



Student Workers

Procedure

Introduction

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 College regulations.

Royal Holloway engages large numbers of students for defined, largely 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.

All Line Managers, School Managers, Administrators and College staff involved with engaging students for work should be familiar with this procedure. Work for the purposes of this procedure includes all paid, unpaid and voluntary work.

Scope

This procedure applies in any instance where the need for a student worker is identified. This includes students working as hourly paid teachers and those working in casual positions. Work includes paid, unpaid and voluntary roles.

Principles for All Students

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 appropriate College policy.

There will be one individual in each department or service who will be responsible for adherence to this procedure, the Accountable Officer, although it does not remove the requirement for all those involved to make themselves aware of their obligations and to remain so. The Head of HR Systems and 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 Systems and Head of HR Operations although they will retain responsibility for procedure compliance. In most instances

the Accountable Officer is likely to be the School Manager or Administrator. The department or service senior management team is responsible for assigning the duties and informing the Head of Head of HR Systems and 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 for those working on a variable hours contract i.e. most hourly paid teaching or casual contracts, 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.

For PhD students engaged in a School on a part time substantive contract the Accountable Officer or their nominee will be responsible for checking that the additional hours are available on the spreadsheet for non-UK nationals before adding a variation to contract request to Stonefish and for obtaining written confirmation from the Doctoral School that these hours are possible. Confirmation from the Doctoral School should be attached to the variation request.

PhD Students working for the College in variable hours and substantive part time posts will be employees. Non PhD students and PhD students working in other roles in professional services such as catering assistants and non-hourly paid teaching or set hours roles will be engaged on a casual basis due to the ad-hoc nature of the work available and the recognition that the College is not obliged to offer hours and the student to accept them where offered.

All students working for the College need to do so in the UK and remain resident for the duration of the period of work.

Additional Principles for PhD Students Engaged in Schools

The information below applies to PhD students taking on roles within Schools. It does not apply to non PhD students and PhD students working in casual engagements and those working in professional services departments.

PhD students currently working in Schools in hourly paid teaching roles and research or technical roles will take up a new contract on the related terms and conditions if a request is made by the School or department for re-engagement.

Principles

- PhD students can be engaged in variable hours roles on the same basis as other hourly paid teaching staff subject to following the defined process
- If applicable PhD students may be engaged in part time contracts in Schools subject to completion of the full approval and recruitment process
- Requests for engagement of variable hours contracts should be for the full duration of the period of need. Contracts do not need to be requested each year if it is identified that engagement will be needed for a longer period.
- Payment is in response to timesheets in most instances.

- Recruiting managers must check that the hours are available for work and add them to the student worker spreadsheet for non-UK students before any offer of work can be made to an individual and an offer request is made to HR. Recruiting managers must remind students of their obligations and restrictions on the hours they can work and the pattern of work.
- No student working on a time limited permission can work more than that allowed for by their visa including within the working pattern defined by UK Visa and immigration i.e., 20 hours Monday to Sunday.
- Any period of leave or non-term time for PhD students will be subject to confirmation from the Doctoral School and Student Services as applicable. All PhD students on a non-taught course will only be able to take on full time work for a defined period if they have received written approval to a period of leave from their supervisor and it has been confirmed by Student Services that this removes the bar, for a temporary period of the visa restrictions.
- Students can only apply for a full-time role and be removed from student worker restrictions once written confirmation has been received from the Doctoral School and Student Services that an individual has submitted their PhD and been deemed to have successfully completed their studies.
- For non-variable hours post the full recruitment process will need to be completed i.e., advert open to all
- In all instances where the proposal is that PhD students may be engaged in a part time substantive role (students cannot be engaged in full time roles), written confirmation must first be sought by departments from the Doctoral School that they can work the hours. Confirmation from the Doctoral School must be provided with the paperwork sent to HR.
- In the event that a non-UK national is engaged in a substantive role in addition to confirmation from the Doctoral School a check will be needed by the Accountable Officer and HR that the hours proposed can be accommodated under their permission to work in the UK/visa.
- For those engaged on variable hours (not casual) and part time substantive contracts for a defined period due to business needs, uncertainty over student numbers etc. line managers will need to complete the full end of fixed term worker process i.e., meetings must be held to consult with employees at set intervals and provide them with notice of termination. Such workers will receive redundancy payments subject to the length of continuous service which are payable by departments.

