



# Guidelines for Student Helpers assignment

# Introduction

**On hand to assist you – the ETH Zurich student helpers.**

**The Event Support team in the Campus Services department organises assignments for committed student helpers, most of whom are students at ETH Zurich or the University of Zurich.**

In these guidelines, you'll find the general terms and conditions along with key information and helpful tips on organisation and procedure to ensure that all is carried out to your satisfaction and runs smoothly.

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# Placing an order

Please get in touch with us in good time – the earlier the better, particularly for major events.

Based on our experience, you should allow the following:

Assignments for up to 5 student helpers	at least 3 weeks before the assignment
Assignments for 6 to 15 student helpers	at least 4 weeks before the assignment
Assignments for more than 16 student helpers	at least 8 weeks before the assignment

In exceptional cases, we may be able to meet orders at shorter notice, depending on the resources required and the type of assignment. This will be assessed on a situational basis. Please note that we do not provide 'standbys' (student helpers in reserve) for short-term requests.

Please place your order via Servix. The more specific you are in detailing tasks and requirements, the better we can select the appropriate student helpers.

We take charge of the recruitment of student helpers, allocation of assignments and invoicing, and are also on hand for any questions concerning the deployment of student helpers.

Please note that the main focus of our student helpers is on their studies. Therefore, there may be bottlenecks in the availability of student helpers, although very rarely. However, in cooperation with our external service provider, we can arrange the desired support at any time.



# Resource planning

For each assignment, we draw up a plan and deploy student helpers selected to meet your requirements. You can download the plan directly from the Servix platform.

If a student helper cannot be deployed due to illness or accident up to two working days before the assignment, then we will endeavour to find a suitable replacement.

In the case of short term absences, the standby student helper (student helper in reserve) is used. We mobilise them from Monday to Friday. On the day of the event, you are responsible for the deployment. The standby will be provided by us and charged for only if an assignment is carried out.

Personal data of student helpers noted in the resource plan must be treated confidentially. It is to be used exclusively for the corresponding event and may not be passed on to third parties.

In the run up to the event and until the assignment is confirmed, all contact with the student helpers is managed by us. The briefing or any training of student helpers is carried out by you.

## Tip

Depending on the size of the event, responsibilities and number of student helpers, it may be advisable to schedule additional standby student helpers.

## Standby

We provide standby student helpers free of charge for each working day. These will be on hand to serve as replacement student helpers within 30 minutes. If you need more standby student helpers, you can book additional ones at your own expense. Please take into account that standby student helpers will not be provided for requests at short notice.

## Briefing

To ensure that assignments are carried out effectively and your project is successful, student helpers must be fully briefed, whether in writing well in advance, or verbally just before the event. Please consider the time needed for the briefing in your planning.

## Tip

For a large or complex event, we recommend that you check out the venue and hold a separate training course before the first assignment.



# Assignments

We recommend that student helpers be equipped with a name tag (badge with lanyard) to make a more personal impression and to indicate their job function.

**Shortening assignments:** Please understand that the assignment period cannot be changed at short notice to suit the client. However, if a reduction is unavoidable for organisational reasons, we would like to point out that the planned duration of the assignment minus one hour will be charged.

**Extending assignments:** If the length of assignment is longer than planned, we kindly ask you to ask student helpers directly on-site and to deploy them accordingly once they have agreed.

**Eating/drinking:** As a rule, student helpers may not take snacks or drinks from the buffet. If you wish to allow this, you should remind student helpers of the following: Guests always come first; event accessories and badges should be removed at meals; student helpers may not eat at the guests' bar tables but should withdraw, preferably into a separate room.

**Accessibility:** Student helpers are requested to carry their mobile telephone with them during the assignment, in case of an emergency. Other than that, they should refrain from any use (phoning, sending SMS messages, surfing, etc.) outside break times. Please inform student helpers if they should set their mobile to silent on account of the location or their job function.

**Media:** Student helpers are not authorised to make statements or give interviews to media representatives. This responsibility is assumed by the client or a member of the ETH Zurich media team.

**Behaviour:** If, contrary to expectations, any student helper should behave inappropriately, it is up to you as the client to point this out, issue a warning if necessary, and dismiss the individual from further deployment where there is repeated or serious misconduct. Please inform us promptly of the incident and the circumstances.

**Standby:** If a student helper is unavailable on the day of the event, you are responsible for providing the standby.

**Tip:** We recommend providing catering for large events with long attendance times. Fresh fruit, snacks and mineral water are very much appreciated.



### Breaks

For a period of duty of seven hours or longer, you are legally obliged to give student helpers a break of at least 30 minutes. This break is not paid for and should, if possible, be taken in the middle of the assignment period.

If an assignment lasts eight hours or longer, student helpers are entitled to a paid break of 30 minutes in addition (as for ETH employees).

