

Guidelines for Pay in Advance (PIA) Course Coordinators

The role of the Course Coordinator is to work closely with the Course Presenter and to take care of most of the administrative arrangements involved in running a Group course. This leaves the Presenter free to concentrate on the content and presentation of the course knowing that all the other processes will just happen.

These guidelines aim to cover the general principles – any specific requirements for a Presenter or Coordinator should be agreed between the two of them at the outset of the relationship.

Overview

All Group Courses are managed from the Clipboards at the far end of the hall of the Clubrooms. The general procedure is:

- Members wanting to do a course tell the Course Coordinator
- Coordinator checks member eligibility and contacts them if there are any problems
- Course Coordinator maintains the **Interest List** of students wanting to do the course
- When there are enough names on the **Interest List** the Course Date is booked
- Members on the list are offered places on the course
- If enough people accept, the course runs, if not, it gets cancelled.
- Typical examples of all documents mentioned are shown at the end of these Guidelines

Clipboards

The Course Clipboard is the starting point for anyone wanting to do one of the Club's Optional Courses. The Front Page should show the details of the course, including Course name and description, duration and cost, the date of the next course (if known), the name and contact details for the Course Coordinator, and tear-off slips giving Coordinator email contact information for those interested in attending the course. It is also helpful if the "skill level" required for the course is indicated.

The **Interest List** shows the names of everyone who has registered interest in the course, and should be as indicated at the end of the Guidelines. It must not include any space in the **Interest List** for students to add their own names (some Coordinators use plastic sleeves to further discourage this). The Course Clipboards are maintained by the Coordinator.

Contacting the Coordinator

Anyone wanting to attend a course starts by sending an email to the Course Coordinator as indicated on the front page of the Clipboard and the tear-off slip. Members who do not have an email connection can contact the Coordinator by phone and request phone contact. Members who have email and know their email address can request that the Office Staff send their email for them if they prefer, but the responses from the Coordinator will be sent by email.

Checking Eligibility

On receipt of the "Interest" email (or phone call), the Coordinator must check the student's eligibility to do the course before adding their name to the **Interest List**. This involves accessing the Student Course List on the Office computer and checking that the student is both "Financial" and has completed the required course pre-requisites (if any).

To access the Student Course List on the Office Computer, select the Office logon, and then open the current STUDENT COURSE LIST 2011 – 2012 from the Desktop. The Password dialog box appears, click on the Read Only button, and the 2011 – 2012 STUDENT COURSE LIST spreadsheet opens in Read Only format.



During the July – August period when renewals are being processed, our Membership Officer Sandra Self (ess10@optusnet.com.au) is willing to check renewals for you. By the second week of September

a copy of the Student Course List 2011-2012 will be available on the Trainers' area of the Club Website. (Access by clicking on the side door of the picture of the Cottage on the Home Page of the website.)

If the student is not financial, or has not completed the appropriate courses it might be a good idea to contact them and explain that their name cannot be added to the **Interest List**, and so no course will be offered.

The code to look out for when checking Fundamentals is:

DO Dropped Out The student advised the club that they did not wish to continue the Fundamentals Course, and would not be doing any further courses.

Adding Names to the Interest List

If the student is eligible their name and email address (or phone number) are added to the **Interest List** by the Coordinator, and a standard reply sent to the student advising that they are now on the **Interest List**. Students are also informed that they need do nothing more until they receive an email (or phone call) from the Coordinator advising the date and enrolment details for the course.

Where possible, the latest copy of the **Interest List** should be put on the Clipboard so that a) students who have registered interest can check that their name is there, and b) so that anyone can determine the length of the **Interest List** when required.

The lengths of Optional Course **Interest Lists** are discussed at the Monthly Training Sub-Committee Meetings and Coordinators are requested to email the number of members on their **Interest List** to Alan Wright (atw@exemail.com.au) in time for the Training Sub-Committee Meeting on the last Wednesday of the month. (If no update is received from the Coordinator the latest information on the Clipboard will be used by the meeting.)

Monitor Length of Interest List and Schedule next Course

Popular opinion indicates that only 60% of people on the **Interest List** will be available for any one course, so the Coordinator and Presenter liaise to decide when the **Interest List** is long enough to warrant scheduling a course – which needs a 5-6 week lead time. When possible dates have been agreed, the Coordinator contacts Jill Matthews to book the appropriate Room for the course (there are 12 student PCs in Room 1 and 9 in Room 2). Please use your discretion about scheduling courses on Wednesday mornings, bearing in mind that they may clash with other Club meetings. Course dates are automatically published in the Newsletter and General Mailout.

