

Trinity Western University  
STUDENT EMPLOYMENT  
HANDBOOK

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This handbook is available on-line at:

<https://www.twu.ca/career-development-office/gain-experience/campus-employment>

# WELCOME

Dear Student:

Welcome to a thriving, unique opportunity: TWU Campus Student Employment. We hope you find your work experience both pleasant and rewarding. As you will soon learn, one of the most important benefits of your job will be the personal growth experienced through working. You will find your employment can be an asset to your lifelong learning experience.

The information in this handbook has been compiled to answer questions regarding the policies, procedures, and general rules that govern on-campus, part-time employment for student assistants at Trinity Western University (TWU). Although the information in this handbook is in effect at the time of publication, future changes in policies and procedures may be necessary.

If you have questions, comments and/or suggestions concerning any of the information in this handbook, you may contact the Human Resources Coordinator, Tiffany Chang, at (604) 513-2121 ext. 3051, or by e-mail at [tiffany.chang@twu.ca](mailto:tiffany.chang@twu.ca)

Sincerely,

Tiffany Chang

HR Coordinator

Trinity Western University

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## Congratulations!

TWU recognizes that student employment can be vital to a student's ability to finance their education. TWU therefore makes an effort to reserve certain work and positions on campus for students.

As a student employee at TWU, you are of approximately 600 student employees, who keep the University's offices, libraries, labs, and facilities operating smoothly. Similarly, on-campus employment often becomes an important part of students' lives, not only as a source of income but as a way to expand their knowledge, skills, experiences, and friendships. Additional benefits may include:

- Scheduling work hours around classes.
- Becoming more involved with campus life.
- Establishing networking contacts.
- Enhancing academic and career goals.
- Exploring different work opportunities.

You may be somewhat nervous about starting your job, have concerns/questions, such as:

- What are my duties?
- How do I dress?
- What if I don't know how to do something?

Relax and have fun! We hope this handbook will help you feel at ease about these concerns by giving you a good understanding of what you can expect from your job and what will be expected of you.

**After reading your STUDENT EMPLOYMENT HANDBOOK, please ensure you refer to it online at <https://www.twu.ca/career-development-office/gain-experience/campus-employment>.**

Some practices and requirements may change, so by referring back to the online version you will get the most up to date information available.

## YOUR NEW EMPLOYER

### Trinity Western University

#### History

Trinity Western University began as the dream of a number of Evangelical Free Church leaders who felt deeply that all people deserve, and many prefer, the option of university training in an Evangelical Christian context. It seemed an impossible endeavor to launch an Evangelical Christian Liberal Arts College in Western Canada, but in 1962 the College opened with seventeen students. Dr. Calvin B. Hanson was the founding president, serving until 1974. Reverend Dr. David E. Enarson, was a founder and the first Board chairman. Today the dream has become a reality – the hopes and prayers of hundreds of men and women who have supported and shaped the institution through the years have been realized many times over.

The University operated for its first decade as “Trinity Junior College”, with a two-year university transfer program. In 1972 the name was changed to Trinity Western College. The Trinity Western College Act was further amended in 1977 to allow for a four-year university program. Finally, in 1979, the Act was amended again to allow the new university to grant baccalaureate degrees. The first students to receive such degrees graduated in April, 1980.

In 1984 Trinity Western College was recognized by the Association of Universities and Colleges of Canada (AUCC), when it was admitted to full membership. In October, 1985 the Province of British Columbia changed the institution’s name to Trinity Western University.

Since 1962 Trinity Western has continued to build a reputation for quality university education. Programs have been continuously improved and develop in accord with Trinity Western’s own conception of evangelical Christian university education, and in consultation with representatives of other universities.

## YOUR JOB

#### Academic Responsibility

As a student employee of the University, you should view your employment as secondary to academics. Although your employment will be a meaningful part of your University experience and can be very important in funding your education, it should not interfere or be detrimental to your academic studies.

If you are an undergraduate student you are permitted to work a maximum of 10 hours a week. During these extended breaks, (Winter Break/Summer Break/Independent Study Break) Student Employees may work up to a maximum 40 Hours per week. There is more flexibility for graduate students as their academic workloads can vary. You should consult with your supervisor if your workload or schedule creates a problem with your academics. All departments will work with you to rearrange or reduce work schedules around academic commits such as final exams.

### Mandatory Grade Point Average

We do not want students 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.**

### Professional Appearance

Student employees are expected to dress appropriately and in a manner consistent with the university's public interests. Student employees working in a role that deals with external partners are expected to dress professionally and in a manner that is inoffensive to the public that you are serving.

