grasping principles that you take for granted. Our learning activities should be fun for both leaders and students. At our stage of life everything we do should be enjoyable and done with good humour. We are dealing with a technical subject, so if possible; try to lighten up the class or workshop. Remember neither the student nor the tutor has to prove anything to anyone.

At the beginning of the first session of a course, introduce yourselves; outline safety requirements (See Appendix 1), give a brief account of your computer experience and the use you make of it. Invite each of your students to do likewise. If you hold an executive position or have a special responsibility within the Wellington SeniorNet, say so - students like to know this.

If you are teaching Introduction to Computers, or most of your class are new members, it is a good idea to give a brief outline of the SeniorNet organisation both locally and throughout New Zealand. (See Appendix 8)

When you are having your first chat with the group at the start of the first session, ask them outright if anyone has a hearing problem or any physical difficulty. Also ask if anyone is left-handed and change the mouse and pad over. Remember this the following week and change the mouse again.

Start on time and begin each course by asking if students had any difficulties with the previous lesson and clear these up before proceeding. Also ask how any projects associated with the previous lesson went.

Identify with your students. It could be helpful if you and your assistants are able to offer your telephone number and/or your email address so that they can contact you if they get really stuck. Encourage questions. Students learn as much from questions and answers as they do from the course notes.

Questions can be many and varied. If you do not know the answer, say so and then either find out the answer yourself, or if you are able to, put them in touch with someone who does know. Also suggest they attend the next Q&A session when many questions are asked and answers given by other members. If appropriate, raise the question with the whole class the next week. However, always keep an eye on the clock to ensure you are not falling behind in the time allocated.

Tea breaks are an essential part of each session. Students work and concentrate very hard and need this break. It also allows students to get to know one another. Ensure that your students stand up and walk about during the break even if they do not want a cuppa. Make sure that no cups are placed on, or anywhere near, the computer benches.

Early on in the course take an opportunity to promote the other courses available at SeniorNet. Before the end of a course, talk to the students about what they would like to take next and encourage them to pursue their objectives.

Wear your name tag. Our short- term memory is not quite so good these days and the students need to be reminded of your and your assistant's names. Perhaps you could write them on the top of the white board together with your phone number at the start of the first session.

Use a pointer. Tell students not to touch the screens – they are delicate! When pointing to bits on a screen some folk are uncomfortable about getting too close to them, so by using a pointer such as a pencil, a wooden meat skewer or the telescopic aerial off a broken portable radio, you can reduce the need to lean over students.

We all have the problem of the student who is more experienced than the rest of the class and moves ahead faster than the others do. One suggestion is that he/she is asked to help a slower learner or you can give them some additional exercises to undertake.

Please use your assistant tutors, or if you are an assistant, please do as much as you can to help the class. Today's assistants are tomorrow's leaders and need to take a very full part in the session. At the end of a session take a few minutes to talk over with your assistants how things went. If there are subsequent sessions run through the next session with them and ask them if they would like to do any particular part. And at the end of the session don't forget to thank your assistants for their help.

Make full use of the TVs and the whiteboards. It is easier to get an idea across to the class by this means than individually on each computer. Familiarise yourself with the printers.

If you are using any of the manuals and find an error, note the details on one of the forms provided in the Learning Centre for this purpose

Ensure you leave enough time at the end of the session for students to remove their flash drives and clear any work done during the lesson to restore computers to starting positions for the next class, and if it is the last class for the day, to shut down their computers.

Do not overrun your time. On occasions there may be only fifteen minutes between classes and there is nothing worse than keeping the next class waiting.

Do not allow students to alter computer settings.

COURSES, WORKSHOPS, LEARNING GROUPS

Basic Courses

These courses provide beginners with basic knowledge and practical exercises for students to become familiar with using a computer and the basic software programmes. They are spread from between 4 to 8 weeks comprising one 2 hour session each week.

Members are asked to complete application forms and these are referred to course coordinators for assessment and allocation to classes. Tutors and assistant tutors are advised of the course timetable and the names and phone numbers of students in their class, one to two weeks before the course is due to commence.

A class list should be prepared (**see Appendix 5**)

One week before the course starts, the tutor emails or phones each student to confirm their attendance and to remind them of the date and starting time of the course, making sure that new students in particular, know the location of the Learning Centre. Tutors should also email/phone their assistant tutor(s) to discuss any relevant issues.