Update Clipboard with Course Date

Once a room has been booked update the front page of the Clipboard to show the start date.

Prepare Eligible Student List and Enrolment List

The **Eligible Student List** shows names and contact details for all students who have registered interest in the course. It is the control document used by Office Staff to check that a member wanting to pay for a course is eligible – if their name is not on the **Eligible Student List** the Office will not accept their payment.

The **Eligible Student List** is of a similar format to the **Interest List**, but should have blank lines at the bottom of the list so that late enquirers can be added to the **Eligible Student List** by the Coordinator once their eligibility has been checked.

The **Enrolment List** is also used by the Office Staff to record the Names and Receipt Number for members who enroll in the course. It should have space for the maximum number of students allowed on the course, plus space for 2 students to be Waitlisted (without paying) in case of last minute drop outs.

Both the **Eligible Student List** and the **Enrolment List** must be taken to the Office and placed in the appropriate black Course Folder before the Office can take enrolments.

Email those on the Interest List to advise of Course Dates and Enrolment

Once the Office has the enrolment information the Coordinator emails (or phones) everyone on the **Interest List** giving the Course details, enrolment details and advising when the Office will start taking enrolments. Course Coordinators are asked to identify themselves by using "ComPals – Course Name" as the Subject of the email.

Things to confirm are:

- Date, start time, duration and cost of course
- Whether a flash drive is required
- To please bring a cup if the course sessions include a tea break
- Requirement for student to email Coordinator if they cannot do this course but wish to remain on **Interest List** for next course

It is a good idea for the Coordinator to Request Read Receipt on the email, and to record the responses on their own copy of the **Interest List** as they are received.

Organise Manuals, CDs, etc.

As soon as you can, give Miriam Thomas details of the course dates and numbers of Manuals, CDs, etc. so that she can prepare them during her normal Tuesday printing sessions, and is not forced to make special trips to the club. Preferably, leave a note in her tray on the wooden cupboard near the photocopier in Room 3, with your contact details, so that she can let you know when they are ready, and where she will leave them for you. It is up to you whether or not you choose to insert the pages of the manual into the sleeves or leave that for the students to do when they arrive on the first day.

Liase with your Course Presenter about course details

By this stage, you and your Course Presenter will have agreed who does what in the following areas:

- Preparation of **Attendance Sheet** with contact details
- Delivery of manuals, CDs, etc., to course
- Printing the Course Certificates one week prior to the end of the course. Instructions for printing the certificates are included at the end of these Guidelines.

If you are a trainer on the course, you can bring these things with you, if not, your job includes making sure that the Presenter has all the necessary information well before the course starts.

Monitor Enrolment List and re-advertise as necessary

One week before course should start

Decide whether or not course will run and email (or phone) those on the **Enrolment List** accordingly

Once the course has started

Update the Clipboard to show next course start date TBA, and remove the names those who are attending the current course from the **Interest List**.

Updating student's course completion records

On the last day of the course please empty the Course Black Folder in the Office, and leave a copy of the **Enrolment List** (or **Attendance Sheet**) showing Course name, student names, and course completion date, in Sandra Self's tray in the Office so that the Course Completion records can be updated.

Clipboard Front Page Layout

COURSE ILLUSTRATION

Optional

COURSE DESCRIPTION

**Including cost, duration (weeks and hrs / week), skill level,
minimum course size, pre-requisites (if any)**

COURSE ENROLMENT PROCEDURES

COURSE NAME & COORDINATOR EMAIL TEAR-OFFS

GRAPHICS

Graphics is a fun course and is recommended for members who have Microsoft Office and have recently completed Fundamentals. The full course description is pasted to the clipboard and the Files & Folders Refresher is recommended but not mandatory.

Graphics is Pay-in-Advance, costs \$25 and has 5 x 2 hour lessons.

The next Course starts on
TBA

Future courses will be scheduled in due course. If you are interested in Graphics, please email Marea at the address on the tear-off slips below quoting the course name "Graphics" and whether you use Word 2003, Word 2007 or Word 2010.

