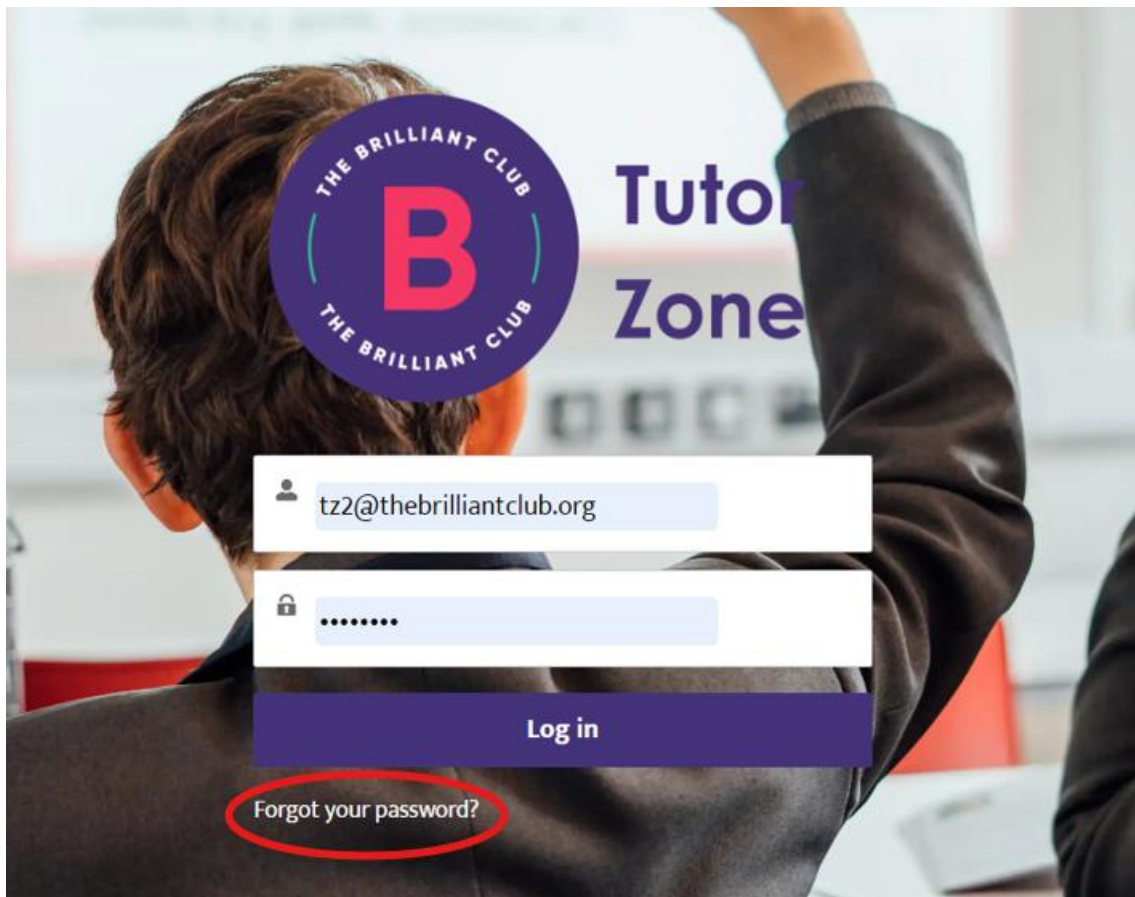


Tutor Expenses – FAQs

1. What if I have forgotten my password/cannot access Tutor Zone?

Please click on the “Forgot your password?” link at the bottom of the log in page. This will send you an email to reset your password.



2. Is there a maximum limit to the amount claimed?

Yes. Please refer to the table below for travel expense limitations:

Programme/ Project	Limit	Maximum amount of tutorials to claim
The Scholars Programme	£200	Launch event and all 7 tutorials
Make Your Mark	£100	4 in person tutorials
Join the Dots	£30	3 in person group sessions
Access Projects and Success Projects	If you are claiming expenses for your work on an Access or Success Project, please refer to the email from your Programme Officer outlining the expense limits.	

If you think this will be exceeded for a placement, please contact your Programme Officer to discuss this in advance.

