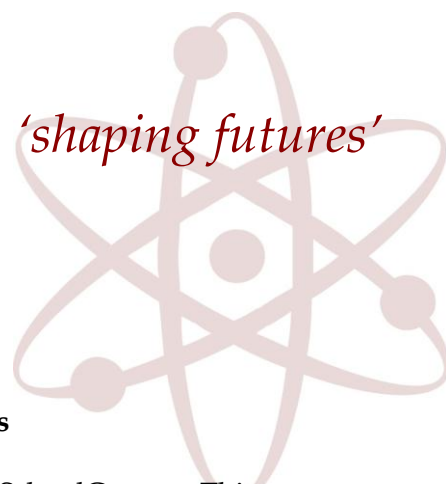




# The Marlborough Science Academy



01/09/2013

Dear Parents/Carers

## Important Information for all Parents/Carers

In April we introduced a new home/school communication system called SchoolComms. This system allows us to use the contact details that you provide to us to be able to email and text you with any school information that we need to get to you securely. In addition to this new method of communication we introduced School Gateway which was a replacement online payment method for catering payments which many of you are now using successfully.

I felt it was timely at the start of this new academic year to outline to you our plans to extend the use of both of these systems to reduce paper communication, ensure that you receive important communication quickly and securely and remove the need for students to bring cash or cheques to school for any payments.

### Letters home

From September we will send all generic letters to parents/carers via SchoolComms by email. For those parents that have already provided us with an email address you need to take no further action apart from to **ensure that you monitor your email address regularly and update us of any changes to email addresses.**

For parents/carers where no email address has been provided our system will identify the need to send home a hard copy of the letter which will come home via the student as quickly as possible.

This may mean that there is a delay in parents/carers who have not provided an email address in receiving information which other parents/carers will have been sent by email. This may be important to understand where a quick response is required for example to secure a place on a limited place trip (see notes re changes to trip admin below).

**From September all letters regarding school trips will be sent home via email where we have an email address registered for at least one parent/carer at the home address of the student.**

### Emergency messages for all parents

These may be sent by text via the SchoolComms system. Parents who have not registered an up to date mobile number with us will not receive an emergency text that is for a group of/all parents. Parents who have not registered a mobile number with us would need to refer to the web site for updated

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The Marlborough Science Academy - Watling Street - St Albans - Hertfordshire – AL1 2QA  
Switchboard: 01727 856 874 Fax: 01727 855 285 Email: [admin@marlborough.herts.sch.uk](mailto:admin@marlborough.herts.sch.uk) Website:  
[www.themarboroughscienceacademy.co.uk](http://www.themarboroughscienceacademy.co.uk)

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emergency information. To ensure that you as parents/carers receive messages from the school in the most efficient way in an emergency it is advisable that you provide us with a mobile number.

### **Emergency contact for individual parents**

As has previously been the case if the school needs to contact an individual parent urgently then this would be via a phone call to the telephone numbers held on our system. It is therefore important that you keep us up to date with any changes to contact details.

### **Payments online – New for all school day trips**

Many parents have already registered to be able to make payments on line for a student's catering account via School Gateway. From September we will be extending the facility on School Gateway to include all payments for day trips, authorisation for a student to attend a day trip and details of any medical conditions for day trips. The number of places available will be managed by the system on a first come first serve basis for most trips. Details regarding administration arrangements for residential and trips abroad will be notified separately to parents/carers as part of the trip organisation.

**It is therefore necessary that all parents register with School Gateway to be able to send payment, authorisation and medical information for day trips. Cash/cheques will only be accepted by prior agreement and in exceptional circumstances.**

Later in the school year further payments for items will only be able to be made on line. As these items become available we will notify parents/carers.

### **Register with School Gateway to make online payments**

To register you will have needed to supply us with an email address and a mobile phone number.

Once you have supplied these contact details follow the instructions below to register for a School Gateway account, manage your child's catering account online and make other online payments including school trips.

1. Go to [www.schoolgateway.com](http://www.schoolgateway.com)
2. When you visit the School Gateway website for the first time, please select 'New User' and enter your email address and mobile telephone number you have registered with the school
3. The system will send a PIN code to your phone; please enter this PIN code and your account will be activated for you.

If you have not supplied us with an email address or a mobile phone number please email these details stating your child's name, child's form and your contact details to

[schoolcomms@marlborough.herts.sch.uk](mailto:schoolcomms@marlborough.herts.sch.uk) or complete the slip below and return to the school office.

Once we have added your contact details you will be able to register on School Gateway.

