



Frequently Asked Questions

How does Number Stacks Work?

Number Stacks uses a combination of video tutorials and stackable place-value counters to teach the Key concepts on Number & Calculation. The videos are designed to be watched by a child and supporting adult together, before they pause the video and repeat the activity that has been demonstrated when told to do so. Because they watch the video together and all the equipment is included in the resource kit, no time is wasted on planning & preparation, so all the time is spent working with the child!

Which areas of maths are covered by Number Stacks?

Number Stacks covers 69 Key Skills that are separated into 5 different categories: Number & Place Value, Addition & Subtraction, Multiplication & Division, Fractions, Decimals & Percentages. There is a link to a list of these Key Skills on our homepage – [click here to view](#).

How long does a session last and how often should they take place?

In terms of time and frequency, a typical session would last about 15-20 mins (a section of a video is a couple of minutes long with time after to practise the activity) and although daily sessions would be ideal, if you aim for at least 3 sessions a week you should get good progress.

Can I use Number Stacks in a small group?

Although Number Stacks was designed as a 1 to 1 intervention, it has also been used effectively in schools with small groups. Where this is the case, we recommend working altogether on the activities with one resource kit so that the supporting adult can address any misconceptions as they occur.

Is there any way I can try before I buy?

There are small samples of the videos and assessments on our Product Info pages but the best way to explore the resources before buying is to sign up for a free trial. This gives you 7 days access to all the videos and linked resources to decide if it is right for you or your school. There are no payment details taken and once the 7 days are up, your membership account remains active, but you lose access to everything except the games ideas. You can sign up at www.numberstacks.co.uk/free-trial

Can I buy Number Stacks outside of the UK?

Unfortunately, due to a combination of a change in rules for businesses selling overseas and the UK leaving the EU, we had to take the decision to stop selling our resource kits overseas as it was just not viable for a business of our size. We continue to explore possible ways to offer international sales again but don't know if/when this may happen. In the meantime, if you know of anyone with a UK address who might be willing to order a kit and then forward it on to you, this is a possible solution that others have used.

Do I need to buy the resource kit and membership separately?

The resource kit and online membership are two separate items and need to be ordered separately. Both can be ordered via our website at www.numberstacks.co.uk/buy-subscribe

How do I set up my membership account?

Once you have paid for your membership online, you will be directed to a short registration form to choose your username and password. Once you have completed this form, you will be able to log in via our Members Page and access all the videos and resources. If for any reason you don't get to complete this form, a link will be emailed to you to allow you to complete registration at another time. Please check your junk mail if you don't receive this. Once registered, this link will expire so it is only needed if you don't set up your membership account after payment. If you have ordered one of our School Sets, a registration link will be emailed to the email address from which the order was placed. Again, please check your junk mail if you don't receive this or contact support@numberstacks.co.uk for further assistance.

I've forgotten my password. How can I reset it?

At the bottom corner of the login box, there is a 'lost your password' option. If you click this and enter the email address that is linked to your membership account, you will be sent a link to reset your password. Once logged in, there is a form at the bottom of the Members page where you can change your email address or password at any time. If you still have problems resetting your password, please contact support@numberstacks.co.uk and we will be happy to help.

Can I switch between devices if I have a single-user membership?

A single-user membership allows one device to be logged in and accessing the videos and resources at any time. You are able to switch devices but should make sure you are logged out of your Number Stacks membership account on one before attempting to log in on another. You can log out via the small 'Members' icon that appears in the top right corner of the website when you are logged in.

Can I still use Number Stacks if I don't follow the English Curriculum?

The Number Stacks Key Skills are aligned to English National Curriculum. However, the year groups are not openly stated on any of the videos or resources so the skills can easily be realigned to any maths curriculum. This has already been done for the Scottish curriculum which [you can view here](#). If you would like an editable copy of the Key Skills to create your own, contact support@numberstacks.co.uk

Have you got any evidence to show the impact of Number Stacks?

Number Stacks is being used by a growing number of schools and parents to support children. We have completed some case studies with schools to show the positive impact it has had, which you can see on the [Reviews page of our website](#), along with some of the many positive reviews we have received on our Facebook Page (@NumberStacks).