3. What evidence do I provide for travel in London?

If you use an Oyster or Contactless card, then you must register your card with Transport for London (TfL) before you travel in order to receive the itemised usage reports that we require as evidence. This can be done online: www.tfl.gov.uk/fares-and-payments

Please note: We advise that Tutors register for weekly usage reports. If you have a weekly travel card covering London TfL Zones 1-2, and you travel to a school in Zone 2, we will not be able to reimburse you for that journey. If, however, you have a Zones 1-2 travel card, and you travel to a school in Zone 4, we will be able to reimburse the journey outside of Zones 1-2. If there is no other cost-effective option than to purchase a day travel card, you will need to seek approval from your programme officer and attach the additional expense approval form they provide along with your expenses claim.

4. When will my expenses be paid?

For The Scholar's Programme, if the expense claim has been submitted prior to the monthly deadline, the expense will be reimbursed towards the end of the month (exact dates are outlined in the Tutor Manual). If the monthly deadline is missed, the claim will be reimbursed the following month.

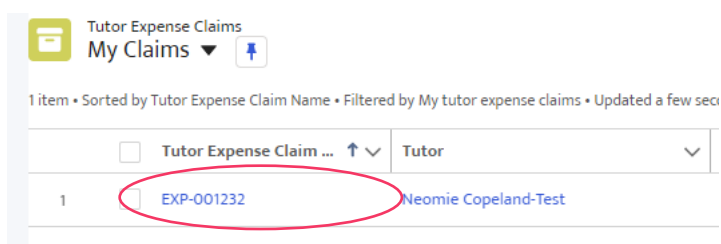
For Access and Success projects and for Join the Dots please refer to the expenses schedule given to you by your Programme Officer.

5. Why are the expenses deadlines so far in advance of the payment dates?

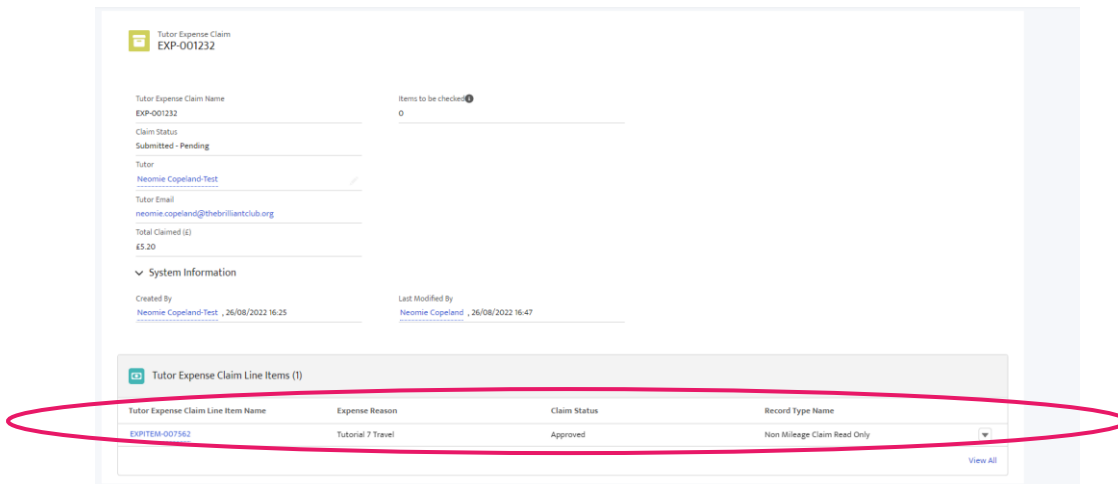
Each month the charity processes hundreds of claims and this can take a significant amount of time. Therefore, we require sufficient time after the deadline to ensure that these claims are processed and ready for the payment date to be met.

6. I submitted my expense a few days ago, but I have yet to hear if it will be reimbursed. When will I find out?

The charity tries to process claims as soon as possible, but often there will be a delay of a couple of weeks in receiving acknowledgement that the claim has been processed. It is possible to check the status of your claims by going to the expenses homepage on Tutor Zone and clicking on the relevant claim number.



