

# THE EMPLOYER GUIDE TO WORK STUDY

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**QUEEN'S  
CAREER SERVICES**

74 Union Street  
Gordon Hall, 3rd Floor  
Queen's University  
Kingston, ON K7L 3N6

# TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>Introduction</b>                                 | <b>3</b>  |
| <b>Getting Started</b>                              | <b>4</b>  |
| ❖ Posting a Job                                     |           |
| ❖ Hiring Procedures                                 |           |
| ❖ Learned Outcomes and Expectations                 |           |
| ❖ Health and Safety                                 |           |
| ❖ Disability and Accommodation                      |           |
| <b>Paying Your Student</b>                          | <b>7</b>  |
| ❖ Payroll System                                    |           |
| ❖ Public Holidays                                   |           |
| ❖ Work Hours  |           |
| ❖ Students With More Than One Position              |           |
| <b>On the Job: Procedures</b>                       | <b>9</b>  |
| ❖ Inappropriate Behaviour                           |           |
| ❖ Communication                                     |           |
| ❖ Contract Termination                              |           |
| <b>Appendix</b>                                     | <b>12</b> |
| ❖ 1A – Career Services General Safety Checklist     |           |
| ❖ 1B – Job Orientation and Administrative Checklist |           |



# INTRODUCTION

Thank you for becoming a Work Study employer! We hope that this will be a rewarding experience for you.

In this guide you will find what you need to know when starting out with your Work Study student.

We welcome any suggestions or input that you might have, as we are continuously looking to improve our program and this manual. Please contact the program coordinator, Sheila Hutchison, with any comments or suggestions, by phone at (613) 533-6000 ext. 74044, or email at [wkstudy@queensu.ca](mailto:wkstudy@queensu.ca).

We hope that you find the manual useful.

Welcome, and read on.



# GETTING STARTED

## Posting A Job

Job descriptions are to be posted online through MyCareer, unless employers have a particular student in mind. The job posting must include the job description, skills or qualifications required, as well as how you would like the student to contact you. Departments wishing to hire students through the Work Study program are responsible for first ensuring that the work being performed is not covered by any collective agreement or other policy. As an employer you may then review applications and commence with the hiring process from your applicant pool. The departments, faculty, school or organization which has posted the job is responsible for verifying eligibility of the candidates, arranging interviews, selecting a candidate, and making a job offer. There is no deadline as to when you can submit your job and hire a Work Study employee throughout the Fall/Winter or Spring/Summer terms. However, it is not recommended to post job opportunities near the end of the respective school term, when students as well as the program are winding down.

If you do not already have access to MyCareer please register at:

<https://careers.sso.queensu.ca/employers/registration.htm>

If you are ready to post your job and have an id and password please go to:

<https://careers.sso.queensu.ca/home.htm> Please ensure you are in the Work Study module.

## Hiring Procedures

Once you have selected your successful candidate(s), the next step is to verify their Work Study Entitlement status, and proceed with creating their employment contract.

To qualify for a Work Study Entitlement, students are required to apply to the Work Study program through the Queen's Student Awards website (<http://www.queensu.ca/studentawards/financial-assistance/work-study-program>), and to maintain at least a 60% course load throughout the school year. If their application is approved, they will receive a confirmation email from the Student Awards office indicating their approval and the amount of the entitlement. To verify that your successful candidate has a Work Study entitlement, you may ask your student to forward their confirmation email to you. In addition to confirming their eligibility, this email will also inform you on how many hours you may hire your student (take entitlement and divide by \$14.60).

Once you have confirmed your student's entitlement, you may proceed to creating the contract. We have a self-serve contract system. You can find the fillable pdf and instructions at <http://careers.queensu.ca/faculty-staff/hire-student/work-study> under Work Study Contracts. (Non-profit organizations will send their request for a contract to the program coordinator at [wkstudy@queensu.ca](mailto:wkstudy@queensu.ca).) Once you have completed this form, including signatures from the supervisor, the student, and the Timekeeper, scan and email this document to [wkstudy@queensu.ca](mailto:wkstudy@queensu.ca). The Supervisor role is considered to be the person to whom the student reports directly to, and the Timekeeper is considered to be the person in your department who is responsible for processing student payroll. This contract explicitly states the number of hours which the student is eligible to complete.