Tutors and assistant tutors should make sure they are familiar with the contents of their first lesson, as the manuals and copies for their students may not be available until after the first class.

The tutor should prepare a place name for each student that can sit on top of their monitor or on the desk, so course members can get to know each other easily. The office volunteers can produce a name tag for tutors if not previously received.

Experienced tutors should make sure they are conversant with the content of each lesson in advance.

Short Courses

Generally the short courses will be for one day and each course for duration of 2 hours. The main purpose is to enable learners, while using computers, to pick up basic and practical issues on the subject of the course.

Arrange for helpers who can assist to organise the course and assist on the day. If you are not certain who to approach contact the office for a list of members who have tutored or have attended past activities on the same topic

The number of helpers is not limited and could be up to one-to-one. Helpers should be advised that they don't pay a fee and that expenses such as travel expenses may be claimed.

Fix a date and time suitable to yourself and a suitable number of helpers. Book your Class Room and Course time with Marjorie Finn Phone 384 8349 Email marjorie.finn@clear.net.nz Time slots are normally 9.45am – 11.45am; 12Noon – 2.00pm; 2.15pm – 4.15pm

The size of each Course should be limited to:

7 learners for Class Room 11; 5 learners for Class Room 12

Prepare a brief synopsis of the course for email distribution and for the website. The format should be along the following lines.

Title – Short Course for (name to course)

When – The day, date and starting and finishing times

Where – Anvil House, Level 1, (Name which Classroom)

What – A brief outline of the matters to be covered

Contact – Name and contact details for workshop registration

Cost – The course cost payable on arrival. The normal charge for a 2 hour short course is \$10 per person, but every course must cover its own costs and this should be kept in mind if additional material is required.

Send a copy to the website administrator, at present Alan Royal a.royal@paradise.net.nz at least 10 days before the event. Alan will in turn arrange for the notice to be emailed to members.

First in first booked. If application numbers exceed the limit create a waiting list for a date to be determined later. For those who have had successful bookings it pays to re-confirm their registration by email about a week before the event with any other details that could be helpful for the learner.

The fee for each 2 hour session is \$10 and this should be paid by each learner at the start of the course. An attendance schedule (**see Appendix 6**) should be prepared, the payments noted and with money attached enclosed in the marked envelope available in the office to be finally deposited in the secure 'post box' pigeon hole cabinet.

It will be useful to prepare an outline of what will be covered. If some limited 'hard copy' material is required this can be arranged with the office prior to the event. Some existing course manuals may be suitable as reference material. Electronic access to these is available from the office. If only a few pages of existing manuals are applicable these may be copied. Printed copies of the full manuals could be available for separate purchase by students. Other supporting material could be emailed to students before the course commences

Questions from students and the opportunity to collectively address issues will help.

When the course is finished please ensure that all equipment is correctly turned off, that cups etc. are washed and returned, lights and heaters are turned off and that the Class Room is locked off before leaving.

Workshops

Generally workshop topics and dates are pre-arranged twice yearly for six months at a time. They are for 2 hours duration. Topics and presenters are listed as 'Forthcoming Workshops' on the website www.seniornetwgtm.blogspot.com and dates are also listed in the 'Year Planner' also on the website.

The main purposes of these workshops is to explain different features of software applications, update members on new developments, review current and established programmes as well as the range of internet opportunities. Questions from members are encouraged.

Prepare a brief synopsis of the course for email distribution and for the website. The format should be along the following lines.

Title – Workshop (name to course)

When – The day, date and starting and finishing times

Where – Anvil House, Level 1, Meeting Room 2 (or other room if not Room 2)

What – A brief outline of the matters to be covered

Contact – Name and contact details for workshop registration

Cost – The workshop cost is payable on arrival. Note that members bring the correct cash. The normal charge for a 2 hour workshop is \$5 per person, but every workshop must cover its own costs and this should be kept in mind if additional material is required.

Send a copy to the website administrator, at present Alan Royal a.royal@paradise.net.nz at least 10 days before the event. Alan will in turn arrange for the notice to be emailed to members.

From the list of attendees arrange for helpers who can assist to set up seating in the room, equipment and attendance sheet as well as the tea arrangements

First in first booked. The maximum number of applications should not exceed 25. If applications exceed the limit create a waiting list for a date to be determined later. For those who have had successful bookings it pays to re-confirm their registration by email about a week before the event with any other details that could be helpful for the learner.

