

The Student Guide

to

SWEP

and

Work Study

Revised June 2016

Queen's University Career Services

TABLE OF CONTENTS

Introduction **Page 3**

Getting Started **Page 4**

- Accepting a Job Offer
- Social Insurance Number
- Expectations and Responsibilities
- Health and Safety
- Accessibility and Accommodation

Getting Paid **Page 7**

- Payroll System
- Avoiding Common Problems
- Not Getting Enough Hours?
- Public Holidays

On the Job: Procedures **Page 11**

- Inappropriate Behaviour
- Calling in Sick
- Time Off
- Lunch and Breaks
- Whom Do I Report To?
- Dress Code

Communication **Page 13**

- Talking about Difficult Subjects
- Understanding Office Culture

Skills **Page 15**

- Time Management
- Tracking Your Skills
- Career Portfolio

List of Resources and Personal Support at Queen's **Page 17**

Conclusion **Page 20**

Appendix **Page 21**

- 1A – Career Services General Safety Checklist
- 2A – SWEP and Work Study
Job Orientation and Administrative Checklist

INTRODUCTION

Congratulations on being offered a SWEP or Work Study position! We hope that this will be a rewarding and educational experience for you.

We have designed this handbook to help you make the most of your summer/work position. Herein you will find what you need to know when starting out as SWEP or Work Study staff.

We welcome any suggestions or input that you might have, as we are continuously looking to improve our program and this manual for students working in SWEP or Work Study positions. Please contact Sheila Hutchison with any comments or suggestions, by phone at (613) 533-6000 ext. 74044, or email at **sheila.hutchison@queensu.ca**.

We hope that you find the manual useful.

Welcome, and read on.

GETTING STARTED

Accepting a Job Offer

Congratulations on getting a job offer!

Before accepting the position, ensure that you understand the offer completely. If you have any questions, this is the time to ask for clarification. If you've applied to more than one position, be respectful of each employer while considering prospects and making a decision to accept an offer. Once you have made a decision and accepted an offer, let other employers know that you are withdrawing your application from their hiring process. For more information on accepting a job, check MyCareer MAP Offers & Decisions.

Social Insurance Number

To work on campus in the Work Study or SWEP Program students MUST have a Social Insurance Number (SIN).

- To get a SIN number, students should go to: [Queen's University International Centre website](#)
- Service Canada is at 1300 Bath Road in the Frontenac Mall

Expectations and Responsibilities

Before your first day in your work placement, there are a few things you should do. You'll need to have a clear understanding of your expectations; responsibilities and procedures on the job and you'll need to assist your employer in making sure you get paid. Clarify your role with your employer before you get too far into the job.

If you need additional assistance, clarification of the purpose or goals of the SWEP/Work Study program, or if you have any other concerns, please contact the program coordinator, Sheila Hutchison.

Health and Safety

You have the right to be safe in your workplace. Queen's University does its best to ensure a safe workplace for all employees, including students in SWEP and Work Study positions.

When you start your new work position, your employer is required to go over a safety checklist to ensure that you are fully educated about safety procedures such as fire escape routes, handling of hazardous materials (if applicable) and other concerns relevant to your position.

We have included a **General Safety Checklist (See Appendix 1A)** that is applicable to all SWEP and Work Study positions. If your employer has a less formal safety procedure, you can look at this to ensure that all of the potential safety issues have been addressed. Ontario Law states that you have the right to refuse any work that appears to be unsafe, or that you don't feel adequately trained to complete.

Queen's Campus Security is available 24/7 for your safety if you feel threatened at any time while on campus. Outdoors, you can approach one of the 'blue lights' around campus and press the red emergency button on the side of the light. This will put you in contact with an on-duty security officer who is able to promptly dispatch someone to your location if necessary. There are red emergency buttons at some indoor locations as well, which serve the same purpose. Alternatively, you can call for help on any phone at **(613) 533-6111**. Do not hesitate to ask for help if you need it.

Campus Security has suggested the following precautions to help protect yourself and your property:

- **Trust your intuition and act on it.** If you feel uncomfortable, there is a reason for it. Make your feelings known.
- **Familiarize yourself with your surroundings,** especially phone locations, designated emergency exits, and other possible avenues for help.
- **Do not leave items unattended for any length of time.** Lock your room or office when leaving it, even if for a few minutes.