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

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

### Learned Outcomes and Expectations

As experiential learning is an integral part of the Queen's experience it is expected that the student will benefit from this position with procedures and soft skills that will be transferrable to future endeavours.

The Work Study program now includes a one-page reflection to guide a short discussion with your student at the beginning and end of the work term. This short reflection exercise has proven to deepen the learning experience for the student and increase student engagement, benefiting you.

Note: The student keeps the form. Do not submit it to the Work Study program.

1. Give the reflection form to your student and do Part 1 of the reflection form at the beginning of the Work Study term with them.
2. Administer Part 2 of the reflection form one month before the end of the academic session.

We recommend the following:

- |        |  |
|--------|--|
| Day 1: | <ul style="list-style-type: none"> <li>* Sit with your student to review the job orientation and safety check list.</li> <li>* Review policy, procedures, expectations.</li> <li>* Have student complete the Health and Safety Awareness Session.</li> </ul> |
| Day 2: | <ul style="list-style-type: none"> <li>* Set up regular check points to communicate with your student and allow them to ensure they are meeting expectations.</li> </ul>   |

### Health and Safety

Under the revised SOP, health and safety orientation for all new employees now consists of two parts. The first is completion of the on-line Health & Safety Awareness session that is available through Moodle. This session covers the content that has been mandated by the Ministry of Labour.

The second part of the orientation process is a workplace specific health and safety orientation that the employee must receive from their supervisor using the New Employee Health & Safety Orientation checklist.

A reminder that your student(s) must complete the on-line Health & Safety Awareness Session within the first 2 weeks of working. Request that they print the completion page and hand it in to you.

More detailed information, including links to the SOP, the Health and Safety Awareness session and the orientation checklist, can be found on our website at <http://www.safety.queensu.ca/orient.htm>

For departments that have employees that do not have access to a computer, please contact the Department of Environmental Health & Safety to discuss alternative methods of delivering the training.



If you have any questions or concerns, please contact Environmental Health & Safety at ext. 32999 or [safety@queensu.ca](mailto:safety@queensu.ca)

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

As an employer, you are required to go over a safety checklist to ensure your students 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 Work Study positions. Should you choose to follow 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 students have the right to refuse any work that appears to be unsafe, or which they don't feel adequately trained to complete.

Students are obliged to complete a safety training module online. It is your responsibility as the employer to ensure your student has completed the safety module prior to beginning their Work Study role.

For more information, please visit:

<http://www.queensu.ca/humanresources/policies/workplaceissues/healthsafety.html>

### Disability and Accommodation

It is against the law for an employer to discriminate against any students on the basis of their disability. It is also up to the student to decide if they wish to disclose a disability to an employer. Persons with disability have the right to request and receive the accommodations they 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 hired. In order to receive accommodations, students must disclose their disability and detail the specific accommodations they require, but they are not required to disclose the specific nature or label of the disability. Career Services can assist you to learn about disclosure, accommodation, and your rights and responsibilities in depth.



# PAYING YOUR STUDENT

The Work Study Program pays 75% of the employee's hourly wage (\$14.60/hour including vacation pay). As the employer you are expected to pay 25% or \$3.65 an hour, plus all benefits. The Work Study subsidy does not cover the employer's regulated deductions, i.e. Canada Pension Plan (CPP), Employment Insurance (EI), Employment Health Tax (EHT), or Worker's Compensation (WSIB). You are responsible for paying the student in full on a bi-weekly basis throughout the term and will be reimbursed when the student has completed their contract, upon receipt of a completed self-audit form that you will receive from Student Awards.

## Payroll System

As a employer, you are responsible for submitting your student's 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 non-profit organizations, which instead submit a time sheet to Carla Place in Student Awards.

All 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. 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.

