

**UNIVERSITY OF THE SOUTHERN CARIBBEAN**  
**STUDENT FINANCE DEPARTMENT**

**UNIVERSITY STUDENT RESOURCE CENTRE (USRC)**  
**STUDENT WORK/STUDY SCHOLARSHIP PROGRAMME POLICY**

**PHILOSOPHY**

The University of the Southern Caribbean (USC) believes that the principle of working originated at creation and is inseparable from man's holistic development. It is designed to occupy the mind, strengthen the body and provide the physical necessities of life, as well as enhance the spiritual relationship with the Creator. As such, the true joy in life is found by the working man and woman. (Patriarch & Prophets, p. 46)

**MISSION STATEMENT**

The student work/study scholarship programme seeks to create opportunities for students to engage in meaningful work within available departments and industries at the University of the Southern Caribbean. This programme will cater not only to the development of marketable skills and a Christian work ethic, but also, through a credit system, provide limited financial assistance towards the students' education.

**VISION**

A student body who on graduation is equipped with theoretical and practical knowledge, meaningful work experience and core competences that will provide the competitive edge in gaining employment and contributing to the national, regional and international workforce in a competent, ethical and professional manner.

**SCOPE**

The student work/study scholarship programme will include local, regional and international students of the Main Campus and Satellite Sites, catering to the student labor needs of all departments.

## OBJECTIVES

- 1) To support the student work/study scholarship programme of the University.
- 2) To provide a greater understanding of service which brings into perspective God's earthly purpose for man (to serve).
- 3) To provide and encourage opportunities for student to pay costs of tuition, room, board and other related educational expenses partially.
- 4) Meaningful and practical experience (discipline and non-discipline related) that can be transitioned for use in their post academic career/job.
- 5) To provide student labour assistance to full-time staff for University operations.
- 6) For students to develop good work habits and attitudes; gain an understanding of personal interests, skills and limitations; and to exercise creativity, problem-solving and responsibility.

## LABOR LEARNING GOALS AND EXPECTED OUTCOMES

**Goal 1** – To develop and apply the six soft skills (attendance, accountability, teamwork, initiative, respect, and learning) directly related to the work-learning-service level, the description of duties and the learning opportunities sections of the job description.

*Expected Outcome: Students will exhibit the good habits of attendance, accountability, teamwork, initiative, respect, and life-long learning.*

**Goal 2** – To develop and apply the hard skills articulated in the work-learning-service level, the description of duties and the learning opportunities sections of the job description

*Expected Outcome: Students will demonstrate through their work, the specific skills and/or attitudes set forth in their job description.*

**Goal 3** – To develop and apply, whenever possible, the four core general education goals (Writer, Speaker, Researcher, Critical Thinker).

*Expected Outcome: Students will exhibit skills in writing that applies to their work; successfully communicate information, thoughts and ideas; identify through discovery, data or ideas that support advances in their work; and demonstrate the ability to analyse and interpret ideas that benefit the workplace.*

**Goal 4** – To work in labor positions that support the student's academic goal and/or field of interest.

*Expected Outcome: Students will develop skills and professional attitudes related to their academic major, career, and or personal interests.*

**Goal 5** – To progress over time to more skilled and responsible levels of work.

*Expected Outcome: Students, upon graduation will be equipped with the competence to provide excellent service to the broader community.*

## **KEY ISSUES**

- 1) The funding of the student work/study scholarship will be within the budgetary constraints of the University.
- 2) Heads of each Department/Division will need to build the cost for the student work/study scholarship within their annual budgets. These budget items will however be combined and managed through the USRC.
- 3) Employment Laws:- In accordance with the Minimum Wages Order 2014- Legal Notice 148 [Part 11] with effective date of January 1, 2015, made by the Minister Labour under section 3 of the Minimum Wages Act, the Minimum Wages Act/Order does not apply to Trainees and Student Workers.
- 4) Notwithstanding, that the Minimum Wages Act does not apply to Trainees and Student Workers, as a S.D.A. Christian Institution, contributions towards the student's finance account should take into account the rigors of the work-study program in which the student is engaged and the time commitment of the specific assignment.
- 5) Since work assignments within the University Student Resource Centre is a part of the official training of students, local, regional and international students can participate in the program.