Accessibility and Accommodation

It is against the law for an employer to discriminate against you on the basis of your disability. It is also your decision if and when you decide to disclose a disability to an employer. If you are a person with a disability, you have the right to request and receive the accommodations you need in order to participate fully in the application and hiring process for a job as well as those needed to do the job once you are hired. In order to receive accommodations, you must disclose to the employer that you have a disability that requires accommodation (and detail the specific accommodations that you require) but you are not required to disclose the specific nature or label of your disability. Career Services can assist you to learn about disclosure, accommodation, and your rights and responsibilities in depth. If you have any questions about any of those topics, make an appointment to meet with one of the career counsellors at Career Services. Working closely with their colleagues in Accessibility Services and the Human Rights and Equity Office, they can help educate you about ways to make the most out of your career options.

GETTING PAID

It's great that you will be getting valuable work experience, but who can deny the benefit of getting paid to do it? It's important to make sure that you are informed about how the payroll system works and to take the necessary steps to avoid delays in getting paid.

Payroll System

The payment process

Your employer must submit your time sheet to the Time Keeper of the department on a bi-weekly basis. The Time Keeper will process the payroll through People Soft. The only exception to this is not-for-profit organizations (Work Study), which instead submit a time sheet to Carla Place in Student Awards.

All SWEP and Work Study employees are categorized as hourly employees and are thus paid bi-weekly. The time sheet can be found at (<http://www.queensu.ca/humanresources/forms>) titled 'Timesheet for Casual and Bi-Weekly Paid Employees'. It is the student's responsibility to provide Direct Deposit banking information through [MyHR Self Service](#) online services in order to receive their casual pay via electronic funds transfer. They must activate their Queen's Employee NetID to access MyHR, if they have not already done so.

To activate, go to <https://netid.queensu.ca/activate>

- In Account Type menu, Select "Staff / Faculty / Student Employee"
- Enter student number and date of birth
- Follow the rest of the steps to activate.

Note: new Queen's Employee NetID and current Student NetID are not the same

Contact Queen's ITS at 613-533-6666 if assistance with account activation is required.

Payroll Services also requires the TD1 (both provincial and federal) tax forms. They can be found at <http://www.queensu.ca/financialservices/forms> under Payroll - TD1, Payroll - TD1 Fed worksheet, Payroll - TD1 Prov Form and Payroll - TD1 Prov Worksheet.

A few form tips:

- “Time Reporting – Reporting time for the week of:” Select the first Sunday date of the time period you are reporting. The timesheet covers a two week period and will automatically fill in the dates.
- “Time Reporting Code:” Select REG Regular Pay from drop-down menu.
- Please use one sheet for each pay period.

If you have been having problems with getting paid, there are a number of things you can do. First, talk to your supervisor to ensure that everything is being submitted on time. **If the problem continues, do not hesitate to contact Sheila Hutchison, the SWEP and Work Study Coordinator** or you can contact Human Resources directly to find out why you haven't received your deposit. It might seem unbelievable, but some students have gone for months without getting paid because they are too hesitant to speak up. Remember, it is your right to get paid for the work you do.

Avoiding the Most Common Problems

If you find that you have not received your deposit on the specified days (sad but true), we recommend you take the following steps:

1. Don't Panic!
2. Ask your employer if your payroll was submitted by the cut-off date
3. If the deadline was met, give Queen's Payroll Services <http://queensu.ca/financialservices/contact-us/payroll-services> .
4. If your employer missed the deadline and you cannot wait until the next pay date (you shouldn't have to wait), you can ask your employer if they are aware that they can request a rush cheque, which is processed like a salary advance and available within 24 hours. This option has a service charge to the employer. You can refer your employer to Queen's Payroll Services if they are unclear about this.
5. If you have any difficulty dealing with your supervisor on this matter, please don't let it slide or assume it will correct itself. Contact Sheila Hutchison for assistance or direction.

Not Getting Enough Hours?

When you were hired (Work Study), your employer should have indicated to you approximately how many hours they were planning to hire you for. Any contract you signed would indicate the number of hours that you were hired for.

If for any reason you are not getting the amount of hours that were agreed upon, or there has been a change and it doesn't look like you are going to get the number of hours that were agreed upon, you should discuss this with your employer.

