

Staff travelling to teach offshore: A Quick Guide for Academics.



A UniSA Induction Resource.

Introduction

Transnational teaching enhances the reputation and competitiveness of UniSA and has enabled many international students to complete a UniSA degree in their home country. Today we have over 6000 transnational students, studying a range of undergraduate, postgraduate and research degrees across four countries.

Since 2001 the University of South Australia has been in the lead group of Australian universities active in transnational education. In 2004 the University was commended by the Australian University Quality Agency for its quality framework of transnational teaching.

Following a major review of transnational programs and the release of New Horizons in 2008, the University made a strategic decision for a phased withdrawal from a number of transnational teaching activities, agreeing to retain a core capability in Singapore, Malaysia and Hong Kong. When visited again by AUQA in 2009, the University was again commended, this time for the quality of the planning and implementation of its decision to withdraw from the substantial provision of transnational education programs and for the overall leadership and management of the associated teach-out process. Despite the repositioning, international engagement and transnational teaching remain important and significant areas of activity for the University.

The University's objective is to design and deliver quality educational programs for all its students. The teaching and learning experiences of transnational staff and students are both demanding and rewarding. As a teacher, the fundamental challenge of engaging students from diverse educational and cultural backgrounds in the curriculum remains. However, in most cases, transnational teaching involves a considerable shift in how you deliver your program; your teaching style, method and strategies. These differences are what will allow you to communicate effectively and connect with your transnational students.

The rewards of transnational teaching are often immeasurable. It is a unique and satisfying opportunity to experience a new culture, to see new places and to meet new people. Together these intense educational and intercultural encounters will enrich both your professional and personal development.

This guide aims to help you with your UniSA transnational teaching activities. It provides information about teaching expectations, transnational teaching strategies and tips, travel arrangements and expenses, and health and security issues. It also provides key contacts and useful links to online resources. Staff have compiled this information from a range of areas both within and external to UniSA, and present them to you in one easy to navigate coherent guide.

I wish you every success with your offshore teaching and have no doubt these experiences will contribute to a satisfying and productive career at the University of South Australia.

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Academic

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Transnational Teaching	1. What is transnational teaching at UniSA?	<p>Transnational teaching (or 'offshore teaching') is the delivery of UniSA programs in offshore locations, providing international students with the opportunity to complete a UniSA undergraduate, postgraduate or research degree in their home country.</p> <p>UniSA offers a range of degrees across four countries: Singapore, China, Hong Kong and Malaysia. These programs are delivered in conjunction with offshore partner institutions.</p> <p>Transnational teaching incorporates a mixed mode of delivery consisting of face-to-face lectures and distance learning. Lectures are generally a series of intensive two-hour to one-day seminars (across 2-5 days) and are usually held at night or on the weekends. The remainder of the semester is studied by distance learning, with online course and study materials.</p> <p>Depending upon the structure of the program, Australian-based UniSA academics and professional staff may work with offshore-residing tutors, lecturers and/or supervisors, with administrative assistance from partner organisations.</p> <p>Further information about transnational teaching and international organisational strategies can be found on UniSA's web pages.</p>	<ul style="list-style-type: none"> Transnational teaching: www.unisa.edu.au/academicdevelopment/teaching/transnational.asp International organisational strategies: www.unisa.edu.au/int/approach/orgstrategies.asp Transnational partners: www.unisa.edu.au/partner/transnational UniSA's transnational programs: www.unisa.edu.au/partner/transnational/programs.asp
	2. How big is UniSA's transnational program?	<p>UniSA is significant provider of transnational education in Australia. We currently deliver 27 transnational undergraduate, postgraduate and research degree programs. In 2010 there were approximately 6000 transnational students, with almost 2/3rd of these studying through the Division of Business.</p>	<ul style="list-style-type: none"> UniSA's transnational programs: www.unisa.edu.au/partner/transnational/programs.asp
	3. Who teaches transnationally?	<p>Transnational lecturers (visiting from Adelaide), <i>local</i> tutors and research supervisors can all teach UniSA courses in offshore locations. Staff who live in offshore locations (and who share the local language) often act as mediators of the curriculum and facilitate teaching operations.</p>	<ul style="list-style-type: none"> Transnational teaching – an overview: www.unisa.edu.au/academicdevelopment/teaching/transnational.asp
	4. What teaching facilities will I have?	<p>UniSA's partner organisations collaborate with UniSA to provide teaching spaces, administration and study support, but facilities do vary across programs and institutions. Talk with your Program Director and/or your academic colleagues for more information.</p>	<ul style="list-style-type: none"> Program Director and/or academic colleagues

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	5. What should I expect?	<p>Transnational teaching can be an intense intercultural and educational encounter, and involves much more than simply delivering the Australian course material to offshore students.</p> <p>The challenge of offshore teaching is to cover the content, whilst engaging your students in scholarly activities and higher level learning skills (i.e., the <i>process</i> of learning is as important as the <i>content</i>). Of course, the basic features of good teaching still apply - prepare well, focus on meaningful assessment tasks, show empathy for your students, develop effective relationships, stimulate the flow of ideas, and encourage, challenge, support, listen and model.</p> <p>For further insights and advice, speak with your Program Director or an academic colleague who has experience in offshore teaching.</p>	<ul style="list-style-type: none"> Transnational Teaching resources (LTU) website: www.unisa.edu.au/academicdevelopment/teaching/transnational.asp Program Director and/or academic colleagues
	6. What makes an effective transnational teacher?	<p>As a transnational teacher, you act as a bridge between your students' learning and UniSA.</p> <p>An effective transnational teacher has:</p> <ul style="list-style-type: none"> respect for students a passion for teaching and learning an insight into existing skills and knowledge clarification of student and teacher expectations open communication active engagement with learning cross-cultural perspectives continuous reflection openness to change and improvement in self and in others collaboration with colleagues. <p>For more information, view the LTU's <i>Learnonline</i> module - 'Introduction to Transnational Teaching – for Australian-based staff' and speak with your Program Director and/or your academic colleagues. This content is also explained in the LTU's <i>Transnational Teaching @ UniSA program</i>.</p>	<ul style="list-style-type: none"> Transnational teaching – an overview: www.unisa.edu.au/academicdevelopment/teaching/transnational.asp <i>Transnational Teaching @ UniSA</i>: http://resource.unisa.edu.au/course/view.php?id=1356 Program Director and/or academic colleagues

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	7. How do I prepare for my first class?	<p>Good preparation is essential. Learning to live and teach effectively overseas can take time, but there are a number of practical things you can do before you leave to prepare yourself for the experience:</p> <ul style="list-style-type: none"> • Find out about your destination – the culture, the religion, the language, ethnic groups (e.g., learn basic greetings, find out about current affairs, local issues). • Learn from experienced transnational teachers– view the videos on the Learning and Teaching Unit’s (LTU) website and talk to colleagues who have taught overseas. • Learn about transnational teaching practices and challenges – read online transnational teaching articles, consider the potential challenges for transnational students, participate in the <i>Transnational Teaching Program @ UniSA</i> (and/or other LTU <i>Learnonline</i> modules) and visit the transnational teaching web pages. There are also a number of resources available to support ‘English as Another Language’ (EAL) students. • Understand your travel arrangements – know what you are doing and when (e.g., check in times, transfers, immigration) • Know what to do when you arrive – who will meet you, how you get to your hotel, where your partner organisation is, what support services you have access to, etc. • Find out about your facilities – what teaching space, facilities, IT and AV requirements will your partner organisation provide. • Understand local support services or guidelines with regard to your partner organisation (e.g., copyright restrictions, administrative support, etc). • Feel confident in your preparation to teach – read through this guide, visit the relevant websites, talk with your Program Director, prepare your materials, and know what to take with you. • Troubleshooting – know what to do if your travel is delayed; have a backup plan if you cannot access technologies; print copies of your notes and study materials (have one in your hand luggage); print your PowerPoint presentation onto overhead transparencies; pack whiteboard markers and arrive early to check the equipment. <p>Individual Schools or Divisions generally provide some program specific induction to address various aspects of teaching preparation. Your Program Director will provide more information.</p>	<ul style="list-style-type: none"> • Destination information: See Question 20 • Transnational teaching practices (online articles): http://resource.unisa.edu.au/mod/resource/view.php?id=7540 (LTU) • http://www.library.unisa.edu.au/scripts/ecat/SearchMe.pl?SearchFor=LTU&Search_Mode=Subject&matches=Y&hits=200 (Library) • Learn Online modules (LTU): <i>Transnational Teaching @ UniSA</i>: http://resource.unisa.edu.au/course/view.php?id=1356 <i>Introduction to transnational teaching for Australia-based staff</i>: http://resource.unisa.edu.au/mod/resource/view.php?id=7391 <i>Scenarios in transnational teaching</i>: http://resource.unisa.edu.au/course/view.php?id=1372 • Teaching EAL students (see also Question 10): www.unisa.edu.au/academicdevelopment/diversity/eal.asp • www.unisa.edu.au/internationalstudentsupport/people/callyou.asp • Travel arrangements (see Questions 22-39) • Troubleshooting (talk with your Program Director and also see Question 12): www-p.unisa.edu.au/intstaff/travel/transnational.asp • Program Director / Academic colleagues • Partner Organisation

