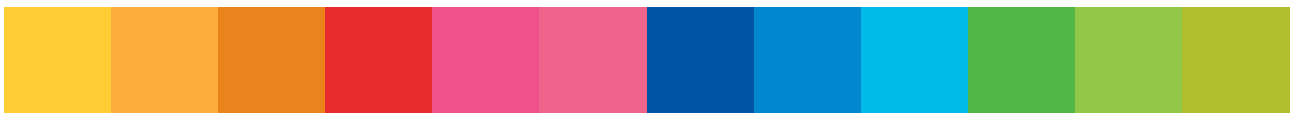


# The Guide



**Inspire your students today...  
because every Vivo matters!**

Vivo Miles is the national school rewards platform. "Vivos" are awarded in line with a school's rewards policy and redeemed against relevant rewards. A unique and innovative solution, designed to support student recognition, increase student engagement and drive positive learning outcomes.

How it works  
System Features  
Sample Rewards  
FAQs



# How it works

Vivo Miles is an easy-to-use web-based rewards platform, specifically designed for schools by schools. Teachers award students Vivos – a unique currency, which they can save and then spend on the rewards they want from an online catalogue.

## 1. Set your budget

Decide on your annual or termly rewards budget and input the Vivo equivalent into the system. Every teacher is automatically given a maximum budget of Vivos to award each week, depending on the overall budget and their role.

## 2. Define your reward categories

Establish the criteria you want to reward (or penalise) against, and how many Vivos each "activity" is worth.

## 3. And customise the Shop

Choose from our extensive catalogue the rewards you want to appear in your online shop. Pick and choose from thousands of exciting rewards including high-street gift vouchers, charity donations, sports equipment, beauty products, electronic gadgets, cinema tickets, mobile top-up credit and lots more! Why not add your own items to the shop from school trips and prom tickets, to "skip-the-queue at lunch" vouchers and donated goods, it can all go in!

## 4. Award your students Vivos

Credit your student accounts with Vivos in 3 ways:

- through the website, with a click of a button
- automatically, by uploading reports from the school's management system
- by handing out reward vouchers, redeemable online

## 5. They check their Balance

Students log-in to their account online to see how many Vivos they have been awarded, or they can swipe their personal Vivo card at a Vivo ATM in school (optional extra).

## 6. And choose their Rewards

Students spend their hard-earned Vivos on the rewards they want. Any product ordered is dispatched to the child at the school the following week.

## 7. And it's all logged and easily monitored!

Access real-time stats on which students are being rewarded for what, and which staff are rewarding regularly. Easily export Vivo league tables for school displays and review a student's Vivo record with the individual and their parents or carers.





# System features

We have outlined below some of the exciting key features that makes Vivo Miles easy to implement and use for both teaching staff and students.

## Modules Overview

### Personal Finance

Teach students about managing personal finance with the ability to offer Vivo savings accounts complete with an interest rate. A great way of helping students "achieve economic wellbeing".

### Gold Club

Set the bar high and easily create a club for your highest Vivo earners. We provide the Gold cards, you decide on membership qualification and benefits.

### Community

Build community cohesion and inspire students to give. Allow students to donate or pool their Vivos to a school-supported event, project, cause or group purchase.

### Attendance

Improve attendance figures with minimal effort! Simply decide on the attendance parameters and Vivo will do the rest, reading from SIMS, Facility/CMIS and other MIS' automatically rewarding those who meet the target.

### Healthy

Encourage students to eat and act healthily by automatically awarding them Vivos for doing so.

### Vivo Credits

Hand out Vivo credits to students on the sports field, in school corridors, the dinner hall, anywhere! Students simply log-in to their Vivo account, enter the unique code on each credit and their Vivo balance is topped up accordingly.

## Rewards Catalogue

Product approval tool

Complete product order fulfillment

School-supplied product upload and internal shop management

Wishlist feature

## Staff functions

Individual and group awarding

Penalty transaction option

Transaction history

Student or tutor group account review

'Extra Vivo Earner' message board

## Communication features

Email users

Screen messages

Balance update by text



# System features continued

## Parent features

Parent/Carer account creation

## Community features

Fundraising event creation

Charity donations

## Admin functions

Student account review and management

Real-time data reporting (incl. awards breakdown, staff awarding, expenditure)

Data export tool

League table feeds (html, csv, xml)

Graph/chart creation tool

Budget planning wizard

## Technology functions





































Customer support via email

Single sign-in through VLE

Full MIS (SIMS, CMIS/Facility, Bromcomm) compatibility



# Sample rewards

					
£5 Top Up <b>V500</b>	£5 New Look <b>V500</b>	Donation <b>V100</b>	Mini Highlighter <b>V75</b>	iPod Shuffle <b>V3100</b>	Sleeping Bag <b>V899</b>
					
Portable Speakers <b>V500</b>	Rubik's Cube <b>V979</b>	Cinema Ticket <b>V500</b>	Stationery Set <b>V999</b>	£10 Game <b>V1000</b>	Digital Watch <b>V979</b>
					
Maths Set <b>V125</b>	Uno <b>V489</b>	Calculator <b>V979</b>	£15 iTunes <b>V1500</b>	Torch Keyring <b>V150</b>	Oasis Watch <b>V1959</b>
					
Walkie Talkies <b>V1959</b>	DVD Player <b>V1959</b>	Prom Ticket <b>V2500</b>	Donation <b>V100</b>	Kylie Set <b>V1959</b>	Lynx Bullet <b>V100</b>
					
Straighteners <b>V1469</b>	Brush Set <b>V200</b>	Cycle Helmet <b>V899</b>	USB Pen <b>V599</b>	Football <b>V199</b>	Stud Set <b>V489</b>
					
Voucher <b>V40</b>	Headset <b>V589</b>	Backpack Set <b>V1959</b>	Xbox Game <b>V1959</b>	Nike Gymsack <b>V589</b>	Mobile Charm <b>V350</b>



# FAQs

We have answered some of our most frequently asked questions below. If you need more information or have further questions please get in touch...

