

THE EDUCATION UNIVERSITY OF HONG KONG
Frequently Asked Questions for
Part-time On-Campus Employment for Students (iWork)

A. Eligibility

1. Who are eligible (or NOT eligible) to apply for an iWork account?

Most of the current EdUHK students are welcome to apply for an iWork account. However, PhD students supported by the **Hong Kong PhD Fellowship Scheme** (HKPFS) are **NOT** permitted to engage in paid employment during the fellowship period. Besides, Non-local exchange/ visiting students are **NOT** allowed to work in Hong Kong under the visa regulations.

B. Account Activation

2. How do I apply for a part-time Student Helper position at EdUHK?

Before applying, please ensure you have activated your iWork account. iWork is an online platform allows students to apply for part-time Student Helper position, accept offer, and submit timesheet. The activation process may vary slightly depending on whether you are a local or non-local student, please follow the appropriate steps as mentioned in Q.4 below.

3. Am I considered as a Non-local student?

Please refer to the link below for the Definition of Local Students and Non-local Students. https://www.eduhk.hk/acadprog/downloads/NLS_Definition.pdf

4. What are the application steps for Student Helper positions for Local and Non-local Students?

- **Local students:** Log in to the Student Portal (<https://portal.eduhk.hk/>) and access iWork (for Students) under the Finance section to complete the online Student Helper Application Form.
- **Non-local students:** To activate your iWork account, you must first submit all the required documents as mentioned in Q.5 below to Human Resources Office (HRO) and complete the original document verification in person. Please complete the online Student Helper Application Form 7 days after the verification process.

5. What documents are required for Non-local students to activate the iWork account?

As the first step, please submit the following documents via EdUHK Easy Form Service (<https://pappl.eduhk.hk/EFS>). (Under HRO Forms > Activate iWork Status):

1. HKID Card
2. Passport
3. Document for Mainland / Macau / Taiwan Students
 - Exit-Entry Permit for Travelling to and from Hong Kong and Macao with the exit endorsement D (Mainland Student only)
 - Visit Permit for Residents of Macao to HKSAR (Macau Student only)
 - Entry Permit (Taiwan Student only)

4. Visa Permit: Student Visa / Dependent Visa / IANG Visa
5. Landing Slip (1st & Latest Entries)
6. No Objection Letter (NOL) issued by the Hong Kong Immigration Department
7. Student Card

Submitted documents must be authentic and valid. Providing false information or documents may result in disciplinary action and legal consequences.

6. I have updated my HKID card after completing my student registration. Should I inform HRO directly?

Please update your HKID information in person at the **Information Centre – Student Records Service Desk (Block A-G/F-11)** during office hours. HRO will be able to activate your iWork account only after this update and after they have verified your original identification documents.

7. What identical information must be included in the visa permit and No Objection Letter (NOL)?

Please ensure that the reference codes on your visa and No Objection Letter (NOL) are matched.

8. What should I do if my No Objection Letter (NOL) has expired?

Please contact the Hong Kong Immigration Department for the renewal of the NOL.

9. Is my submission complete after sending out the soft copies of documents?

After submitting the soft copies of the required documents via EdUHK Easy Form Service, HRO will check your documents accordingly. Email notifications will be sent to your **EdUHK student email account**. Please check your inbox regularly and respond promptly to HRO. Submit your application only once, a unique application reference number will be generated for subsequent processing.

10. Can I visit the HRO for document verification anytime?

Document verification is by appointment only. A reservation link will be emailed to your student email account after you promptly submitted the soft copies of documents. Verification will be conducted during office hours, **Monday to Friday, 2:30 p.m. to 5:00 p.m.** (Closed on weekends and public holidays). You must present the reservation summary to HRO staff on the selected timeslot. Timeslots are limited. Please avoid duplicate submissions, as they may delay the verification process.

11. How long does it take for my iWork account to be activated after the successful submission of documents and verification of original documents?

Your iWork account will be activated 7 days after verification of your original documents.

C. Accept Offer

12. How can I apply to work as Research Assistant or Senior Research Assistant?

Students who wish to apply for the positions of Research Assistant or Senior Research Assistant, must submit documentary proof of their qualifications and/or work experience to HRO in person to ensure you meet the minimum job requirements.

13. How do I update personal details (e.g., bank account) in the Student Helper Application Form?

Go to the main menu in the iWork account and select “**Modify/Delete Student Helper Application Form**”. You can update editable fields such as your bank account directly in the form.

14. How and when should I accept a job offer?

Click the “**Accept/Reject Offer**” button in the main menu via the iWork account or click the provided URL in the email. Please accept the offer within 7 days of the appointment issue date, or before your job starts — whichever comes first. **The offer must be accepted before employment begins.**

Please also be reminded that employment through iWork is strictly **limited to current students**. Graduated students are NOT allowed to accept a job offer through iWork.

Offers that are not accepted within 7 days of the email or before the commencement date of appointment may be considered as “rejected”.

15. What is the maximum number of working hours allowed per week?

According to the advice of the University, the number of working hours should NOT exceed 16 hours per week (except the summer months from 1 June to 31 August). Nevertheless, any working hours exceeding 16 hours will be subjected to review and special approval by the respective Project Owner.

D. Timesheet and Payment

16. How do I submit my timesheet and receive salary for my part-time job?

Students should submit claims **every week** (cut-off date: Saturday 11:59 pm). Please note that Sunday marks the start of a new week. To ensure timely processing of payments, kindly confirm that your claims have been successfully submitted to the department. Additionally, please verify that your iWork account contains a valid Hong Kong bank account record.

17. How can I view my timesheet records?

Click the “**My Timesheets**” button in the main menu of the iWork account.

18. What is the schedule for the Wage Period and Payroll Date?

The schedule for the wage period and the corresponding payroll date is issued monthly by the Finance Office (FO). For the most up-to-date information, please refer to the intranet announcement titled “Monthly posting Intranet announcement for part time staff”, which is published regularly on the intranet.