



Virginia Commonwealth University
School of the Arts in Qatar



**STUDENT EMPLOYMENT
PROGRAM [SEP] GUIDE** ²⁰¹⁸/₂₀₁₉



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REQUESTING POSITIONS



REQUESTS, RENEWALS, AND REHIRS

1. Supervisors who wish to **request** a new position must fill out the position description form and email it to SEP coordinator. Provide detailed information about the skills and qualifications required for, and responsibilities of the role.
2. Supervisors who wish to **renew** the position may send an email to SEP coordinator requesting renewal.
3. Requests need to be submitted by the direct supervisor to whom the student employee reports.
4. All requests will be reviewed, and a confirmation email will be sent by the SEP coordinator confirming number of hours and openings approved for the position(s) requested.
5. The approved positions will be advertised on tech4work.com and candidates' applications will be forwarded to the supervisors.
6. Supervisors who wish to continue with their student employees may request to link them to the job directly, and not advertise the position on tech4work.com.
7. Supervisors are encouraged to interview qualified candidates, and inform SEP coordinator once the decision to hire is made. Supervisors are also encouraged to notify unsuccessful candidates of their decision.
8. Supervisors may hire non-VCUarts Qatar students only if VCUarts Qatar do not qualify or have the skills needed to do the job, and supervisors must provide a justification.
9. Student employees may not start working until a confirmation is sent to the supervisors by the SEP coordinator confirming that the student is eligible to start working.



RATES & WORK TERM



TYPES OF POSITIONS AND WORK TERM

1. Academic Position: QR 40/hr

High level of responsibility assisting in special or complex projects and working independently, and may be asked to work on weekends or cover evening shifts often. These positions may include:

- Assisting in teaching; creating lesson plans, preparing class material, and grading exams.
- Assisting in research; analytical skills and writing proficiency.
- Monitoring a facility with little supervision.
- Mentoring students on their projects.

2. Administrative Position: QR 30/hr

Completing simple tasks and providing general support. These positions may include:

- Entering data
- Assisting in events
- Monitoring front desk
- Sourcing information

3. Working Hours

Students must not exceed the total number of hours allocated for them per month, nor work more than 20 hours a week.

4. Working Months

The official working months of the program are September through April, *except for* December. Requests may be submitted to extend employment until May based on the need and budget availability.



JOB SEARCH



APPLYING FOR A JOB

To apply for a job on campus, students must follow these steps:

1. Visit www.tech4work.com
2. Create an account using university email or log in if the student has already created an account.
3. Complete the personal details section of the profile. Students must upload either a CV or the Student Profile Form, as the process of getting a job on campus is competitive.
4. Enter complete bank account details, and most importantly, the IBAN number. The IBAN number is a set of alphabetical codes followed by the account number.
5. To view vacant positions at VCUarts Qatar, click on 'Job Vacancies', and select Virginia Commonwealth University in Qatar. All the available positions will be listed and students can click on each one to read through the details and apply.
6. Applications will be forwarded to the university staff/faculty assigned supervisor for further action, and may be called in for an interview.

EMPLOYMENT ELIGIBILITY

To be considered eligible for the Student Employment Program, students must meet the following criteria:

1. Maintain 2.0 GPA and above.
2. Be a full-time student at HBKU or one of EC's Campuses.
3. Not work in more than two positions.
4. Community Developer Advisors (CDA) must not work in any other position.
5. Sign Code of Ethics, Student Confidentiality Agreement forms, and submit transcript prior to starting work.
6. Student employees may not start working until they receive a confirmation from SEP Coordinator that they are linked to the position.



TIME SHEETS & PAYROLL



TIME SHEETS

It is the student employees' full responsibility to record their hours and submit the time sheets before the end of each month. There are two time sheets that the student employee must fill in:

1. **Tech4work time sheet:** Student employees must enter their hours on tech4work.com before 11:59pm on the last working day of the month. Students must click on the clock icon to access the time sheet, and not the calendar icon.
2. **P130 time sheet:** This must be filled by the student employee, signed by the supervisor, and submitted to SEP coordinator before 3:30pm on the last working day of the month.

In order to get paid in timely manner, student employees must follow these steps:

1. Print legibly. Use blue or black ink to complete your time sheets, and do not overwrite. Illegible time sheets will be sent back for correction.
2. Student must specify the working month on the P130 time sheet, and not exceed the monthly hours allocated for them.
3. Time sheets must be signed by the direct supervisor.
4. Students must have the correct bank account information on tech4work.com.
5. Time sheets over four weeks old will require an explanation as to why they are late; they will not be processed until a written notice is received from the supervisor.
6. Time sheets over eight weeks old will not be processed.
7. Submit both tech4work.com and P130 time sheets before the mentioned deadlines.

