STUDENT WORK PROCEDURE

Who should read this?
All Line Managers, Departmental Managers, Administrators and College staff involved with engaging students for work. Work for the purposes of this procedure includes all paid, unpaid and voluntary work.

What does this procedure provide?
This procedure provides Royal Holloway staff with a clear framework to meet their legal obligations, including UKVI obligations, where engaging student workers from outside the UK. It will also help departments and services ensure no student of the College exceeds 20 hours per week as set out under College regulations.

Introduction
Royal Holloway engages large numbers of students for defined, short-term roles across the College, recognising the benefits this provides for the institution and its students. Students gain valuable work experience and financial rewards while the College benefits from the use of their skills.

This procedure is designed to provide the College with the best way to meet its legislative and College obligations and provide clarity of process.

Principles
The College is committed to fair treatment of all staff and students. Those recruiting and managing students will be provided with appropriate training, support and clear guidance on their responsibilities and accountabilities. Should performance or conduct fall below the required level, action may be taken under the College’s disciplinary policy.

There will be one individual in each department or service who will be responsible for adherence to this procedure, the Accountable Officer. The Head of HR Operations will be informed of the name of this individual and of any subsequent substitutions. It is recognised that in some areas it may be necessary for more than one person to ensure compliance with this procedure and where this occurs the Accountable Officer may appoint a nominee(s). Where this occurs the Accountable Officer will inform the Head of HR Operations and retain responsibility for procedure compliance. In most instances the
Accountable Officer is likely to be the Departmental Manager or Administrator. The department or service senior management team is responsible for assigning the duties and informing the Head of HR Operations.

The Accountable Officer or nominee(s) will be responsible for managing the student worker process once a Line manager has identified the need for work.

Only hours approved for a specific request may be worked. If it is identified that additional hours are needed this will be treated as a new request and the procedure will be repeated. Where the requested hours for work exceed those available the Accountable Officer or their nominee will take action to resolve the situation.

**Exceptional Circumstances**
It is expected that Line managers and Accountable Officers will plan student work needs in a timely manner to allow for the full process to be completed. However, in rare instances due to unforeseen circumstances i.e. absence due to illness a modified procedure may be followed. Accountable Officers or their nominees remain responsible for ensuring compliance to the relevant procedure.

**Scope**
This procedure applies in any instance where the need for a student worker is identified. This includes students working as visiting teachers or sessional tutors and includes paid, unpaid and voluntary work.

**Roles and responsibilities**

**Line Managers**
- To follow the documented procedure
- To ensure no student undertakes work before completion of the relevant process
- To work with the Accountable Officer or their nominee in a timely manner
- To seek advice and support as needed
- To attend training to help with the process as applicable
- To follow a fair and equitable recruitment and selection process

**Accountable Officers**
- To ensure no student undertakes work before completing the process
- To follow the documented procedure including the checking of right to work documentation
- To work with Line managers to ensure that recruitment processes are fair and equitable
• To ensure that no non-UK student works more than the maximum allowable under their visa (where applicable) and based on the information on the spreadsheet at the time of checking.
• To seek advice and support as needed
• To undertake training to allow for successful completion of the process
• To inform the Line manager that hours are not available for work where applicable
• To inform students of the method of claiming payment for hours worked on MyView
• To inform students that hours must be claimed for each week and not accumulated
• To inform students that the working week for claiming hours is Monday - Sunday
• To monitor and oversee the hours of student work to ensure the process is being upheld
• To ensure all documentation is provided to the HR Department in a timely manner
• Where responsibility is delegated from the Accountable Officer to nominee(s) inform the Head of HR Operations accordingly
• To inform HR when a student’s circumstances change which will impact upon their right to work i.e. if a student suspends or defers for a period of time or leaves their course early

**Students**
• To ensure that no hours are worked in excess of those listed on a contract or in rare instances notified by an Accountable Officer or nominee before the issuing of a contract
• To ensure that in no instance hours in excess of those allowed under visa status (where applicable) are worked in any position held
• To comply with instructions from Line managers, Accountable Officers and their nominees and others involved with the process
• To provide original documentation confirming right to work in the UK
• To submit weekly claim for payment using MyView
• To ensure no claims are submitted in bulk
• To be aware that the working week is Monday - Sunday
• To inform the Accountable Officer when course circumstances change which will impact upon their right to work i.e. if a student suspends or defers for a period of time or leaves their course early
Human Resources