Marea Parsons Course Coordinator
Email: golfing1@bigpond.com Phone: 9871 1219

golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics
golfing1@bigpond.com	Graphics

GRAPHICS INTEREST LIST

		Word	Email Address	Comments
1	A N Other	?	another@tpg.com.au	
2	A N Other	2003	another@tpg.com.au	Txfr to next course. R6918260
3	A N Other	2007	another@tpg.com.au	
4	A N Other	2007	another@tpg.com.au	Dropped out family crisis – given refund
5	A N Other	?	another@tpg.com.au	
6	A N Other	2007	another@tpg.com.au	
7	A N Other	?	another@tpg.com.au	
8	A N Other	2007	another@tpg.com.au	
9	A N Other	2007	another@tpg.com.au	
10	A N Other	2007	another@tpg.com.au	Not Wednesday
11	A N Other	2003	another@tpg.com.au	
12	A N Other	?	another@tpg.com.au	
13	A N Other	2007	another@tpg.com.au	
14	A N Other	?	another@tpg.com.au	
15	A N Other	2007	another@tpg.com.au	
16	A N Other	?	another@tpg.com.au	

This is a list of people who have indicated they would like to do the course.

PLEASE DO NOT ADD YOUR NAME TO THIS LIST.

To register your interest in doing this course please contact the coordinator by email using the tear-off slip on the front page of the Course Information Clipboard

Thank you:

Marea Parsons Course Coordinator

Email: golfing1@bigpond.com Phone: 9871 1219

Email response to confirm addition to Interest List

Thank you for your interest in the Graphics Course - I have added your name to the Graphics Interest List.

We do have Manuals for Word 2003, Word 2007 and Word 2010, so if you would kindly let me know which version of Word you use at home we can ensure you get the correct manual.

When the next course is scheduled, everyone on the Interest List will be sent an email giving the dates of the next course and the enrolment details. Apart from this you don't need to do anything more until you receive the email (or phone call) giving the enrolment details.

Thanks for your interest, and I look forward to catching up with you at Graphics.

Email response giving enrolment details (to be sent 4-5 weeks before start of course)

Hi Folks

You have received this email because you have asked to be informed about the next Graphics course. It costs \$25 and will run from 1pm – 3pm on Wednesday afternoons, **6th, 13th, 20th, & 27th April and 4th May 2011.**

The Club Office now has the List of members Eligible to enrol in this course. It is open for payment of course fees (correct cash or a cheque please) during Office Hours (**10.30-3.00 pm Mondays and Tuesdays, and 10.30-12.30pm on Fridays.**)

Enrolment in person

1. Go to the **Club Office** with the correct money (\$25) and ask to enrol in the Graphics course starting on **6th April 2011**
2. The Office staff will check your eligibility, and if there is still space on the course, will take your money and enter your name, email address and Receipt Number on the Enrolment List. You are then guaranteed a place on the course as long as it runs. Please check that your name is entered on the Enrolment List before you leave the Office with your receipt.

Enrolment by phone (9899 9131 during Office Hours as above)

1. Phone the Club Office and ask to enrol in the course with promise to send payment by post. Please do not leave a message on the answering machine.
2. The Office staff will check your eligibility as above, and if there are vacancies on the course, will reserve a place for you pending arrival of payment. You will not be told your Receipt Number.
3. When making the payment, please state the course name, and post the cheque/money order to Computer Pals for Seniors. PO Box 831 Castle Hill 1765)
4. Assuming your payment is received within 7 days, your enrolment will be confirmed and you are guaranteed a place on the course as long as it runs. Your copy of the Receipt will be posted to you.
5. If your payment is not received within 7 days, the place will be released to another student.
6. If your payment arrives after 7 days but there are still vacancies on the course, you will be allocated one of those and sent the Receipt. If the course is full your payment will be returned.

Course confirmation

One week before the course is scheduled to start you will receive another email either confirming that the course will run as planned, or advising that the course has been cancelled due to lack of support. In which case your course fee will be held for next course.

We teach Graphics using Word 2003, Word 2007 and Word 2010, so also need to know which version of Word you use at home so that we print the correct version of the manual for you.

If you aren't sure which version you have, open Word, and look at the top-left hand corner of the screen.



Word 2003



Word 2007



Word 2010

Please either let me know the version you use by email, or ask the Office staff to add the version you use in the appropriate space on the Eligible List in the Office.

If you do not wish to attend this 6th April 2011 Course, but would like stay on the List to be informed when the next Graphics Course is scheduled please advise me by email (no response will result in your name being deleted from the Interest List).