Failure to meet any of the above may delay the payment for a whole month. Payments may take up to two weeks to deposit the payments to the student employee's bank account.



WORK ETHICS



ETHICS

Student employees must demonstrate positive and cooperative attitudes. Ethics is defined as a collection of values and behaviors which people feel are moral; a positive work ethic is the collection of all the values and actions that people feel are appropriate in the workplace.

Core Values

VCUarts Qatar believes in the Core Values of honesty, respect, fairness, compassion and responsibility and incorporates these values in all aspects of instruction and administration. Subscribing to a set of values is essential for individuals in acquiring a high quality of life, a successful career, and a good citizenship. It is also essential for organizations to adopt core values for creating a code of conduct or standards of behavior expected of individuals serving in or with that entity.

VCUarts Qatar has adopted a set of core values that have become the fiber of the institution:

1. **Character:** displays loyalty, honesty, trustworthiness, reliability, dependability, initiative, self-discipline, and self-responsibility.
2. **Teamwork:** a team worker, cooperative, assertive, displays a customer service attitude, seeks opportunities for continuous learning, and displays mannerly behaviour.
3. **Appearance:** displays appropriate dress, grooming, hygiene, and etiquette.
4. **Attitude:** demonstrates a positive attitude, appears self-confident, and has realistic expectations of self.
5. **Productivity:** follows safety practices, conserves materials, keeps work area neat, follows directions and procedures.
6. **Organizational Skills:** manifests skill in personal management, time management, prioritizing, flexibility, stress management, and dealing with change.
7. **Communication:** displays appropriate non-verbal (body language) and verbal skills (tone of voice).
8. **Cooperation:** displays leadership, appropriately handles criticism and complaints, demonstrates problem-solving capability, maintains appropriate relationships with supervisors and peers, and follows chain of command.
9. **Respect:** Respects the rights of others, deals appropriately with cultural/racial diversity, and does not engage in harassment of any kind. Having a genuine regard for others and showing consideration for others.
10. **Honesty:** being truthful and not deceptive or fraudulent, and subscribing to the phrase, "there is no substitute for the truth."
11. **Compassion:** understanding the feelings of others and recognizing the effect one's actions will have on others.
12. **Fairness:** practicing actions that are just and impartial along with treating people in a consistent manner.
13. **Responsibility:** assuming ownership for personal actions and being accountable for one's own behavior, assigned tasks, duties, and functions. In addition, being responsible means taking action against wrongdoing, and not tolerating those who are dishonest or those who engage in misconduct or exhibit inappropriate behavior or attitude.
14. **Time management:** balance your time between school and work. Keep track of your assignments and meet your deadlines.
15. **Confidentiality:** maintain the integrity of confidential or potentially compromising information handed in to you.



SUPERVISOR RESPONSIBILITIES

TRAINING STUDENT EMPLOYEES

Supervisors must train, motivate, communicate, guide and evaluate their student employees. In the academic setting, it is often difficult to provide sufficient time or flexibility of schedules to provide an adequate period for training student employees. Supervisors must continue to meet service and production demands; students quickly become immersed in their academic and extracurricular pursuits. However, good personnel practices require that every new worker be oriented to the hiring unit and trained in skills necessary for satisfactory performance.

Supervisors may use the following steps in acquainting new students with departmental operations and the specific tasks that must be performed:

1. Orientation

Students are more likely to become enthusiastic and take pride in their work when they understand the role of their department in the total institutional picture. At orientation, the activities of the department are explained; students are informed of the “dos” and “don’ts” of the job - whether their work involves meeting the public, what is the proper attire or what is the proper behavior. This is also an opportunity to explain what procedures are to be followed when illness, schoolwork or other reasons keep a student away from daily work assignments.

2. Demonstrations of Skills and Procedures

Most training occurs on the job with the supervisor demonstrating and describing the correct methods and skills to be utilized. In doing so, we should avoid these common training errors:

- Giving too much information at one time;
- Giving instructions too rapidly;

- Failing to determine the student’s level of experience; and
- Not permitting enough opportunity for questions.

3. Supplementary Materials

While some supervisors are excellent articulators, there is often the danger of overwhelming the student with more information than s/he needs or can retain. A department brochure, fact sheet, or annual report can be given to the student to read, keep and refer to. In addition, handbooks and other volumes which explain skills, procedures and processes necessary to the student’s job performance should be available whenever possible.