Notes Regarding Work Study

In the case of Work Study, **you have the liberty to find more than one job to achieve the full entitlement as long as the total amount of hours combined does not exceed your maximum entitlement.**

When you obtain a second Work Study job you will need to ensure your first employer is aware of this fact, as they will need to send an email to Sheila Hutchison confirming agreement and indicating the number of hours they are willing to give up. In addition, your second employer should also be aware that you have another job.

Public Holidays

The Province of Ontario has 10 public holidays per year. Except for those in certain industries, (i.e., hospitality or tourism-based), employers are generally obligated to give you paid leave on those days. For SWEP this pay is included in your salary. For Work Study the public holiday pay is an amount equal to your regular wages earned in the four weeks prior to the public holiday divided by 20 (5%).

Please note that the following Queen's Policy does apply to Work Study students and should be applied. If you have questions please contact **Queen's Human Resources** (x32070):

The Employment Standards Act, 2000 (ESA) and its regulations came into force September 4, 2001. They replace the Employment Standards Act R.S.O. 1990, c.E. 14 (the old ESA). However, the new ESA governs

employment standards entitlements arising after September 4, 2001. There are only a few changes which impact on our policies at Queen's University. The following is a description of the one area which results in a change to a Queen's policy for casuals and student employees.

Public Holidays

Inclusive in entitlement for Work Study.

Most employees are entitled to take the following eight public holidays off with public holiday pay

1. New Year's Day
2. Good Friday
3. Victoria Day
4. Canada Day
5. Labour Day
6. Thanksgiving Day
7. Christmas Day
8. December 26 (Boxing Day)

Qualifying for Public Holiday Entitlements

Generally, employees qualify for public holiday entitlements unless they fail, without reasonable cause, to work:

- Their entire regularly-scheduled shift before or after the public holiday;
or
- Their entire shift on the public holiday if they agreed or were required to work that day

Employees who qualify for public holiday entitlements can be full-time, part-time, permanent or on a limited-term contract. They can also be students. It does not matter how recently they were hired or how many days they worked before the public holiday.

ON THE JOB: PROCEDURES

If this is your first job, it may be hard to know what questions to ask. This section is meant to help inform you of some general guidelines to start you off. In addition, we have provided a handy “**First day checklist**” in **Appendix 2A** to help you ensure that you are equipped with the knowledge to make your transition to your new job go as smooth as possible. We recommend that you print off the checklist and go over it with your employer on your first day.

Inappropriate Behaviour

It is absolutely inappropriate to do homework, go on Facebook, Text or browse the internet while at work. If you don't have enough to do, either let your supervisor know, ask co-workers to see what you can help with or take the initiative to do something else that looks like it needs to be done. Employers like to see motivated students who contribute to the team, and it's up to you to be a responsible employee in this respect.

Calling in Sick

It's important to establish from the beginning of employment who you need to call if you are sick. It is professional courtesy to let your supervisor know as soon as possible if you need to take a day off for illness.

Time Off

Most employers require advance notice if you wish to take time off work. The sooner you ask for time off, the more likely you will be able to get the time that you request. Speak to your supervisor about their expectations. They should tell you how much advance notice they require and how to submit a request for time off.

Lunch and Breaks

You are entitled to a half hour break for every three hours you work. If you are working a full 8 hour work day, you are entitled to an hour lunch and two 15 minute breaks.

Whom Do I Report To?

Depending on your position, this might seem a little ambiguous. In some cases, you will have multiple supervisors, or multiple projects. The most important thing is to make sure that you have spoken to your supervisor about it. It might seem obvious, but often students – especially if it's their first job – are hesitant to address these kinds of concerns for fear that they might seem ignorant. The same goes for actually doing the work you are assigned – again, it might seem obvious, but sometimes people hold back from asking questions. Making sure that you understand a task assigned to you is part of doing a good job, so clarifying things when uncertain is a must.

Dress Code

Generally, when it comes to dress code, it's best to err on the side of formality. You should come to your first day dressed more or less the same way you dressed for your interview. The way you dress for your job is a direct reflection of how you feel about it. Employers want to see that you are enthusiastic about being there. Even if they say that the dress code is casual, this doesn't mean that you should dress like you would watching TV at home. As well, in some cases, dress code reflects certain safety requirements, especially in cases when you might be working with machinery.

