

September 2022

Dear Parent or Guardian,

**RE: MY CHILD AT SCHOOL (Online Payments – Pupil Dinner Payments, School Trips & School Clubs)**

You may be aware that over the Summer we moved our management information system to Bromcom. We recently asked all parents to sign up to the Bromcom MCAS APP, as we are transitioning all our parental correspondence from SchoolComms to MCAS. If you are experiencing difficulties logging into the app or any other technical issue please see details at the bottom of this letter.

We are also transitioning, over the next few weeks, our online lunch money system to the Bromcom MCAS APP. This will provide ease of access to your child's school record. Both parents and students will be able to access all **school communication** using the APP or web portal. You will also be able to view all cashless **online payments** and **transactions** using the APP or portal.

**What Next?**

We are planning to phase in the new online payment system over the new few weeks. We will send out clear sign-up instructions to all parents explaining – how to sign up to the online payment system.

**How does my child pay for dinner on the first day?**

We will credit all pupil's catering accounts with a credit limit amount of £40, whilst we implement the system. Therefore, they will be able to purchase both breakfast and lunch as expected. We will deduct the credit amount of £40 from your child MCAS account when the system goes live. We will also set a daily spend limit of £4 for all pupils to ensure that they do not overspend. Each meal on average costs £2.40 so the £4.00 limit is more than enough to ensure they are getting an adequate and satisfying meal for their lunch, as well as snacks and a drink at break time.

**What happens to my child's historical account balances (Years 8 – 11 only)**

All account balances will remain on your child's account at the tills, they will just receive a top-up amount of £40 to their existing account. When we transition over to the new payment system, any funds topped up on their MCAS account will appear on the tills.

**SchoolComms Online Payments**

Please **DO NOT** top up any further funds on to the school comms system for your child. We will produce an account balance report for all pupils and ensure all funds are transferred over.



Aldridge Education  
Duke's Aldridge Academy,  
Trulock Road, Tottenham,  
London, N17 0PG

**How does this impact free school meals supplement.**

All pupils will continue to receive their daily FSM supplement.

**Questions & Queries**

Please contact our IT Team for any technical or general queries you may have with regards to the change to the new system. You can either email or call them between 8am – 5pm Monday to Friday.

Email: [servicedesk@darwenvale.com](mailto:servicedesk@darwenvale.com)

Telephone: 01254 819566 (**IT Central Helpdesk**)

If you have any non-related IT issues or questions regarding MCAS please contact the school directly: [contact@darwenvale.com](mailto:contact@darwenvale.com) .

The week commencing 12<sup>th</sup> September DVHS are also inviting parents into school in the evening where we will be on hand to go through the app and how to access it etc. More information from the school will follow very shortly.

Warm regards,

Mr Arif Isap

**Cluster IT Manager (Aldridge Education)**