



TRINITY WESTERN UNIVERSITY

# TRINITY WESTERN STUDENT EMPLOYMENT HANDBOOK

# MISSION

The mission of Trinity Western University, as an arm of the church, is to develop godly christian leaders: positive, goal-oriented university graduates with thoroughly Christian minds; growing disciples of Jesus Christ who glorify God through fulfilling the Great Commission, serving God and people in the various marketplaces of life.

# VISION

Every graduate is equipped to think truthfully, act justly, and live faithfully for the good of the world and the glory of God.

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# WHO WE ARE

## MESSAGE TO THE STUDENT

Welcome to your new role at Trinity Western University! We're thrilled to have you join our community of student employees. As one of approximately 600 student workers TWU hires annually, you play a vital role in keeping our campus running smoothly. Whether you're assisting in offices, libraries, labs, or facilities, your contributions are invaluable.

Working on campus isn't just about earning money for your education-it's also an opportunity to grow personally and professionally. Here are some of the benefits you can expect:

- **Flexible Scheduling:** We understand that your studies come first. That's why we offer flexible work hours that can accommodate your class schedule.
- **Campus Engagement:** Working on campus allows you to become more involved in campus life, connecting with fellow students and staff members.
- **Networking Opportunities:** Your on-campus job is a chance to build valuable connections that can benefit you in your academic and professional pursuits.
- **Skill Development:** Whether you're answering phones, shelving books, or conducting research, you'll gain valuable skills that can enhance your academic and career goals.
- **Exploration:** On-campus employment offers you the chance to explore different job opportunities and discover where your interests and talents lie.

We here at TWU sincerely hope that you enjoy being a Student Worker!

Emily Olafson, CPHR  
Advisor, People & Culture

## **ABOUT TRINITY WESTERN**

Our story begins with the Armstead family, who owned a dairy farm where they invented the well-known “seal cap” for glass milk bottles. Meanwhile, in 1958, the Evangelical Free Church of America assembled a committee to explore the need for a school in the Canadian Pacific. It just so happened that the Seal Kap Farm was up for sale. What initially seemed like an improbable undertaking—establishing an Evangelical Christian Liberal Arts College in Western Canada—became a reality in 1962 when the College opened its doors to seventeen students. In 1985, under President Neil Snider’s leadership, the BC Legislature renamed the institution from Trinity Western College to Trinity Western University, cementing its status as a university.

Today, Trinity Western University stands as the largest private Christian university in Canada, with over 5000 students from 80+ countries enrolled in 68 undergraduate and graduate programs. This remarkable journey from dairy farm to prestigious educational institution is a testament to faith, vision, and community dedication.

## **ABOUT THIS HANDBOOK**

This handbook is in place to provide all the essential information regarding the terms, conditions, practices, and procedures in place for student workers at Trinity Western University. We hope this handbook helps alleviate any concerns you may have and provides you with a clear understanding of what to expect from your job. If you have questions, comments and/or suggestions concerning any of the information in this handbook, contact your supervisor, manager, or People and Culture Advisor, Emily Olafson. Please see important contacts at the end of this handbook for numbers and emails you might need.

# **TWU POLICIES AND PROCEDURES**

## **TWU POLICIES**

It is important for you to understand the policies in place which will guide your work here at Trinity Western University. Here is an index of all the policies, guidelines, and rules in place.

<https://www.twu.ca/about-us/policies-guidelines/university-policies>. It should be noted that these policies are subject to change.

## **B.C.'S EMPLOYMENT STANDARD ACT**

The province of B.C.'s Employment Standards Act sets out all legislated limitations and benefits of employment within the province. The ESA stipulates the sole minimum standard for student employees. Regardless of the content of this handbook, the ESA takes precedence and governs all employment matters in the province.

## **ORIENTATION AND TRAINING**

Your orientation and training will be specific to your department, team, and role, so it's best to work directly with your supervisor to determine what other training you will need. If you have any questions, or are unsure about what training is needed, speak to your supervisor.