The fee for each 2 hour workshop is \$5 and this should be paid by each learner at the start of the course. An attendance schedule (**see Appendix 7**) is available from the office on a clipboard. You may wish to pre-type a list of attendees electronically on the form at home leaving participants to just to sign in. Arrange for your assistant to monitor the fee payments and place the attendance sheet, with cash in the marked envelope available in the office to be finally deposited in the secure 'post box' pigeonhole cabinet.

It will be useful to prepare an outline of what will be covered. If some limited 'hard copy' material is required this can be arranged with the office prior to the event. Some existing course manuals may be suitable as reference material. Electronic access to these is available from the office. If only a few pages of existing manuals are applicable these may be copied. Printed copies of the full manuals could be available for separate purchase by students. Other supporting material could be emailed to students before the course commences

Questions from students and the opportunity to collectively address issues will help.

When the workshop is finished please ensure that all equipment is correctly turned off and returned, lights turned off, that cups etc. are washed and returned, seats are stacked and tables are dismantled and the room is clean. Specifically:-

- The laptop properly turned off, the setup is retained (returned)to its standard state
- The projector is properly turned off after cooling
- The internet is disconnected and router (if used) is returned to its cupboard

Learning Groups

There are currently 5 learning groups:-

- Computer Owners
- Questions and Answers
- Digital Camera
- Writing & Publishing
- Apple Mac Users
- Android Users

These groups meet monthly as noted in the Year Planner. Each group has a designated convenor and meetings are free to members.

Most notes applicable to workshops are relevant for all learning groups except that:

- Attendance at Learning Groups is free to members
- Pre-registration is not required

Appendices

1. Directory

2. Emergency Procedures

3. Emergency Check List

3A. Defibrillator Instructions

4. Sample Evaluation

5. Class List Form

6. Short Course Attendance Sheet

7. Workshop/Learning Group Attendance Sheet

DIRECTORY

SeniorNet Wellington

First Aid kit – Senionet Office

Keys – Keyboard at end of pigeon holes in office

- Kitchen cupboard key also in classrooms

Telephone Number: (04) 473 1510

- Telephones situated in SeniorNet Office and Teaching Room 12

Physical Address: Level 1, Anvil House, 138-140 Wakefield Street, Wellington

Postal Address: PO Box 10-364, Wellington

Email Address: wellingtonsenionet@gmail.com

Community Level One Cluster

Fire Wardens

Peggy Bhana (Diabetes Wellington) to end of 2013

Another (Diabetes) to be announced

SeniorNet Wellington Representative on Level One Cluster Committee

John Nimmo (Telephone 476 8771)

Photocopier faults

Refer Age Concern and Diabetes Wellington

Consumable supplies for the photocopier, kitchen and toilets

Peggy Bhana (Diabetes Wellington)

Chairman

Derek Oldershaw (Telephone 234 7733)

Treasurer

David Boyer (SeniorNet Wellington)

EMERGENCY EVACUATION PROCEDURES

FIRE

IF YOU DISCOVER A FIRE

- Activate nearest alarm – break the glass and turn on switch
- Call out “Fire”. Phone fire brigade – dial 111 – Give exact address Anvil House, 138-140 Wakefield Street and if possible location of fire in the building
- Use fire-fighting equipment only if no danger involved
- If fire cannot be controlled shut door to the room where fire is located
- Proceed to evacuate building

IF ALARM RINGS

- Evacuate building using nearest fire exit stairs – Keep Left.
Do Not - Use lifts **Do Not** – Run **Do Not** - Pass others on stairs
- Do not go back for personal belongings Help disabled people to a safe area
- Help disabled people to a safe area
- Follow all instructions given by wardens – move to the **Assembly** point outside **Amora Hotel**

EARTHQUAKE

INDOORS – WHEN SHAKE BEGINS

- Drop, cover and hold
 - Cover your head and neck with your arms
 - If not near a strong table or desk drop to the floor against an interior wall – avoid windows
 - Do not try to run out of the building during strong shaking
 - Keep calm – assist others inclined to panic