## How Vivo Works

### In a nutshell...?

Vivo Miles is the national school rewards platform. Schools award students "Vivos" ( a unique currency) which they can save and then spend on a variety of exciting products from an online catalogue as soon as they have enough for a particular product.

### What are students awarded Vivos for?

Anything that the school decides to award them for! The school sets the rewards categories, these could be, for example, great academic work, good contribution to class, 100% attendance, involvement in extra-curricular activities, community work, participation in sport...

### Can Vivos also be deducted for negative behaviour?

Yes. The system can be used to penalise students by deducting Vivos from their account.

### How are students actually credited with Vivos?

With the click of a button on the vivomiles.com website, automatically through Vivo's live link to the school's MIS, and/or by handing out Vivo credits which students can redeem online.

### What kind of stats can I get from this?

The system naturally records every "transaction" made, meaning a wealth of invaluable statistics are at your fingertips, including student league tables, reward category stats and perhaps most importantly data on which members of staff are regularly rewarding. A powerful consistent and transparent system, that everyone values.

### How can parents get involved?

Parents can be given access to their child's account to review if required.

## The Vivo Card

### How is the Vivo Card used?

Every student gets a personalised Vivo card which replicates a typical bank debit card. Students use their card to make purchases in the Vivo shop, and it also works in conjunction with the special Vivo terminal (optional). Students swipe their cards at the "ATM", and enter their PIN to check their Vivo balance and recent reward transactions. More than anything, the card is the bit the students really buy-in to, and is a great vehicle for teaching them about personal finance.

### What happens if a child loses their card?

Not a problem. Replacement cards can be ordered quickly and easily by any member of staff through the website and are issued free of charge. In the meantime, students can always access their Vivo account online by logging onto vivomiles.com with their username and password.

### What happens if a card gets into another student's hands?

Also not a problem! They would need to know the PIN number, username and password in order to access the account – the same as with any real bank account.

## The Rewards

### What kinds of rewards can students trade their Vivos in for?

A large-range of goods from the biggest high-street retailers including stationery, mobile phone credit, sports equipment, beauty products and electronic gadgets, as well as cinema tickets, tenpin bowling tickets, New Look and WHSmith vouchers. The school decides which of these products the students have access to, if at all. Indeed, the school can also add their own products to the shop quickly and easily – common additions being donated gifts from local companies, prom tickets, school uniform items and school trips.





# FAQs continued

## Can students donate their Vivos to good causes?

Yes they can, and believe it or not, this is one of the most popular things students spend their Vivos on. Our charity module allows students to donate Vivos to a charity of their choosing, or to contribute to a school – or year group – supported charity or fundraising event.

## If a student buys something from the Vivo Shop, what happens then?

The product itself or a product-specific voucher in the case of larger items would be dispatched to the child at the school (care of the admin user) for the child then to exchange at the relevant high-street store. If the product is supplied by the school, the purchase would come through to the Vivo coordinator's homepage, and can be marked as dispatched once given out to the relevant child.

## Do we have to use the shop element to the scheme?

No. The shop element is completely optional. You may just want to give prizes to those students who reach a certain amount of Vivos or those who have the most at the end of the term or year. We can also provide more traditional Vivo certificates.

## Technical

### What equipment do we need?

Nothing! The system is completely web-based so all that is needed is access to the internet. The optional Vivo terminal just requires a plug socket and an internet connection.

### Can this link to our management system?

Yes! Vivo is compatible with SIMS, Facility and other major systems. This means you are able to automate rewards for things like attendance, behaviour and learning progress, and data including class lists and student information is automatically kept up-to-date.

### Can this link to our VLE?

Yes! Vivo has worked with most of the major VLEs to ensure we are able to offer single sign-on and various web parts.

### Can this accommodate our existing rewards scheme?

Absolutely. Vivo Miles is a modular platform which can be tailored to meet your school's particular requirements and is flexible enough to incorporate your existing scheme.

## Cost

### How can we control the amount the school's spending on the rewards?

Every Vivo has a nominal value of 1p. The school's rewards budget can be inputted into the system, automatically allocating staff a maximum budget of Vivos to award each week. A simple and effective way to avoid overspend.

## Results

### What results have there been so far?

Overwhelmingly positive! Here's just a few...

- Improvements in students' attitudes to learning and achievement
- Reductions in referrals, detentions and exclusions
- Increased engagement in lessons and increased motivation of students as a result of participation
- Increases in the number of students contributing positively to the school
- Increased attendance by students at out-of-school activities and after school clubs
- Raised aspirations of students
- Deeper understanding of personal finance
- Attendance levels at schools have risen significantly