	Question	The basics	Further information
	8. What kinds of students will I have?	<p>Depending on the partner institution and the program, there are different types of student profiles. Some are 'traditional' students, studying at their institution 5 days a week; others may be school leavers or full-time workers. Often they are workers, studying part-time in either undergraduate programs, or as professionals enrolled in postgraduate programs.</p> <p>Many transnational students are multilingual, with English being one of several languages they use. Students are usually keen to 'connect' with their Australia-based lecturers and supervisors to improve their English language competency.</p> <p>Students often need help with understanding 'Australian-English' (see also Question 10).</p>	<ul style="list-style-type: none"> Transnational teaching – an overview: www.unisa.edu.au/academicdevelopment/teaching/transnational.asp
	9. How will my students learn best from lectures and tutorials?	<p>A <i>student centred learning</i> approach can help facilitate learning among transnational students.</p> <p>Student centred learning can involve:</p> <ul style="list-style-type: none"> Establishing rapport with your students Organising general induction sessions Communicating carefully and sensitively Using a variety of teaching methodologies Respecting student differences Providing frequent feedback Being clear about your expectations (especially assessment) Involving group work and discussion <p>Student-centred learning can also offer strategies to cope with larger classes (often common in offshore locations) whilst giving students more 'voice' and greater responsibility for their learning.</p> <p>Remember that positive feedback is a great motivator - if you enjoy teaching and encourage and inspire your students, they are likely to actively engage in your sessions.</p> <p>Other teaching tips (including group work, dealing with large classes, and engaging first-year students) are available through the LTU.</p> <p>You can also seek advice from your Program Director, experienced colleagues or your Dean: Teaching and Learning.</p>	<ul style="list-style-type: none"> Student Centred Learning: http://resource.unisa.edu.au/mod/resource/view.php?id=7482 (<i>Learnonline module</i>) Graduate Qualities: www.unisa.edu.au/gradquals/staff/default.asp Teaching Practice: www.unisa.edu.au/oes/ 'in a nutshell' presentations www.unisanet.unisa.edu.au/learn/learningconnection/?PATH=/Resources/pd-ot/In+a+nutshell/&default=Welcome.htm Program Director, academic colleagues, Dean: Teaching and Learning

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	<p>10. How can I best support my transnational students?</p>	<p>In the teaching environment, transnational students can be challenged by a range of things:</p> <ul style="list-style-type: none"> ▪ <i>linguistics</i> - the Australian accent; jargon, idiom and humour ▪ <i>communication</i> - computer access problems, understanding the importance of Graduate Qualities ▪ <i>the teaching environment</i> - the speed of lecture delivery; large, noisy group settings ▪ <i>different teaching styles and expectations</i> - UniSA's academic conventions and expectations; being able to connect with teachers; managing workloads; dealing with cultural differences. <p>Understanding these issues will help you to support your students. Techniques to enhance and support learning include:</p> <ul style="list-style-type: none"> ▪ speaking clearly and facing students when addressing them ▪ explaining colloquialisms and abbreviations (provide glossaries) ▪ inviting students to tape lectures, tutorials or other presentations ▪ distributing lecture notes or outlines ▪ pausing for note-taking ▪ being clear about your expectations (e.g., plagiarism and academic integrity) ▪ using diagrams ▪ helping students to get to know each other early. <p>An introductory session will help students better understand UniSA's educational system and expectations, and help them build a scaffold for their ongoing learning activities.</p> <p>A range of resources to help support English as Another Language (EAL) students is provided opposite.</p> <p>Remember that not all students have experienced the same teaching environment as you (or that provided by UniSA). Try to learn about the educational context of your teaching destination to understand and engage with the existing learning practices of your students.</p> <p>Also be mindful that all learners have different learning styles, cultures and educational backgrounds.</p> <p>For more advice, speak with your Program Director, your academic colleagues and/or the LTU.</p>	<p>Resources to support EAL students:</p> <ul style="list-style-type: none"> ▪ Teaching international students: www.unisa.edu.au/internationalstudentsupport/staff/default.asp ▪ Inclusivity: www.unisa.edu.au/ltu/staff/practice/teaching/inclusivity.asp www.unisa.edu.au/policies/policies/corporate/C01.asp ▪ Learn Online modules (LTU): <i>Transnational Teaching @ UniSA:</i> http://resource.unisa.edu.au/course/view.php?id=1356 <i>Introduction to transnational teaching for Australia-based staff:</i> http://resource.unisa.edu.au/mod/resource/view.php?id=7391 ▪ Academic integrity (including plagiarism): www.unisa.edu.au/academicdevelopment/assessment/integrity.asp ▪ Academic scholarship, integrity and plagiarism in transnational teaching (<i>Learnonline module</i>): resource.unisa.edu.au/course/view.php?id=1333 ▪ Program Director / academic colleagues / LTU

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	<p>11. What should I know about supervising transnational HDR students?</p>	<p>Supervising higher degree by research (HDR) students is the most significant resource provided by UniSA to support student research.</p> <p>Research degree supervision involves a range of activities. These are collated and detailed in the 'Starting Research Quick Guide' (available through the Induction and Development web pages). We recommend you read through the 'Research Degree Supervision' pages carefully and discuss any questions with your Dean of Research / senior research colleagues.</p> <p>The Research Degrees website is another useful resource, as it provides information for both prospective and current higher degree by research (HDR) students and staff about every stage of applying for and undertaking a higher degree by research, and all aspects of research education at the UniSA.</p> <p>The Learning and Teaching Unit (LTU) provides excellent online resources, including tips, guides, individual advice, presentations, workshops and links to research education resources.</p> <p>For additional information about research education, HDR administration and support services, visit the Research Education Support Activities (RESA) web pages, the Graduate Research Centre and the Learning and Teaching Unit (LTU).</p> <p>As a supervisor of a transnational HDR student, there may be additional complexities for you to consider, including: linguistics, cultural differences and educational expectations and outcomes. You will need to guide your students through new approaches to research whilst being sensitive to their cultural and educational experiences.</p> <p>You should also help your HDR students to:</p> <ul style="list-style-type: none"> ▪ clarify expectations early in the relationship ▪ identify Research Degree Graduate Qualities, linking them to professional competencies ▪ think critically about their field ▪ manage their research projects ▪ establish professional networks. 	<ul style="list-style-type: none"> ▪ Quick Guides (Induction and Development): www.unisa.edu.au/staffdev/quick.asp www.unisa.edu.au/staffdev/guides/starting_research_at_UniSA_quickguide.pdf (<i>Starting Research Quick Guide</i>) ▪ Research Degrees: www.unisa.edu.au/resdegrees www-p.unisa.edu.au/res-staff/supervisors/default.aspx ▪ Graduate Qualities – Research Degrees: www.unisa.edu.au/resdegrees/gradquals/default.asp ▪ Learning and Teaching Unit – supervising research: www.unisa.edu.au/researcheducation/ www.unisa.edu.au/researcheducation/supervisors/default.asp http://resource.unisa.edu.au/course/view.php?id=244 (<i>Learnonline module</i>) ▪ RESA: www.unisa.edu.au/researchsupport ▪ HDR administration (Graduate Research Centre): www.unisa.edu.au/resdegrees/admin/default.asp ▪ Dean of Research / senior research colleagues

