



WAITLIST MANAGEMENT POLICY

Introduction

1. U3A Emerald Inc. is committed to minimising, as far as is possible, the waitlists for its courses, while ensuring that class sizes remain appropriate to the requirements of the tutor, course type and venue. This position recognises that for some courses, attendance levels can be below the maximum class size; that being waitlisted can lead to dissatisfaction for members involved; and that a fair and reasonable approach to waitlist management is required.

Purpose

2. The purpose of this document is to outline the policy of U3A Emerald Inc. in managing waitlists to ensure that, where possible, the number of members on waitlists is minimised and that entry to courses is fair and reasonable.

Definitions

3. *Course*: all courses and activities offered by U3A Emerald Inc.
4. *Volunteer services*: any services provided voluntarily to support the operation of U3A Emerald Inc. such as tutoring, serving on the Committee, providing support for U3A events.
5. *Tutor*: the person who is delivering the course or leading the activity.
6. *Waitlist*: the list of members developed through UMAS once the maximum number of enrolees for that course or activity is reached.

Policy

7. U3A Emerald Inc. will ensure that applications for courses are added to a waitlist where the number of applications exceeds the agreed number of enrolees.
8. Tutors will be the final arbiters of class sizes for their course.
9. Tutors are empowered to determine the level of attendance that is sufficient for their course, considering the particular circumstances such as its frequency, the arrangement of the sessions, the skills to be learnt, and class cohesion and satisfaction.
10. Tutors can vary the maximum number of enrolees for their courses if they think this is required, for example to reflect attendance patterns or where other circumstances change.
11. Where there is a waitlist, only applicants listed on the waitlist will be offered a position in the course, with the invitation being in the order that they appear on the waitlist.
12. At the discretion of the President, where there is a waitlist, any member who wishes to join the course and has provided or is providing volunteer services to U3A Emerald Inc. may be offered enrolment in the course ahead of others on the waitlist.

Procedures

13. The Course Coordinator will liaise with tutors when the course is proposed to determine the class size, and the UMAS Manager will add this to UMAS.
14. The UMAS Manager will update UMAS to reflect any changes to maximum class sizes.
15. At the start of each month the President, or their delegate, will review UMAS for courses with waitlisted members.
16. Where a waitlists exist, the President, or their delegate, will communicate with the tutor to determine the current status of attendees, and whether there is room for additional members.

17. If the tutor is able to take additional members, they are expected to contact members on the waitlist, starting with the first-listed member.
18. Where there is a waitlist and the attendance of an enrolled member is not sufficient, the tutor should contact that member to determine the reasons for their non-attendance, and suggest that in the interests of fairness and member satisfaction, if they cannot attend the class, their place should be offered to someone on the waitlist.
19. Where a member with insufficient attendance wants to remain enrolled but does not subsequently resume sufficient attendance, the President, or their delegate, is empowered to contact that member to advise that, because there is a waitlist and their attendance is not sufficient, their enrolment will be cancelled so that a member on the waitlist can attend. However, any special circumstances of the enrolled member must be considered in taking such a decision.

Responsibility

20. The U3A Emerald Inc. Committee of Management is responsible for developing, implementing, reviewing and publishing this policy.

Authorisation

This Waitlist Management Policy was adopted by the Committee of Management of U3A Emerald Inc. and minuted as such, on 27 August 2019.