

Online Student Travel Expenses

Frequently Asked Questions

Note: Claims can only be made for approved WBL activities (placements & external projects) that form part of a course / module, in accordance with the criteria detailed below. Claims cannot be made for travel to any placement year positions or for any extra-curricular activities.

For approved WBL activities within the UK that are integral to your module (that is an expected part of the module), all reasonable and approved travel costs can be claimed within the 3 month claim window. Travel expenses for any approved WBL activities that are optional within your module (or overseas) are entirely at the discretion of your individual school/department and will depend upon the policy in that school/department. Please check with the module co-ordinator before making any arrangements or claims.

If you are unsure whether a WBL activity you are planning is authorised, please contact your module co-ordinator before making any arrangements or claims.

WBL travel expenses are not always fully reimbursed for practice placements (placements in Physiotherapy and throughout the School of Health & Social Care) and separate arrangements exist for these courses through NHS bursary schemes. For full details on eligibility for practice placement travel expenses please contact practiceplacements@essex.ac.uk.

Payments

How long will it take for me to receive payment?

Once approved, payments should be processed and within your bank account within 10 working days.

Can the money be paid into a non-UK bank account?

Payments can be made by an international payment. To create a recipient or make an international payment, we require the following information:

- *the recipient's IBAN (International Bank Account Number)*
- *the name and address of the recipient's bank – including the BIC (Business Identifier Code)/SWIFT code, and/or the clearing code*

Travel

What modes (and class) of travel can I use?

Bus, train, tram and underground are modes of public transport that qualify for expense claims. Standard class travel must be used at all times.

Personal vehicles (cars/motorbikes/mopeds) can be used as long as the vehicle used is taxed, has a valid MOT and is insured appropriately (see below).

Use of personal vehicles must be approved by the module supervisor in advance and you will be asked to submit the mileage travelled to/from placement.

What insurance must I have in place if taking my own vehicle?

If you are going to drive to your placement you need to check that the insurance covers 'business use'. Please be aware that in many cases this may be not be included in your normal insurance cover and that what constitutes 'business use' may be defined differently by different insurers. N.B. the University will not pay any extra cost associated with vehicle insurance for 'business use'.

Please confirm that (a) the vehicle is insured for 'business use' (b) that this covers the type of travel and amount of travel needed to get to and from your placement and that (c) the insurance will be valid for the length of the placement period and that if it is due to lapse, you will ensure that the cover remains in force for the full duration of the placement.

Note: If you are asked to drive a vehicle that you do not own as part of the placement, the employing organisation must ensure that the appropriate insurance is in place before doing so.

Can I claim for any travel that is undertaken as part of the duties of the placement position?

No. If your role requires you to travel as part of the duties of the placement, the placement organisation is liable for those expenses.

I used my bicycle – can I claim for that mileage?

No. Only the modes of transport listed above qualify for expense claims.

Can I claim for taxi fares if public transport doesn't get me where I need to go?

Claims for taxi fares should only be made for travel to remote locations, not reasonably accessible by public transport. All taxi claims must be authorised in advance by your module co-ordinator.

Exceptionally, by prior approval, taxis may be used where these are demonstrably cheaper than public transport (e.g. where more than one person is traveling to the same place).

Claims for taxis used in emergency situations or where your activities take place outside of public service travel times will be considered on a case by case basis.

Eligibility

Can I only claim if the WBL is in the UK?

Generally, expense claims can only be made for travel within the UK. In exceptional cases your school/department may authorise claims for WBL activities abroad. Please check with the module co-ordinator before making any arrangements.

Can I claim for travel expenses incurred for WBL interviews and assessment centres?

No. Claims can only be made for curriculum based WBL activities only (placements or external project providers).

