

Student Employee Training Manual Sample Template

Developing and maintaining a training manual is an important part of being a supervisor. A training manual can help you get your new student employees trained and ready to work, as well as serve as a resource that students can use when you may not be available to answer their questions about procedures or policies. The link below will help you start writing an employment training manual for your students. It is important to remember that a training manual is never static, it is a constantly evolving document. As duties and procedures change, you will need to update your training manual.

Overview of the Department/Unit Role and Mission

Structure of the Dept/Unit and Personnel

Organization Chart

Distribution of Job Responsibilities

Policies Regarding Student Employees

Probationary Period

Confidentiality and FERPA Nametags, Dress Code and Personal Appearance

Homework while Working

Hours of Operation Scheduling

Absences and Illness Breaks

Keys, Doors and Office Hours

Disciplinary Measures

Pay, Timecards, and Paychecks Emergencies

Customer/Client Services

Different Types of Customers

Greetings

Referral Procedures

Dealing with Difficult Customers

Email Etiquette

Phones

Logging in and out Picking up different lines

Parked calls/Transferring calls Voicemail

First Day Responsibilities

Unit email

Logging into Computer

Handling Money

Computer Basics

Technical Training for the position

Link to sample training manual

<http://www.uwec.edu/ASC/tutortraining/>