## **CRITICAL SUCCESS FACTORS**

- Departments budgeting for student labor annually and this budget being managed through the USRC.
- Transparent purposes and processes for admitting students to the program.
- A structured system of supervision that allows students to fulfil the objectives of the program.
- A structured method for Departments/Divisions to submit their student labor needs.
- A program monitoring and evaluation system that ensures the program is operated in a cost efficient manner and allows for return on investments.

## **ADMINISTRATION OF THE WORK/STUDY PROGRAMME**

This programme reflects a unified vision of labour that is student and learning centred. The programme is designed to be both competency based and credit based. Student employment is provided to students on a part-time basis. The USRC or designated officer provides general oversight for all work areas to ensure consistency of administration; and training and assessment. Department Heads can assign labour mentors/supervisors to be directly in charge of student training and development; and can vary in the nature of work performed, method of supervision and degree of autonomy.

A student will have the opportunity through the work/study scholarship programme to develop his/her competencies as well as earn credits and income to assist in his/her expenses to the University. It is expected that a student who fulfils a work/study scholarship programme at the University establishes a lifestyle of doing and thinking, action and reflection, as well as service and learning, during and after completion of study, and within the broader community.

## **ROLE OF DEPARTMENT HEADS/LABOUR SUPERVISORS**

- 1) Department Heads must complete the **Vacancy Request Form** to request a student worker and submit the form to the USRC. All recruiting must be done by the USRC. Department personnel may make recommendations but should not hire student workers for their departments.
- 2) Develop a job description for each student labor position in the department in collaboration with the USRC.
- 3) Participate in an annual seminar hosted by the USRC for Department Heads and assigned labour mentors/supervisors.
- 4) Ensure that all student workers attend the general meeting that is scheduled for each semester.
- 5) Department Heads must submit **Monthly Time Sheets** and **Student Labour Reports** using the prescribed form, to the USRC by the fifth day of each month to the USRC.
- 6) Department Heads/Supervisors must evaluate students at the end of the probation period, and at the end each semester. A final evaluation must be done at the end of the student's employment at the university or when a student is released from duty, for record keeping purposes and preparation of recommendations.
- 7) Labour mentors/supervisors must work with student to develop a schedule that provides the hours needed to meet the weekly hour target.
- 8) Department Heads must ensure that all OSHA requirements are in place for the protection of the student worker.

## **CATEGORY OF STUDENTS**

### **Non-degree Students**

- 1) **Pre-university Certificate students** are not allowed to participate in the work/study programme.
- 2) **ESL** students (full-time students) are allowed to participate in the work/study programme.
- 3) **Industrial Scholarship** students are allowed to participate in the work/study programme. This programme is designed for S.D.A. young people to give the diligent student an opportunity to build a credit that would supply the major portion of his/her total expenses for the first school year and therefore the stipend cannot be withdrawn from the student's account.

## **Undergraduate Student**

- 1) An undergraduate student is allowed to access the work/study programme from his/her first year of study if he/she is not a provisional student.
- 2) A provisional student is not allowed to participate in the work/study programme in the freshman year. The student must focus on fulfilling all academic requirements to become a regular student.
- 3) **A student with a GPA of below 2.0** will not be allowed to continue in the work/study programme. The break is to allow him/her to improve his/her academic performance.

## **TYPES OF AVAILABLE POSITIONS**

### **On Campus**

Student employment is available to students on the Main Campus within departments.

### **Off Campus**

Off campus employment is defined as employment sourced on behalf of students through agencies outside of the university. The student is required to submit a resume with his/her application form. This is necessary for job placement. Employment will be based on the student's programme of study at the university. International students are not allowed to engage in off campus employment unless placement is made through the USRC.

### **Satellite Sites/Extension Campuses**

Coordinators/Directors must follow the rules and processes outlined in this policy document to hire student workers at the Satellite Sites/Extension Campuses. Coordinators/Directors must manage this system for student workers at the Satellite Sites/extension campuses.

### **Summer Internships**

The USRC will seek to source summer internships for students in the work/study scholarship programme.

## **Post-Graduation Employment**

This programme is for final year students who have graduated in May of the current year, to access internship/employment with companies in corporate Trinidad and Tobago and the CARICOM Region. The aim of this project is to assist students to find employment but is not a guarantee of employment. Student will only be assisted in finding the first job. It is expected that the student will also seek employment on his/her own behalf.