As the client, you are responsible for ensuring that breaks are granted and observed, and for coordinating any replacements during breaks.

Student helpers are required to ensure that their positions are filled at all times.

### Tip

We recommend you create a schedule including break times and break replacements before the day of deployment, and allocate sufficient student helpers for positions that are to be occupied at all times. We will be happy to assist you in this.



**Dress code**

We distinguish between five types of clothing. Please specify when you order whether you prefer student helpers to wear a casual, smart casual, business casual or business outfit, or if you will be providing clothing for the event, such as a T-shirt imprinted with a logo.

**Casual:**

- > Clean, appropriate clothing and closed shoes – comfortable, casual but not sloppy.
- > Warm jacket and thermal underwear (if required) for outdoor assignments during the colder months of the year. Sports shoes and jeans in good condition are acceptable unless indicated otherwise in the request.
- > Colours: muted or dark, no neon colours.

**Smart casual:**

- > Shirt, blouse or polo shirt, cloth trousers (jeans without washing effects permitted) or skirt.
- > Neat, closed shoes or sneakers.
- > Colours: discreet and dark (black, grey, blue, brown, beige), no neon colours.

**Business casual:**

- > White shirt, blouse or polo shirt, dark trousers (no jeans!) or skirt.
- > Neat, closed shoes.
- > Colours: black or dark (grey, blue, brown), plain (uni), no patterns.

**Business** (for gala events and Executive Board functions):

- > Men: no tie, classic dark trousers, white shirt, jacket; clean, dark, closed shoes.
- > Women: classic dark trousers or skirt, white blouse, blazer; clean, dark, closed shoes.
- > Colours: black or dark (grey, blue or brown); plain, not patterned.

**Tip**

An eye-catching outfit, such as a printed shirt or a coloured cap, will increase the visibility of your student helpers. Please remember to provide the garments in the required sizes and quantities. For events lasting several days, a change of clothes should also be provided.

**Business outfit – women**



- > White blouse
- > Dark blazer (black, grey, blue or brown)
- > Plain, not patterned
- > Dark trousers or skirt (no jeans)
- > Skirts should not be shorter than a hand's width above the knee
- > Clean, dark, closed shoes (no sports shoes)
- > Ballerinas are acceptable

**Business outfit – men**



- > White shirt
- > Dark jacket (black, grey, blue or brown)
- > Plain, not patterned
- > Dark trousers (no jeans)
- > Clean, dark, closed shoes (no sports shoes)

# Wages and reimbursement

Student helpers are paid for at least two hours, even if their deployment is shorter.

If a separate training course is held for student helpers before the event, this will be charged at the usual hourly rates for student helpers.

We do not reimburse travel or meal expenses. Student helpers are responsible for their own breaks and lunches.

**Important:** If the actual duration of the assignment falls short of the planned duration by more than one hour, the planned assignment duration minus one hour will be charged.

**Tip:** For assignments outside of Zurich, we recommend that you count travel time as working time and that you pay the travel expenses or make a contribution.

## Hourly rates

Level	Requirements	Duties Non-exhaustive list	Cost to client* Mon–Fri   Sat–Sun	Student helpers' wages Mon–Fri   Sat–Sun
1	Carry out tasks independently	Cleaning-up (trash hero), monitoring admission, distributing flyers, manning cloakroom, HIT door operation, manning information/registration desk, light assembly and dismantling, supernumerary, dispatch work	<b>CHF 30.50   31.55</b>	CHF 26.50   27.50
2	Carry out tasks independently, think proactively, act with foresight, dress code business	Administrative work (e.g. collecting data), lecturers' foyer door operation, team lead for assigned task area (e.g. cloakroom, registration), heavy assembly and dismantling	<b>CHF 32.65   33.70</b>	CHF 28.50   29.50
3	Carry out tasks independently, professionally and responsibly, think proactively, act with foresight, show organisational talent, take initiative	Demanding administrative work (e.g. collecting and analysing/processing data), responsibility for an area of duty (e.g. operations office at the event)	<b>CHF 35.85   36.95</b>	CHF 31.50   32.50

## Additional bookable standby student helpers

Standby period	Cost to client* Mon–Sun	Student helpers' wages Mon–Sun
Up to 3 hours/day	<b>CHF 24</b>	CHF 20
3 – 5 hours/day	<b>CHF 34</b>	CHF 30
5 – 8 hours/day	<b>CHF 56</b>	CHF 50
From 8 hours/day	<b>CHF 77</b>	CHF 70

\* The hourly wages include social benefits and an order fee of CHF 2.00. This fee is used to cover expenses for the student helpers, such as training and clothing.



# Time report and feedback

Student helpers are required to record their hours in Servix immediately after their assignment. You can see in the planning overview whether or not this has been done.