	Question	The basics	Further information
	12. What do I do about my teaching if my travel is disrupted?	<p>Occasionally your travel arrangements may be disrupted, requiring you to consider alternative methods to conduct your teaching.</p> <p>Although this can be disconcerting, your first step is to contact your Program Director or administration staff, to see what arrangements have been made at program level, or if a contingency plan has been set up. The LTU's online teaching resources may also help.</p> <p>There are also many other strategies you can consider, particularly those using technological solutions:</p> <ul style="list-style-type: none"> ▪ Video or audio-conferencing of lectures / tutorials (streaming online) ▪ Online discussion groups ▪ Email correspondence ▪ Audio conferencing / audio taping of lectures / tutorials ▪ Faxing / mailing documents (where appropriate) <p>For travel advice see Question 35.</p>	<ul style="list-style-type: none"> ▪ Transnational teaching options: www-p.unisa.edu.au/intstaff/travel/transnational.asp ▪ Online teaching and learning (LTU): www.unisa.edu.au/oes/
	13. Which policies apply to transnational teaching?	<p>UniSA's policies apply equally to onshore and offshore students; you should be familiar with those that affect your role.</p> <p>Some specific policies are particularly relevant for teachers engaging with international students:</p> <ul style="list-style-type: none"> ▪ <i>Education Services for Overseas Students (ESOS) Legislative Framework</i>, which establishes and maintains national standards for the provision of education and training services to international students (all staff should be familiar with ESOS). ▪ <i>Transnational Quality Framework</i>, which aims to ensure the development and delivery of new transnational programs (relevant if you are developing new offshore programs). ▪ <i>TNE Exit Quality Framework</i>, which ensures the quality of the processes used to support the phased withdrawal across partners, programs and the University (relevant if you are involved with TNE program). ▪ <i>Offshore Teaching Remuneration Guidelines</i>, which provide direction on the remuneration of staff members engaged in teaching offshore, and assist in the administration and management of offshore teaching payments. <p>For more advice and information about policies, speak with your Program Director or Head of School.</p>	<ul style="list-style-type: none"> ▪ UniSA policy and procedures: www.unisa.edu.au/policies ▪ ESOS resources: www.unisa.edu.au/int/ESOS www-p.unisa.edu.au/intstaff/ESOS/resources-for-staff.asp (staff access only) ▪ Transnational Quality Framework: www-p.unisa.edu.au/intstaff/relationships/transnational/default.asp ▪ TNE Exit Quality Framework: www-p.unisa.edu.au/intstaff/relationships/TNE_Exit_Quality_Framework/default.asp ▪ Offshore Teaching Remuneration Guidelines: www.unisa.edu.au/hrm/guidelines/offshore_teaching_remuneration_guidelines.pdf ▪ Head of School or Program Director

	Question	The basics	Further information
	14. What do I need to know about assessment?	<p><i>The Assessment Policies and Procedures Manual</i> is a statement of University policy and procedure on assessment. It applies to students studying in Australia and offshore, including those enrolled through a partner institution. The Manual remains in effect for the calendar year (Jan - Dec) and is revised annually. It is distributed in hard-copy and published on the University website.</p> <p>It is also important to explain <i>plagiarism</i> to your students, as this not commonly understood or consistently applied across different cultures. As a transnational teacher, it is your responsibility to inform your students of the UniSA's Plagiarism Policy and how they can reduce this form of academic misconduct.</p> <p>You should be familiar with the content within the <i>Assessment Policies and Procedures Manual</i>. If you have additional questions, speak with your Program Director.</p>	<ul style="list-style-type: none"> Assessment (LTU): www.unisa.edu.au/academicdevelopment/assessment/default.asp http://resource.unisa.edu.au/mod/resource/view.php?id=7394 (<i>Learnonline module</i>) Assessment Policies and Procedures Manual: www.unisa.edu.au/policies/manual/default.asp Moderation for Fair Assessment in Transnational Learning and Teaching: www.unisa.edu.au/academicdevelopment/teaching/alt.c.asp
	15. What do I need to know about course and student evaluation?	<p>UniSA policy requires all courses to be evaluated as this is a vital part of our quality assurance processes.</p> <p>Student perceptions of their teaching and learning experiences are evaluated through standard instruments:</p> <ul style="list-style-type: none"> Course Evaluation Instrument (CEI) Student Evaluation of Teaching (SET) <p>Usually partner organisations also have their own evaluation tools, which may include an evaluation of your teaching.</p>	<ul style="list-style-type: none"> Course evaluation: www.unisa.edu.au/academicdevelopment/evaluation/default.asp http://resource.unisa.edu.au/mod/resource/view.php?id=7394 (<i>Learnonline module</i>)
	16. What library facilities can transnational students access?	<p>The Library plays a significant role in supporting the University's teaching, learning and research mission through the provision of relevant information resources and associated services.</p> <p><i>Ask the Library</i> is the first point of contact for students with the UniSA Library. Students can access the Library 24 hours a day, 7 days a week. They can also access electronic resources and online services, from any computer linked to the internet.</p> <p>Partner organisations may also have their own libraries. Consult your Program Director for information about partner libraries.</p> <p>Contact your Academic Library Services team to discuss the resource and information literacy needs of your students.</p>	<ul style="list-style-type: none"> Ask the Library: www.library.unisa.edu.au/help Library support – for staff: www.library.unisa.edu.au/services/staffsupport/default.aspx Academic Library Services: www.library.unisa.edu.au/about/contacts/als.aspx

	Question	The basics	Further information
	17. Who will be my main contact offshore?	<p>When offshore, you generally have a main contact person at the University's partner institution. This person will be able to assist you with administration matters as they arise.</p> <p>Your Program Director or Course Coordinator should be able to provide details about your offshore contact.</p>	<ul style="list-style-type: none"> Programs Director or Course Coordinator
	18. What should I do about my onshore teaching responsibilities?	<p>You should negotiate with your Program Director and/or Head of School to make sure that your onshore teaching responsibilities are adequately covered while you are offshore.</p> <p>Remember to notify people that you will be offshore by:</p> <ul style="list-style-type: none"> putting your <i>out of office assistant</i> on your email putting your <i>out of office</i> message on your phone advising your school support staff advising your students when applicable. 	<ul style="list-style-type: none"> Program Director or Head of School
	19. Is my transnational work regarded as in workload or out of workload?	<p>Unless specified, transnational work is regarded as within workload. Sessional staff are managed according to different workload arrangements. More information is provided in the <i>Offshore Teaching Remuneration Guidelines</i>.</p> <p>If you have additional questions, please speak with your Human Resources contact, your Program Director or Head of School.</p>	<ul style="list-style-type: none"> Human Resources, Program Director or Head of School Offshore Teaching Remuneration Guidelines: www.unisa.edu.au/hrm/guidelines/offshore_teaching_remuneration_guidelines.pdf
	20. Where can I get information about my destination?	<p>UniSA International provides staff with a range of information on the countries where UniSA is most active:</p> <ul style="list-style-type: none"> International reports - capturing significant recent developments in international higher education Contextual Awareness seminars – informing staff of challenges and opportunities shaping the education environment Selected presentations office of the Pro Vice Chancellor: International and Development. <p>You can also seek additional information through government websites such as Smartraveller and the Department of Foreign Affairs and Trade (DFAT) (<i>country and region information</i>).</p> <p>Other destination information can be obtained through travel websites and newspapers. We also recommend you speak with your Program Director or other academic colleagues who have visited or taught your destination in the past.</p>	<ul style="list-style-type: none"> Background information and contextual awareness: www-p.unisa.edu.au/intstaff/countrybriefings/default.asp Program Director and/or academic colleagues Government resources: www.smartraveller.gov.au (<i>Smartraveller</i>) www.dfat.gov.au/geo/index.html (<i>DFAT</i>) <p>Travel websites and newspapers:</p> <ul style="list-style-type: none"> Lonely Planet: www.lonelyplanet.com World news: www.news.com.au/world Asia Times: www.atimes.com Asia News: www.asianewsnet.net/home South Asia Times: www.southasiatimes.com.au Online newspapers: www.onlinenewspapers.com