Be sure to clarify with your supervisor what is appropriate and adhere to the guidelines you are given.

COMMUNICATION

Having a good working relationship with your supervisor can make the difference between having a great workplace experience and a regrettable one. The most important contributor to having a good working relationship is maintaining good communication. Not only will knowing how to communicate help you greatly in being an effective employee, but good communication skills are widely sought after by many employers for future jobs. SWEP and Work Study are valuable opportunities to improve your communication skills in a professional setting.

Good communication is primarily based on common sense and mutual respect, but we have also provided you with a few more particular suggestions to help you develop effective skills.

Talking About Difficult Subjects

It's not unusual that you may have something awkward or unpleasant you need to communicate to your supervisor, co-worker or peer. One way to approach the issue is to communicate the issue at hand as well as a positive statement. Pairing problem areas with a positive statement balances the statement, makes it less accusatory, and shows that you have taken the time to think about the issue from different angles.

Try to suggest a solution or communicate that you are open to helping solve the issue. This shows that you have put forth the effort to communicate in a sensitive and productive manner and that you are not simply complaining.

For example, imagine that your supervisor has scheduled you to work on a day that you specifically requested off. You could approach this head on, as in the following example:

1. "I'm sorry, but I told you that I can't work on Thursday and I'm not going to be able to come in."

However, this is a fairly negative statement and it comes off as disrespectful. This statement would be better received if you paired it with something positive and/or suggest a solution. For example:

2. "I really appreciate that you've been able to accommodate my schedule so far, but I was looking at the schedule and I noticed that I

was scheduled to work on Thursday. I requested that day off, and I don't think I will be able to come in. I know how busy you are, and I understand that it's probably hard to accommodate everyone's shift requests, but I really hope that we can figure out a way for me to work some other day instead."

Understanding Office Culture

Students have a tendency to be too informal for some employers, so it's a good idea to figure out ahead of time what the existing "office culture" is at your place of employment. Some things are addressed explicitly, for example, a required dress code, or provide you with a manual that addresses office culture. However in most cases you will have to figure this out yourself.

You might want to think about these types of questions: What is the expected dress code? If I need to arrange a meeting, what is the preferred method of contact? Generally, your best bet is to try and stay in tune to what everyone else at your workplace is doing for your first couple of weeks at the job. This period of observation is something that you will have to do at each new workplace.

SKILLS

Time Management

One of the most common questions asked by students starting a Work Study position is **“Will I be able to handle having a job and studying at the same time?”** This is especially a concern with first year students. Fortunately, the answer is a resounding “Yes”. Queen’s provides lots of resources and support in order to help you balance your work with school without feeling overwhelmed.

It helps to see being busy as an asset. There’s a saying that goes “If you want something done, ask someone who’s busy.” That’s because it’s far easier to procrastinate when you have lots of free time; however, when it’s less essential to carefully plan, you’re more likely to put important tasks off.

Another plus to having a full schedule is that **time management is an essential workplace skill** that is valuable in any workplace, both at Queen's and after graduation. Employers may want to know that you are able to set and achieve goals and create timelines in which to do this; your Work Study position is a great opportunity to learn how to do just that.

If you need some tools to help you improve your time management, the Queen’s Learning Commons is a great resource. The Learning Commons offers several workshops each semester to help you learn how to make the most out of your time. If you can’t make it out to the workshops, you can visit their website at www.queensu.ca/qlc/. The website has a lot of tips and tricks to help you manage your time, and you can print off a lot of handy tools such as daily, weekly, and monthly schedules.

If you are really having a hard time balancing your time and feel you might benefit from a lighter workload, talk to your supervisor. They understand that as a student, your academics come first, and should be willing to help you adjust your workload.

Tracking Your Skills

You will eventually want to find another job, and when that time comes, it’s best to have as detailed a record as possible of the tasks you

performed at your SWEP or Work Study job. Potential future employers will see this record as concrete evidence of skills that you have developed in your work.

There are many different ways of recording your progress. This can include writing down the description of your position, describing individual tasks you completed, keeping reports you created and comments from your supervisor. These are typically kept in what a career portfolio for future reference.

