Getting Started
When you’ve been allocated a work assignment, you’ll get an email with a link to the ‘My Working Hours’ app. You won’t be able to access the app until your first work assignment has been created.

We recommend that you arrange to meet with your supervisor at the start of the work assignment or internship to discuss the role and working arrangements in more detail.

Examples of discussion points could include:
- role details, including targets, expected outcomes and timescales
- working hours and location
- local procedures – e.g. dress code, absence reporting etc

Queries about your work assignment, including allocated hours, cancellations or payment queries, should be directed to your supervisor.

My Working Hours App
The ‘My Working Hours’ app is the only way students can be assigned casual work at Newcastle University.

When you’ve been allocated a work assignment, you’ll get an email with a link to the ‘My Working Hours’ app. You won’t be able to access the app until your first work assignment has been created.
Only work allocated through the app can be paid. Each work assignment you are offered has assigned maximum weekly hours. You must check the maximum weekly hours allocated before you do any work.

Further details about the app are available on the Working on Campus website.

**Payment**
Information about how to claim payment using the ‘My Working Hours’ app can be found on the Working on Campus website. You can also find answers to frequently asked questions.

**Permitted hours of work and eligibility**
Information about how many hours you are eligible to work vary depending on your student registration status, term dates and degree programme. See the Working on Campus website for further information about working hours and eligibility.

Work assignments should not be accepted that prevent you from attending classes, seminars or other academic activities.

Students working shifts of 6 or more hours must take an unpaid break of at least 30 minutes. Break times and duration should be communicated to students at the start of each work assignment.

**Review/Progress**
Successful work assignments and internships require good communication. Ensure you meet regularly with your work supervisor or manager to discuss progress and any problems you are facing such as

- difficulty balancing working hours around your studies
- questions about the work, deadlines or expectations
- illness or other issues that are impacting upon your ability to work

**Diversity and Disability Support**
Newcastle University values diversity and is committed to recruiting and supporting staff and students from all sectors of society.

If you need any special arrangements made for you at work, please email jobsoc@ncl.ac.uk.

**Career Service support**
Work experience is an opportunity to develop graduate level skills that can improve your employability. Support is available in the Careers Service to help you learn how to reflect on what you are learning and to communicate these skills to graduate employers.

We offer:

- online information and resources
- the ncl + Award
- 1-1 Information Advice and Guidance sessions

The JobsOC Team are available to discuss any problems or challenges that may arise throughout your work assignment or internship. Please email jobsoc@ncl.ac.uk or call 0191 2088053 and ask to speak to a member of the JobsOC team.
General Conditions

Absence/Sickness procedure: You are required to contact your line manager/supervisor as soon as possible in the event of sickness absence, but at least before the start of your shift. See the JobsOC Absence and Cancellation policy for full details.

Student non-attendance: If you persistently fail to attend assignments or fail to follow the correct procedure, you may be removed from the JobsOC temps pool or your Internship will be terminated.

You must not consume any alcohol or illegal substances whilst carrying out an assignment. There is a no smoking policy throughout the university.

Mobile and Internet Use: You can expect that you will have the same treatment as regular staff in regards to policies in the use of the internet and mobile phone use. This should be communicated to you by your supervisor at the commencement of the assignment. Unless permission has been granted by the supervisor, workers should refrain from using the internet and mobile phones for personal use during their assignments.

Health and Safety: All workers should be aware that they have statutory duties under the Health and Safety at Work etc. Act. In particular they must take reasonable care for their own and others' health and safety, and must co-operate to enable the University to discharge its safety duties.

Expenses: Student casual workers are not usually entitled to claim expenses. Any expenses that are claimed must be authorised in advance with the hiring department and must only be in exceptional circumstances. Travel expenses to/from assignments will not be reimbursed.

Ending Employment

If you no longer wish to be employed by Newcastle University, please email jobsoc@newcastle.ac.uk to request a Student Worker Leavers Form, which can be used to request a P45.

If you are a JobsOC Temp and you are going to be away from campus, on placement, on holiday or you are simply too busy to work, please email jobsoc@newcastle.ac.uk to request that your email alerts are put on hold.