- To issue contracts to students within 5 working days of receipt of all paperwork
- To send a copy of the contract to the Accountable Officer or their nominee as applicable within 5 working days of receipt of all paperwork
- To provide training, guidance and support
- To check that claims for work do not exceed the allowable limit
- To provide a College spreadsheet in a central location to allow for the checking of non-UK student hours. The spreadsheet will be populated with the details of all those who have been authorised to work i.e. their right to work documentation has been checked and hours already agreed for a department or service of the College
- To ensure that supporting documentation is provided in an easily accessible format

Failure to follow procedure

All Royal Holloway staff involved with the recruitment of students are required to follow this procedure. Failure to do so may result in formal action under the College’s disciplinary policy.

Formal procedure

Please see flow chart for process.

1. Identifying the need for work
   Once a Line manager identifies the need for work he/she must liaise with the Accountable Officer to advertise the role.

   Please note: if it is known that work will be undertaken for defined periods of time over future periods during the year but with short breaks in between this should be included as part of the request so that the procedure only needs to be followed once for all the hours of work. Where this occurs the full procedure should be followed including the hours being added to the spreadsheet for the future dated periods.

2. Advertising
   Vacancies should be placed in a location that allows access to all appropriate students i.e. notice boards and internal departmental/services webpages

3. Offering work
   Following selection the Line manager will complete Section A of the Student Worker Request Form (Appendix A) and pass this to the Accountable Officer. The Accountable Officer will liaise with the successful candidate after they have checked the College spreadsheet (for non-UK students). If the hours are not available the Accountable Officer or nominee will inform the Line Manager and student. If applicable Section A
of the form may be completed by the Accountable Officer or their nominee in consultation with the Line Manager. The form must be signed by the Line Manager.

4. Right to work documents
All students (including those from the UK) will present their original documents showing their right to work in the UK. The Accountable Officer or nominee will take a copy and sign and date the copy.

5. Completing the departmental or service process
The Accountable Officer or nominee will complete the Student Request form and send this with the right to work documents, a new starter form, student declaration form and CAS statement confirming student status and dates to the relevant HR Assistant. The Accountable Officer or nominee will inform the student:

• Claims for payment for work are made using Myview
• The working week is Monday - Sunday
• Timesheets must be submitted on a weekly basis.
• No work can be undertaken until in receipt of a contract
• Non-UK students need to be aware of visa obligations and penalties for breach
• Non-compliance with the full recruitment process may result in non-payment

6. HR responsibilities
The information received will be checked and a contract issued as applicable. There will be prompt liaison with the Accountable Officer and students as applicable. In any instance where the correct paperwork is not supplied and/or the form has not been signed by the Accountable Officer or their nominee(s) it will be returned by HR for correct authorisation.

7. Review
This procedure will be reviewed on an annual basis.

Modified procedure due to unforeseen circumstances
Please see Modified Process Flow Chart for process.

In some instances where it is necessary to allocate additional hours to an existing worker at short notice the following process must be followed. Only students who have already worked for the College and had their right to work documentation checked are eligible
to be considered under this process. For non-UK students their names will be included on the spreadsheet provided by HR to check available hours. For UK students no student can be engaged until further checks have taken place or confirmation that these are held had been provided by HR

1. Once the need for work is identified the Accountable Officer or nominee checks on the spreadsheet to see who has available hours.

2. The Accountable Officer or nominee contacts the student to ask if they wish to work.

3. If they wish to work they add the hours to the spreadsheet and the student works. They remind the student of their obligations as set out under standard procedure.

4. The Accountable Officer or nominee completes form ST1 – Student Worker Request and sends this to HR to record the additional hours that have been worked and these have been added to the spreadsheet for non-UK students. **Note:** Where hours will not be repeated HR will save the forms in the student’s HR file.

5. If additional hours are to be repeated HR will issue a new contract for the additional hours subject to receipt of documentation

6. This process will be reviewed on an annual basis.

**Supporting documentation**

All supporting documentation as specified on the ST1 - Student Worker form and in this procedure must be provided for all students undertaking work except where the modified procedure is used and the request is for a once off work allocation/payment. In other instances all documentation will need to be attached to the student worker form.