The Alumni Associations may also be asked to assist with this project.

## **HOURS OF WORK**

### **Local Student**

A Trinidad & Tobago national is allowed to work a maximum of 30 hours per week cumulatively in one or more departments. The student must be actively registered and in classes for the semester. The student must be doing a minimum of 12 credits in Semester 1; a minimum of 12 credits in Semester 2; and a minimum of 6 credits in Semester 3.

A local student receiving GATE funding is allowed to work for the first two years of his/her programme of study. The student is allowed to continue on the work/study program during vacation time while out of classes, once the student will be continuing classes in the next semester.

A local student who does not receive GATE funding is allowed to work for the duration of his/her programme of study. The student must personally fund fifty-percent (50%) of all school expenses. The stipend earned in the work/study programme will be applied to the student's account for the remaining fifty percent (50%) of school expenses owed. A student who does not earn the full fifty-percent (50%) stipend through the work/study programme must personally fund the balance of outstanding charges owed on his/her account.

### **International Student**

An international student is allowed to work a maximum of 20 hours per week cumulatively in one or more departments. The student must be actively registered and in classes for the semester. The student must be doing a minimum of 12 credits in Semester 1; a minimum of 12 credits in Semester 2; and a minimum of 6 credits in Semester 3. The student must have a valid student permit. An international student is allowed to work during the vacation once he/she has a valid student permit and will be continuing classes in the next semester. The student is allowed to work for the duration of his/her programme of study.

An international student must personally fund fifty-percent 50% of all school expenses. The stipend earned in the work/study programme will be applied to the student's account

for the remaining fifty percent (50%) of school expenses owed. A student who does not earn the full fifty-percent (50%) stipend through the work/study programme must personally fund the balance of outstanding charges owed on his/her account.

### **Hour Overload**

A student is not allowed to exceed his/her hours of work at any given time and will not be compensated for the extra hours worked.

### **Lunch and Break Hour**

- 1) A student worker who works five to eight hours in a given day is allowed one hour for lunch. The student will not be compensated for the lunch hour.
- 2) A student worker who works from one to less than five hours will be given a ten minute paid break.
- 3) A student worker will not be compensated for the lunch hour or part thereof at any time.
- 4) A student worker who works during his/her lunch hour on special request by the supervisor will be compensated.

### **Sabbath**

A student worker is not allowed to work on Sabbath except for essential services requested by authorized departments. Such student will be compensated in accordance with his or her current rate of pay. Double pay will not be given.

### **Public Holidays**

A student worker who works on public holidays will be compensated in accordance with his or her current rate of pay. Double pay will not be given.

### **Overtime pay**

Over time pay is not given at any time. A student worker will be compensated in accordance with his or her current rate of pay and number of hours worked.

## **JOB CLASSIFICATION & COMPENSATION**

Jobs will be classified according to tiers as outlined:

- 1) Tier I- Job codes beginning with “1” (one) are considered Tier I positions, and are entry or trainee level positions requiring no skill or experience.
- 2) Tier II- Job codes beginning with “2” (two) are considered Tier II positions, and require a reasonable degree of skill and prior experience. These positions entail a fair amount of responsibility on the part of the student.
- 3) Tier III- Job codes beginning with “3” (three) are considered Tier III positions and require a higher degree of skill. Tier III positions may entail a greater amount of responsibility with less supervision than needed at the Tier II level. Student will be performing skilled tasks in supportive technical, laboratory, administrative, or other specialized roles.
- 4) Tier IV- Tier IV Job descriptions are non-standardized and are written by the hiring department. Tier IV positions require skill, knowledge, and/or training in specific scientific, academic, or specialized areas. These positions may help prepare the student for a professional career related to that student’s academic program. The student will be performing assignments that are predominantly intellectual, non-manual, and non-routine. Students executing assignments in these advanced-level positions require only general supervision and may be expected to exercise discretion and independent judgment.