Once the student helpers have recorded their hours, you confirm these and submit the student helper assessment on Servix. We ask that you do this within 5 days of their deployment.

## Invoicing

The invoicing of student helpers' wages is done by us.

As a rule, the charge is based on the effective deployment and the number of student helpers.

Once you have confirmed the student helpers' hours in Servix, we prepare a project statement.

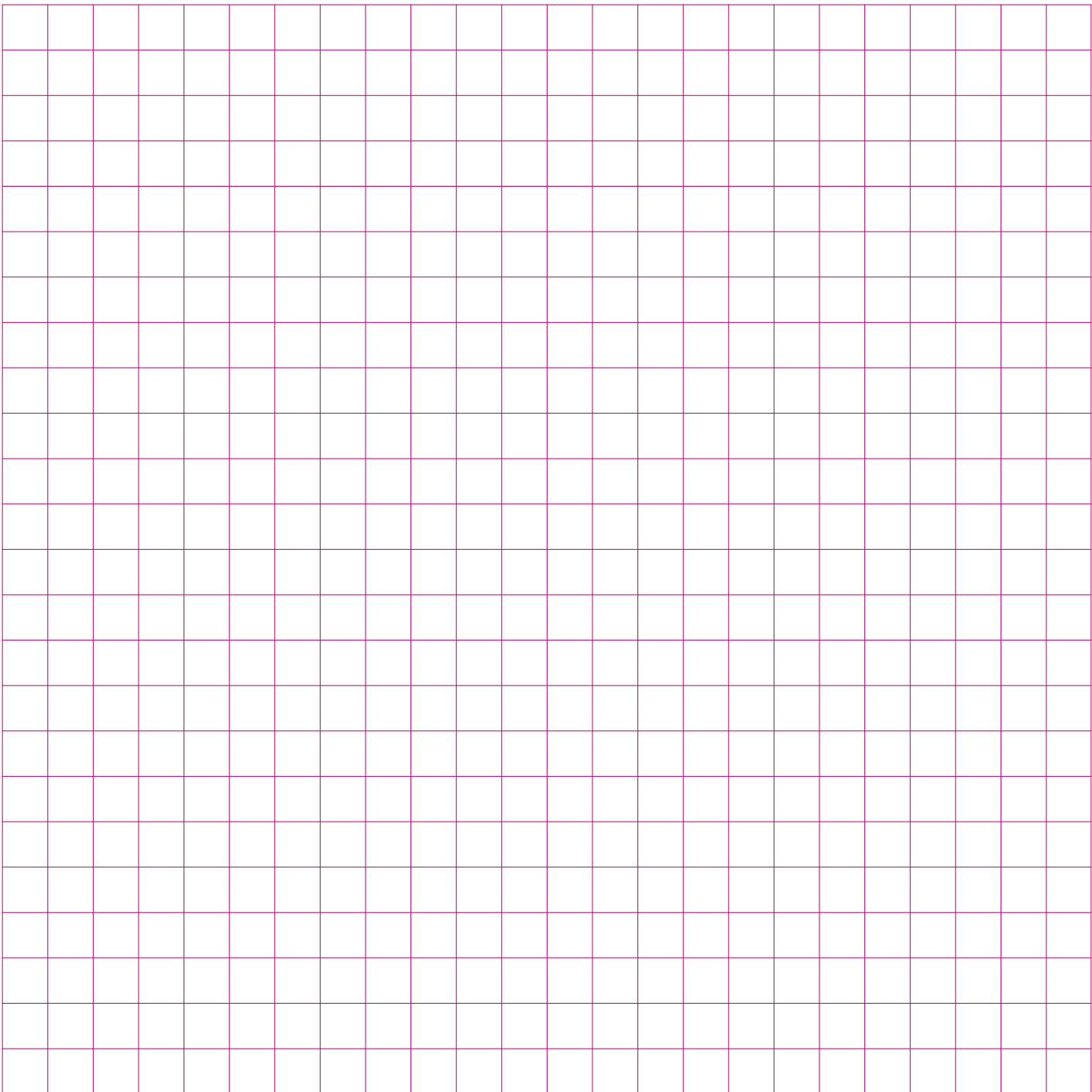
The total cost of your order will be charged according to the details in Servix.

### Cancellations

Please note our cancellation conditions, should you cancel an order. If the cancellation reaches us after 4 p.m. or at the weekend, the next working day will be used to calculate the cancellation costs.

- > From order placement until five days before deployment: CHF 75 handling fee.\*
- > From five to three days before deployment: CHF 75 handling fee\* plus 50 % of the student helpers' wages.
- > From two days before deployment: CHF 75 handling fee\* plus 100 % of the student helpers' wages.

\* The handling fee will only be charged if the complete order is cancelled. If individual jobs in the order are cancelled, only the student helper wages will be charged.



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