



Student Employment FAQ

Need a Social Insurance Number (SIN)?

To apply for a SIN, please go to your nearest Service Canada location with your valid **Study Permit and Passport** or apply online at: https://www.canada.ca/en/employment-social-development/services/sin.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_social-insurance-number

When are students paid?

Pay days are the 15th and the last day of every month. If a payday **falls on a weekend or statutory holiday you will be paid on the Friday before.**

3rd-18th of current month	Pay day is on the last day of the month
19 th of the previous month -2 nd of current month	Pay day is on the 15 th of the month

How do students get paid?

Students will be paid via direct deposit into their bank account on the 15th and last day of every month.

I did not get paid, what do I do?

Students can email HumanResources@twu.ca or can visit the Human Resource office (second floor of RSC) to meet with the Human Resources Coordinator.

Do students need to have a Canadian bank account?

Yes, the ADP payroll system only works with Canadian bank accounts.

How do I complete the tax forms?

TWU is required by the Canadian government (CRA) to have all employees complete up to date tax forms for their employee file. Student employees are required to complete the Federal and Provincial Tax Forms every calendar year.

Overview of Federal and Provincial Tax Forms

1. Enter personal information at the top of the form.
2. Read each of the question boxes carefully and enter the information that applies to you.
3. Read each of the boxes on page 2 and check the boxes that apply to you.
4. Once the form is complete sign and date the bottom of page 2.

If I forget to enter my hours, how do I get paid?

Students will need to send their supervisor a detailed list (including dates and times) of the hours missed in the timecard for them to approve. The supervisor will then send their approval, of the hours, via email to the HR Coordinator. HR will enter a manual payroll adjustment for the approved hours. The student will receive the payroll adjustment on the next payroll deposit.

How do I find out if I am entitled to STAT pay?

Workforce Now (WFN) automatically calculates whether an employee should get Stat pay or not based on BC labor standards. If an employee has been employed for 30 calendar days and has worked 15 out of the last 30 days, they are entitled to STAT pay.

Why is there hours entered in my timecard on the STAT holiday that I did not enter?

If an employee is eligible and did not work that day, WFN will automatically follow BC standards and calculate the appropriate time on the STAT holiday (at regular pay) with the pay code STAT HOLIDAY. Student employees and timecard supervisors cannot enter this pay code into the timecard, ADP automatically enters it. If the employee worked on a Stat holiday ADP will calculate pay based on BC employment standards, starting at time and a half.

Study Permit has or is expiring soon?

If your study permit has or will be expiring, you may renew online at:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit.html>

Where can I find my T4 form?

The T4 is processed by payroll, typically at the end of February. Your T4 can be found in your [ADP WorkForce Now](#) profile by going to **MYSELF > PAY > TAX FORMS**. Make sure to disable your pop-up blocker on the web browser.

Have to update your personal or banking information?

You can update your personal or banking information by logging into your ADP profile.

Personal information: **MYSELF > MY INFORMATION > PROFILE**

For banking information: **MYSELF > PAY > DIRECT DEPOSIT > EDIT**

If there is any further questions or assistance needed, please contact the HR Coordinator, or HumanResources@twu.ca.