– WHEN SHAKE STOPS

- Check people nearby for injuries – provide First Aid if necessary
Do not move seriously injured people unless they are in danger
- Be alert for dangerous conditions – e.g. Broken glass; exposed live electric fittings, falling debris, etc
- Follow instructions given by “Floor Warden”. Vacate the building when instructed by the warden

TSUNAMI

AFTER STRONG EARTHQUAKE

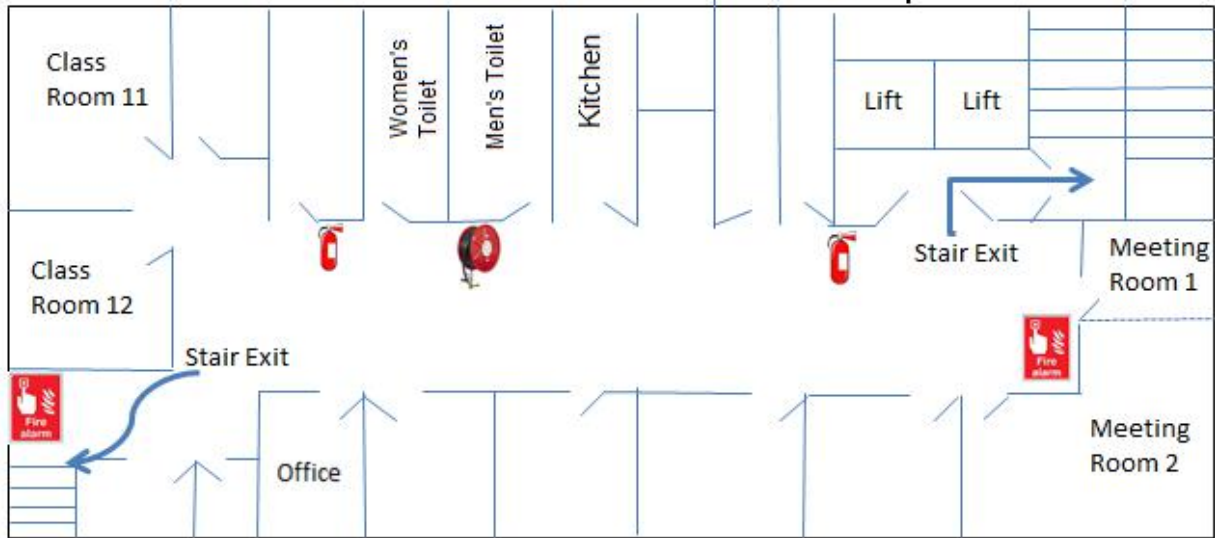
- Listen for any warnings
- If building is reasonably sound move to higher floors in the building.
 - If moving higher is not possible move outside to higher ground and as far away from the shoreline as possible
 - Do not return until “All Clear” instructions are evident or it is obvious that it is safe to return

BOMB or SUSPICIOUS OBJECT or THREAT

- If a telephone threat – immediately advise the Floor Warden) Phone the Police
- If suspicious object – DO NOT TOUCH – inform the Floor Warden) Dial 111
- Follow all instructions given by the Warden

KNOW YOUR FLOOR WARDEN AND ASSEMBLY POINT

Anvil House Level One – Floor Plan



When the Ground Begins to Shake



DROP down onto your hands and knees (before the earthquake knocks you down)

After the Ground Stops Shaking



- After a **long or strong earthquake** immediately move to higher floors in this building

OR

- Move as far inland as you can go

Emergency Announcements and Checklist

Members leading SeniorNet Activities are responsible for the health and safety of participants and need to provide learners with some basic health and safety and emergency information at the first session of an activity.

Brief announcements at start of any meeting, workshop or class

At some stage take time to read the Emergency Evacuation Notices posted in each room

Point out location of toilets, exits, alarms and fire hose

For earthquake remind members to:-

- Drop, Cover and Hold – avoid windows
- DO NOT run out of building during strong shaking
- After strong quake be on alert for instructions