It is your responsibility as the employer to ensure you are submitting student time sheets on time and before the cut-off date, so that your student is paid in a timely manner. In the instance you miss the deadline and your student cannot wait until the next pay date, your student may 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

## Public Holidays

The Province of Ontario has 10 public holidays per year. With the exception of certain industries, (i.e., hospitality or tourism-based), employers are generally obligated to give you paid leave on those days. 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.



Most Work Study employees are entitled to take the following ten public holidays off with public holiday pay

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. August Civic Holiday
7. Labour Day
8. Thanksgiving Day
9. Christmas Day
10. 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.

### Work Hours

Work Study entitlements dictate the total number of hours students may work and get paid by a Work Study employer. To calculate this, simply divide the total Work Study Entitlement amount by 14.60, which is the hourly rate of pay. A sample breakdown is as follows:

- \$3000 = 205 hours (International students only, 8.5 hours per week)
- \$2000 = 136 hours (5.5 hours per week)
- \$1500 = 102 hours (4 hours per week)
- \$1000 = 68 hours (2.5 hours per week)

The weekly hour breakdown for this sample is a guideline and based on the 12 weeks of classes for the Fall and Winter terms.

Be sure to remember that this entitlement is allocated for the entire school year, and not just for a single semester. When you hire a Work Study student, as the employer, you should indicate to the student approximately how many hours will be available to the student. Any contract signed will indicate the number of hours that the student is hired for.



## Students With More Than One Position

If for any reason the student is not getting the amount of hours that were agreed upon, or there has been a change and it doesn't look like the number of hours that were agreed upon will be available, students 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 their maximum entitlement.

In the instance that a student finds a second Work Study job, the student will need to notify and gain the consent of the original employer. The original employer needs to send an email to the program coordinator confirming agreement and indicating the number of hours they are willing to give up.



## ON THE JOB: PROCEDURES

For many students this Work Study position may be their first job, therefore, they may not know what questions to ask. While every office culture is different, this section is meant to help inform you of some general guidelines that should be discussed with the student. In addition, we have provided a handy “**First day checklist**” in **Appendix 2A** to help you ensure that your student is equipped with the knowledge to make the transition into the new job go as smooth as possible. We recommend that you print off the checklist and go over it with your student on their first day.

### Inappropriate Behaviour

It is recommended that all employers implement and adhere to a suitable form of a Code of Conduct regarding office expectations. It is best to lead by example and to act respectfully in dealings with students as employees. Regulations regarding internet and cell phone use should be explicitly explained to the student. Students are encouraged to speak to their supervisor if they do not have enough to do during their scheduled hours. Ensure that students are aware of the policies and remind them of its contents as deemed necessary.

### Communication

Having a good working relationship with your student 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. The Work Study program is a valuable opportunity for students to improve their 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.

It's important to establish from the beginning of employment how the student is to inform their supervisor if they need to call in sick.

Employer expectations regarding requesting time off should be clear to the student. They should understand how much advance notice is required and how to submit a request for time off. As the student's first priority is their studies, all leniencies must be extended around mid-term and final examination periods.

Students are entitled to a half hour break for every three hours of work. If the student is working a full 8 hour work day, they are entitled to an hour lunch and two 15 minute breaks. It is your responsibility to address these guidelines with your students. The Work Study program has been designed to supplement and enrich students' learning experiences, not to hinder them thus studies must always come first. As such, there are certain steps you may need to take to ensure their employment is mutually beneficial, in which all your expectations are met, the student is engaged in their work, and that their schoolwork is not compromised by their employment.

It may be useful to schedule bi-weekly or routine one-on-one meetings to touch base with your employee and open a forum to discuss questions, concerns and ideas on a regular basis. Through these meetings, you can ensure that your student feels they have an appropriate amount of work, express your expectations, and discuss any upcoming projects or changes in their work routine.



## Contract Termination

The student lifestyle is extremely dynamic and it may be the case that their circumstances, availability, or other factors change through the course of the school year. The student should be aware of your expectations in the instance that they wish to terminate the employment contract.

In the instance that the employment contract needs to be terminated, whether initiated by the student or the employer, please send an email to the program coordinator per the instructions on the contract. Also, consult the Human Resources website for current employment standards.



# APPENDIX

## 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 –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