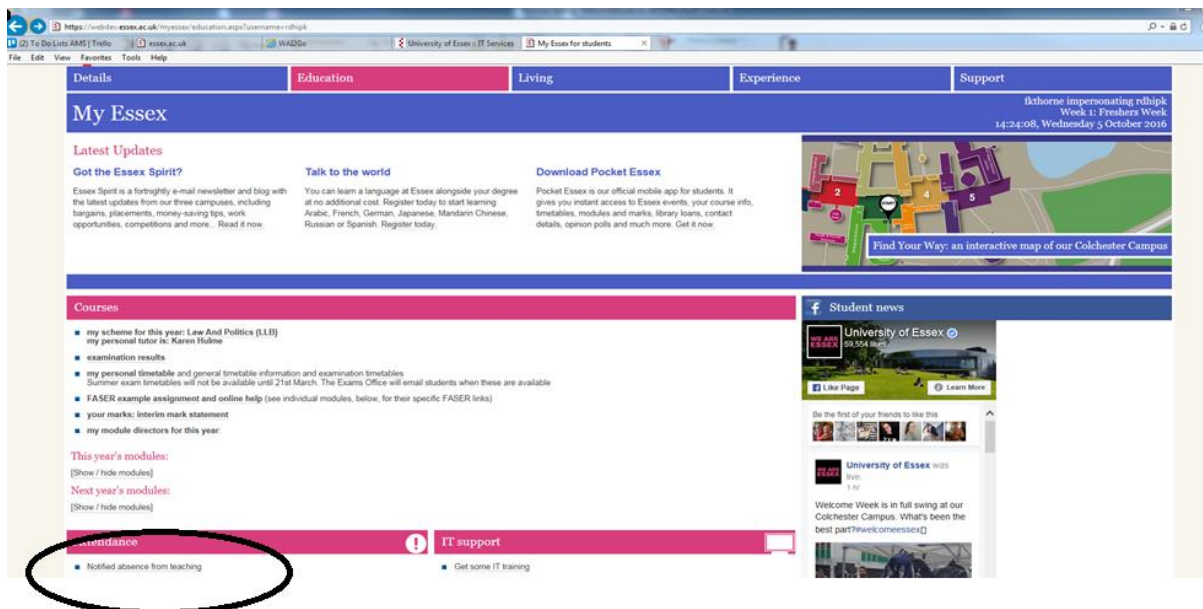
Can I claim expenses for a job I am already doing?

You can only claim travel expenses for WBL activities in an existing job/role if it is an unpaid position.

What do I do if my WBL activity conflicts with other timetabled lectures or events at University?

If you have a period of WBL that conflicts with any of your timetabled University events, you must notify the University of your absence via the education tab of the MyEssex portal, as you would do if you are unwell or participating in SU sports events. See instructions below;

Step 1



The screenshot shows the MyEssex portal interface. The 'Education' tab is selected in the top navigation bar. Below the navigation bar, there are sections for 'Latest Updates', 'Courses', and 'Student news'. In the 'Attendance' section, the link 'Attendance' is circled in red. The 'Attendance' section also includes a sub-link 'Notified absence from teaching'.

Step 2

Please select; Approved WBL activities within the UK that are integral to your module.

Step 3

You should then receive an absence approval outcome email, this is the same as if you submit an absence from teaching or exam and advises you to contact your school/department directly if you do have an exam.

Step 4

This then automatically updates on your MyEssex portal (see below).

My Essex

Latest Updates

Got the Essex Spirit?
Essex Spirit is a fortnightly e-mail newsletter and blog with the latest updates from our three campuses, including bargains, placements, money-saving tips, work opportunities, competitions and more... [Read it now](#)

Talk to the world
You can learn a language at Essex alongside your degree at no additional cost. Register today to start learning Arabic, French, German, Japanese, Mandarin Chinese, Russian or Spanish. [Register today](#)

Download Pocket Essex
Pocket Essex is our official mobile app for students. It gives you instant access to Essex events, your course info, timetables, modules and marks, library loans, contact details, opinion polls and much more. [Get it now](#)

Notified absence summary

Need to submit an absence? You can do this online if you were absent from teaching, absent from tests or absent from exams.
Any queries about the information shown here? See our attendance information pages or contact your department.

Absence start	Absence end	Reason for absence	Approval status
08/03/2016 08:00:00	09/03/2016 12:00:00	Medical	Approved
07/03/2016 09:00:00	07/03/2016 11:00:00	Medical	Approved
04/03/2016 08:00:00	04/03/2016 11:00:00	Medical	Approved
02/03/2016 08:00:00	02/03/2016 11:00:00	Medical	Approved
01/03/2016 09:00:00	01/03/2016 10:00:00	Medical	Approved
29/02/2016 08:00:00	29/02/2016 20:00:00	Medical	Approved

Claims

The ticket machine swallowed by ticket – how do I claim as I have no evidence?

