Travel Procedures

Section 1 - Purpose and Scope

Purpose

(1) These procedures give effect to the Travel Policy.

Scope

(2) These procedures apply to all University-related travel, regardless of duration or source of funds, including student travel connected with University programs and activities.

Section 2 - Definitions

(3) Refer to the Travel Policy.

Section 3 - Approval

(4) All University-related travel, must be approved in accordance with the Travel Policy before any travel bookings are made.

(5) Travellers or travel arrangers must submit a Travel Enquiry via the Travel Services webpage.

(6) Travel Enquiries to destinations rated DFAT level 3 - Reconsider your need to travel – or above must be accompanied by an approved pre-travel Risk Assessment Form.

(7) All student group travel requests must be accompanied by an approved Group Risk Assessment form.

(8) Travel Services will process the enquiry and submit a Request to Travel to the approval authority.

Section 4 - Booking Procedures

(9) Where approval is granted, Travel Services will book University-funded travel using the University's travel management company, unless an exception is provided for in accordance with the Travel Policy.

(10) Travel Services do not book personal travel, or the private component of dual-purpose travel.

Section 5 - Preparation for Travel

(11) Travellers must ensure they are 'fit to travel'. Travellers with pre-existing medical conditions are expected to:

a. contact the Insurance Office to ensure coverage is available; and
b. contact International SOS for a confidential pre-trip medical consultation to ensure that the medical care and

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.

availability of medicine in the destination location is sufficient to ensure the Traveller's wellbeing.

(12) Travellers must read and keep up-to-date with the relevant country/region travel advice provided by DFAT Smart Traveller and the SCU International SOS portal (search by location list).

(13) For specific travel restrictions, quarantine requirements, and other COVID-19 related considerations for all countries on the proposed itinerary (including transits), please refer to the International ISOS COVID-19 Trip Planner.

(14) It is the responsibility of the Traveller to familiarise themselves with the University's travel insurance policy and if cover is not sufficient, arrange their own private travel insurance prior to departure.

Cyber Security

(15) Travellers are required to prepare for possible cyber security threat by:

a. Backing up the data on their devices;
b. Updating the software on their devices;
c. Ensuring they have strong passwords and two-factor authentication where available;
d. Checking with Technology Services if taking sensitive or confidential data overseas, or travelling to a location that is considered high security risk.

Travel Cash Advances

(16) Travel cash advances will not be paid when:

a. Travel is for a period of less than one day (24 hours); or
b. If the total amount requested is less than $500.

(17) A cash advance should be requested at the time of raising a Travel Request, to ensure it is approved for payment in a timely manner, prior to travel. Cash advances are normally released:

a. For domestic travel - a week prior to travel.
b. For international travel - two weeks prior to travel, to allow for currency conversion.

Corporate Credit Card

(18) If a Traveller intends to use a corporate credit card while travelling overseas, they should advise the credit card provider of their travel arrangements, to ensure the card is not unnecessarily blocked.

(19) In the event a card is lost or stolen whilst travelling, cardholders should contact the issuer. Travellers are encouraged to install their corporate credit card securely on their mobile device in a digital wallet. If the card was previously added to a digital wallet, a new virtual card can be issued quickly instead of waiting for the physical card to be re-issued upon return from their trip.

Section 6 - While Travelling

Communications and Contact

(20) Where Travellers use a phone number other than their usual number for travel (such as a locally sourced SIM card) they must inform Travel Services and update their profile in the International SOS Assistance App with the active contact number.

Emergency, Medical and Security Situations

(21) In the event of an emergency medical or security situation in Australia, Travellers will follow normal Work Health Safety Procedures and submit an Incident/Hazard Report as soon as safe to do so.

(22) In the event of an overseas emergency medical or security situation Travellers will:

a. Contact International SOS;
b. Read, and where necessary, respond to the real time alerts issued by International SOS; and
c. Submit an Incident/Hazard Report and follow all normal Work Health Safety Procedures.

(23) If there is a major incident in the location of a Traveller, International SOS will send affected Travellers an automated message on behalf of the University for confirmation that they are safe. If the Traveller does not respond, an email alert, text to voicemail and then a push notification from the app will be activated. This service is available to all Travellers who have booked their travel through University Travel Services.

(24) The SMS will come from the number +61 429 336 557, and the phone call from + 1 215 354 3803.

Cyber Security

(25) Travellers must:

a. Minimise to the greatest extent possible the number of networks they connect with while travelling.
b. Not connect to non-secure networks, such as public WiFi networks.
c. Use a VPN to access sensitive or confidential information, or University networks.
d. Not install new software or update existing.
e. Immediately inform Technology Services if a University device is lost or compromised.

Lost Luggage

(26) In the event of lost or missing luggage, Travellers should first seek to recover:

a. Lost items via the airline and airport; and
b. Costs for lost baggage from the relevant airline.

Section 7 - Cancellations and Amendments to Bookings

(27) If Travellers wish to cancel or amend a travel booking, they must do so by contacting Travel Services.

(28) If urgent, out of business hours changes to travel bookings are required, the Traveller should contact the University's Travel Management Company.

(29) When a trip is canceled by the operator, such as an airline, the Traveller should request an alternative booking by:

a. Speaking with the airline help desk if the cancelation or change occurs during the journey;
b. During business hours, contacting Travel Services; or
c. Outside business hours, contacting the University's Travel Management Company.

(30) The Traveller's itinerary includes the out of business hours contact details of the University's Travel Management Company.

Section 8 - Post Travel

Acquittal of Travel Expenses

(31) Travellers should acquit their travel costs (including reimbursement, corporate credit card charges and advances) by submitting an expense claim and supporting documentation (invoices/receipts) in Concur within 30 days of the travel being completed. Please contact expenses@scu.edu.au for support.

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.

Status and Details

Status	Current
Effective Date	24th January 2023
Review Date	24th January 2026
Approval Authority	Vice President (Finance)
Approval Date	25th January 2023
Expiry Date	Not Applicable
Responsible Executive	Travis Walker Vice President (Finance) +0011 612 66203731
Head of Work Unit	Dave Elmer Director, Financial Performance
Enquiries Contact	Financial Performance

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.