GRAPHICS ELIGIBLE LIST

Wednesday afternoons 6th, 13th, 20th, 27th April & 4th May 2011
From 1.00 – 3.00pm

		Word	Email Address	Comments
1	A N Other	2003	another@tpg.com.au	
2	A N Other		another@tpg.com.au	
3	A N Other	2003	another@tpg.com.au	Txfr to next course.
4	A N Other	2003	another@tpg.com.au	Txfr to next course.
5	A N Other	2007	another@tpg.com.au	
6	A N Other	2007	another@tpg.com.au	
7	A N Other	2007	another@tpg.com.au	Dropped out family crisis –
8	A N Other	2000/2007	another@tpg.com.au	
9	A N Other		another@tpg.com.au	
10	A N Other	2007	another@tpg.com.au	
11	A N Other	2007	another@tpg.com.au	
12	A N Other		another@tpg.com.au	
13	A N Other	2007	another@tpg.com.au	
14	A N Other		another@tpg.com.au	
15	A N Other	2007	another@tpg.com.au	
16	A N Other	2007	another@tpg.com.au	
17	A N Other	2003	another@tpg.com.au	
18	A N Other	2003	another@tpg.com.au	
19	A N Other	2010	another@tpg.com.au	
20	A N Other	2007	another@tpg.com.au	Not Wednesday
21	A N Other	2003	another@tpg.com.au	
22	A N Other	2007	another@tpg.com.au	

PLEASE ASK STUDENTS WHETHER THEY USE
MICROSOFT OFFICE 2003, 2007 or 2010

GRAPHICS ENROLMENT LIST

Wednesday afternoons 6th, 13th, 20th, 27th April & 4th May 2011
From 1.00 – 3.00pm

Note: Only Club Members listed on the attached Graphics Eligible Students List are eligible to enrol in this course. Cost: \$25

(Anyone who is not on the Eligible Students list, but who is interested in doing the course, should email the Course Coordinator at the address on the tear-off slips on the Graphics Clipboard in the hall, and ask to be added to the list.)

Maximum course size – 12 students (Room 1)
(Minimum course size – 8 students)

Last-minute drop-outs risk forfeiting their course fee.

	NAME (Please PRINT)	Version of Word	Receipt Number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13	Waitlist - 2 Students		
14			

GRAPHICS ATTENDANCE SHEET

Wednesdays 6th, 13th, 20th, 27th April & 4th May 2011

1.00pm – 3.00pm

\$25

	Name		Email	Receipt	6/4	13/4	20/4	27/4	4/5
1	Brian Willis	2003	another@tpg.aom.au	6917982					
2	Sylvia Willis	2003	another@tpg.aom.au	6917983					
3	Michael Bleby	2003	another@tpg.aom.au	6917984					
4	Merlene Borger	2007	another@tpg.aom.au	6917985					
5	Judith Stines	2007	another@tpg.aom.au	6917992					
6	Sabine Lepold	2007	another@tpg.aom.au	6917995					
7	Klaus Schrader	2003	another@tpg.aom.au	6917998					
8	Rob Ward	2007	another@tpg.aom.au	6918001					
9	Margaret Woods	2010	another@tpg.aom.au	6918008					
10	Trevor Moxham	2003	another@tpg.aom.au	6918009					
11	Sandra Nobbs	2007	another@tpg.aom.au	6918014					
12	Margaret Fotheringham	2003	another@tpg.aom.au	6918019					

Printing Course Certificates

Masters for all the Optional courses have now been loaded on the Office PC (with separate files for printing one or two certificates to a page thereby catering for odd numbers of certificates without wasting paper). Although the Office Assistants for one-on-one courses are able to print certificates for us (between 10.30 and 3.30 on Mondays and Tuesdays), it is preferable for Coordinators to do this job themselves.

To print certificates:

The certificate paper (mottled cream A4) lives in a packet on the bookcase, and the guillotine lives on top of the filing cabinet on the left-hand side of the desk.

1. Open the appropriate "Read only" file from the My Documents\Course Certificates folder.
2. Type the student's name and the completion date of the course in the spaces provided (the fonts are preset, and please do not hit Enter at the end of the line).
3. Load enough sheets of the certificate paper in the printer and press Print.
4. Guillotine as appropriate.
5. If you create a blank half sheet of paper please return it to the packet for the next person.

If you would like a trial run, or to have some help the first time round, the Monday and Tuesday Office Assistants will be happy to help you between 10.30 and 3.30.