If you do not have evidence of your expense claim for any reason, please add a comment explaining why in the notes section of the claims screen and attach any other evidence you can provide (e.g. e-mail from placement provider confirming your attendance). Please be aware that the claim authoriser may contact you to discuss further before processing and it could therefore delay payment.

How long after the Work Based Learning activity do I have to claim back my expenses?

You have 3 months from the last day of your WBL activities in which to make a travel expenses claim.

If your WBL activities are due to take place throughout the summer vacation period, please ensure that your school/department finance office are aware.

Can I claim for expenses in advance if I cannot afford it?

Generally, all expenses should be claimed retrospectively. However, if your activity requires travel abroad or over a long distance, schools/departments may authorise the payment for travel in advance. Please check with the module co-ordinator before making any arrangements.

Do I claim expenses from my home address or the University address?

Expense claims should be made from either your permanent home address or term-time address, whichever is closest to the location where the WBL activity is taking place. This must be evidenced by tickets/receipts etc.

If you are able to stay at an address closer to the WBL activity than your home or term-time address (e.g. friend / family) claims should be made from there.

What if I do not have a receipt? (Oyster cards and ‘tap’ contactless cards would not provide a receipt)

If you do not have evidence of your expense claim for any reason, please add a comment explaining why in the notes section of the claims screen and attach any other evidence you can provide (e.g. e-mail from placement provider confirming your attendance or print-out from last journeys made with Oyster card). Please be aware that the claim authoriser may contact you to discuss further before processing and it could therefore delay payment.

What do I do if I lost my bus/train ticket?

If you do not have evidence of your expense claim for any reason, please add a comment explaining why in the notes section of the claims screen and attach any other evidence you can provide (e.g. e-mail from placement provider confirming your attendance). Please be aware that the claim authoriser may contact you to discuss further before processing and it could therefore delay payment.

How much can I claim up to?

For approved WBL activities that are integral to your module, all travel costs can be claimed. Travel expenses for any approved WBL activities that are optional within your module are at the discretion of your individual school/department. Please check with the module co-ordinator before making any arrangements.

How do I upload my receipt? (What if I don't have a scanner?)

Tickets/receipts and any supporting evidence should be attached to your claim within the online system. Files can be uploaded in either jpeg or pdf formats.

If you are off campus and do not have access to a scanner, please take a photo of the ticket/receipt or supporting evidence and upload the photo as a jpeg file.

I have bought a ticket(s) in advance to attend my placement but I was ill and had to take days off sick. Can I claim back the cost of my travel?

If you have bought tickets in advance and cannot attend the WBL activity for any reason, please notify studentexpenses@essex.ac.uk on the first day of your sickness and provide a reason for your absence. Authorisation for such claims will be made on a case by case basis and reimbursement is not guaranteed. Please provide any evidence you may have to in order to explain and support your claim.

If you have bought tickets in advance and cannot attend the WBL activity due to the host provider cancelling for any reason, travel costs will be reimbursed as long as you can provide evidence (e.g. e-mail notification).

What happens if my claim is rejected?

If a claim is rejected you should receive notification and a reason for the rejection. If you wish to appeal a decision, please e-mail studentexpenses@essex.ac.uk.

Who do I contact if I have any queries about a claim?

If you have any queries about the potential eligibility of a claim or about any school/department specific matters, please contact your module co-ordinator.

If the query is about a submitted claim, please contact studentexpenses@essex.ac.uk.

What happens if I get a message to say that I need to provide my bank details to the University?

If you have previously worked for the university or have provided bank details in the past for any reason, your details should be held on the payments system and shouldn't need to be provided again.

However, if you've never provided your bank details to the university, you'll be asked to complete your bank details online. This should only need to happen on your first ever submission.

Placements Team Contact: placements@essex.ac.uk

Please note: University of Essex reserves the right to change the terms and conditions above at any time.