	Question	The basics	Further information
	21. What is the transnational education exit?	<p>In 2008, the University of South Australia made a strategic decision for a phased withdrawal from transnational education (TNE) agreeing to retain a core capability in Singapore, Malaysia and Hong Kong with a small number of partners/programs that meet the criteria of profitability, quality and strategy.</p> <p>To manage the exiting programs, a 'TNE Exit Quality Framework' was developed to ensure quality processes would be used to support this phased withdrawal.</p> <p>This decision will allow UniSA to consider its position in 2011 in the face of changing circumstances. It also means that UniSA is in a stage of transition with some transnational programs being ongoing and some being 'in exit'.</p> <p>For more information about the TNE exit strategy, visit the <i>Transnational Education Exit Strategy</i> website. If you have specific questions about TNE exit and your program, speak with your Program Director.</p>	<ul style="list-style-type: none"> Transnational Education (TNE) Exit Strategy: www-p.unisa.edu.au/intstaff/relationships/TNE_Exit_Quality_Framework/default.asp Program Director
Organising Travel	22. What do I need to know about University travel?	<p>The principles and procedures applying to UniSA funding arrangements for travel are detailed in the University's Travel Guidelines. It is recommended that you read through these guidelines before you make any travel arrangement.</p> <p>The guidelines include information about:</p> <ul style="list-style-type: none"> travel approvals travel related expenses reasonable hours of work when travelling staff responsibilities other considerations (e.g. preferred suppliers, health and safety). 	<ul style="list-style-type: none"> UniSA's Travel Guidelines: www-p.unisa.edu.au/fin/policies/Travel.pdf
	23. Who books my travel?	<p>If you have been scheduled to teach offshore, your travel will be booked by your Division/School Administration Officer (Travel) or equivalent (in ITEE this will be the ITEE Travel Team and in the Division of Business, this will be the Transnational Support Services (TSS) Travel team).</p> <p>For simplicity, this document refers to your local travel team (and any variations) as <i>'Your Travel Officer or equivalent'</i>.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' – the Division/School Administration Officer (Travel), ITEE Travel Team, TSS Travel Team or equivalent.

	Question	The basics	Further information
	24. Can I book my own travel?	We prefer that you make your travel arrangements through your local Travel Officer. If you are part of the Division of ITEE, the ITEE Travel Team will complete all your travel arrangements. If you are a part of the Division of Business, the TSS Travel team will book your travel. It is important to book your travel through your local Travel Officer in order to align your arrangements with the teaching timetables (which can be subject to change).	<ul style="list-style-type: none"> • Your 'Travel Officer' or equivalent • University Preferred Travel Agents: www.unisa.edu.au/fin/travel/preferredagents.asp • Business Travel Request Form (FS87): http://www-p.unisa.edu.au/fin/forms/fs87.doc
	25. What if I find a cheaper airfare on the internet? Can I book that?	<p>Our preferred travel agents are required to provide the lowest logical best fare of the day. The <i>Lowest Logical Best Fare</i> refers to travel variables, including but not limited to: required departure dates, seat availability at fare price at time of booking and flight schedules. Therefore it may be that the cheaper online flights will have other limitations that should be considered.</p> <p>However, if you do find a cheaper flight, provide a copy of the quote to your Travel Officer before the trip is finalised to compare.</p>	<ul style="list-style-type: none"> • Your 'Travel Officer' or equivalent
	26. How will I get my airline tickets and itinerary?	<p>Your itinerary and tickets will be arranged and provided to you by your Travel Officer.</p> <p>As the majority of airlines now use electronic ticketing systems, you will typically be issued an 'e-ticket' in lieu of a 'paper ticket'. If your circumstances require a paper ticket, your Travel Officer will advise you of this and provide a paper ticket to you.</p>	<ul style="list-style-type: none"> • Your 'Travel Officer' or equivalent.
	27. What airline will I travel with?	<p>As UniSA is part of the <i>Qantas Universities Airfares Agreement (QUAA)</i> we receive discounts when booking through our preferred travel agents and using Qantas as our preferred airline.</p> <p>Flights are booked using the 'the lowest logical best fare'. UniSA's preferred travel agents must offer the cheapest, practicable fare available at the time of booking (whether it is with Qantas or not). Utilisation of the 'lowest logical best fare' overrides all personal airline preferences and the accrual of frequent flyer points.</p> <p>Airlines other than Qantas may be used as per the Travel Guidelines and will be booked accordingly with UniSA's preferred travel agents. Note that University expects staff to use safe and reputable carriers when travelling on University business.</p>	<ul style="list-style-type: none"> • Your 'Travel Officer' or equivalent • Preferred travel agents: www.unisa.edu.au/fin/travel/preferredagents.asp • Preferred airline: www.unisa.edu.au/fin/travel/preferredairline.asp • UniSA's Travel Guidelines (see <i>Travel Approval</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf

	Question	The basics	Further information
	28. What airline class do I travel?	<p>Economy class travel is standard for all domestic travel and for flights with flying time up to ten hours.</p> <p>Staff may fly premium economy or business class travel for flights of more than 10 hours uninterrupted flying time, if approved by a staff member with VC authorisation.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' or equivalent UniSA's Travel Guidelines (see <i>Class of Travel</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf
	29. Can I be upgraded?	<p>If you wish to seek an airline upgrade, you can approach your airline directly. If you have sufficient Frequent Flyer points (and your flight booking and class allows) you may be able to upgrade your flight.</p> <p>NOTE - any out of pocket fees associated with an upgrade are borne by the traveller.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' or equivalent
	30. Do I accrue Frequent Flyer points?	<p>Yes, you can accrue personal Frequent Flyer points. However, it is your responsibility to provide your Frequent Flyer number to your Travel Officer before your booking is made.</p> <p>Frequent Flyer points accrue to the traveller and may be used at their discretion. However, staff are encouraged to use Frequent Flyer points for University business.</p> <p>NOTE – Frequent Flyer and other reward program memberships do not override UniSA's 'Lowest Logical Best fare of The Day' requirement.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' or equivalent UniSA's Travel Guidelines (see <i>Frequent Flyer programs</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf
	31. What about Airline Club Membership?	<p>UniSA's corporate agreement with Qantas also provides discounted Qantas Club Membership.</p> <p>Staff may choose to self-fund their Qantas Club Membership at UniSA's corporate rate. Speak with your Travel Officer for more information.</p> <p>UniSA provides airline club membership for eligible staff who are required to travel on behalf of the University. Memberships are purchased for one year at a time.</p> <p>Check UniSA's Travel Guidelines and speak to your Travel Officer for more information.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' or equivalent Salary Sacrifice Consultant (Human Resource Unit) UniSA's Travel Guidelines (see <i>Airline Memberships</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf Application for Qantas Club Membership: www.qantas.com.au/infodetail/flying/qantasClub/CorplndivApp.pdf