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
- To check with the Doctoral School re working hours where applicable

Accountable Officers

- To ensure no student undertakes work before completing the process
- To follow the documented procedure including the checking of right to work

- To work with line managers to ensure that recruitment processes are fair and equitable
- To ensure non-UK students do not work more than maximum visa hours
- 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 process/method of payment for hours worked
- To inform students that hours must be claimed weekly
- 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 provide documentation to HR in a timely manner
- To inform HR of Accountable Officer and their nominee(s)
- To inform HR when student's circumstances change i.e., suspension or deferral
- To check with the Doctoral School re working hours where applicable

Students

- To ensure no hours are worked in excess of those on a contract
- To ensure no hours are worked in excess of visa restrictions for any employer
- To ensure no hours are worked prior to the issuing of a contract
- To comply with instructions from managers involved with the process
- To provide original documentation as requested in a timely manner
- To submit weekly claim for payment using MyView and not in bulk
- To be aware the working week is Monday – Sunday
- To ensure that lunch and other breaks are not included in the hours claimed
- To inform the Accountable Officer when course circumstances change
- To familiarise themselves with their obligations

Human Resources

- To issue contracts to students as soon as possible following receipt of all paperwork (5 working days at most times of the year)
- To provide training, guidance and support
- To double check that claims for work do not exceed the allowable limit for those claiming via timesheet
- To provide a College spreadsheet in a central location to allow for the checking of non-UK student hours.
- To ensure that supporting documentation is provided in an easily accessible format

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 for casual posts only i.e., not School variable or substantive posts. Accountable Officers or their nominees remain responsible for ensuring compliance to the relevant procedure.

Failure to Follow Procedure

All Royal Holloway staff involved with the recruitment of students are required to follow the

procedure relevant to the nature of the student being recruited i.e., PhD students in Schools or other student roles. Failure to do so may result in formal action under the College's disciplinary policy.

The Process

Please see [flow chart](#) for process.

1. Identifying the need for work

Once a Line Manager identifies the need for work, they must liaise with the Accountable Officer to start the recruitment process. Appointments (or any extensions/amendments to posts) can only be made once a request for action has been approved through Stonefish.

Note: This applies to all types of student work.

2. Engaging a Student

For casual and for variable hours Schools contracts for PhD students:

Following selection the Line Manager will complete Section A of the [Student Worker Request Form](#) 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.

The Accountable will send this with the right to work documents, a [new starter form](#), student declaration form and CAS statement confirming student status and dates to HR Operations. The Accountable Officer or nominee will remind students of their duties as set out under responsibilities above.

For part time substantive roles open to PhD students in Schools:

Recruitment will need to be through Stonefish with the post advertised to internal and external applicants. Details on the recruitment process will follow the standard process as set out on the HR webpages except:

- 1) for non-UK students the hours must be checked and added to the student worker spreadsheet by the recruiting department before HR are requested to issue a contract
- 2) for all students the Doctoral School will need to confirm that the hours can be worked, and the written confirmation will need to be provided with the request paperwork to HR

3. Right to Work Documents

All students (including those from the UK) must present their original documents showing their right to work in the UK and have this confirmed by the Accountable Officer and HR before any work is undertaken. The Accountable Officer or nominee will take a copy and sign and date the copy and provide this to HR.

4. **Human Resources Responsibilities**

The information received will be checked and a contract issued. There will be prompt liaison with the Accountable Officer and students as applicable. In any instance where the correct paperwork is not supplied by recruiting departments or students this will hold up the process until the correct documentation is produced.

5. **Modified procedure due to unforeseen circumstances**

In some instances, for students holding casual and variable hours' contracts it may be necessary to allocate additional hours to an existing worker at short notice. This is not possible for those on part time substantive contracts. In the event that additional hours are needed a check must be made against the student worker spreadsheet for non-UK students and the hours added as applicable. Documentation should then be provided to the HR department as applicable. Only students who have already worked for the College and had their right to work documentation checked are eligible