

Subject	Topic	Question	Answer
Functionality	Accidents	If the pupil has a bumped head can you log that and does ScholarPack then send a text/note to parent?	You can log any accidents and first aid instances in the pupil profile area within ScholarPack. It's then very easy to communicate with parents by accessing our comms area to send a text/email/app message. Within the communication module you can create templates for accidents so you can quickly select the child and inform the parent/guardian.
Functionality	Attendance	Can you create and print off certificates for 100 percent attendance?	We do have an area to create attendance letters within ScholarPack but we don't have a specific certificate area. However, it's very easy to export a 100% attendance list from our attendance reports and use this to create certificates using mail merge outside of ScholarPack.
Functionality	Census	Does this system support the Catholic census?	Yes, ScholarPack supports the Catholic census.
Functionality	Communication	When sending an email attachment is there a limit to the file size?	The individual email attachment size limit is 9.54MB. There is no limit to the number of attachments that can be added to an email however these attachments cannot be over 13MB in size in total.
Functionality	Communication	Is it unlimited text and emails	Within our comms package emails are unlimited. Our parents' app push notifications are unlimited, and you can select if you want parents and guardians to reply to the push notifications too. You do get a text bundle when you purchase our comms and which is subject to a fair usage policy of 150 SMS per pupil per annum.
Functionality	CTF	Once you have selected the Year 6 leavers, do you still need to create a separate CTF for them?	A CTF needs to be created for each leaver. In the case of year 6 leavers you can do this in bulk. If you have multiple pupils moving to the same school you can do a bulk CTF for all pupils attending that school. You don't have to manually create one for each individual pupil.
Functionality	Customise	Can we customise the drop downs ourselves?	Our assessment module is customisable to replicate the language and scheme you want to use in school. This can be done in our assessment configuration area. When schools start on ScholarPack, we'll support you to get your assessment scheme set up in ScholarPack, but it's very easy for schools to do themselves too!
Functionality	Lunches	Does your meal management system email the school kitchen caterers	ScholarPack has a range of kitchen reports that can be exported and emailed across/printed out. This won't happen automatically, however some schools give the kitchen staff access to the reports themselves.

Functionality	Nursery	Can you upload applications for Nursery (this is more than pupils who will get a place) so that they can become your new cohort once criteria met and hold continued interested applications prior to admission	The admissions module allows you to record prospective students in ScholarPack which can be later enrolled into the main system. It can be used to store details of pupils who are in the process of making a decision about attending your school, or to record students with a future start date. ScholarPack allows you to add, edit and report on the information on students who are not enrolled yet. Once you know they have a place in school you can then enrol specific pupils and continue to hold those who don't yet have a place on the admissions list.
Functionality	Parents	Can parents access the pupil detail form themselves so that they can complete online	Parents and guardians can request pupil data updates via the parents app. In the parents app they can view information such as contact details, medical details, permissions and more. This is different from the data capture sheet for new starters which is not currently available in the parents' app but can be replicated in a google form.
Functionality	Parents	Do you offer an online parents evening module?	We don't currently offer a parents evening module, we do integrate with a number of systems that do provide this to schools.
Functionality	Payments	Can we take card payments in the office?	We don't have a payment system built into ScholarPack but we do have integration with many systems that manage payments.
Functionality	SCR	Do you update the SCR template if it changes?	Any statutory changes will be made in our SCR. ScholarPack's SCR is fully statutory compliant. Our central register is customisable to each individual school, you'll have the ability to add any extra data items you wish to record.
Migration	Data	Will all the data migrate over from our current MIS ?also we use school comms T2P and parent lite are you compatible with these?	We can migrate as much or as little data from your current MIS as you'd like. On day 1 we'd migrate all statutory information to be census compliant. The next 14 days will be used to move over non statutory data. All you need to do is let us know which data points you'd like moving over in your migration agreement and we can ensure we get them moved over. We do integrate with Teacher2Parents via Wonde if you'd like to continue using them for your communication. As ParentLite is a SIMS product, we can't offer integration with them.
System	Compatibility	We are a junior school our infant school use Arbour do they work together	There is no direct link between ScholarPack and Arbor on a school by school basis. The information needed to move from school to school can be transferred via CTF as you would usually do. This works with any MIS, not just Arbor.
System	Compatibility	Do you work with SchoolGrid?	We have a CSV data export ready to go with SchoolGrid, this makes it really easy to pull off a specific report to upload into SchoolGrid to ensure all pupil details are correct.

System	Compatibility	We currently use Cypad for our school meals which is a Herts Catering program. Would Scholarpack work with this? Thanks Suzanne	Cypad is part of the Parent Pay group who ScholarPack already have a direct integration with so it should be very easy to set up. The team at ScholarPack have been in touch the Cypad to see how integration going forward will work best - so watch this space!
System	Hertfordshire	How many schools in Hertfordshire use Scholarpack?	We are currently working with 9 Hertfordshire schools and we're very excited to start working with you! We already support over 1700 primary and special schools across the country.
System	Multi-site	We have 2 kitchens, so am I able to split the years groups for data for each kitchen?	Our meal reports are customisable so you can run kitchen lists by year groups or classes. You can either look at a group of year groups or by each individual year group.

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