## **CONFIDENTIALITY OF RECORDS**

Student employees are required to maintain TWU's confidentiality policy. All student employees are in a place of significant trust and responsibility, which may include access to confidential information as part of their job duties. Student Employees are required to abide by the policies governing review and release of student education records. The Privacy Act mandates that information contained in a student's education records must be kept confidential, including:

- Student's Class Schedule
- Academic Transcripts
- Grade/GPA Information
- Student ID number
- Social Insurance Number – may not be given out or posted in any manner



Student Employees are also required to maintain the confidentiality of other information they may have access to, such as that related to employees, donors, parents, grants, alumni, registrants, and others involved with TWU.

Records must be treated confidentially and professionally. Any student employee who provides confidential information to anyone outside their specific department will be terminated immediately.

Student Employees must constantly exercise wisdom and discretion in what is said to whom so that others are not compromised in hearing confidential information they should not be privy to. Follow these guidelines:

- 1) Do not let friends, relatives or acquaintances know you have access to confidential data.
- 2) Do not use computer terminals or files for any purpose other than to perform functions assigned to you by your supervisor.
- 3) Report to your supervisor when anyone attempts to gain unauthorized access to information.

Student Employees who improperly access TWU, employee or student records, or use confidential information for any reason not required by their employment, will be subject to disciplinary action, up to and including dismissal and legal action, even if they do not actually benefit from the access, use, or disclosure of this information.

## **E-MAIL CONDUCT**

TWU's computing, e-mail and Internet resources are business systems for use by authorized employees. If you send emails or use the internet in the course of your student employment, you are not permitted to create, download, store, or share anything that:

- Is illegal or encourages others to participate in illegal activity
- Is used for personal financial gain or commercial use (e.g., promoting your business)
- Would be considered inappropriate email communications such as junk mail, spam, chain letters, or "letter-bombs."
- Would misuse Trinity Western University's computing resources (e.g., storing personal data on servers)
- Violates the privacy and/or confidentiality of information related to Trinity Western University's business, its students, and/or its employees
- Does not follow copyright, trademark, or other intellectual property right.
- Is defamatory, hateful, or constitutes, threat or abuse.

- Is used to promote a false identity (note: in some cases, supervisors may appropriate direct employees to send communications or accept meeting on behalf of the supervisor)
- Does not follow University and campus policy regarding endorsements

Although TWU respects the privacy of its employees, employee privacy does not extend to an employee's use of Trinity Western University's computing, e-mail, and Internet systems. All e-mail communications and information downloaded from the Internet in the course of employment constitute company property.

## **ALCOHOL AND DRUG WORKPLACE POLICY**

You must be fit to work when you report for your shift, particularly if you work in a safety-sensitive position. It is never permissible to consume alcohol or non-prescription drugs during employment or to be under their influence during employment.

Additionally, the following are required of the University and its employees:

- An employee shall notify his or her supervisor or other appropriate management representatives of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.
- The University shall notify any federal contracting agency within ten days of having received notice that an employee engaged in the performance of such contract or grant has had a criminal drug statute conviction for a violation occurring in the workplace.
- The university will take appropriate personnel action against any employee who is convicted for a violation occurring in the workplace or will require the employee's satisfactory participation in a drug abuse assistance or rehabilitation program.

## **SAFETY AT WORK**

Safety of all employees is critical. Each department is required to have an Occupational Health & Safety plan in place that covers Employer Responsibilities, Employee Responsibilities, Employee Rights plus Workplace & Safety Policies, Procedures and Practices. Speak to your supervisor about the plan for your department.

- **Be Aware:** Always be aware of your surroundings. Try to anticipate any problems and move to correct them as quickly as possible.
- **Think Prevention:** Take an active role. Use equipment correctly and survey activity area for potential hazards.
- **Think Safety:** Above all be aware of safety in any activity that you may be involved in.

Occupational Health and Safety at TWU is a shared responsibility – it rests with all levels of management, each employee, and our students. You are required to complete an Occupational Health and Safety checklist with your supervisor (or designate) every year or when you start a new role.

## WHAT TO DO IF INJURED

1. Seek Medical Attention
  - Call 911 if the injury is life-threatening. If possible, use a campus phone. This will inform security as well as emergency services.
  - On Langley Campus, call extension 2099 for First Aid (Security Department).
  - For minor injuries, use the first aid kits available in most departments.
2. Inform Your Supervisor
  - Let your supervisor know about the incident. They will assist with next steps and manage your duties if you need time off.
3. Inform the People & Culture Office that you were injured.
  - The P&C Office may require a Worker's Report of Injury or Occupational Disease form (Form 6A) from Worksafe to be filled out.
  - Please note that Supervisors are also required to report injuries to P&C, but it's always a good idea to inform them as well; in case there is any information your supervisor cannot provide.
4. Follow up with a physician if necessary.
  - You should follow up with a physician as soon as you can, so they can submit the medical information to WorkSafe BC.
5. Get Additional Support
  - Stay in contact with WorkSafe BC and your supervisor during your recovery for ongoing support.