Career Portfolio

Career portfolios come in many different forms depending on discipline, specific job tasks, and anticipated use. For our purposes, it refers to a file in which you collect evidence of different tasks you complete and skills you acquire in your work position. For example, this could include a paper copy of a power point presentation that you created, a report you submitted, or important emails. Having these documents will help you to remember what exactly you did in each job, and therefore be able to describe it in detail on future resumes. A career portfolio is also useful if the employer wishes to see concrete evidence of your progress in completing work. Career portfolios are something that can be useful throughout your working life, so it is a good idea to become familiar with them now.

LIST OF SUPPORT RESOURCES

Queen's offers a myriad of support resources available to students. These can help you achieve your best academically, personally and professionally. They're here for your use, so feel welcome to use any and all of them as applicable.

AMS Walkhome Service

Location: JDUC, lower level

Contact: 613-533-9255

Walkhome can help get to your destination safely by providing a friendly team to accompany you on your walk between locations in downtown Kingston at night. Call them to request someone to walk you home. Hours vary according to season.

Career Services

Location: Gordon Hall, 3rd Floor, across from the JDUC

Contact: 613-533-2992 or <http://careers.queensu.ca>

Career Services can help you at every stage of the job search process, from helping you decide what your interests and values are, to perfecting your resume. Check out the workshops, one-on-one appointments, peer educator assistance, job listings, job fairs, and the extensive resource centre.

Chaplain's Office

Location: JDUC, Room 142B

Contact: 613-533-2186 or www.queensu.ca/chaplain/home

The chaplain is here for all students, regardless of their faith tradition. He has particular skills in helping people deal with issues of grief and loss, and he maintains close ties to other faith groups on campus such as Newman House (Catholic), Canterbury House (Anglican), QUMSA (Queen's University Muslim Students Association), Hillel (Jewish Student Union) and the Geneva Fellowship.

Four Directions Aboriginal Student Centre

Location: 146 Barrie Street

Contact: 613-533-6970 or www.queensu.ca/fdasc/

The Centre provides a variety of services and programs that support the academic and personal development of Aboriginal students, and hosts a variety of social activities and cultural events each year.

Student Wellness Services

Location: 146 Stuart Street

Contact: 613-533-2506 or www.queensu.ca/studentwellness

Counselling Service

Location: 146 Stuart Street.

Contact: (613) 533-6000 ext. 78264.

Email: counselling.services@queensu.ca

This service includes both personal counselling and counsellors that help with Learning Strategies Development, i.e., time management, study skills, and exam anxiety. There is also a peer mentoring program for students with learning disabilities and group learning sessions to teach and develop presentation skills.

Counselling Services contact: (613) 533-6000 ext. 78264. Email: counselling.services@queensu.ca

Accessibility Services

Location: 146 Stuart Street

Accessibility Services contact: (613) 533-6467

Email: accessibility.services@queensu.ca

Their services include assessment, special exam and registration arrangements, note takers, adaptive technology, counselling, referral services, library aids for print material and liaison with faculty and staff. A learning strategist works closely with registered students to provide individual support.

Health Services

Location: 146 Stuart St

Contact: 613-533-2506

Provides "Family doctor" services and more, including preventative and treatment services, as well as access to psychiatric services by referral from the medical or counselling staff. Health Services is open until 7:30pm on Monday and Wednesday to accommodate students who can't make it in during the day.

Health Promotion

Location: 140 Stuart St.

Contact 613-533-6000 ext. 75320. Email: healthed@queensu.ca

Health Promotion staff offer free one-on-one Healthy Lifestyle Consultations for any student who wants to improve their physical activity, eating and sleep habits.

Smoking Cessation Consultations are also available for students who want to cut back or quit smoking altogether.

Human Rights Office

Location: Mackintosh-Corry Hall, Room B 506

Contact: 613-533-6886 or www.queensu.ca/humanrights

The Human Rights office offers a wide range of services to students and to the wider University community. Students can access the services of grievance advisors, educational materials and become involved in outreach programs.

International Centre

Location: JDUC

Contact: 613-533-2604 or <http://quic.queensu.ca/>

The Centre provides opportunities for Canadian and International students to learn about one another through such programs as Education Abroad, the drop-in centre, and an extensive resource library. The Centre provides an extensive orientation program for new students and their families and administers the UHIP health insurance program on campus. There is also an International Student Counsellor available at the centre several times per week.

