



## **POLICY 11: RECOGNITION OF SERVICE POLICY**

### **1. INTRODUCTION**

U3A Mornington (U3AM) is a not-for-profit learning community run entirely for and by volunteers and has no paid staff. It relies on its tutors and volunteers for the provision of all its services to its members. It recognises that without tutors and volunteers, U3AM would not exist. It is therefore important that tutors and volunteers are recognised for their contribution.

### **2. PURPOSE**

The purpose of this policy is to set out the criteria for recognition of the contribution of tutors and volunteers.

### **3. SCOPE**

This policy applies to all U3AM Tutors and Volunteers.

### **4. DEFINITIONS**

A Tutor or Volunteer is someone who regularly commits and contributes their time and effort to critical roles within U3AM.

They include: Member Tutors/Honorary Tutors/Guest Tutors, Coordinators, Office Volunteers, Committee Members and Ex-Officio Members of the Committee of Management, as well as volunteers in any other role, including Volunteers who contribute to a project for a short-term period.

Policy No: 11	Version No: 3.1	Approved by Committee of Management on 21 May 2021:
Supersedes	Version No: 2.0	dated 20 November 2020



## 5. POLICY

5.1 Tutors and Volunteers will be recognised upon retirement from their role/position.

5.2 Upon retirement from a role/position after 1 to less than 3 years, a tutor or volunteer will receive a letter of appreciation from:

- The President, in the case of Committee of Management members, Ex-Officio members and other volunteers not listed below
- The Course Coordinator, in the case of Tutors
- The Office Coordinator, in the case of Office Volunteers
- The Database Coordinator, in the case of Database Volunteers
- The Catering Coordinator, in the case of Catering Volunteers.

The letters are to be co-signed by the relevant Coordinator and the President, on behalf of the Committee.

They will also receive acknowledgement in the Four Seasons Newsletter.

5.3 Upon retirement from a role/position after 3/+ years, a tutor and volunteer will receive a letter of appreciation as listed above, plus a gift voucher to the value of \$50 at the discretion of:

- The President, in the case of Committee of Management members, Ex-Officio members and other volunteers not listed below
- The Course Coordinator, in the case of Tutors
- The Office Coordinator, in the case of Office Volunteers
- The Database Coordinator, in the case of Database Volunteers
- The Catering Coordinator, in the case of Catering Volunteers.

The letters are to be co-signed by the relevant Coordinator and the President, on behalf of the Committee.

They will also receive acknowledgement in the Four Seasons Newsletter.

Policy No: 11	Version No: 3.1	Approved by Committee of Management on 21 May 2021:
Supersedes	Version No: 2.0	dated 20 November 2020



5.4 Upon retirement from a role/position after 10/+ years, a volunteer will receive a letter of appreciation as listed above, plus a gift voucher to the value of \$100 at the discretion of:

- The President, in the case of Committee of Management members, Ex-Officio members and other volunteers not listed below
- The Course Coordinator, in the case of Tutors
- The Office Coordinator, in the case of Office Volunteers
- The Database Coordinator, in the case of Database Volunteers
- The Catering Coordinator, in the case of Catering Volunteers.

The letters are to be co-signed by the relevant Coordinator and the President, on behalf of the Committee.

They will also receive acknowledgement in the Four Seasons Newsletter.

5.5 Details of letters of appreciation and gift vouchers awarded are to be reported to the Committee of Management. Details of all retirees are to be acknowledged at the Annual General Meeting and in the Four Seasons Newsletter.

5.6 The Letters of Appreciation should conform to the existing template.

5.7 Honorary Life Membership

In exceptional circumstances, Honorary Life Membership may be awarded to a member for outstanding service to U3AM. This will be at the discretion of the Committee.

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