

Career Services

The Student Guide to SWEP and Work Study

2020 – 2021

**QUEEN'S
CAREER SERVICES**

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Introduction

Congratulations on being offered an on campus experiential learning opportunity through our SWEP or Work Study program! We hope that this role provides you a great opportunity to learn about yourself, develop skills, and contribute to the university.

We have designed this handbook to help you make the most of your position, providing some useful information as you start 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. Please contact Sheila Hutchison with any comments or suggestions, by phone at (613) 533-6000 ext. 74044, or email at either wkstudy@queensu.ca or swep@queensu.ca.

We hope that you find the manual useful.

“Queen’s University sits on the traditional territory of the [Haudenosaunee & Anishinaabe](#)”

COVID-19 Messaging

Note for Student Positions

As always, the health and safety of our student [*staff/volunteers*] is paramount. Where possible, remote opportunities (rather than in-person) are preferred. Extra consideration is required by departments to ensure [*Work Study Student Staff/Peers/ Student Volunteers*] feel safe at [*work/their volunteer opportunity*] during this period of COVID-19. Departments must apply the same considerations to student [*staff/volunteer*] health and safety as you would to other staff. COVID-19 related information and resources are available on the university’s [COVID Information web page](#) and the [Campus Operation Group webpage](#). If you have any questions about health and safety for student staff and volunteers, please contact the Department of Environmental Health & Safety at safety@queensu.ca or ext. 32999.

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.

Expectations and Responsibilities

At the start of a new position, it is helpful to get a clear understanding of expectations, responsibilities and procedures on the job. Clarify your role with your employer at the beginning of the role, and throughout your time in this position.

If you need additional assistance, clarification of the purpose or goals of the SWEP or Work Study programs, or if you have any concerns, please contact the program coordinator, Sheila Hutchison at swep@queensu.ca or wkstudy@queensu.ca.

Employment Standards

While working for an employer, several rights and responsibilities are protected and outlined in the Employment Standards Act. The Government of Ontario provides a helpful online "[Guide to the Employment Standards Act](#)".

Health and Safety

Queen's University works to provide a safe workplace for all employees, including students in SWEP and Work Study positions. Your employer will review health and safety information for your work situation. If you have questions about health and safety, do not hesitate to ask your supervisor. There is also information on the [website](#) for the Department of Environmental Health and Safety, including their contact information.

Accessibility and Accommodation

If you are a person with a disability, you have the right to request and receive accommodations in order to participate fully in the application and hiring process for a job as well as 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 discuss disclosure and accommodation requests in the workplace. If you have any questions about any of those topics, make an appointment to meet with one of the career counsellors. The Accessibility Hub has resources for persons with disabilities, including a [page specifically for employees](#). The Human Rights and Equity Office has information online about [accommodation](#) and their staff are another resource for questions and advice.

Workplace Discrimination and Harassment

The University is committed to preventing workplace discrimination and harassment and addressing and responding to any reports and complaints of harassment and/or discrimination in the workplace. Please see the [Interim Workplace Harassment & Discrimination Policy](#) for more information.

Other Challenges

If an issue arises that has not been covered in this manual, please don't hesitate to reach out to Sheila Hutchison. She can help you identify resources and options for next steps.

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? Here is information to help you be informed about how the payroll system works and to take the necessary steps to avoid delays in getting paid.

Payroll System

Your employer submits your time sheet to the timekeeper of the department on a bi-weekly basis. The timekeeper will process the payroll through People Soft.

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](#) in order to receive their casual pay via electronic funds transfer. You must activate their Queen's Employee NetID to access MyHR, if you 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: your Queen's Employee NetID and your 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 Fed Form, 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.
- Submit your completed timesheets on time – you can ask your supervisor and or departmental timekeeper to confirm when and how they would like your timesheets submitted to them

If you have problems getting paid, talk to your supervisor and/or your department’s timekeeper. If a problem continues, contact Sheila Hutchison, the SWEP and Work Study Coordinator

Avoiding Common Problems

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

1. Don’t panic!
2. Check that you submitted your timesheet on time and accurately.
3. Ask your employer if your payroll was submitted by the cut-off date.
4. If the deadline was met, contact Queen’s Payroll Services to inquire about the delay <http://queensu.ca/financialservices/contact-us/payroll-services>.
5. If you submitted your timesheet on time and accurately, but your employer missed the deadline and you cannot wait until the next pay date, you can ask your employer if they are aware that they can request a rush cheque. 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.