4. Student-Supervisor Relationships

The college years are both exciting and trying times for a young person attempting many new things. This excitement and the individual concerns of students are brought daily into the work situation and form the basis of various interpersonal relationships between students and supervisors. Guidances for creating healthy student-supervisor relationships are:

- Develop rapport;
- Maintain impartiality;
- Co-learner with your student workers;
- Show respect; and
- Be flexible

Finally, you must always view each student employee as a total person, not simply as a worker assigned to a task for several hours daily. It is your responsibility to help the student put concerns into proper perspective so that they do not overshadow activities in the workplace.



PERFORMANCE EVALUATION

EVALUATION

Evaluation is an on-going process that occurs almost daily. After the student is given initial training, make periodic checks to see that performance is meeting the desired expectations. The long-range goal of student evaluation is not simply to provide a system for grading work. It is designed as an instrument to assist the student in her/his development and to enlarge the dimensions of the work experience.

Each unit should determine the frequency and type of evaluation procedure they wish to use. Listed below are general categories that can be used to create an evaluation form for your specific unit.

Quality and Quantity of Work

- Criteria for evaluating work product, productivity, and the quality of work performed;
- Is responsive to deadlines and notifies affected parties when meeting deadlines is not possible;
- Plans and observes work time responsibly;
- Works effectively and efficiently with all co-workers;
- Finishes work with little or no supervision;
- Completes work following specific instructions, policies and procedures;
- Demonstrates high quality standards in all interactions and work assignments; and
- Exercises good judgment and makes appropriate decisions in performance of duties.

Work Characteristics and Attributes

- Presents and promotes a positive image of the institution through business-like conduct, attitude, and appearance;
- Exhibit helpful, friendly, and courteous customer service;
- Shows punctual, reliable and consistent attendance;
- Demonstrates the ability to appreciate and work with a diverse population;
- Acquires proactively and willingly to new skills, tasks and procedures;
- Takes action without being asked, self-starter;
- Accept suggestions and training willingly; takes direction;
- Responds flexibly when needed; and
- Asks questions when needed.

Job Knowledge and Skills

- Respects confidentiality of all student and VCU documents, information, records, etc.;
- Exhibits knowledge of the position, department, division, and institution mission and goals;
- Follows oral and written instructions, directions, policies and procedures of the department;
- Displays the ability to make sound judgments;
- Deals with difficult situations effectively; and
- Demonstrates effective and appropriate written and oral communication skills.

UNSATISFACTORY PERFORMANCE & TERMINATION

WORK CONCERNS

Working with people in any job setting frequently presents certain personnel problems. Often, the beginnings of student problems go unnoticed until the matter becomes large, affecting either production or department morale. When counseling by the supervisor has been tried with poor results, contact the VCUarts Qatar Student Employment Coordinator and request assistance.

Unsatisfactory Performance

Student employees who demonstrate either unsatisfactory work performance or attendance must be warned and given time to correct the problem, or be dismissed. All forms of warnings and terminations must take place in communication with the student and VCUarts Qatar's Student Employment Coordinator.

1. Verbal Warning:

Upon demonstration of unsatisfactory performance or attendance, the student should be told in private explicitly how job requirements are not being met. The supervisor should take steps toward improved communication or instruction enabling the student employee to achieve satisfactory performance.

2. Written Warning:

A period of at least two weeks must be granted after the Verbal Warning for the student employee to improve their performance or attendance at work. If the student's work performance continues to fall below required standards, the student should be informed in writing/ email of the unsatisfactory performance. Supervisor must copy the SEP Coordinator to their email to the student.

3. Termination:

A period of at least two weeks must be granted after the Written

Warning for the student employee to improve their performance at work. If, after at least one written warning, the student's performance has not improved, the student may be then terminated. A termination letter template is available upon request.

4. Immediate Termination:

- a. Any violation of the university's Code of Ethics or VCUarts Qatar SEP Confidentiality agreement;
- b. Missing 5 consecutive scheduled working days without notice or valid excuse;
- c. Poor academic performance such as a large drop of GPA or academic probation;
- d. Inappropriate use of university's resources such as (but is not limited to) using the Internet to visit adult-rated, explicit sites, or inappropriate use of email, telephones and IT equipment;
- e. Endangering employees and students: this includes (but is not limited to) violence, vandalism and knowingly endangering other employees by bringing dangerous items, such as weapons, to university. Attending school/work while intoxicated by drugs or alcohol or using drugs or alcohol on campus;
- f. Endangering the university. This includes-but is not limited to actions that jeopardize the university and its reputation. All forms of theft and crime are included; and
- g. Sexual, racial, physical, or verbal harassment of a colleague, student or employee.

The dean of students must be notified in case of immediate termination points a,d,e,f & g take place for further action.

5. Volunteer student termination:

Student employees are allowed to voluntarily end their employment. Students must give at least one week's notice to their supervisor.