Scroll down to the bottom, and you will be able to see if your claim has been approved, rejected or is still pending.



However, if the submission deadline has passed and the claim item is still pending, please contact finance@thebrilliantclub.org with details of your claim for us to check the status.

7. My claim has been rejected and I am not sure why. Can I resubmit my claim?

Usually when a claim is rejected an explanation is provided (e.g. a receipt is not attached, the mileage doesn't match the amount claimed etc). When you receive this email, kindly submit a new claim for this expense and ensure that the correct documentation is attached.

8. Can I submit my expenses at the end of my placements or should I be claiming for each tutorial?

Please ensure you claim expenses as they are incurred, rather than leaving until the end of your placement. We only pay expenses once a month, therefore to reclaim your expenses as soon as possible you need to submit claims at the earliest opportunity.

9. I have bought my train tickets in advance as it was the most cost-effective. Can I claim for these before the tutorial has taken place?

Yes. For travel where you incur expenses in advance (train, coach etc) you can submit these claims in advance of your tutorial. We ask tutors to make it clear which tutorial the travel claim relates to.

10. It would be far quicker for me to drive to my placement rather than take public transport. Is this possible?

Yes. Although we encourage the use of public transport, we recognise this may not always be practical. If this is the case, please contact Tutor HR (tutorhr@thebrilliantclub.org), who will advise you about the documents you require to become an approved driver. Please

note that unfortunately the charity is unable to reimburse any mileage costs unless you are a recognised approved driver on our system.

11. Can I claim for mileage in advance?

No. Mileage can only be claimed once the tutorial has taken place.

12. I have multiple placements, often travelling between different schools. How should I claim for this?

We would advise you to claim for the outbound journey for placement 1 and your return journey for placement 2. The journey between the two placements can be allocated to either placement, specifying clear reasoning under claim notes, however there is a limit per placement so this should be kept in mind when allocating the expenses.

13. I would like to purchase some materials for the tutorials. Am I able to do this?

We don't expect tutors to need to purchase additional materials in the majority of cases. However, if you believe you do require these, we will cover the cost provided that you have received written approval from your Programme Officer prior to purchase. You will need to upload a completed 'Additional expense approval form' and a valid receipt for the claim to be processed.

14. I need to claim for printing. What is the policy on this?

Course Handbooks – The Brilliant Club prints all course handbooks for pupils, therefore tutors are not required to print these.

Scholars Programme Feedback Forms – We ask tutors to print their feedback reports and assignments, and costs for this are accepted as a reasonable expense. We will reimburse printing costs at 5p per black and white page (please do not print in colour), up to maximum total of £10.

As evidence, we will require a receipt for the printing. If this is not available, you will need to submit a photo of the pages that were printed, and state the number of prints under claim notes. No prior approval is needed for this printing but please make it clear that the claim is for TSP feedback forms in the expense notes.

Other Printing – If you need to print any other resources, you will need to obtain approval from your Programme Officer in advance. Please attach the approval to your expense claim to ensure it processed without delay.

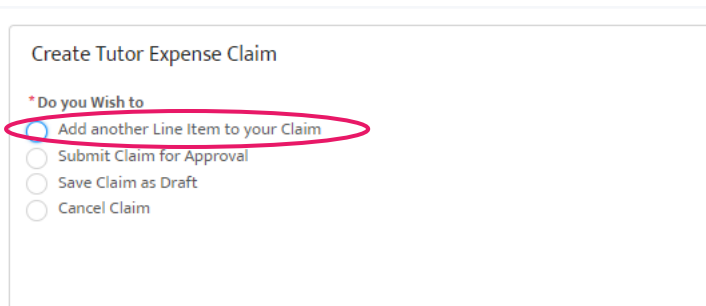
15. What am I not allowed to claim?

Taxis, travel cards, accommodation, parking, food and drink, trains booked on the day of travel if more expensive than pre-booking. If claiming for the above, you must seek

approval from your Programme Officer in advance of purchase. If you are not an approved driver, you cannot claim mileage.

16. Can I submit multiple claims in one go?

Yes. At the end of completing a claim, you will be given the option of adding another claim.