## **DRESS & HYGIENE**

- 1) A student worker must follow the University’s established dress code.
- 2) Student worker is required to dress appropriately for the position he/she is assigned to work in the respective department.
- 3) Some positions may require mandatory use and wearing of appropriate safety protection (e.g., hard hats, safety shoes, chaps, goggles, etc.), hygiene materials (e.g., gloves, hair nets, etc.), and/or other work-specific items. The employing department is responsible for supplying the student worker with these amenities and administer all OSHA requirements.
- 4) Departments that actively engage the public may establish reasonable standards of appearance and those standards should be made very clear to the student during the interview and hiring process.
- 5) Student is expected to maintain a basic standard of hygiene and cleanliness, regardless of his/her position or department.



## **CASUAL, SICK, MATERNITY, ANY OTHER LEAVE**

The student work/study scholarship program is an educational program of the University. There are no provisions in the work/study programme for casual, sick, maternity or any other leave. Student will not be remunerated for any of the leave listed above. Student will be given the requisite time-off for business, sickness, maternity requirements, which should be arranged with his/her supervisor. A physician's letter or medical certificate must be submitted to the immediate supervisor and the USRC for sickness; or any maternity leave or time-off to go to the doctor as result of pregnancy.

Student with sickness or maternity issues may discuss his/her circumstance with the USRC.

## **WORK/STUDY PLACEMENT PROCESS**

### **Vacancies**

- 1) Department Heads must submit student work vacancies to the USRC by completing the **Vacancy Request Form**.
- 2) The USRC will then create student worker employment ads based on the specific position a supervisor requires. The ad will include a description of the relevant knowledge, skills, abilities, and other characteristics necessary to perform on the job.
- 3) Ads will be developed by the Integrated Marketing and Communication Department in collaboration with the USRC. Completed ads will be printed and placed in strategic positions around campus, namely, Student Advisement Center, the Student Shuttle, the glass pane Notice Board in Administrative Building, Student Development, and general notice boards. Ads will also be posted on the USC Student Forum, and website; and announced in the Student Chapel session by the **Director of Student Workers on the ASB**.
- 4) The USC's website will also host information regarding student job opportunities, student insurance, the student worker handbook, etc.
- 5) Eligible persons will submit resumes and other requirements for the position. The USRC will then perform the short listing, interviewing and hiring processes for students that applied.
- 6) Successful candidates will be notified and will be asked to fill out a student worker biodata form, and sign the student work/study contract before deployment in the job. **(Contracts will be provided on a per academic year or semester basis depending on when the student starts)**.
- 7) The USRC will provide job description and student employee handbook for the newly employed student worker prior to assumption of duty.
- 8) There will be an orientation exercise, to give the student worker a clear understanding of responsibilities and policies that he/she is expected to adhere to as a student worker. The

**Director of Student Labor on the ASB** will be actively engaged in orientation sessions, and other exercises that require a student relations' liaison.

- 9) Job descriptions and student employee handbooks will also be provided to the student workers that were employed prior to the revision of the USRC.

### **Application**

The student is required to complete an application form which is available from the office of the USRC or website. The student will be selectively placed in the position commensurate with his/her programme of study. By this, the student will gain work experience relevant to the programme of study. If a position is not available that suits the student's programme, the student will then be placed in the next available position.

**A new or returning student must apply at the start of each academic year to be in the work/study programme at the university.**

### **Student Work/Study Contract**

The student worker will be required to sign the USRC Student Work/Study Scholarship Programme Contract when hired.

### **Student Worker Biodata Form**

This form will record biodata information on each student in the work/study programme and will be kept on the student's file.

### **Student Work/Study Duty Assignment Form/Notification to Department Head/Supervisor Form**

This form is used to assign the student to the department. A copy of the form is given to the Department Head/Supervisor notifying that the student is assigned to work in the department.

### **Student Change of Labour Position Request Form**

This form is used to transfer the student into another department or to allow the student to work in one or more departments.

### **Student Position Adjustment/Labour Release Form within Current Department**

This form is completed if the student wants to have an adjustment in hours or be released from the employing department.

### **Monthly Time Sheets**

The **Monthly Time Sheet** is a record of the dates and times worked. The Student worker must complete the Monthly Time Sheet and submit it to the supervisor by the last work day of the month. The Monthly Time Sheet must be signed by Supervisors as verification of hours worked.

### **Student Labour Report Form**

The Department personnel must complete and submit the **Student Labour Report Form** and the Monthly Time Sheet for each student worker by the fifth day of the month to the USRC, for labour performed by student in the previous month.