	Question	The basics	Further information
	32. What travel forms must I complete?	<p>UniSA requires you to complete the following four travel forms:</p> <ul style="list-style-type: none"> • Traveller Profile Form (FS88) – the FS88 includes your personal details as well as details about your passport, visa, and travel preferences. It is completed once only (unless your details change) and is provided to the travel agent to streamline the booking process and ensure accuracy. • Business Travel Request form (FS87) – the FS87 is required to book your travel. Your UniSA preferred travel agent will ask for your authorised FS87 prior to booking your travel. • Overseas Business form – this online form is used for reporting purposes and for emergency contacts. It is submitted to International Relations. • Business Travel Record (FS37) – the FS37 or (Travel Diary) must be completed for Australian Tax Office (ATO) purposes. This form is given to the Procurement Category Manager: Travel in the Finance Unit, along with a detailed copy of your itinerary. <p>If you work within the <u>Division of ITEE</u>, the ITEE Travel Team will complete the above documentation on your behalf, with exception of the Business Travel Record. If you work within the Division of Business you should speak with the TSS Travel Team. <u>All other staff</u> should contact their Travel Officer who will be able to help you to arrange your travel forms.</p> <p>You may also need to complete forms related to travel allowances and expenses. These are outlined in Questions 42 to 45.</p>	<p>TRAVEL FORMS</p> <ul style="list-style-type: none"> • Traveller Profile Form (FS88): www-p.unisa.edu.au/fin/forms/fs88travellerprofileform.asp • Business Travel Request form (FS87): www-p.unisa.edu.au/fin/forms/fs87.doc • Overseas Business form (online form): www-p.unisa.edu.au/intstaff/travel/overseasform.asp • Business Travel Record (FS37): www-p.unisa.edu.au/fin/forms/FS37.doc • Your 'Travel Officer' or equivalent
	33. What should I know about passports or visas?	<p>Your <i>Travel Officer</i> can advise about passports and visas.</p> <p>If you have an Australian passport, be aware that some countries require you to have at least six months of validity remaining on your passport (i.e., six months plus your number of days away). Your Travel Officer will check your requirements with the travel agent.</p> <p>If you do not have an Australian passport, please advise your Travel Officer as they may need to arrange entry visas. Your <i>Travel Officer</i> will also advise which visas (if any) you require for your destination.</p> <p>UniSA will meet the cost for a passport and/visa where it is required for business purposes.</p> <p>NOTE – we recommend you take extra photocopies of your passport details pages in case your passport is lost or stolen.</p>	<ul style="list-style-type: none"> • Your 'Travel Officer' or equivalent • Passport information: https://www.passports.gov.au/Web/index.aspx • Visa information: www.dfat.gov.au/visas

	Question	The basics	Further information
	34. What do I need to know about travel insurance?	<p>UniSA's Corporate Travel Insurance Policy (<i>ACE Insurance Ltd</i>) will cover all University staff who are required to teach offshore.</p> <p>The policy covers staff travelling on official UniSA business, as well as: staff, senior staff spouse and children, students on compulsory travel/placements, research students, and non-employees for whom UniSA arranges and in most cases funds travel.</p> <p>You must check with the insurance office prior to travelling if:</p> <ul style="list-style-type: none"> • your trip exceeds 180 days • over 50% of your journey is personal travel (in conjunction with authorised business travel) • you are over 75 • you have an existing medical condition. <p>For more information, visit UniSA's Insurance web pages, the <i>Travel Insurance Flyer</i> and the <i>FAQs</i> (which cover lost luggage, stolen property, illness, etc.). Alternatively, contact UniSA Insurance.</p> <p>For overseas assistance, contact <i>ACE Insurance Ltd</i> ('<i>ACE Assistance</i>'). Call <i>Australia Direct® Reverse Charge</i> and the operator will connect you to <i>ACE</i> on +61 2 8907 5995. When you speak to <i>ACE</i>, quote policy number APA 001659SA.</p> <p>Telstra's <i>Australia Direct® Reverse Charge</i> lets you reverse charges from more than 70 International calling destinations. It is helpful to look up the relevant access numbers in advance.</p>	<ul style="list-style-type: none"> • UniSA Insurance: www.unisa.edu.au/fin/insurance www.unisa.edu.au/fin/insurance/Travel%20Insurance%20Summary%20-%20sublimits.pdf • Travel FAQs: www.unisa.edu.au/fin/insurance/faqstravelinsurance.asp • UniSA Insurance www.unisa.edu.au/fin/insurance Ph. (08) 8302 1678 Email :insurance@unisa.edu.au • <i>ACE Insurance Ltd (ACE Assistance)</i>: Ph. +61 2 8907 5995 (24 hrs) Policy number APA 001659SA • Telstra's <i>Australia Direct® Reverse Charge</i> service (look up your access numbers before you travel): www.telstra.com.au/home-phone/features-services/index.htm?red=/call_types_rates/reverse_charge.html#reverse-charge-calls
	35. What do I do if my travel is delayed or cancelled?	<p>UniSA's insurance policy covers reasonable expenses incurred as a result of travel delays and cancellations (but note that insurance claim turnarounds are up to 24 hours).</p> <p>As airlines generally rebook delayed passengers (and in some instances provide accommodation) be sure to check with them about what provisions they will provide. Do not assume any additional expenses will be covered by UniSA.</p> <p>If your travel is delayed, you should contact <i>ACE Assistance</i> (you can reverse charges using the local Telstra access number) who will advise the appropriate action. <i>ACE</i> will ask about your situation, details, contact details, travel, and the reasons for the delay. It is also a good idea to document any relevant information.</p>	<ul style="list-style-type: none"> • Travel Insurance Flyer: www.unisa.edu.au/fin/insurance/Travel%20Insurance%20Summary%20-%20sublimits.pdf • <i>ACE Assistance</i>: Ph. +61 2 8907 5995 (24 hrs) Policy number APA 001659SA • Telstra's <i>Australia Direct® Reverse Charge</i> service (look up your access numbers before you travel): www.telstra.com.au/home-phone/features-services/index.htm?red=/call_types_rates/reverse_charge.html#reverse-charge-calls • For teaching options when travel is delayed, see Question 12.

	Question	The basics	Further information
	36. Can I choose my accommodation?	<p>The University has negotiated corporate rates with various hotels around the world which have been selected and inspected by UniSA to ensure that they offer suitable facilities required to teach offshore.</p> <p>When you teach offshore, your accommodation will be near to, or easily accessible from your teaching location. If you want to stay at a different hotel, speak with your Travel Officer who will advise whether this is a viable option within UniSA's Travel Guidelines.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' or equivalent UniSA's Travel Guidelines (see <i>Accommodation</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf
	37. What kind of accommodation will I have?	<p>Your accommodation will usually be a reasonably priced hotel approved by UniSA. Typically you have a single room, with a private bathroom and facilities. The hotel generally has all of the standard business services: fax, internet, some photocopying, etc.</p> <p>Your Travel Officer will be able to provide more information about your specific accommodation.</p>	<ul style="list-style-type: none"> Your 'Travel Officer' or equivalent UniSA's Travel Guidelines (see <i>Accommodation</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf
	38. Can I take personal/private travel as part of my business trip?	<p>Yes - if your manager approves, you may be permitted to combine personal/private travel with your business trip.</p> <p>All personal travel arrangements (and associated costs) are to be paid for separately by the traveller and must not be charged to the University. Your travel agent will contact you before finalising your booking to obtain payment for the personal component.</p> <p>If the personal component is 50% or greater, <i>Fringe Benefit Tax</i> (FBT) is borne by the traveller. Your Travel Officer will contact you to obtain the full details and a travel diary will need to be completed in advance to ensure the FBT is calculated accurately.</p> <p>Remember - any personal travel must be approved by your manager and the appropriate leave forms completed and authorised.</p> <p>The University will provide travel insurance for incidental personal travel taken in conjunction with University business travel provided that it does not to exceed 50% of the absence.</p>	<ul style="list-style-type: none"> UniSA's Travel Guidelines (see <i>Section 4: Associated Personal/Private Travel</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf Your 'Travel Officer' or equivalent
	39. Can I travel family or friends?	<p>Yes, if you have the prior approval from an SMG member as per the Travel Guidelines. Your Travel Officer may help with booking travel arrangements but you will be responsible for any additional charges. Note that the University must not be financially disadvantaged because of friends or family travelling with a staff member.</p>	<ul style="list-style-type: none"> UniSA's Travel Guidelines (see <i>Spouse, Partner and Dependent Travel</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf Your 'Travel Officer' or equivalent