### **Keeping contact information up to date**

It is a parent/carers responsibility to ensure that changes to any email addresses and mobile phone numbers are notified to the school.

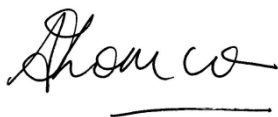
To help maintain accurate records of contact information and other data regarding a student a data collection sheet will be sent home to be checked and updated by parents/carers at least once a year.

Our system will notify us of any email addresses and mobile phone numbers that appear to be inaccurate and we will proactively work to resolve these queries as they become apparent.

**Contact us**

If you have any queries regarding the content of this letter please do not hesitate to contact the admin team on schoolcomms@marlborough.herts.sch.uk or phone the school on 01727 856 874 and they will be happy to help. If you need to notify us of your email address/mobile number or any changes to those that we may already have for you please complete the slip below and return it the main school office.

Thank you for your continued cooperation



Anne F Thomson

Headteacher

Form to update contact details below

**To the school office**

**Contact details update to be able to register on School Gateway**

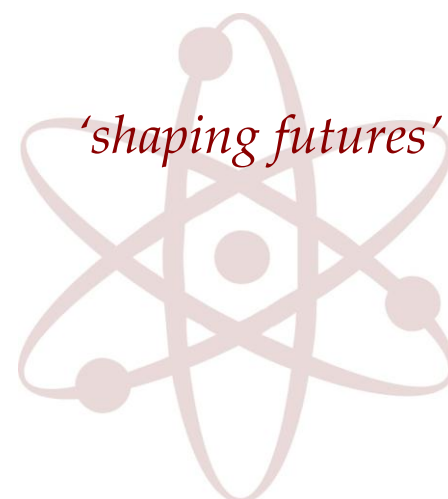
Child's name \_\_\_\_\_ Form \_\_\_\_\_

Parent's name: \_\_\_\_\_

Parent's email address: \_\_\_\_\_

Parent's mobile number: \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_



T/Shared 12/Cashless Catering/Cashless Catering Parents Guidelines

15 July 2013

Dear Parents/Carers

## RE: CASHLESS CATERING GUIDELINES AND PROCEDURES

We wrote to you during April to advise you that we were moving our online payment facility from ParentMail PlusPay to School Gateway. We felt it was timely at the beginning of the new school year to remind you of policy and procedure regarding cashless catering and student accounts.

### Student Catering Accounts

- Catering accounts can be topped up online using the School Gateway website – [www.schoolgateway.com](http://www.schoolgateway.com) or by cash using the revaluation machine in the canteen.
- The minimum online payment is £10.00 per child which can be paid using a debit or credit card.
- The maximum spend per day is £5.00. Please contact the school if you wish to increase or decrease the daily spend.
- An email will be sent weekly to advise if an account goes below £0.00.
- If a student has insufficient funds for lunch they can go to the office and receive a loan ticket which will allow them to purchase **essential** food for that day. The overdraft facility for this purpose is £5.00 and must be repaid the following day. The office will advise the parent or carer by email/text/phone if a ticket has been loaned and the account will be monitored to check for repayment of monies owed.
- No unessential items (drinks, cakes, ice creams etc) will be able to be purchased by a student where there are not sufficient funds available on their catering account. Water is available for students requiring a drink.

### Free School Meals Students

- Students eligible for Free School Meals are entitled to a main meal and a drink or pudding at **lunchtime** only.

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- Any food or drinks purchased outside of lunchtime must be paid for by the student and there must be sufficient funds in the account to cover these items.
- Free school meal allowance not used does not carry over to the next day.
- Free school meal students on a trip will receive a packed lunch.

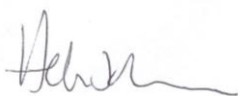
To be able to top up on line through School Gateway you will need to register using the following procedures

- Logon to website [www.schoolgateway.com](http://www.schoolgateway.com)
- Enter your email address and mobile number details held for you by the school
- Click LOGIN as a new user
- A PIN number will be texted to your phone
- Login in again with your email address and PIN number and you can make payments and check purchases made by your child
- To make a payment select- ' Lunch Money' option to top-up your child's account and follow the instructions on screen

From September 2013 our catering service provider will be Edwards & Blake. Further information is available on the school website.

If you have any queries regarding this then please contact Mrs Soulby on 01727 731321 or [catering@marlborough.herts.sch.uk](mailto:catering@marlborough.herts.sch.uk)

Yours sincerely



Helen Johnston  
HR Manager

The Marlborough Science Academy - Watling Street - St Albans - Hertfordshire – AL1 2QA

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