- Shoes must be worn at all times
- Everyone must wear shirts (including those working in Grounds, Maintenance and on Paint crews).

### Conduct

Since TWU employs many students, extended conversation and socializing can be distracting to others and disrupt work. Please discourage friends and family from visiting you at work.

TWU is an evangelical Christian educational community. Since student employment is predominantly designed to assist in you financing your education, you are not required to sign TWU's Statement of Faith or Community Covenant. This makes your employment different from other permanent employees. However, during your employment, you are expected to show respect for the Christian faith and beliefs on which TWU is founded. Your conduct while on the job must be consistent with your obligation to show respect for the TWU's Christian beliefs and practices.

**Please understand that employment may be terminated for any of the following reasons:**

- Insubordination
- Theft
- Failure to maintain the required GPA
- Entering an unauthorized area at any time
- Wasting materials
- Willful violation of safety regulations
  
- Continued failure to perform assigned duties
- Negligence
- Falsifying records, reports or information
- Intoxication or drinking/non-prescription drug use on the job
- Repeated unauthorized absence or tardiness
- Unauthorized absence from assigned work area
- Willful damaging of equipment or property
- Gambling
- Sleeping while on duty
  
- Any other breaches of the important aspects of your obligations, including confidentiality and privacy obligations, serious breaches of this handbook or breaches of your employment agreement

## 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 to prevent pressure on yourself concerning access to records.

- 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 anyone's 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.**



You will be asked to provide information about your work experience when you apply for a position and for personal information when you have been hired. Trinity Western University will use for the purposes of administering your student employment. Trinity Western University does not discriminate contrary to applicable human rights legislation. Providing full information as requested in the application process will assist us in considering you for the position that best fits your God given abilities and experience and matches your qualification with the University's needs. Providing information after you are hired will help us to properly administer your employment including

### Continuing Employment

Student employment is short-term employment. However, if you do your job well, there may be opportunities for your department to employ in a second or subsequent period during the next academic year. Each such term is a separate period of employment. A student employee that enters into a second or subsequent period of employment with the same department has the opportunity to advance to higher levels of responsibility, better pay, and more challenging work. However, repeated employment is never guaranteed. The University reserves the right to make changes in staffing and programs as needed.

### Alcohol and Drug-Free 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:

- 1) 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.
- 2) 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.
- 3) 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.

## E-Mail

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 a 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.

## Giving Notice

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, if you decide to resign from your position. 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.

## Procedure to resolve work-related concerns

TWU encourages informal resolution of concerns and complaints. Your immediate supervisor is available to help you resolve any work-related concerns or misunderstandings.

## Performance Evaluation

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

## Occupational Health & Safety Procedures

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.

It shall be the responsibility of students to fully cooperate in ensuring the University meets our health and safety objectives. Students shall conduct University activities in a manner which protects their health and safety and that of our campus community.

Occupational Health and Safety at TWU is a shared responsibility – it rests with all levels of management, each employee, and our students. In our endeavor to maintain a healthy work environment, we support active and ongoing employee education and involvement in all aspects of health and safety.

**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 you are injured at work

### 1. Step 1: Seek medical attention if needed

- *Call 911 if your injury is life threatening*
- *If you are on the Langley Campus, call extension 2099 for First Aid (Security Department) (call for immediate support even if you have already called 911)*

For minor injuries, first aid kits are available in most departments.

### 2. Step 2: Tell your supervisor

*Let your supervisor know* what happened. Your supervisor can help you with next steps and will make sure your duties are covered if you need to be away from work.

### 3. Step 3: Report your injury to WorkSafe BC\*

Call Teleclaim: 1-888-WORKERS (1-888-967-5377).

### 4. Step 4: Complete a written report for Human Resources

TWU must report any injuries to Worksafe BC\* within three (3) days to make sure employees get any help they may need.

To help Human Resources send a report, *complete a [Worker's Report of Injury or Occupational Disease to Employer](#) and return it to Human Resources or to your supervisor.*

Copies of this report are also available from Human Resources or from the Security and Safety Department.

### 5. Step 5: Get any additional support you need to recover and return to your work

Follow up with your Physician if you need further medical attention. Stay in contact with WorkSafe BC and your supervisor during your recovery so they can give you the support you need.