## BULLYING, HARASSMENT, AND SEXUALIZED VIOLENCE

Trinity Western University is committed to fostering a community where all individuals are treated with respect and dignity, free from bullying, harassment, and sexualized violence. Sexualized violence, as defined in section 18 of the University's Sexualized Violence Policy, is unacceptable, prohibited conduct and stands in direct opposition to the values of the TWU community. Recognizing that sexualized violence is a significant and systemic issue in society and higher education, TWU has established a framework and strategy to address it. Similarly, the University

considers bullying and harassment serious offences and will not tolerate behavior that undermines the respect, dignity, self-esteem, or productivity of any student, faculty, staff, or administrative member.

## **BULLYING & HARASSMENT**

If you encounter bullying or harassment in the workplace, you should, if possible and reasonable to do so, speak with the alleged harasser to make it known to them that the behaviour is unwelcome, offensive, and violates the Bullying and Harassment Policy. As TWU is a Christian community, this action is expected to be sufficient to compel the alleged harasser to understand the seriousness of their actions in light of Scripture (ref. John 13:34, 35; Romans 12:9–21; Ephesians 4:31), to be truly contrite, to seek forgiveness, to immediately stop the conduct, and to act in a Christlike manner moving forward.

If confronting the alleged harasser is not possible, or if the alleged harasser continues the behaviour after being asked to stop, Complainants are encouraged to seek advice from a Contact Person to discuss their concerns and options for resolution. Student Employees may also want to discuss their concerns and options for resolution with their People & Culture Representative, and/or a member of Student Life.

If formal resolution of a bullying or harassment issue is needed, please get in touch with a TWU Contact Person. They are available on the TWU site [here](#).

## **SEXUALIZED VIOLENCE**

If you encounter sexualized violence in the workplace, there are many options available to you. If you are the survivor of an act of sexualized violence, It is up to you whether to report the incident. Options for reporting the incident can be found [here](#). Please note that these reports can be made at any time

If someone else discloses an act of sexualized violence to you, ensure that the individual disclosing to you is aware of our Sexualized Violence Prevention Policy, and of the option to seek further assistance from a contact person. A disclosure is not a report and will not initiate an investigation. We are required to report disclosures that meet the criteria laid out in Section 10.2 of the Sexualized Violence Policy. Please note one of the reasons for a necessary report is if the act happened in the workplace. This policy and resources are located [here](#).

# YOU AND YOUR SUPERVISOR

## WHO IS YOUR SUPERVISOR?

Your supervisor's primary responsibility is to provide you with adequate guidance, training, and support. The following details some of the responsibilities of your supervisor:

### Job Description

- Provide a job description including the purpose, duties and responsibilities, and the name of the student's supervisor.

### Job Assignments

- Allocate job assignments and ensure work is available during scheduled hours.

### Timesheet Certification

- Certify timesheets supported by time records showing clock time sequence and total hours worked per day. Certification implies direct knowledge of hours worked.

### Work Schedule Coordination

- Coordinate a work schedule acceptable to both student and supervisor. Students cannot work during scheduled class hours, even if class is cancelled or dismissed early. Provide instructions for procedures if unable to report for scheduled work.

### Support and Safety

- Provide support to ensure duties are performed safely and effectively. Students should ask their supervisor for help with any questions or concerns.

## TALKING TO YOUR SUPERVISOR

### Top 10 Questions to Ask Your Supervisor Before You Start Work

1. What day and time do I start?
2. What are my hours of work and how do break times work?
3. Where should I go on my first day?
4. What is the appropriate clothing to wear at work?
5. Will I have a workstation or a locker where I can store my belongings when I'm working?
6. How do I record and report my hours?
7. How much am I being paid, and when will I be paid?
8. Who is my day-to-day supervisor, and who can answer any questions to?
9. Are there any safety precautions I need to review before I start?
10. Is there anything I need to do to prepare for my first day?

