

Tuesday 18th October 2016

Dear Parent, Guardian or Carer,

Changes to Charter IT Information Systems on Monday 31st October

Charter Academy is changing the database it uses for information management on Monday 31st October. Once the new system is up and running we should see significant improvements in the function of our information systems leading to improved efficiency and communication. However, while the transfer is taking place various computer based systems in school may not all be fully functional for a short while.

We have therefore **decided to open the school to students at 9.50am on Monday 31st October, an hour later than usual**, -the first day back after the half term break. This will allow time for the majority of the transfer to take place. Students will go to tutor groups for registration at 9.50am and then lessons will be as usual from 10.15am onwards.

Other services that are affected are:

- **Text messaging** – the system will change the way text messages are sent. Parents/carers will receive messages throughout the day in relation to detentions.
- **Biostore (the cashless catering system)** - is transferring over on Tuesday 1st November. Whilst they are aiming to complete this in one afternoon, students may be unable to top up their accounts on Wednesday morning via the machines.
- **Wisepay** – will be **unavailable online from lunchtime on Friday 21st October** until Thursday 10th November. If you usually top up online please do so before this date. The payment machines on school site are expected to work normally throughout the transfer period. We appreciate that some people may consider this short notice but we have only recently been made aware of the impact on the different services that this transfer will have.

We welcome feedback regarding the new system in particular whether parents/carers think the text messages contain the right level of detail for detentions.

Yours sincerely,



Mrs. E Morey, Vice Principal