New Academic Year Guidance

2016/2017
# New Academic Year Guidance 2016/2017

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1. Document Purpose

The purpose of this document is to provide schools with guidance relating to the start of the new academic year and any associated tasks that may need to be carried out. Not all of the listed tasks will be relevant to every school however, it is recommended that you refer to the guidance and highlight the steps that are relevant to your school.

The key tasks that most schools will need to carry out include:
- Refreshing pupil and staff data
- Checking term dates are correct
- Adding any known School Closure Dates
- Checking your school meal price and periods (if relevant)
- Setting up Meal Patterns for new pupils (if relevant)
- Checking you FSM Allowances are set correctly
- Ordering PayPoint Cards for new starters
- Encouraging more parents to pay online

Some of the items included in this document were also listed in the End of Academic Year Guidance document that was issued to schools towards the end of the Summer Term. These items were important tasks that schools should have implemented at the end of the academic year and we have included them again in case any schools overlooked them previously.

2. Adding New Pupils and Staff to ParentPay

2.1 Pupil Uploads

All schools should perform a pupil upload as soon as their MIS system has been promoted to the new academic year. As soon as the upload has been completed the new pupils will be added to ParentPay and the accounts of any leavers will be archived. You can still view your archived accounts by selecting the ☐ Include Leavers option on the relevant ParentPay site pages.

Once the pupil upload has been completed any pre-admission pupils that were uploaded to ParentPay site during the Summer Term will move out of the pre-admission section and into the pupil group. The ParentPay system will have used the permanent UPN number as the account identifier and this will have ensured that the payer logins and any balances are retained.

2.2 Reception Class Intake (if relevant)

The new Reception class intake will need to be uploaded to ParentPay as soon as they are “on roll” at the school.

Once the new reception pupils are uploaded to ParentPay you will be able to produce your account activation letters to issue to parents.
2.3 Staff Uploads

If your staff use ParentPay to pay for school meals, or any other items, you will need to ensure you add any new staff to your ParentPay site and provide them with login details for their accounts.

2.4 Assigning New Pupils to a Whole School Payment Item

If your school meal payment item, or any other whole school payment item, has been set up to use the Global Assignment function the new pupils will automatically be allocated to this payment item and parents will be able to make payments as soon as they activate their accounts.

3. New Academic Year and Term Dates

3.1 Checking or Entering Term Dates

At the beginning of July a new 2016/2017 Academic Year was added to your ParentPay site.

Once the new academic year was added schools were able to check or add their term dates in preparation for the start of the new academic year.

To enter or check your term dates you will need to follow the instructions below:

- From the My ParentPay page go to Settings > Calendar
- Within the Manage Term Dates section select the 2016/2017 Academic Year
- Click Choose and check or enter your half term or term dates
- Click Save

3.2 Entering Closure Dates

Schools were also able to add any relevant closure dates to their ParentPay site.

This is particularly important for any schools that have meal patterns as adding closure dates will ensure the ParentPay system knows when the school is closed and will not mark meal attendance.

To enter your closure dates you will need to follow the instructions below:

- From the My ParentPay page go to Settings > Calendar
- Within the Manage Closing Days section select the 2016/2017 Academic Year
- Click Choose and enter your first inset day
- Click Save
- Repeat for all closure days
4. Increase to the Price of School Meals

If the cost of school meals are increasing at the beginning of the new Academic Year you should have already updated the amount of your school meal cost in preparation for the increase.

This task was set out in the End of Year Guidance document. If you have not actioned this task and your meal prices are increasing please refer to the End of Year Guidance document for further guidance and instructions.

5. Managing Meal Patterns

If a school uses meal patterns to mark attendance automatically the school will need to ensure the meal patterns are set up correctly in preparation for the new academic year.

The school should have already dealt with meal patterns for leavers and existing pupils as part of the End of Academic Year Procedures however schools will need to ensure that any relevant meal patterns are set up for new pupils joining the school once they have been uploaded to the school’s ParentPay site.

To set up a new meal pattern for a pupil joining the school

- Go to People > Pupils and Staff
- Search for the relevant pupil
- Select to Edit Pupil Details from the Actions drop down menu next to the relevant pupil
- Under the Event Patterns section select to Add New Pattern and create the relevant meal pattern for the new pupil
- Repeat for all relevant new pupils

6. FSM Allowance

If the cost of school meals are increasing at the beginning of the new Academic Year you should have already updated the amount of your school meal cost in preparation for the increase. At the same time you will have been required to update your Free School Meal Allowance to ensure the system knows to charge the new FSM Allowance rate.

This task was set out in the End of Year Guidance document. If you have not actioned this task, and your Free Meal Allowance is incorrect at the start of the new academic year, please refer to the End of Year Guidance document for further guidance and instructions.
7. PayPoint Cards

If your school allows PayPoint payments PayPoint Cards will need to be ordered for any new payers that are unable to pay for school meals online.

**NOTE:** It is not possible for cards that were used at a previous school to be used at a different school, as the barcode printed on the card is specific to the previous schools’ payment item. If a payer uses an old PayPoint Card payments will be credited to the old payee (the previous school).

8. Encouraging more Parents to Pay Online

The more parents that pay online results in less administration within school, particularly for those schools that continue to collect cash and cheques.

You are able to identify the payers that have not registered their account and can target these payers in written communication.

Within the ParentPay Online Support site there is a tab referring to Helpful Hints. Helpful Hint Number 3 will provide instructions on how to produce a reminder letter encouraging those parents with existing pupils in school to activate their accounts and pay online.

9. Further Assistance

If you do require further assistance with any aspect of the End of Year tasks please do not hesitate to contact the ParentPay Service Desk Team on 02476 994820 or email support@parentpay.com.

Alternatively you may find useful guidance via the ParentPay Online Support Site which you can access from the Help link on your My ParentPay page.