If you face any challenges in this process, you can contact Sheila Hutchison for assistance.

Not Getting Enough Hours?

When you were hired, your employer indicated 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 can discuss this with your employer.

Notes Regarding Work Study

In the case of Work Study, you have the option of finding a second Work Study position to achieve the full entitlement as long as the total amount of hours combined does not exceed your maximum entitlement, and both employers agree to the distribution of hours.

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 will not be using. In addition, your second employer should also be aware that you have another job.

Experiential Learning

Experiential Learning Model

We use the experiential learning framework to get the most out of an experience – in the case of an on-campus work or volunteer role, this means reflecting on the skills you are developing through your role and how you can apply those skills in the future.

Experiential Learning Benefits

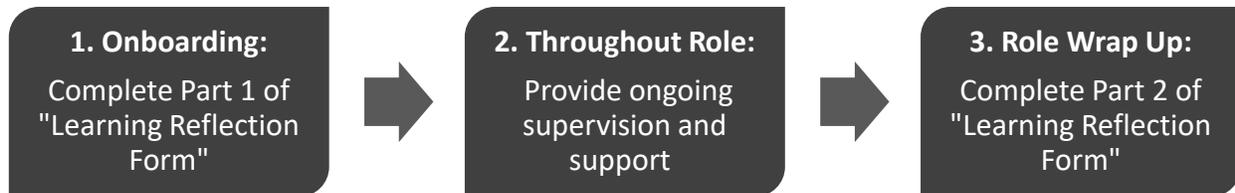
Students and employees who engage in reflection see better outcomes. Being able to reflect on your strengths and areas of improvement will make you a more efficient and productive employee. Thinking further about where these skills could take you in the future, will also help you to feel more engaged in your role.

Participating in EL can have the following benefits:

- acquire the skills (technical and non-technical) demanded by employers;
- build your professional network;
- explore career options and/or confirm your interest (or disinterest) in a chosen profession;
- explore the relationship between theory and practice, and thus gain new insight into course material;
- participate in self-directed learning opportunities;
- gain realistic knowledge and experience of the workplace;
- gain improved self-confidence and experience personal growth¹

¹ Sattler, P. (2011). *Work-Integrated Learning in Ontario's Postsecondary Sector*. Toronto: Higher Education Quality Council of Ontario. Retrieved from: <http://www.heqco.ca/SiteCollectionDocuments/WIL1E.pdf>

How does the Experiential Learning WrapAround Learning Reflection Form Work?



1. Onboarding

During Onboarding, you will review the Learning Reflection Form (Appendix A) with your supervisor. You will review the job description, your personal skills from previous experience, and skills you would like to improve. You will choose 2-5 skills from Part 1 of the form.

2. Throughout Role:

Throughout the role, check in with your supervisor if you have any concerns about how your skills are developing, etc. It is also good for you to spend some time to reflect on how things have been going. You can attend our Mid-Year reflection workshop by emailing el.hub@queensu.ca.

3. Role Wrap Up:

Near the end of your role, you will review the questions in Part 2 of the form and jot down some thoughts and notes in this area. You will bring these notes to a meeting with your supervisor to discuss how you have met goals set out in Part 1 and what they have meant to you.

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 either wkstudy@queensu.ca or swep@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 A – EL WrapAround Learning Reflection Form

Student Information	Supervisor Information
Name:	Name:
Position:	Department:
Faculty:	Email:
Email:	Tel:

Introduction: Participation in on-campus, co-curricular roles is an important part of your transformative learning experience at Queen’s. In these roles, you are developing the professional skills that will prepare you for a successful and meaningful career. Using this reflection form brings your co-curricular experience into an experiential learning framework, helping you to:

- Consider how the tasks and projects in this role contribute to your skills development
- Reflect on this role and how it contributes to your long-term career goals

Part 1 – Beginning of Role

Supervisor and student complete together as part of initial orientation/onboarding meeting with student

Review your job description and the list of skills below. During your meeting discuss the following:

- As the student, what skills are of most interest to be developed?
- As the supervisor, what are the skills the student would have the best opportunity to develop?
- Together, what tasks and projects will create opportunities to develop the identified skills?

