



Work Learn | Summer 2025 Frequently Asked Question

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Accepting Funds & Hiring

• How do I accept the Work Learn funding?

Ensure you review the document **Work Learn Terms and Conditions** for a comprehensive guideline for accepting the Work Learn subsidy for your position(s).

To accept and secure your funding, you will need to submit your Hire Business Process (BP) in Workday by the deadlines indicated in our **Appointing Your Work Learn Student Employee in Workday** and on the **Work Learn Website**. For Summer 2025, the FINAL deadline to appoint students (or declare intent of hire on a later date) is **Monday, June 2nd**.

• What information do I need to provide to the Departmental Finance/Human Resources administrator for setting up the student employee appointment (Hire Business Process) on Workday?

You must provide them with the student ID of your student employee and a copy of the Funding Announcement details with the unique Work Learn Project ID, wages, and Workday job profile. It is important to have students appointed in their positions PRIOR to starting work to confirm student eligibility.

IMPORTANT: Your administrator must submit the project ID and student number using the *exact* following format: **{15XXXX; 12345678}** in the comments section. This must include the two brackets (start and end), separated by a semicolon, to avoid your BP being sent back. This ID allows Work Learn to verify that the information submitted in this business process is what was approved, and to confirm student eligibility.

• Can I extend my Work Learn student employee from the last session (Winter 2024) to this new session (Summer 2025)?

All Work Learn Winter appointments end on April 30, 2025. Since Work Learn funds are not guaranteed, you must create a new position for each session, or re-use an older position within the same session (i.e., Summer 2024) with the updated funding information and selecting the appropriate session.

• Can my funding from my Winter 2024 Work Learn position be carried forward into Summer 2025?

You are unable to carry forward any unused funding from your Winter 2024 Work Learn position into Summer 2025 (May - August 2025). As per our **Faculty and Staff Work Learn website**, the banking of Work Learn hours is not permitted and Work Learn will not reimburse the subsidy on hours submitted beyond the current session and/or maximum hours approved for each position.

• I am hiring a student who has never held a Work Learn position before. What do I need to know?

Students who have not previously been employed by UBC in any capacity, will not have an employee ID at the time you submit your Create Position and Direct Hire BPs. The student's employee ID will be generated after the Direct Hire BP has been approved in Workday. When hiring your new student employee, you can follow the instructions outlined in the following guide: **Appointing Your Work Learn Student Employee in Workday**.

• Do I have to send an offer letter to my Work Learn student employee?



Workday automatically generates an offer letter that you can customize within the system. We recommend that you edit this offer letter to reflect all pertinent information regarding your Work Learn position. Please see our **Sample Offer Letter** template for ideas on what can be included in the letter. You do not need to send another offer letter in addition to the one that is generated within Workday.

▪ **Can my funding for my Summer 2025 Work Learn position be transferred to another Work Learn project?**

If you have received Work Learn funding for multiple projects, it is possible to transfer funding from one project to another so long as the project does not exceed the maximum hours (300 max hours or 180 max hours for Office/Library Workers). Please consult with your departmental/administrative unit head for approval, then notify work.learn@ubc.ca as early as possible before submitting the student appointments on Workday.

Position Adjustments

▪ **Can I assign alternative projects/work responsibilities to my Work Learn student employee?**

In some cases, you may consider whether modified projects or alternate duties are possible, in keeping with the **position classification** of your approved Work Learn position. For advice on evaluating the student's duties and considering position reclassification, you can connect with your **Human Resources Advisor/Associate**. If you wish to re-classify your position to a higher-paid job category, please email work.learn@ubc.ca.

▪ **Can I pay my Work Learn student employee a higher wage than what was approved?**

Yes, you can increase the wage rate within the steps of the corresponding job category as per the Work Learn **position classification guide** of your approved position. If you wish to re-classify your position to a higher-paid job category, please email work.learn@ubc.ca. Please note that you cannot pay students a lower wage than what was advertised on the job posting.

▪ **My student employee is ending their job early, and I would like to hire a new student employee in their place. How should I do this?**

If a student employee resigns, you can hire a replacement. On Workday, process a **Termination Business Process or End Additional Job Business Process** for the student employee's job, but do not close the position. When hiring the replacement student employee, use the same position number to complete the hire. You must email work.learn@ubc.ca to inform them of the termination BP and indicate if you will be hiring a replacement or to decline the remaining funds.

