THE ACHIEVOEDU REWARDS STORE

Spend your points on real rewards!

Everything you need to know about shopping, collecting, and making the most of your points.

Store Location: [FILL IN — e.g. Library Foyer] | Store Times: [FILL IN — e.g. Every Second Tuesday at Lunch]

1. What Can I Buy?

The Rewards Store has three types of items — check the store regularly because items change each term!

📦 Tangibles

Real physical items you take home.

Box of pencils
Yo-yo
Books
School hat or jumper
JB Hi-Fi gift card
...and more!

⭐ Privileges

Special perks just for you.

Elevator pass for a week
Skip the canteen queue
$10 off your formal ticket
Free dress day pass
Homework pass
...and more!

🎉 Events

Experiences to remember.

Pool party ticket
Movie at lunch
Breakfast with the principal
Games afternoon
Cooking class
...and more!

2. How Do I Buy Something?

1 — Open Your AchievoEDU App or Portal

Go to the Store tab in your AchievoEDU app (or log in at achievoedu.com.au and click Store).
You'll see all available items with their point cost and an image.

2 — Check Your Points Balance

Your current points balance is shown at the top of the screen.
You can only buy items you have enough points for — items you can't afford will appear greyed out and say can’t afford

3 — Tap Purchase

Find an item you want and tap Purchase.

A confirmation of confetti will occur and it will say purchased
Your points are deducted immediately — so think carefully before tapping!

4 **Check Your Purchase History**

After purchasing, go to Store → Purchase History.
You'll see your item listed with status 'Awaiting Pickup'.
This means your item is waiting for you to collect it at the next store day.

5 **Collect Your Item at the Store!**

Come to the store at the next store day — see the location and time at the top of this guide.
Tell a teacher your name and year level.
They'll find your item, hand it over, and mark it as collected.
You'll also see in your purchase history next to the item saying received and the date as well

3. Important — When to Buy to Make Sure You're on the List

✅ Buy BEFORE store day

If you purchase the day before (or earlier), you will automatically appear on the teacher's printed collection list.

Just show up and give your name — it's that easy.

⚠ Buy on the MORNING of store day

If you purchase on the morning of a store day, you might NOT be on the printed list — because the list gets printed before the store opens.

*Your school may digitally mark off collections, so this might not be an issue. Having your device to show your Purchase History can also help

Bottom line: Buy as early as you can to guarantee your spot on the list. If you buy on the day, you may need to wait until the next store day to collect

4. Can I Cancel a Purchase?

No — once you confirm a purchase, your points are deducted straight away and the purchase cannot be undone by you. This is to keep the store fair for all students.

If you made a mistake, speak to your school administrator. They may be able to process a point refund at their discretion.

5. What Happens if I Don't Collect My Item?

- Your item stays as 'Pending Collection' — it won't disappear
- Your item will be on the list at the next store day

- If you miss multiple store days, a teacher may contact you to arrange collection
- If an special event has passed (e.g. the pool party is over), your teacher can arrange a point refund

6. Frequently Asked Questions

Question	Answer
How do I earn points?	Points are awarded by your teachers when they record positive behaviour, things like showing respect, contributing in class, helping a peer, or demonstrating one of your school's character competencies.
How many points do I have?	Check your Dashboard or Store tab in the AchievoEDU app, your balance is shown at the top.
Can I save points across terms?	Yes, points don't expire unless your school sets a reset at the end of the year. Check with your teacher if you're unsure.
Can I buy for a friend?	No, each purchase is linked to your account and can only be collected by you. If you then want to give your friend the item you may. Ticketed events have limited sales of one ticked per account
What if an item is sold out?	The item will show as 'Sold Out' and you won't be able to purchase it. Keep checking, your admin may restock it.
I have a question about my order	You will need to speak to your School Administrator