



The Cashless System recognises each individual student, holds individual balances, records the amount spent and any topped up payments received, records where money is spent, on what food and the specific date and time of day.

How are students recognised by the system?

Each student will be issued with their own personal PIN Number, which when used will enter them into the system.

How is the PIN Number used to obtain a meal?

When the PIN number is keyed into the keypad at the counter a display will show the server the student's name, photograph, and tutor group and current balance held within the system. The selected food items will be entered into the system from an itemised keyboard, while the amount spent, and the new balance will show on the display.

How is money entered into the system?

- **Parent/Carer** - By electronic payment through 'ParentPay'

If we pay for a set number of meals, can it be spent in one day?

No, a daily 'global' spend limit of £6.00 will be set for all students and no food above that limit can be bought. However, this may not be acceptable to all, so, on request, an individual student limit could also be set, to include a dinner and break time snacks.

Parental authorisation is required for any changes to a student's spending limit.

This all sounds very well, but what about the student entitled to a 'free school meal'?

The system works the same for all students whether they pay or have a free meal.

The amount allocated for the free meal is entered into the system each day.

It will only be accessible at break or dinner.

The system will allow the required cash amount for the individual students to be allotted to their current cash balance. However, any under-spend or missed dinner is identified by the system and will not be added to the next day's balance. This allowance is advised to be used at lunch time to obtain the 'meal deal' that equates to the Free School Meal amount. The accounts can also be topped up using ParentPay to allow added spending.

What happens when a student forgets their PIN Number:-

Students must make contact with Reception, so that the student can be informed of their PIN Number. If the student suspects unknown activity on their account, they must contact the Unit Catering Manager as soon as possible.

What happens if someone else tries to use your PIN Number?

Students should not divulge their PIN Number to anybody else; this is a life skill and one that we are all familiar with in relation to our own banking facilities etc. When purchasing food and drink, the server will see the student's name, form group and their photograph before allowing the transaction to proceed. Attempts to utilise somebody else's PIN Number is dealt with the utmost seriousness. In the event that a transaction was processed and it was duly confirmed that a student had utilised



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someone else's PIN Number then such actions would be dealt with in accordance with school policies and appropriate sanctions taken.

Dietary control

Should a student have a specific food allergy, or be a diagnosed diabetic, this medical information can be coded into the system, preventing foods with allergy ingredients from being served to a particular student, by automatically locking out relevant buttons on the keyboard.

Will students have problems in using this system?

Some students may find it difficult to control their accounts for the first couple of weeks, but because of a daily spend limit, most learn this important life skill very quickly and will enjoy being in control of their account.

Will we be able to have any information on how the system is being used?

Reports may be obtained from the system and through 'ParentPay', giving comprehensive information on all aspects of use for each individual student as well as each day's service. These reports can be for a specific day or between any dates you wish they will be dated and timed to the minute:

- (a) To show every item of food served and the total cost of each serving.
- (b) Individual payments made direct to the Academy.
- (c) Each payment made by cash at the revaluation station by the student.
- (d) A full summary of balances

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