# EMPLOYMENT

## ACADEMIC RESPONSIBILITY

As a student employee at the University, your academics should always take precedence over your employment. While your job can significantly enrich your university experience and help fund your education, it should never interfere with your studies.

### Undergraduate Students:

- You may work up to **10 hours** per week during the academic term. Exceptions may be granted at the request of the People & Culture team.
- During extended breaks (Winter Break, Summer Break, Independent Study Break), you may work up to **40 hours** per week.

### Graduate Students:

- You have more flexibility due to varying academic workloads, with a maximum of **40 hours** per week.

### International Graduate Students:

- A maximum of **40 hours** per week for on campus work. Maximum of **20 hours** per week for off campus work.

If your academic workload or schedule conflicts with your job, consult with your supervisor. Departments are committed to helping you adjust your work schedule around academic commitments, including final exams.

## MANDATORY GPA

We do not want student employment to interfere with your academic success. As a student employee, you must maintain a cumulative 2.0 grade point average. **Students whose cumulative GPA falls below 2.0 will be terminated.**

## INTERNATIONAL STUDENTS

We encourage all eligible candidates to apply for student employment opportunities. No preference is given in the selection process as all applicants are evaluated based on their qualifications and suitability for the role. To be eligible to work in Canada, you need to have the following:

1. A Valid Study Permit
2. A Social Insurance Number (SIN) (Note: This is different from a Social Security Number). To obtain a SIN, you must visit a Service Canada office in person. The nearest locations to campus are:
  - 8747 204 St #102, Langley Twp, BC V1M 2Y5
  - 22325 Lougheed Hwy., Maple Ridge, BC V2X 2T3



- 103 - 15295 BC-10, Surrey, BC V3S 0X9

## **BREAKS**

When you work more than five hours in a row, you are entitled to a 30-minute unpaid meal break. You must be paid for the 30-minute meal break if you are required to work or required to be available to work during your meal break. Talk to your supervisor to learn when breaks are to be taken and the duration of breaks within your specific work environment.

## **PERFORMANCE EVALUATION**

Your supervisor should evaluate your performance at the expiry or earlier termination of each Employment Agreement period.

## **IMPORTANT DATES**

For student employment, there are several key time periods when roles are available. Please refer to this when looking for employment on campus:

Fall Hiring:	Recruitment in July/August. Starting in August/September
Spring Hiring:	Recruitment in November/December. Starting in January/February
Summer Hiring:	Recruitment in March/April. Starting in May/June

If you are looking for a role outside of normal recruitment times, please note that there will not be many available.

## **IMPORTANT NAMES & NUMBERS**

Center for Calling & Career Development	career@twu.ca
TWU People & Culture Office Email:	peopleandculture@twu.ca
TWU People & Culture Office Phone:	604.513.2121 x.3045
Emily Olafson, Student Employee Advisor	emily.olafson@twu.ca   604.513.2121 x.3154
Audrey Tupaj, Student Employee Coordinator	audrey.tupaj@twu.ca

# COMPENSATION

You will be paid twice a month: on the 15<sup>th</sup>, or the closest preceding business day, and on the last business day of the month, or the closest preceding business day. The pay periods are as follows:

- Sample Pay Period

### MONTH 1

			1	2	3	4	5
6	7	8	9	10	11		
13	14	15	16	17	18		
20	21	22	23	24	25		
27	28	29	30	31			

### MONTH 2

			1	2	3	4	5
6	7	8	9	10	11		
13	14	15	16	17	18		
20	21	22	23	24	25		
27	28	29	30	31			

You will be paid by direct deposit into your bank account. You are required to provide the following documents in order to receive pay:

- If any of the documents are incomplete or missing information, it may delay the processing of timesheets which will result in delay of scheduled pay. If Direct Deposit information is not in place, pay cheques will be mailed to the employee's address.