Learning Commons

Location: Stauffer Library, 1st Floor

Contact: www.queensu.ca/qlc

The Learning Commons is a space on the main floor of Stauffer Library, where The Writing Centre, Learning Strategies Development, and ITS join with library staff to provide an enriched learning environment. Academic support and technology assistance will be offered through individual consultation, workshops, and peer mentoring.

Student Awards

Location: Gordon Hall, Room 125

Contact: 613-533-2216

The student awards office administers all of the university's financial assistance including scholarships and bursaries, long and short term loans, and OSAP. They offer occasional workshops on budgeting and money management, and assistance with accessing emergency financial assistance when needed.

Student Community Relations

Location: Room 135, JDUC

Contact: 613-533-6745 or

www.queensu.ca/studentcommunityrelations/home

This office provides assistance in navigating the complexities of landlord-tenant relationships and difficulties, as well as improving and maintaining good relations between students living off-campus and the greater Kingston Community.

*Adapted with Permission from the Peer Learning Assistant Information Handbook

CONCLUSION

Thank you for taking the time to read through this handbook. We hope that it helps you with your work experience and that it makes things easier from your first day on the job until the end of your SWEP or Work Study position. Remember that Sheila Hutchison at Career Services is always available to support you if needed. Don't hesitate to contact her at (613) 533-6000 ext 74044 or email at sheila.hutchison@queensu.ca.

If you have any suggestions for improvement or additions to the manual, please forward these to Sheila as well, as we are always looking to make this manual the best it can be.

We hope that you have a great SWEP or Work Study experience that enriches your time here at Queen's.

Cha Ghèill!

Appendix 1A – Career Services General Safety Checklist

CAREER SERVICES SAFETY CHECKLIST

Employee/Volunteer's Name: _____

I have been informed that it is my right to work in a safe environment.	
I have been instructed to make my supervisor aware of any safety hazards I observe in the workplace. If prompt action is not taken, I am aware that I may refuse to work until the safety issue has been addressed.	
I have been shown the emergency exits.	
I have been trained in the fire exit procedure.	
I have been shown the location of the fire extinguisher(s).	
I have been shown the location of the First Aid Kit.	
I am aware that any instance of using the First Aid Kit should be documented and kept on file.	
I have been instructed to avoid climbing. However, if I must climb, I have been instructed to use only a proper stepladder and have been shown the proper way to use the ladder.	
I am aware of the department heat policy and have been informed about how to prevent heat-related illness or death.	
I am aware that work surfaces must be safe and will report trip or slip hazards to my supervisor immediately.	
I am aware that I have a responsibility to report any ergonomic issues with my workstation so as to prevent chronic or acute injury.	
I am aware that Ontario Health and Safety Act reference book is in the lunch room in case I have a question about my rights/responsibilities.	
I am aware that as an employee/volunteer, I have the right and responsibility to contribute to promoting a safe workplace.	

Employee/Volunteer's Signature: _____

Supervisor's Signature: _____

Date: _____

Appendix 2A – SWEP and Work Study Job Orientation Checklist

Safety

Check	Point	Specific Information
	I know where the nearest fire exit is	
	I know where the alternate fire exit is	
	I know what the fire drill procedure is, including the meeting place once we have exited the building	
	I know where the First Aid Kit is	
	I know who to report injuries to	
	I know who is First Aid Certified	
	I know the location of the emergency button	
	I know who to talk to if I see any safety hazards	
	I have been trained in safe operation of any equipment	
	I understand that I don't have to work if I feel that it is unsafe	

 Student

 Date

 Employer

 Date

Administrative and Procedural Checklist

Check	Point	Specific Information
	I know how, and to whom I submit my hours	
	I know who to contact if I don't get paid	
	I know who to contact if there is a problem with the number of hours submitted	
	I am aware of the pay period schedule	
	I know the deadline for submitting hours	
	I know who to talk to in order to request time off	
	I have been informed of the policy and legislation for breaks and lunch	
	I know how to request days off	
	I know who to talk to if I need to call in sick	
	I have discussed dress code with my supervisor	
	I have made the employer aware of my needs	
	I have discussed with my employer what the job expectations are, how often we will meet, and how we will communicate	

 Student

 Date

 Employer

 Date