*Any Questions? Contact [humanresources@twu.ca](mailto:humanresources@twu.ca) or 604-513-2121 (ext. 3051).*

*\*If you do not work on the Langley or Richmond campus, please contact Human Resources ([humanresources@twu.ca](mailto:humanresources@twu.ca)) for advice on how to report your injury to the appropriate provincial or state body responsible for worker safety.*

### [Bullying, Harassment, and Sexualized Violence](#)

Some situations (e.g. a rude comment from a co-worker) can be addressed directly, but there may be some situations where behaviour goes beyond something that could be resolved informally. TWU's [Bullying and Harassment](#) and [Sexualized Violence](#) policies also apply to student employment. If you encounter behavior that impacts your safety at work, speak to a [Contact Person](#) to understand your options and get support.

### [Customer Service and Telephone and Reception Etiquette](#)

If you are in a customer service role interacting with other employees, students, or members of the public, you are expected to be friendly and professional in your interactions. You may be asked to respond to inquiries at a front desk or answer the phone.

The following instructions may be used when answering a departmental phone call:

Greet the caller- "Good morning (afternoon, evening), followed by department name.

Introduce: "This is ..."

Fact-finding question: "How may I help you?"

### Cell Phones

You are not allowed to have or carry your personal cell phone with you while working a scheduled shift. If you do bring your cell phone to work, please turn it off and store it with your belongings. You may be disciplined if you do not follow these expectations.

### Work Hours Absences

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.

### Scheduling Work Hours

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.

### Breaks

Depending on the length of your shift, you may need to take a break during your work hours. Speak to your supervisor about when and if you are eligible for a break. Please note that you cannot work more than five (5) hours without an unpaid meal break of at least 30 minutes.

Some departments may also provide short, paid rest breaks (aka. coffee breaks) for their employees. These rest breaks are at the discretion of your supervisor and depend on the length of your shift and the type of work you are doing.

## YOUR PAY

Employees are paid twice a month.

As a not for profit organization, TWU follows audit procedures that require that each employee has appropriate paperwork on file for paid employees.

You are required to provide the following documents in order to receive pay:

- 1.) A **Student Employment Agreement** signed by you and your supervisor.
- 2.) **Federal Tax Form\***
- 3.) **Provincial Tax Form\***
- 4.) **Direct Deposit Confirmation and a blank cheque or print out from your banking institution)\*** for a savings or chequing account with a banking institution of your choosing.

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 you have previously submitted these documents in the course of your work with TWU, you are not required to submit new forms each time you start a new Student Employment Agreement. However, in order to ensure you are paid correctly it is your responsibility to ensure you notify TWU if any of the information has changed.*

## Taxes

All earnings are subject to provincial and federal income tax regulations. Students, who earn less than the minimum federal and provincial earning amounts may be exempt from paying income tax. All students must pay into Employment Insurance and Canada Pension Plan. These deductions will be taken through payroll.

TWU will provide a T4 to student employees in the following calendar year. It is your responsibility to file your taxes in accordance with CRA regulations. TWU is unable to provide tax advice to employees.

## Considerations for International Students

International Students are able to work while on a valid study permit. You must provide Human Resources with a copy of your study permit before you begin working and ensure it states that you are able to accept on-campus employment.

It is your responsibility to follow the laws with respect to working while on a study permit and to maintain a valid study permit that includes conditions allowing you work on-campus. While TWU Human Resources can provide general recommendations to help you as an employee (e.g. where to get a Social Insurance Number), representatives of Human Resources are not able to provide advice on issues related to immigration.

## 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:

- 1) Provides a job description that includes the purpose of the job, the duties and responsibilities, and the name of the student's supervisor.
- 2) Allocates job assignments. If you are scheduled to work, expect a work assignment to be ready for you to complete during the scheduled hours.
- 3) Certifies timesheet. The certification must include or be supported by a time record showing the hours worked in clock time sequence and total hours worked per day. Certification implies direct knowledge of the student having worked the hours reported.
- 4) Coordinates work schedule which is acceptable to both student and supervisor.  
Standard policy is that students are not allowed to work during scheduled class hours, even if class is cancelled or dismissed early. Instruction will be provided regarding procedures to be followed if you cannot report for scheduled work.
- 5) Provide you with support and directly to safety and effectively perform your duties. Be sure to ask your supervisor for help if you have questions or concerns.



## QUESTIONS

Don't be afraid to ask questions or ask for help. It's better to admit you don't know something but are willing to learn than to give someone incorrect information.

If you have questions and/or concerns, please contact the Human Resource Coordinator,

Phone: 604-513-2121 (3051)

Email: [Tiffany.Chang@twu.ca](mailto:Tiffany.Chang@twu.ca)