### **Job Description**

The Department Head together with the USRC will design a job description for each student labour position in the department. The job description will be provided to the student upon assumption of duty. The Student is expected to follow the duties of the job description.

### **STUDENT FILE**

Files are maintained on each student in the student work/study scholarship programme. Materials include application forms and other forms, biodata information, performance evaluations, disciplinary documentation, honors and recognition, and other official correspondence and related documents.

### **STIPEND**

Student is given a stipend for work performed in the programme. This may be calculated at an hourly rate or a flat rate. Stipend increments may be given yearly based on performance, up to the ceiling amount.

### **WITHDRAWAL OF STIPEND**

- 1) A student is allowed to withdraw twenty-five percent (25%) of stipend; the account must be in credit.

- 2) The student must complete a cheque request form at the Receptionist in Finance to withdraw stipend.
- 3) South Centre and Tobago Extension Campus students must complete and sign the cheque request form at the Coordinator's office. The Coordinator will submit the form to the Director of Student Finance for processing. Collection of cheque can be done by the student or Coordinator.
- 4) A student at the other satellite sites must write a letter requesting the funds and attach a copy of his/her personal identification card or USC ID. The cheque will be sent to the student directly or the Satellite Site's office.
- 5) A student's account at graduation which has excess stipend will be placed in the USC scholarship fund.

### **Calculation of Withdrawal of Stipend:**

The student will receive 25% withdrawal on the stipend earned for each month only, e.g.,

First Month: Gross stipend = \$1000.00. Withdrawal 25% = \$250.00

Second Month: Gross stipend = \$1500.00. Withdrawal 25% = \$375.00

### **TRANSFER OF STUDENT STIPEND**

A student can only be allowed to transfer stipend to an immediate relative's student account, namely, mother, father, husband, wife, brother, sister, son or daughter. The account must be in credit for the transfer to be processed.

- 1) The student must also provide evidence of kinship.
- 2) The student must supply a letter of authorization and a copy of USC Identification or personal ID to the Student Finance Director to have the transaction effected.

### **GUIDELINES FOR STUDENTS**

The student work/study scholarship programme is managed by the USRC and students must visit this office to apply to be on the programme and for guidance and assistance while on the programme.

Student workers are expected to perform in accordance with proper workplace etiquette dictated by the policies and mandates outlined in the student's handbook and student worker handbook. Each student worker is expected to know the relevant content in the student worker's handbook, which will be reiterated in orientation and training exercises.

- 1) The student is governed by all the rules and regulations for resident and day students.

- 2) The Student is required to complete the Monthly Time Sheet each day and submit to the work supervisor by the last work day of each month.
- 3) The student will be remunerated according to the prescribed stipend scale.
- 4) The University's tithing policy of ten percent (10%) applies and will be deducted from the student stipend. A student who is a member of another religious organization can submit a letter from his or her Minister of Religion requesting that the tithe is not deducted so that the student can remit same to his or her church.
- 5) Student will be allowed to participate in social activities of the school when such activities do not interfere with the work schedule. Camporees, camps, extended vacations, field trips, etc. do not form part of the work/study programme.
- 6) A student who is not attending school in a particular semester will not be allowed to work during that semester. Therefore, if a student works and is not in classes, the student will not be able to withdraw the stipend, the monies will remain on the student's account for future tuition and fees expenses incurred.
- 7) A student who works in multiple departments will only be allowed to work the maximum amount of work hours (cumulatively) as outlined under "Hours of Work".
- 8) Unused work credits may be transferred to the account of an immediate relative, namely, mother, father, husband, wife, brother, sister, son or daughter or any mutually acceptable student of the University whether registered or prospective. Acceptability must be determined between the student and the Director of Student Finance.
- 9) The purpose of the work/study programme is strictly for providing credit for school expense and development of learning competencies as a student of the University. Prospective participants in this plan are advised to ascertain that their purpose for participation is the same. **Students who quit the work/study program prematurely will not be paid in cash.** All monies will be paid into the student account and will go towards tuition or other cost associated with the student's academic program.
- 10) The Student is expected to report for work during university examination period, for continuity in the work programme. Notwithstanding, the student will be provided with the time needed to sit scheduled exams. The student is advised to discuss his/her examination schedule with the supervisor to obtain approval for time off to sit examination when necessary. A student who stays away from work during examination week without approval, will not be hired during the next semester.
- 11) Student must notify his/her supervisor of any class schedule requirement that will require him/her to be away from work. This is necessary so that the supervisor can make alternative arrangements.
- 12) The use of tobacco, alcohol, or illegal substances or possession of illegal equipment is not permitted. Students in violation will be immediately removed from the work/study program.