22500 University Drive, Langley, BC V2Y1Y1, Canada

# **HOLIDAYS, VACATION, AND TIME OFF**

## GENERAL AND STATUTORY HOLIDAYS

Trinity Western University recognizes [fourteen (14)] days as statutory holidays and grants eligible employees time off work on these days for which the employee is paid Holiday Pay, subject to the conditions outlined herein. The recognized holidays are:

New Year's Day	Canada Day	Thanksgiving Day
Family Day	BC Day	Remembrance Day
Good Friday	Labour Day	Christmas Day
Easter Monday	National Day for Truth and Reconciliation	Boxing Day
Victoria Day		Christmas Eve (½ day)

## HOLIDAY PAY

To be eligible for statutory holiday pay, an employee must be on the payroll for at least thirty (30) calendar days before the holiday being observed and have: worked or earned wages for fifteen (15) of the thirty (30) calendar days preceding the holiday or worked under an averaging agreement at any time within the thirty (30) calendar period.

## SCHEDULING

Let your supervisor know in advance if you need to work fewer hours or plan to take some time off. Plan to make up any work you miss. You will have some flexibility in scheduling work around your class schedule but remember to discuss any schedule changes with your supervisor by the first day of class each semester.

## WORK ABSENCE

If you know in advance that you will be late or absent from work, it is your responsibility to notify your supervisor. If you have something unexpected happen that will make you have to miss work or be late, you must contact your supervisor to let them know when you expect to return to work.

# **SKILL AND CAREER DEVELOPMENT**

## **DEVELOPING PROFESSIONAL SKILLS**

Discuss with your supervisor how you can develop your skills and enhance your professional abilities. Seek guidance on which skills you should focus on improving. Online Courses through LinkedIn Learning: Accessible anytime, these courses can help you develop tech, creative, and business skills to achieve your personal and professional goals. All TWU staff, faculty, and students have free campus-wide access to this extensive online library of tutorials, courses, and learning paths.

## **CAREER DEVELOPMENT SUPPORT**

Trinity Western offers various resources to support students in their career goals such as resume assistance, job boards, interview preparation, network connections, and career panning. His can be accessed through:

- The Centre for Calling and Career Development on Trinity Western's campus
- TWU's online career resources found at <https://www.twu.ca/academics/academic-professional-support/centre-calling-career-development>



# **CONCLUDING YOUR EMPLOYMENT**



Student employment can end in several ways:

- Contract (Employment Term) End
- Resignation
- Termination

## **EMPLOYMENT TERM ENDS**

If your contract comes to an end, it may not be renewed for a variety of reasons. If your contract is not renewed, then your employment term has concluded. Please note that as all student employment contracts are termed, or temporary, positions, contract terms ended is an opportunity for you to move on and get experiences in a new area of the university, or outside the university.

## **CONTINUING EMPLOYMENT**

As stated, all student employment opportunities are termed, or temporary, opportunities. However, there is sometimes the option to continue your employment with the same department over multiple terms. Please note that the number of contracts available in a given term changes, so the amount of returning student workers will change as well.

In the event that your employment with the department is renewed, each term is seen as a separate period of employment. This allows for the opportunity for advancement and better pay within the department.

Repeated employment with the same department is never guaranteed, and each university department reserves the right to make changes in their staffing and programs as needed.

## **RESIGNATION**

Giving a two-week notice of resignation is considered a good business practice, so it is important for you to notify your supervisor two-weeks in advance to give your supervisor time to take next steps. If you are unable to give a two-week notice, please consult with your supervisor as soon as you know that you cannot keep your work commitment.

## **TERMINATION**

In certain circumstances, the university may decide to end your employment. Employment may be terminated without just cause or for cause.

Termination Without Cause: You may be terminated without cause for reasons including but not limited to redundancy, lack of funding, lack of work, program changes, restructuring, or lack of

suitability for the position. In such cases, you are entitled to notice in accordance with the Employment Standards Act of B.C.

Termination For Cause: Employment may be terminated for any of the following reasons:

- Insubordination
- Theft
- Failure to maintain the required GPA
- Entering an unauthorized area
- Wasting materials
- Willful violation of safety regulations
- Continued failure to perform assigned duties
- Negligence
- Falsifying records, reports, or information
- Intoxication or use of non-prescription drugs on the job
- Repeated unauthorized absence or tardiness
- Unauthorized absence from the assigned work area
- Willful damage to equipment or property
- Gambling
- Sleeping while on duty
- Any other breaches of important obligations, including confidentiality and privacy obligations

If you are terminated for cause, you are not entitled to notice. If termination falls within the probationary period (An employee's first 90 days), you are not entitled to notice.