If to evacuate

Use the stairs – either front or back exits - **DO NOT USE LIFTS**

If Tsunami warning and building is sound move to higher floors

Other announcements

- Location of telephones and any known hazards

Checklist for the tutor prior to the activity

I know where the emergency exit is:	At end of corridor past Room 12
I know the evacuation procedure and assembly point:	Refer to Emergency Instructions in Tutor Kit, Teaching Rooms and in Office
I know what to do in an earthquake:	See Emergency Instructions in tutor kit
I know where the fire alarms are:	By Room 2 and rear exit – see plan in Emergency Instructions
I know where the nearest fire extinguisher is:	By Room No 2 and in hallway near toilets – see plan in Emergency Instructions
I know where the fire hose is:	Outside Men's toilet
I know where there is a first aid kit:	In Office; Room 11 & 12
I know where the nearest telephone is:	Teaching Room No 12 and Office
I know where there are torches:	In both Teaching Rooms and Office
SeniorNet contact person for the building:	Derek Oldershaw Ph 234 7733

SeniorNet HeartSine Defibrillator Appendix 3A

Remember, in an emergency time is critical

Key check points D R S A B C (Drs ABC) These letters mean:

Danger? check electricity, traffic, other

Response? Speak, give firm taps shoulder

Send for help-get someone to call 111, give the ambulance a detailed address, and to wait for its arrival

Airway? check for any blockage and clear

Breathing? Ear close, listen and observe

Compression- start CPR soon as possible

- During the above checks ask someone to bring the Defib, open its carry case, and get out the tools -razor, sissors, tissues- and the chest pads. (You pull the green tag on the battery case to access these)
- Open/cut patient's clothing to clear the chest area
- Shave the chest and wipe if necessary
- Follow the Defib's instructions after positioning each pad on the patient
- Keep following the Defib's instructions for giving shocks and CPR.
- After each shock, recommence CPR until the Defib gives you next shock alert
- Maintain this pattern until the ambulance arrives and the medics take over

Finally, please advise Derek Oldershaw tel. 2347733 or the SeniorNet office that the Defib has been used and that it will need to be serviced.

Amtech contacts

Amtech National Freephone 0800 268 324 www.amtech.co.nz sales@amtech.co.nz

Head Office PO Box 2059 Wanganui

Sample online course evaluation

We would like you to evaluate the presentation to advise what you achieved from the course you attended. Would you please click one box for each question? If you have additional comments please add this to the 'Learners Comment' box.

Press the SUBMIT button when finished . NOTE: Please answer all questions

Required - Name of course (Please obtain this from the course leader)

The leader's knowledge of the subject

- Very Good
- Good
- Satisfactory
- Poor

The quality of teaching/leading this activity

- Very Good
- Good
- Satisfactory
- Poor

The organisation of the sessions

- Very Good
- Good
- Satisfactory
- Poor

The involvement of learners in the session

- Very Good
- Good
- Satisfactory
- Poor

How relevant was the course to you?

- Highly relevant
- Just relevant
- Barely relevant
- Not relevant

Your extent of achievement from attending the course

- Fully achieved
- Achieved but need training
- Partly achieved
- Not achieved

The quality of the resources and equipment

- Very Good
- Good
- Satisfactory
- Poor

Learner's comment including what SeniorNet did well and what could be done better

SUBMIT

CLASS LIST

Course: _____ **Tutor:** _____

Term: _____ **Assistant Tutor:** _____

Day: _____ **Time:** _____ **Start Date:** _____ **Finish Date:** _____

Mem No.	Surname	First Name	Phone No.	Paid Y / N	Weeks No.*	Signature	Emergency Contact & Phone No.**

* Only applies to Basic Computer Skills Course – number of weeks (4 or 8)

** Class member to complete

Distribution of copies:

Course Co-ordinator to:

- Tutor
- Office

Tutor to:

- Office (signed copy)
- Retain copy of the class list with the class members' emergency contacts and phone numbers

NB: Tutor to collect unpaid course fees and return to the office.

Postal address
 PO Box 10-364
 Wellington 6143
 Ph 04 473 1510



Level 1
 Anvil House
 138-140 Wakefield St
 Wellington

APPENDIX 6

wellingtonteniornet@gmail.com

seniornetwgn.blogspot.com

SHORT COURSE ATTENDANCE LIST

Course Title _____ Course Leader: _____

Term: _____ Assistant Leader(s): _____

Date of Course: _____

Time: _____

Mbr No	Name	Phone No.	Email	Fee Paid	Emergency Contact Phone (Class Member to complete)

Total Fees Paid _____

Signed – Course Leader Date

Distribution of completed copies to:

- Office (signed copy) with workshop fees
- Workshop leader may wish to retain a copy

Comments and observations that might help for organisation of future Short Courses

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