

15th September 2015



Inspiring Optimistic Learners

Dear Parent or Guardian,

Re: Introduction of Cashless Catering – Monday 12th October 2015

We are pleased to announce that we are installing a new cashless system for the catering service at Torpoint Community College with effect Monday 12th October 2015. Our desire is to continue to provide and improve on the quality of the school meal service at the College.

We are sure you will appreciate the advantages the new system will now offer the parents and students of the College. Also the system will also enable us to deliver a more efficient, faster service.

From this day no cash can be accepted at the food counter 'Till Point'. All payments are to be made using Parent Pay or a Pay Point via Barcodes available at the College.

Any amount of money can be paid into your account held within the system. Money spent in the dining hall will be taken out of the system and you can always check Parent Pay, or your son / daughter on the balance checkers installed outside the Dining Hall and Library, to see how much credit remains.

There is a daily 'spend limit' programmed into the system of £5. This can be increased or decreased for an individual student by making a written request to the College. It is important that student balances are regularly checked as there will be no 'overdraft' facility for students with insufficient credit.

The system goes live on the

12th October 2015

Further details on the how the cashless catering system will work are enclosed. Should you have any questions regarding the implementation of the new cashless system for the catering service please do not hesitate to contact the College.

Yours sincerely

Andrea Hazeldine
Headteacher

Enclosure:

I. Cashless Catering Parent and Pupil Information.

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BioStore

Prepared for

Torpoint Community College

Cashless Catering System

A cashless catering system allows for parents and staff to top up their own accounts before entering the canteen; this allows for quicker serving times. The Parent Pay system is used to recognise each individual student, hold individual cash balances, record cash spent and cash received record where money is spent, on what food, on any specific date and time of day.

How are pupils recognised by the system?

Each pupil will have their finger image registered which will then be translated to an Alpha Numeric number; the image is then discarded. When used this will then enter them into the system programme and identify them by a number.

How is this then used to obtain a school meal?

The student simply places their finger on the Biometric reader at the point of sale. A display will show the server the student's name and current cash 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 cash balance will show on the display.

How is money entered into the system?

- (a) By using ParentPay a parent / Guardian would 'log-on' using a secure user name & password to 'top-up' their child's account online using the internet.
- (b) By Barcode at a Pay Point. Barcodes are available from the College's Finance Office. Please note it can take up to 48 hours for the credit balance to appear on the individual account so if using this method it should be done in a timely manner.

How does a student check their current balance?

By using the Balance checkers, which will be located outside the College's library and dining hall, place their finger on the Biometric reader to display the current cash balance.

How much can be spent in one day?

A daily spend limit of £5 will be set for all students and no food above that limit can be bought. On request, an individual student limit of your choice could also be set, to include a school dinner, breakfast and or break time snacks.

What about students entitled to a 'free school meal'?

The system works exactly the same for all students whether they pay or have a free school meal. All students have their own account to use in exactly the same way. The amount allocated for the free school meal will be entered into the system by the software daily.

The system will then allow on a daily basis the required cash amount for each individual student to be allotted to their current cash balance. However, any under spend or missed dinner will be identified by the system and will not be added to the next day's balance.

The parent can also add extra cash on to his or her balance in the system by using ParentPay or the Pay Point system, to enable a greater daily spend on the school dinner than allocated by their

free meal allowance. As this allowance can only be spent on a break time snack and school dinner, extra cash added into the system can also be used for breakfast.

There will be no more queuing for students having their name entered into the 'free meal' register at the till point.

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.

Data Handling

Certain data will be held on the system to enable accurate operation. This will include your child's name, class, photo, account balance and meal entitlement. This data will be handled under the guidelines of the data protection act and only used by parties directly involved with the implementation of the system. If you have any concerns please contact the College.

Main Benefits

- * Convenient way of paying for school meals. No more looking for change every morning.
- * Discourages the misuse of school dinner money through spending in shops outside of the College grounds.
- * Alleviates many of the associated problems with the use of cash in schools. i.e.: loss, theft and bullying.
- * Specific food allergy ingredients can be barred automatically.
- * Healthy eating is encouraged.
- * Queuing times are reduced through increased speed of service.
- * Automatic free meal allocation with the student remaining anonymous.