## WORK ATTRIBUTES

- 1) **Responsibility.** Student will be expected to demonstrate a high-level of responsibility at work, and proper care and handling of equipment and supplies.

- 2) **Positivity.** Student should perceive work as an integral part of his/her holistic development. This should be reflected in the willingness to work, consistent with achieving departmental goals and objectives.
- 3) **Cooperation.** Student is expected at all times to cooperate with supervisor and other co-workers. In instances of differing opinions, correct principles of protocol should be followed.
- 4) **Ability to follow instructions.** Student should accurately follow instructions given. It is the responsibility of the student to seek clarification when in doubt.
- 5) **Punctuality and regularity.** At all times the student must be punctual and regular at work. The student must inform his/her work supervisor if he/she will be late or absent for work before the start of the work day. Special circumstances such as death in the family, or prolonged illness should be communicated immediately for consideration if the student may be excused from a portion of the work/study program.
- 6) **Persistence in work.** Student is expected to diligently carry out assignments to the end. Abandonment of task is considered a serious breach of policy.
- 7) **Initiative.** Student's initiative is encouraged, but before implementation, ideas should be discussed with the supervisor. In the absence of the supervisor, implementation of a good decision will be appreciated.
- 8) **Professionalism.** Student must demonstrate courtesy and respect to everyone that he or she comes into contact with.
- 9) **Teamwork.** Student must participate in all group activities that is part of his/her job responsibilities, by showing a genuine willingness to work with others to bring about desired results.

## PERFORMANCE EVALUATION & PROBATION

The student will be on a three-month probation period in the first semester of employment, and will be evaluated at the end of this period. This will be the only evaluation done for that semester. At the end of the probation period the student's performance will be reviewed and one of the following will be decided.

- 1) Whether the student has performed satisfactorily. Where the performance is satisfactory, the student will be given continued student labour employment in the assigned department upon the recommendation of the supervisor.
- 2) Whether the probationary period should be extended in order to more fully assess the student. The student will be provided with the necessary feedback and assistance in developing the specific core competences.
- 3) Whether, due to gravely unsatisfactory performance the student will be asked to withdraw.

Subsequent performance evaluations will be done at the end of each semester and at the end of the last semester of the student's employment or whenever a student is released from a department.

The performance evaluation is geared towards identifying strengths and weaknesses in the student's performance, providing feedback to the student by the Department Head/labour mentor, strengthen supervisor/student relations, and clarify job expectations.

The USRC in consultation with the Department Head reserves the right to terminate any student at any time due to consistent unsatisfactory work performance or violations of the work/study policies by established disciplinary action process.

The original evaluation instrument must be forwarded to the USRC by the required deadline date and a copy retained by the Department Head for the files. This will assist in monitoring the student's performance, providing a recommendation on behalf of the student upon request either for internal employment with the University or external employment.

### **USRC GRIEVANCE COMMITTEE**

The Vice President for Financial Administration shall appoint a Grievance Committee comprising of the following:

- 1) Director of Student Finance - Chair
- 2) Officer of USRC – Secretary
- 3) One faculty member
- 4) One staff member
- 5) ASB Director of Student Labour

### **Process:**

- 1) The Secretary shall obtain written documentation from all parties to the grievance and forward the documentation along with a written report to the Committee within three days of a reported grievance.
- 2) Where witnesses to the Grievance are identified, signed statements should be obtained from them and shall form a part of the documentation and report submitted by the Secretary.
- 3) The Committee shall meet with the parties to the Grievance together to confirm accuracy of submissions and to seek clarification no later than eight working days after the grievance is lodged.
- 4) Where witness statements have been submitted, the Committee shall hear from each witness in the presence of the parties to the grievance to verify the submitted witness statements and obtain clarifications where necessary.
- 5) The Committee will review the grievance and all submitted documentation and within one week of meeting with the grieving parties, give a written decision to all concerned.

- 6) The decisions of the Committee will be final subject to any other institutional requirements as determined by the President' Council.