Professional Skills	
<input type="checkbox"/> Leadership & Initiative (Communicates vision, and tasks clearly & authentically; Values, considers, and supports differences; Assesses efficiency and devises innovative ideas and/or solutions)	<input type="checkbox"/> Organization, Time & Project Management (Effectively manages time, energy, and resources to plan and accomplish goals; Defines objectives, selects priorities, manages workload, and delegates when required, thinking strategically throughout)
<input type="checkbox"/> Written & Oral Communication (Expresses ideas clearly and convincingly using a variety of verbal and non-verbal methods targeted to their audience; Actively listens to understand)	<input type="checkbox"/> Attention to Detail (Completes tasks with accuracy, diligence, and care; Clearly follows procedure and policy; organizes data, numbers, and information accurately)

<input type="checkbox"/> Self-Management (Takes ownership of, and manages, their emotions, reactions, and learning in an effort to make thoughtful and ethical decisions)	<input type="checkbox"/> Adaptability (Takes a flexible approach and embraces change; Adjusts own work schedule and tasks based on needs and feedback; Remains calm, composed, and poised when faced with uncertainty and the unexpected)
<input type="checkbox"/> Collaboration & Teamwork (Makes meaningful contributions in a group environment; Leverages understanding of group dynamics to foster positive team member relationships; Respects and values diverse perspectives, interests, and strengths)	<input type="checkbox"/> Fostering Inclusion (Practices allyship in support of equity-seeking individuals and groups; Seeks input of diverse voices and listens to their feedback; Identifies systemic barriers to inclusion and addresses these through appropriate consultation and action)
<input type="checkbox"/> Critical Thinking & Problem Solving (Analyzes root causes of problems; Identifies and evaluates strengths and weaknesses of arguments, evidence, beliefs, and assumptions before forming a conclusion)	<input type="checkbox"/> Intercultural Skills (Reflects on personal identity, prejudices, and biases; Recognizes the many intersecting cultures, identities, and perspectives people hold; Builds multiple cultural frameworks, values, and norms)
<input type="checkbox"/> Other (Add additional job specific or industry specific professional skills)	

**Adapted from the Queen’s University Learning Outcomes Framework*

Complete the chart below by choosing 2-5 skills that you will develop in your role and record the related tasks and projects that will help you develop those skills.

Professional Skill	Related Task/Project

Part 2 – Near End of Role

Student records reflections below and brings form to meeting with supervisor to discuss.

Student Questions *(to be completed by student):*

1. Comment on how you developed and/or demonstrated the 2-5 work-related skills that were identified in Part 1.

2. How did your work contribute to the department?

3. How has this experience helped to inform your long term options and/or goals?

Supervisor Comments *(to be completed by supervisor at meeting):*

Student Signature:

Date:

Supervisor Signature:

Date:

Appendix B - Additional Support Resources

Queen's offers a myriad of support resources to students. These can help you achieve your best academically, personally and professionally. We've highlighted a few below, but there are many others; the [Campus Life section](#) of the Queen's website is a good place to look for other opportunities and resources.

AMS Walkhome Service

Location: JDUC, lower level

Contact: (613) 533-9255 or www.walkhome.ca/

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.

Faith and Spiritual Life

Location: JDUC, Room 142B

Contact: (613) 533-2186 or <http://www.queensu.ca/faith-and-spiritual-life/home>

Faith and Spiritual Life can provide confidential counseling, ceremonial services, interfaith community development and spiritual support to students, faculty and staff on campus. Chaplains are available to discuss spiritual, religious, personal, and financial problems, concerns or crises..

Four Directions Indigenous Student Centre

Location: 146 Barrie Street

Contact: (613) 533-6970 or <https://www.queensu.ca/fourdirections/>.

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

Human Rights Office

Location: Mackintosh-Corry Hall, Room B 506

Contact: (613) 533-6886 or <http://www.queensu.ca/humanrights/home>

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.

Student Academic Success Services

Student Academic Success Services offers academic support to students who wish to develop their skills in critical thinking, reading, learning, studying, writing, and self-management.

We welcome Queen's undergraduate and graduate students at all stages of program completion and all levels of ability.

Location: Stauffer Library, first floor

Contact: <https://sass.queensu.ca/> or book an appointment with [MyWCOOnline](#)

Student Awards

Location: Gordon Hall, Room 125

Contact: (613) 533-2216 or <http://www.queensu.ca/studentawards/>

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 142a, JDUC

Contact: (613) 533-6745 or <http://www.queensu.ca/studentcommunityrelations/home/>

This office aids 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.

Student Wellness Services

Location: 146 Stuart Street

Contact: (613) 533-2506 or <http://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.

Accessibility Services

Location: 146 Stuart Street

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 Street

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 Street

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.