The screenshot shows a form titled "Create Tutor Expense Claim". Below the title is a section labeled "* Do you Wish to" with four radio button options: "Add another Line Item to your Claim", "Submit Claim for Approval", "Save Claim as Draft", and "Cancel Claim". The first option, "Add another Line Item to your Claim", is selected and circled in red.

17. If my tutorial was cancelled, or the date was changed, and I have already purchased tickets can I submit a claim for this?

Please request a refund from the transport company for the cancelled ticket. If your refund is declined or you only receive a partial refund, we will reimburse the amount that was not refunded. You must upload evidence of the request being declined.

18. My placement is not listed. What should I do?

Please contact your Programme Officer and copy in finance (finance@thebrilliantclub.org) so that this can be amended.

19. What happens if I have lost my receipt?

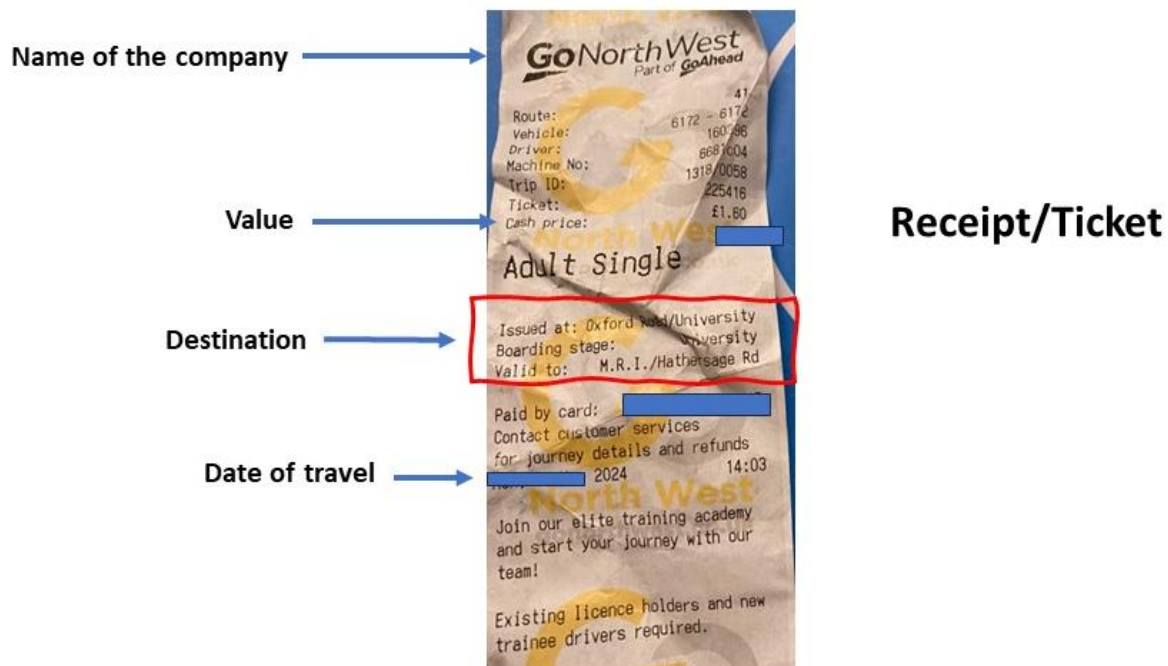
If you do not have evidence to support your claim, we cannot guarantee your claim will be reimbursed. In the description field of your claim please state that you have lost your receipt and upload any alternative evidence of payment you may have (such as copy of bank statement). Your claim will be assigned to a Programme Manager to approve.

20. How long will a draft expense claim stay active?

Draft expenses will remain on the system for 30 days. After this, draft claims will be automatically deleted, so please ensure you submit the claim within 30 days of starting it, and within the deadlines set for the term and programme/ project.

21. What type of receipt is required when I submit an expense claim?

We will accept expense evidence (receipt or invoice) as long as it contains the details outlined in the example below. The evidence can be a picture of a ticket, a screenshot of an electronic invoice (i.e. email), or a scanned image of a receipt, etc.



22. Who do I contact if I have a question?

Please email finance@thebrilliantclub.org for queries related to expense claims.