	Question	The basics	Further information
Travel Expenses	40. What travel expenses am I allowed?	<p>A list of allowable and non-allowable incidental expenses is outlined in UniSA's Travel Guidelines.</p> <p>When working offshore, you can negotiate reimbursement of other indirect costs with your cost centre manager (determined on a case by case basis).</p> <p>The Travel Guidelines outline allowable expenses in particular circumstances (e.g., illness, long-term overseas travel).</p> <p>In addition to normal accommodation and food expenses, UniSA will pay for reasonable expenditure associated with University travel:</p> <ul style="list-style-type: none"> ▪ business expenses: phone calls, faxes, postage, internet, etc ▪ travel expenses: tips, trolley hire, transport costs (taxis*, train) ▪ finance expenses: exchange or travellers cheque rates ▪ necessary passports, visas, health checks, vaccinations, etc ▪ personal expenses: necessary medical attention, reasonable personal phone calls and necessary dry cleaning. <p>You may also negotiate reimbursement of other indirect costs with your cost centre manager (determined on a case by case basis). Note that some items (e.g., cultural tours) must be pre-approved.</p>	<ul style="list-style-type: none"> ▪ Your 'Travel Officer' or equivalent ▪ UniSA's Travel Guidelines (see <i>Travel Related Expenses</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf
	41. Can I claim items for family and friends?	No. The University will only cover your own expenses.	<ul style="list-style-type: none"> ▪ UniSA's Travel Guidelines (see <i>Travel Related Expenses</i>): www-p.unisa.edu.au/fin/policies/Travel.pdf
	42. How do I pay for my travel expenses	<p>The preferred method of paying for your travel expenses is by using a University Corporate Credit Card (see Qu. 43). The University has a Duty of Care to ensure the safety of its travelling employees and we consider that all overseas travellers should carry a University credit card in case of emergency.</p> <p><i>In instances where credit cards are not available or not reasonable, travel expenses may be paid (preferably) by Staff Reimbursement (see Question 44) or (as a last option) by cash advance through Accounts Payable (see Qu. 45 for details).</i></p>	<ul style="list-style-type: none"> ▪ University Credit Card – see Question 43 ▪ Staff Reimbursement – see Question 44 ▪ AP Cash Advance – see Question 45 ▪ Your 'Travel Officer' or equivalent

	Question	The basics	Further information
	<p>43. How do I get a credit card?</p>	<p>A University credit card is the most common and preferable form of paying for your travel expenses because it provides:</p> <ul style="list-style-type: none"> • convenient access to funds (no need to carry large amounts of cash) • a more streamlined acquittal process (using ProMaster via MyUniSA, which means fewer forms to complete). • accessible funds in case of emergency (<i>for security and peace of mind</i>). <p>If you travel overseas or domestically more than once a year, the University recommends that you organise a University credit card. To apply for a UniSA credit card you need to complete a 'Visa Credit Card Cardholder Request' (Form FS52). Applications take approximately two weeks to be processed.</p> <p>NOTE – The University's Credit Card Policy states that Corporate Credit Cards cannot be used for personal expenses. See UniSA's credit card web pages for the Policy and Handbook which contain information about credit card usage and your responsibilities as a credit cardholder.</p>	<ul style="list-style-type: none"> • Credit Card Policy: http://www-p.unisa.edu.au/fin/policies/creditcard_policy.pdf • Credit cards website: www.unisa.edu.au/fin/creditcards/default.asp • ProMaster is available on the Staff Portal (under 'Finances' in your 'my Management' tab): https://my.unisa.edu.au/staff/Portal/myManagement/Finances/FinancesPromaster.aspx • Credit Card Cardholder Request Form (FS52): http://www-p.unisa.edu.au/fin/forms/fs52.pdf
	<p>44. What if I don't have a Corporate Credit Card - Staff reimbursement?</p>	<p>For instances where you are unable to obtain a Corporate Credit Card, there are two options available:</p> <ul style="list-style-type: none"> • Staff Reimbursement (preferred option) • AP Cash Advance (least preferred option) – See Question 45 <p><u>Staff Reimbursement</u> It is preferable that your travel expenses be paid by staff reimbursement. This is done at the end of your travel, using the ProMaster system.</p> <p>You will be reimbursed via your fortnightly payroll on completion of an expense claim on ProMaster and presentation of your receipts, plus a copy of your personal Credit Card Statement showing proof of payment.</p> <p>There are Quick Reference Guides and a short training video on the Staff Reimbursements website.</p> <p>NOTE - The University assumes no obligation to reimburse travellers for expenses that are not in accordance with the Travel Guidelines.</p>	<ul style="list-style-type: none"> • Staff Reimbursements Quick Reference Guides: www.unisa.edu.au/fin/systems/promaster/quickguides/create_staffreimb.pdf • Training video: www.unisa.edu.au/fin/systems/promaster/trainingvid/staff_reimbursement.html

	Question	The basics	Further information
	45. What if I don't have a Corporate Credit Card - AP cash advance?	<p><u>AP Cash Advance</u></p> <p>The last (and least preferable) option is for your travel expenses to be paid by cash advance through Accounts Payable (AP). Cash advances require considerable paperwork to be completed. You will need to:</p> <ul style="list-style-type: none"> • Use the '<i>Travel Calculator</i>' (FS26) to determine the amount of your cash advance. • Complete a '<i>Cash Advance Approval Form</i>' (FS27) prior to your travel. A cash advance is paid into your bank account approximately 10 days before you travel. • Fully acquit your cash advance within 10 working days of returning from your trip using a '<i>Cash Advance Record</i>' (FS36). The FS36 is provided to your Travel Officer when you return. • Complete the '<i>Cash Advance Summary Sheet</i>' (FS38) to convert overseas currency to Australian dollars. The FS38 is completed with the FS36 and is provided to your Travel Officer upon return. • Complete the '<i>Accounts Payable Cash Advance Acquittal Form</i>' (FS39) to reconcile your trip in its entirety. The FS36 is completed with the FS36 and the FS38 and is provided to Accounts Payable in the Finance Unit. 	<ul style="list-style-type: none"> • Travel Calculator (FS26): www-p.unisa.edu.au/fin/forms/fs26.xls • Cash Advance Approval Form (FS27): www-p.unisa.edu.au/fin/forms/fs27.doc • Cash Advance Record (FS36) and instructions: www-p.unisa.edu.au/fin/forms/FS36.xls www-p.unisa.edu.au/fin/forms/FS36instructions.doc • Cash Advance Summary Sheet (FS38) and instructions: www-p.unisa.edu.au/fin/forms/FS38.xls www-p.unisa.edu.au/fin/forms/InstructionsFS38.doc • Accounts Payable Cash Advance Acquittal Form: www-p.unisa.edu.au/fin/forms/Fs39.doc
	46. Do I need to keep receipts for my travel expenses?	<p>You should always obtain receipts and maintain a record of all your expenditure when travelling on University business. If you use <u>your University Credit Card</u>, keep your receipts, and record and acquit your expenses through <i>ProMaster</i> upon your return. There are Quick Reference Guides to assist you with this process.</p> <p>If you use <u>your own cash</u>, keep your receipts and claim your expenses using <i>ProMaster</i>.</p> <p>If you use cash from an <u>AP Cash Advance</u>, keep your receipts and record your expenses using the '<i>Cash Advance Record</i>' (FS36), the '<i>Cash Advance Summary Sheet</i>' (FS38) and the '<i>Accounts Payable Cash Advance Acquittal Form</i>' (FS39) (see Qu. 45).</p>	<ul style="list-style-type: none"> • Your 'Travel Officer' or equivalent • Credit Card Quick Reference Guides: www.unisa.edu.au/fin/systems/promaster/quickguides.asp • AP Cash advance – see Question 45
	47. What is the FBT and how does it affect me?	<p>Fringe Benefits Tax (FBT) is a Commonwealth tax levied on most non-salary type benefits provided by <i>employers to employees</i>. FBT is paid by UniSA not the employee. Staff travel is subjected to FBT when the number of Private Days <i>equals or exceeds</i> the number of Business Days. Staff away from home for more than 6 nights must complete a Travel Diary as per FBT rules.</p> <p>See the FBT web pages for more information.</p>	<ul style="list-style-type: none"> • Fringe Benefits Tax (FBT): www.unisa.edu.au/fin/tax/fbt/default.asp • FBT - Mixed Private and Business Travel: www.unisa.edu.au/fin/tax/fbt/fbt_travel.asp • FBT and Travel Diaries: www.unisa.edu.au/fin/tax/fbt/travel%20diaries.asp