## **STUDENT WORKER GRIEVANCE**

### **Informal grievance**

A student with a labour-related problem should first discuss this situation with the supervisor. Most difficulties can be handled at this level. It is hoped that the student worker's concerns can be resolved through direct and open communication between the supervisor and the student worker. If the issues cannot be resolved at this level, the next step is to discuss the concern with the Head of the Department. If the issue is unresolved, the next step is to contact the USRC for intervention and mediation.

### **Formal grievance**

If the informal route does not resolve the grievance of the student worker, a formal grievance can be made by presenting the complaint in writing to the USRC. The USRC may request written responses from the other parties involved. Normally within one week of meeting with the grieving parties and no more than three weeks from the time the written complaint is received, the Officer of the USRC will write a report of findings and conclusions and submit to all concerned. If any of the parties to the grievance appeals the decision, the USRC Grievance Committee will convene a meeting, normally within one week of the appeal, or as soon as possible.

## **DISCIPLINARY ACTION**

Disciplinary action may be taken against a student worker for subpar performance, workplace misconduct, attendance and other undesirable behaviours.

In the event that disciplinary action becomes necessary, the USRC will proceed with the following progressive disciplinary steps:

The **Student Disciplinary Action Form** is to be used in the discipline process. It is not appropriate to release a student without prior discussion with the student and USRC and documentation of performance or other issues with the potential to result in disciplinary action.

Ideally, this documentation and discussion approach will enhance student performance so that no further measures are needed. Where there is no improvement in performance or conduct after discussion and documentation, a supervisor, in consultation with USCR, may elect to place a student on an internal departmental probation for a period not exceeding two months.



Student performance concerns must be documented and discussed with the student with the aim of assisting the student to take corrective actions and to experience overall improvement in conduct and performance.

A student cannot receive any type of department probationary status or release without using the Student Disciplinary Action Form. This process serves three primary purposes: 1) It provides an opportunity to reaffirm departmental expectations. 2) It draws attention to the issue in the interest of improving performance. 3) It provides a clear history for others in the event that further disciplinary action is required. Students should be given an opportunity to address performance concerns in a realistic fashion. Therefore, the supervisor should utilize the following process:

### **First Warning**

Note the date and time of the infraction along with the location. Provide a description of the infraction and corrective actions to be taken to alleviate future incidents. Meet with the student and discuss the issue. As the supervisor, sign the form. Allow the student to either agree or disagree with write up and sign the form.

As part of their learning experience, students should be encouraged to process their actions and think of actions that they can take to enhance their performance.

### **Second Warning**

Note that this is a second warning. Note the date and time of the infraction along with the location. Provide a description and corrective actions to be taken to alleviate future incidents. Meet with the student and discuss the issue. Inform the student that further breach may lead to termination of the Student labour assignment. As the supervisor, sign the form. Allow the student to either agree or disagree with write up and sign the form.

### **Third and Final Infraction**

Note that this is the third and final warning. Note the date and time of the infraction along with the location. Decide from the options below, the corrective action to take. Meet with the student and discuss the issue. As the supervisor, sign the form. Allow the student to either agree or disagree with, write up and sign the form. If a release is selected, a **Student Position Adjustment/Labour Release Form within Current Department** is required along with a copy of the **Student Disciplinary Action Form**. **All forms are to be submitted to the USRC.**

**Departmental Probation** (This disciplinary action must be taken when the supervisor decides to allow the student to continue working in the department and shall be for a maximum of two months). The supervisor will be required to develop an **Accountability Agreement** outlining specific expectations. If a student disregards the accountability agreement, further disciplinary actions will be taken at the discretion of the USRC which may involve a departmental release, labor probation and/or labor suspension.

**Departmental Release** (This disciplinary action is taken when the supervisor believes all attempts have been made to assist the student has shown little or no improvement and fails to meet expectations in his/her present labor assignment.

The USRC retains the right to reassign the student to the area of greatest need when a release occurs based on non-performance issues; contingent on the student having the willingness and capabilities to function in the established area of need. If a prior accountability agreement was developed, it should be attached along with the **Student Position Adjustment/Labour Release Form within Current Department Form.** *Where an accountability Agreement was not previously developed, one should be prepared for the new assignment area.*

The release of any freshman requires approval from the USRC.