▪ **What happens if I submit my student employee appointment under the incorrect Job Profile?**

Selecting the correct Job Profile ensures that the Hire Business Process is routed to Work Learn. If the incorrect Job Profile is selected, your student appointment will not be confirmed in Work Learn's records, and thus, they would not be set up to receive the reimbursement for hours worked (\$9/hr). Please be sure to submit your student employee appointments on Workday under the correct Job Profile to ensure you receive the reimbursement. For assistance, you can follow the instructions provided on the **Appointing Your Work Learn Student Employee in Workday**.

▪ **I appointed the student on Workday, but the student resigned prior to start date. What can I do?**

You will need to submit a ticket with **UBC Service Desk Now**. The Workday Support team can cancel



and rescind the entire process at any point. If a BP is rescinded, please ensure you inform our team at work.learn@ubc.ca to avoid any delays.

Remote Work

▪ Are UBC student employees eligible to conduct work for their Work Learn position remotely?

Work Learn students are considered to be a UBC employee, so to assess if their position is conducive to remote work, please refer to [UBC Human Remote Work Guidelines](#). If you have any questions, please connect with your [Human Resources Advisor/Associate](#).

▪ What IT considerations must be made in determining whether remote work is feasible?

Please refer to [UBC's HR guidance](#) for managers and supervisors, which includes a [Telecommuting Checklist](#), and [UBC IT's online guide to working remotely](#). The guide outlines resources when working remotely, including: how to access emails and files, tools for virtual meetings, and security requirements. When considering the use of personal devices, it is important to ensure that security and privacy requirements are met.

Recruiting Work Learn Student Employees

▪ When will Work Learn Summer 2025 positions be posted on CareersOnline?

Work Learn Summer 2025 positions will be posted on [CareersOnline](#) between **March 10 to March 26, 2025**. If you wish to extend your posting or post your job posting outside of this identified period, email your CareersOnline Job ID and preferred recruitment dates to work.learn@ubc.ca

▪ How will interviews for Work Learn Summer 2025 take place?

Supervisors should consider whether the interview will be conducted in-person or virtually and if appropriate, what technology will be used and test their connectivity, prior to the interview. Please ensure you highlight the method you will be using to conduct your selection process when inviting the student for an interview.

We encourage you to refer to the [Work Learn Resources for Supervisors](#) in which we have provided additional guidance on good practices for hiring and supervising employees remotely. We are also happy to work with supervisor's one-on-one to discuss remote hiring best practices.

Payroll & Tracking Hours

▪ How do I track the hours worked by my Work Learn student employee on Workday?

Supervisors are responsible for ensuring that hours submitted by Work Learn student employees do NOT exceed the total hours that were approved for funding under your Work Learn position. To track your student employee's hours on Workday, you can access the following report "View Time Blocks by Position".

▪ When will my student employee get paid?

Work Learn student employees are hourly employees and will be paid in accordance to the [UBC Finance Pay Schedule](#). For more information on the student's payment, please refer to the [UBC HR Student Employee Handbook](#) or contact your [HR advisor](#).



Each pay period, supervisors (or an appropriate designate) are accountable for approving their student employee's hours by the deadlines established by **UBC Payroll** to ensure their student employees are paid in a timely manner.

▪ **What happens if my Work Learn student employee is late in submitting their hours in Workday? (i.e. after the pay period or after their position ends)**

Please refer to the following article **How do I enter time (Hourly Staff)?** As an employer, it is your responsibility to ensure the hours reported on your student employee's timesheets are accurate and reflect the hours worked in that particular period. **Reminder:** The banking of Work Learn hours is not permitted, and the Work Learn program will not reimburse the subsidy on these hours outside of the session they were worked.

▪ **When will Work Learn reimburse the subsidy?**

The reimbursement process is outlined in your Work Learn funding announcement email and the **Faculty and Staff Work Learn website**. Reimbursement for the Summer 2025 session will be paid in **October 2025**. Supervisors must approve all hours for Summer 2025 by **September 9, 2025**. Hours approved after this deadline, will NOT be eligible for reimbursement.

ISC Resources/links

To access Workday support, submit and track a ticket via UBC's Self-Service Portal:

<https://ubc.service-now.com/selfservice>.

Visit the 24/7 online knowledge base: **https://ubc.service-now.com/selfservice?id=kb_view2&kb_knowledge_base=af5ffe361b8ad4105edd43b4bd4bcb09**

For timely updates please visit Workday This Week: **https://ubc.service-now.com/selfservice?id=kb_article&sysparm_article=KB0017265**

ISC Website: **<https://isc.ubc.ca/>**

Contact Work Learn

Work Learn | UBC Career Centre

The University of British Columbia | Vancouver Campus | Musqueam Traditional Territory
1036-1874 East Mall | Vancouver, BC Canada V6T 1Z1

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Office hours: Monday through Friday, 9AM – 5PM