	Question	The basics	Further information
Health and Security	48. What health and safety issues should I consider?	<p>UniSA International provides information about travel health and safety issues. Please be sure to read through the information contained within these pages.</p> <p>The <i>'Managing Risks Overseas'</i> webpage also provides useful advice for travelling safely, including: health risks, fitness for travel, immunisation, medically prescribed drugs, medical kits and cultural and legal risks.</p> <p>You should also familiarise yourself with any matters relating to security in your destination country. Check the Department of Foreign Affairs and Trade (DFAT) website for travel warnings or restrictions. Health alerts are also posted on the <i>Travel Doctor</i> website.</p> <p>Occupational health and safety issues are outlined on the <i>Health and Safety Planning Checklist (Form 69)</i> which should be filled out prior to travel and signed by your supervisor. It covers:</p> <ul style="list-style-type: none"> ▪ fatigue management and reasonable work hours ▪ manual handling of luggage ▪ health and fitness ▪ workers compensation ▪ cultural and legal risks ▪ personal safety ▪ safe work practices at your offshore location ▪ keeping records. <p>For additional OHSW&IM advice, speak with the Occupational, Health, Safety and Welfare team in the Human Resources Unit.</p> <p>All travellers should obtain a UniSA Emergency Numbers Card from their Travel Officer or the UniSA Insurance Office, and should carry this with them. These cards have contact details for:</p> <ul style="list-style-type: none"> ▪ UniSA's travel insurer, ACE Assistance (24 hour assistance) ▪ UniSA 24-hour number (security) ▪ Visa Card assistance number (for lost or stolen credit cards) ▪ Department of Foreign Affairs and Trade 24-hour number. <p>Your <i>Travel Officer / Travel Agent</i> should advise whether you need to arrange any immunisations or vaccinations.</p> <p>It is also helpful to carry contact numbers and locations for local consulates in case advice or assistance is needed.</p>	<ul style="list-style-type: none"> ▪ UniSA's Travel health and safety information: www-p.unisa.edu.au/intstaff/travel/safety.asp ▪ www-p.unisa.edu.au/intstaff/travel/health.asp ▪ Managing Risk Overseas: www.unisa.edu.au/ohsw/managingrisks.asp ▪ Health advice: www.traveldoctor.com.au (<i>The Travel Doctor</i>) www.who.int/en (<i>World Health Organisation</i>) ▪ DFAT travel advice: www.smartraveller.gov.au/zw-cgi/view/Advice/Index ▪ <i>Health and Safety Planning Checklist (OHSW69)</i>: www.unisa.edu.au/ohsw/forms/docs/OHSW69.docx ▪ Your 'Travel Officer' or equivalent ▪ The <i>Occupational, Health, Safety and Welfare team</i> - Human Resources Unit

	Question	The basics	Further information
	49. Do I need to get medical clearance before I travel?	<p>It is your responsibility to ensure that your state of health would not be endangered by your proposed travel. It is important that you are healthy to travel, and as such we recommend you have a medical check up through <i>The Travel Doctor</i> (TMVC) where UniSA has an account. The Travel Doctor will issue a travel clearance for you if you are healthy to travel.</p> <p>If you are a regular traveller (3-4 trips per year) we recommended you have an initial medical check up with a follow up every 5 years. If you travel more frequently, you may need an annual check up.</p> <p>All travellers should check whether they need a vaccination. You can do this through the Travel Doctor and/or your travel agent.</p>	<ul style="list-style-type: none"> The Travel Doctor: www.traveldoctor.com.au
	50. What should I do in an emergency?	<p>In an emergency, call <i>ACE Assistance</i>. This number is available 24/7 and is printed on your <i>UniSA Emergency Numbers Card</i> (available through your Travel Officer or UniSA's Insurance Office).</p> <p>You can reverse the charges for this call by phoning Telstra's local access number in your area.</p> <p>If you are unable to contact ACE, you can call the UniSA Insurance Office.</p>	<p><i>ACE Assistance</i>: Ph. +61 2 8907 5995 (24 hrs) Policy number APA 001659SA</p> <ul style="list-style-type: none"> Telstra's <i>Australia Direct® Reverse Charge</i> service (look up your access numbers before you travel): UniSA Insurance: www.unisa.edu.au/fin/insurance Ph. (08) 8302 1678 +61 4 1104 4053 (emergency only) Email :insurance@unisa.edu.au
	51. What do I do if I am the victim of criminal activity?	<p>If you are a victim of criminal activity, call the local police. Depending on the nature of the crime, you could also contact the Australian Embassy. We recommend you also advise your manager in Australia.</p> <p>All losses (e.g., stolen items) need to be reported to the police (and if appropriate, the hotel or establishment). Keep a copy of the police report as you will need this for any insurance claims.</p> <p>Please contact UniSA's Insurance Office to check your eligibility to make a claim (if your claim total is less than the applicable excess you will not be able to claim).</p> <p>If you are eligible to claim, you will be provided with a claim form. In most cases you are required to lodge your claim within 30 days.</p>	<ul style="list-style-type: none"> Local police Australian Embassy: www.dfat.gov.au/missions/ You manager / Head of School UniSA Insurance www.unisa.edu.au/fin/insurance Ph. (08) 8302 1678 Email :insurance@unisa.edu.au

