Parent and Carer FAQ

Answers to the questions parents and carers most commonly ask about AchievoEDU.

All Plans | Parents and Carers | Version 1.0

ABOUT ACHIEVOEDU

AchievoEDU is the student recognition and engagement platform your school uses to acknowledge positive behaviour, effort, and character. Students earn points, collect badges, complete wellbeing check-ins, and spend points in the school's Reward Store. This document answers the questions parents and carers most commonly ask.

About the Platform

What is AchievoEDU and why is our school using it?

AchievoEDU is a student recognition platform built for Australian schools. It gives teachers and staff a simple way to acknowledge positive behaviour and effort in real time — and gives students a visible, ongoing record of their contributions. Your school is using it to build a consistent culture of recognition and to give every student a meaningful way to see and celebrate their own progress.

Is this replacing the school's existing systems?

No. AchievoEDU sits alongside your school's existing student management system. It is focused on positive recognition, wellbeing check-ins, and reward management — areas that most school systems don't cover well. Academic grades, attendance records, and formal behaviour management remain in the school's existing systems.

Do I need to download an app?

AchievoEDU is accessible via web browser at achievoedu.com.au/login and as a free app available on the Apple App Store and Google Play — search 'AchievoEDU'. Students can also access their dashboard through any web browser on a school device. You do not need to download anything to use the parent portal.

Points, Badges, and Rewards

How does my child earn points?

Points are awarded by any staff member — classroom teachers, deputies, heads of department, teacher aides, and relief teachers — whenever they observe positive behaviour, effort, or character. Staff award points from their phone or computer in under 10 seconds. Points appear on your child's dashboard immediately.

Is there a limit to how many points my child can earn?

No — your school sets the maximum points that can be awarded in a single transaction, but there is no cap on total points earned. Students who engage positively across all their classes tend to accumulate more points over time.

What can my child spend their points on?

Your school manages the Reward Store and decides what's in it. Common rewards include free dress passes, early library access, school merchandise, and special privileges. Some schools also offer digital

rewards like profile banners, which are delivered instantly. Physical rewards are typically collected at the school's store location on a designated store day.

Do my child's points expire?

Points work in two ways. Your child's total points ever earned stay on their profile permanently until they leave the school — this is their lifelong recognition record. Their spendable points (points available to use in the Reward Store) reset at the end of each school year, so unused spendable points do not carry over. We recommend encouraging your child to redeem their rewards before the end of the school year.

What are badges?

Badges are visual achievements your child earns for reaching milestones — things like a 7-day wellbeing check-in streak, completing a goal, earning a certain number of points, or being recognised by a teacher for a specific character value. Badges display on your child's profile and are visible to their teachers.

Wellbeing Check-Ins

What is the Wellbeing Check-In?

Once per day, students can complete a brief wellbeing check-in by selecting an emoji that represents how they're feeling. It takes about 30 seconds. Completing a check-in earns the student 1 point. The check-in is designed to give pastoral staff early visibility of students who may be struggling, so support can be offered before issues escalate.

Who can see my child's wellbeing check-in responses?

Wellbeing check-in responses are visible to your child's teachers, pastoral staff, and school administrators. They are not visible to other students or other parents. Your child's journal entries (if they choose to write one alongside the check-in) are private to your child only — no staff member can read them.

Can my child opt out of the wellbeing check-in?

Yes. The wellbeing check-in is student-initiated — students choose whether to complete it each day. It is never compulsory. Students who choose not to complete a check-in simply do not earn the 1 daily point for that day. There is no penalty.

What happens if my child consistently checks in as unhappy?

If your child's check-ins show a pattern of low mood over several days, the platform flags this for your school's pastoral staff. A staff member may reach out to your child to check in, or contact you if they feel it is warranted. AchievoEDU provides the data — the response is handled by your school following their standard pastoral care process.

The Parent Portal

Can I see my child's points and activity?

If your school has enabled the parent portal, you can log in at achievoedu.com.au/login to see your child's point balance, recent recognitions, badges earned, and school notices. Your child's wellbeing check-in emoji responses are not visible in the parent portal — these are pastoral data visible only to school staff.

How do I set up my parent portal account?

Your school will send you an invitation email with a link to set up your account. If you haven't received one, contact your school's office and ask them to resend the parent portal invitation. You can also email support@achievoedu.com.au for assistance.

Can I see my child's report or academic grades in AchievoEDU?

No. AchievoEDU does not collect or display academic grades, attendance records, or formal assessment results. These remain in your school's student management system and are accessed through your school's usual reporting channels.

Privacy and Data Safety

What information does AchievoEDU collect about my child?

✓ Student name and year level
✓ School-issued email address
✓ Date of Birth
✓ House and class group
✓ Platform activity (points awarded, badges earned, Reward Store redemptions)
✓ Wellbeing check-in responses (emoji scale only)
✗ No photos or biometrics
✗ No home address or phone number
✗ No medical or NDIS information
✗ No academic grades or assessment results
✗ No financial information

Where is my child's data stored?

All data is stored exclusively on Microsoft Azure servers in Sydney, Australia. Your child's data never leaves Australia — not for backups, not for processing, not for anything. AchievoEDU complies with the Australian Privacy Act 1988.

Is my child's data shared with third parties or used for advertising?

No. AchievoEDU does not sell, share, or monetise student data in any way. There are no advertisements in the platform. Student data is used only to operate the platform for your school — nothing else.

Can I request a copy or deletion of my child's data?

Yes. You can contact your school to request a data export or deletion. Your school can request this on your behalf from AchievoEDU. Alternatively, contact our privacy team directly at privacy@achievoedu.com.au — we respond within 2 business days.

Safety Inside the Platform

Can my child communicate with other students through AchievoEDU?

Students can post shout-outs (positive public messages) and send Gratitude if this feature is enabled by your school. All student-generated content passes through a profanity filter before appearing on screen. There is no private messaging between students in AchievoEDU.

Can my child report bullying through AchievoEDU?

If your school has enabled Bullying and Safety Reports, students can submit an anonymous report directly to pastoral staff. High-risk disclosures trigger an escalation alert. This tool does not replace your school's formal bullying response process — it provides an additional, low-barrier way for students to reach out.

STILL HAVE QUESTIONS?

Contact your school's AchievoEDU administrator in the first instance.
Visit achievoedu.com.au/support for guides, FAQs, and video tutorials.
Email our support team at support@achievoedu.com.au.
For privacy-specific questions, email privacy@achievoedu.com.au.