	Question	The basics	Further information
	52. What happens if I get sick or injured?	<p>If you get sick and are unable to travel (on route, in transit, or at your destination) you should contact <i>ACE Assistance</i>. You can call 24/7 and can reverse the charges using Telstra's local access numbers.</p> <p>You should also follow UniSA's Incident Reporting procedure within 12 hours of your incident.</p> <p>If you are admitted to a hospital or to a doctor's surgery, <i>ACE Assistance</i> can liaise with your doctor directly. <i>ACE</i> also has nurses available to discuss issues over the phone.</p> <p>For minor medical expenses you may need to cover the cost and seek reimbursement upon your return. If you are unsure whether you should see a doctor, consider whether you'd do so in Australia; if yes, then do the same overseas. Phone <i>ACE Assistance</i> to check whether this is covered under UniSA's insurance.</p> <p>If you become unwell or injured before you travel, contact UniSA's Insurance Office as soon as possible (see also Question 53).</p>	<ul style="list-style-type: none"> Travel Insurance Flyer: www.unisa.edu.au/fin/insurance/Travel%20Insurance%20Summary%20-%20sublimits.pdf UniSA incident reporting procedure: www.unisa.edu.au/ohsw/reporthazardincident.asp <p><i>ACE Assistance</i>: Ph. +61 2 8907 5995 (24 hrs) Policy number APA 001659SA</p> <ul style="list-style-type: none"> Telstra's <i>Australia Direct® Reverse Charge</i> service (look up your access numbers before you travel): www.telstra.com.au/home-phone/features-services/index.htm?red=/call_types_rates/reverse_charge.html#reverse-charge-calls UniSA Insurance: www.unisa.edu.au/fin/insurance
	53. What if I have an existing medical condition?	<p>If you have a pre-existing medical condition, notify UniSA's Insurance Office at least 5 days prior to travel; failure to do so may leave you uninsured. Depending on your condition, you may also need a letter from your doctor (detailing your condition, medication, and your fitness to travel (compulsory for staff undertaking rehabilitation or with an open workers compensation claim).</p>	<ul style="list-style-type: none"> UniSA Insurance www.unisa.edu.au/fin/insurance Ph. (08) 8302 1678 Email :insurance@unisa.edu.au UniSA OHSW: www.unisa.edu.au/ohsw
Administration and Support	54. Will I have online access while overseas?	<p>In most cases, you will have online access from your hotel using dial up (via a global internet service provider) or broadband connections. Ask your travel agent and/or Travel Officer about internet access.</p> <p>You will need a phone cable for dial up access and a network cable for broadband. Arrange this with the IT Help Desk before you leave.</p> <p>If you have a VPN connection on your computer, you will be able to access your shared drives. VPN needs to be set up and tested before you leave (VPN over dialup will be extremely slow).</p> <p>If you having difficulties connecting online, there are other options you could consider, including:</p> <ul style="list-style-type: none"> Use of the hotel's business centre Internet cafes Using a computer at the offshore institution. 	<ul style="list-style-type: none"> Using Outlook Web Access: www.unisa.edu.au/ists/Email/owa.asp Corporate VPN: www.unisa.edu.au/ists/GettingConnected/vpn/VPN_connect.asp www.unisa.edu.au/ists/ITHelpDesk/FAQS/Vpn/

	Question	The basics	Further information
	55. Can I use my mobile and /or access my work voicemail?	<p>Yes – you can do both – but you should arrange these before you leave Australia.</p> <p>To use your University mobile offshore, you need to turn on 'international roaming' (<i>AutoRoam</i>) before you leave. To activate international roaming, call the IT Help Desk.</p> <p>You can access your University voicemail offshore in most countries, but you do need to follow a slightly different procedure than usual. Speak to the Telephone Help Desk for more information.</p>	<ul style="list-style-type: none"> IT/Telephone Help Desk (X25000): www.unisa.edu.au/ists/ITHelpDesk/FAQS/telephone/OIP/default.asp <i>AutoRoam</i> on you mobile phone: http://www.unisa.edu.au/ists/ITHelpDesk/TelephoneServices/Documents/Take_Your_Mobile_Overseas.pdf
	56. What else do I need to bring?	<p>Aside from your typical travel packing requirements, you may need:</p> <ul style="list-style-type: none"> Laptop computer (but note new security measures and packing requirements – see insurance web pages) Mobile phone and charger Local electricity adaptor Teaching tools such as white board markers, PowerPoint slides (one set on overhead transparencies), USB stick, etc Copies of your passport, itinerary, contact numbers, emergency contacts, UniSA's travel insurance flyer Any files that you may need access to (on a USB stick) 	<ul style="list-style-type: none"> Insurance FAQs (<i>new security measures for laptops</i>): www.unisa.edu.au/fin/insurance/faqstravelinsurance.asp#SPECIAL
	57. What professional development activities can I participate in?	<p>UniSA has a suite of professional development resources and activities that have been especially designed for academic staff involved with offshore teaching. This is presented in the online resource: '<i>Teaching offshore: A professional development framework for academic staff</i>'. These professional development activities are presented in three tiers: induction, early career orientation and ongoing professional development.</p> <p>You can also participate in UniSA's professional development activities offered through Organisational Development, and any relevant activities offered through your Division or School.</p>	<ul style="list-style-type: none"> Teaching offshore: A professional development framework for academic staff: http://resource.unisa.edu.au/course/view.php?id=1355

ACE International Assistance	Ph: +61 2 8907 5995 and quote policy number APA001659SA	UniSA - Switchboard - School contacts	Ph: +61 8 8302 6611 W: www.unisa.edu.au www.unisa.edu.au/about/divs/schools-div.asp
UniSA's Insurance Office	Ph: +61 8 8302 1678 +61 4 1104 4053 (emergency only) E: insurance@unisa.edu.au W: www.unisa.edu.au/fin/insurance	Division of Business	Ph: +61 8 8302 0179 W: www.unisa.edu.au/business www.unisa.edu.au/business/schools
Emergency Numbers Card - UniSA's Insurance Office	Ph: +61 8 8302 1678 E: insurance@unisa.edu.au W: www.unisa.edu.au/fin/insurance	Division of Education, Arts and Social Sciences	Ph: +61 8 8302 4813 W: www.unisa.edu.au/eas www.unisa.edu.au/eas/contact
Visa Car Assistance Lost/Stolen Card Centre	Ph: +61 3 8641 7905 W: www.nab.com.au	Division of Health Sciences	Ph: +61 8 8302 2253 W: www.unisa.edu.au/health www.unisa.edu.au/health/schools
Department of Foreign Affairs & Trade (DFAT) 24 Hour Consular Emergency Centre	Ph: +61 2 6261 3305 (outside Australia) 1300 555 135 (within Australia) E: adelaide.sa@dfat.gov.au (Adelaide) W: www.dfat.gov.au www.smarttraveller.gov.au	Division of IT, Engineering and the Environment	Ph: +61 8 8302 3428 (Human Resources) W: www.unisa.edu.au/iee www.unisa.edu.au/itee/schools
The Travel Doctor	Ph: +61 8 8212 7522 or 1300 658 844 E: adelaide@traveldoctor.com.au (Adelaide) W: www.traveldoctor.com.au	UniSA International	Ph: +61 3 9627 4854 E: international.office@unisa.edu.au W: www.unisa.edu.au/international www.unisa.edu.au/international/contact
UniSA 24 hour contact: (Security staff after business hours)	Ph: +61 8 8302 0000 E: international.relations@unisa.edu.au (email reply next working day)	Finance Unit	Ph: +61 8 8302 2828 W: www.unisa.edu.au/fin www.unisa.edu.au/fin/travel www.unisa.edu.au/fin/aboutunit/rolesindex.asp
ITEE Travel Team	Ph: +61 8 8302 6430 E: ITEEtravelteam@unisa.edu.au	Learning and Teaching Unit	W www.unisa.edu.au/ltu/ www.unisa.edu.au/ltu/contact/locations.asp
Transnational Support Services (TSS) – Division of Business	Ph: +61 8 8302 29028 W: www.unisa.edu.au/tss/contact.asp	UniSA Library	Ph: +61 8 8302 6231 E: library-web@unisa.edu.au W: www.library.unisa.edu.au
TSS Travel	Ph: +61 8 8302 0927 or +61 8 8302 0705 E: tsstravel@unisa.edu.au (for travel communications only)	Human Resources Unit	Ph: +61 8 8302 1444 E: HRM.Enquiries@UniSA.edu.au W: www.unisa.edu.au/hrm www.unisa.edu.au/hrm/contacts

If you have any comments or suggestions for the improvement of this resource, please contact the Organisational Development team within the Human Resources Unit.