

# The McAuley Catholic High School

A Catholic Voluntary Academy

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www.mcauley.org.uk

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Headteacher: Mrs C M Brown

Deputy Headteacher: Mrs F Newsome Deputy Headteacher: Mr G Long Deputy Headteacher: Mr P Cleary

Our Ref: SSM/JH

April 2015

Dear Parent

We are pleased to announce that we are installing a cashless catering system in June 2015. The new system will allow us to continue with the development of the school meal service, and will provide us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for pupils to carry cash throughout the day. It is also biometric (see FAQ's) so there is no need for pupils to carry a card as the system will recognise the thumb of your child at the revaluation pay points and at the tills.

We will commence operating the system on 1<sup>st</sup> June and as such no cash will be accepted at the Till Points after this date. All students and staff will be given training on how to use the system. Any amount of money can be paid into a pupil's account, and any money spent on food & drink will be deducted on a daily basis.

We have three payment options available to you – **online payments, coin and note payments at the revaluation pay-points, and by cheque.** All payment options are explained within the FAQ's attached.

A daily 'spend limit' of £5 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school finance office.

As per current legislation we will be operating an 'Opt In' policy and we will be contacting you separately depending on whether or not you have already granted consent for the school to register your child on the Biometric System in School. If you choose not to have your child registered on the Biometric System a 4 digit PIN Code will be allocated. Please note that PIN Codes do not have the same level of security and it will be your child's responsibility to remember the code and keep it secure at all times.

The attached information should answer any questions you may have.

Yours sincerely

*S Smith*

Ms S Smith

Director of Finance and Facilities



## Frequently Asked Questions

**Q What is a Cashless System?**

**A** A Cashless Catering System is a solution, which is purpose designed to meet the ever evolving needs and demands of the Catering Provision that is required by today's Schools and Academies.

The Trust-e Cashless Solution allows schools to be better able to provide their students with a faster, more efficient and more appealing meal service.

**Q What is Biometric?**

**A** Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the cashless system.

**Q How does a Biometric System work?**

**A** The information of a pupil or staff member, who has been biometrically registered, is stored on a secure Biometric Controller within the school, which only our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the pupil or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

**Q How does my child register on the Biometric System?**

**A** Registration days will take place leading up to the 'Live' day of the Cashless System. At this time registration terminals will be placed in the school. Your child will attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will be presented with a 4 digit PIN Code.

**Q What methods of payment can be used to credit an account?**

**A** Any amount can be credited to an account by way of any of the following methods. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

### **Cash at the Revaluation Units**

Revaluation units will be sited at different locations within the school. These can be used to top up accounts by the pupil/member of staff placing their finger/thumb on the sensor or by entering their 4 digit PIN Code followed by inserting the accepted tender below:

£20, £10, £5 notes

£2, £1, 50p, 20p, 10p, 5p coins

**(Please note – copper coins are not accepted)**

### **Cheques**

Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to The McAuley Catholic High School and have written on the back of the cheque Pupil Name & Form Name/Number. All cheques must be handed to Student Reception and must be received by 9.00 am prior to that day's commencement of service. Cheques received after this time will not be credited to the relevant account until the following day.

### **On-Line Payments**

We have introduced On-Line Payments in partnership with the Cashless Catering System. To make a payment on line please go [www.schoolgateway.com](http://www.schoolgateway.com) or use the School Gateway app on your smartphone to make an electronic payment. NB. Some On-Line providers can be used for school trips.

**Q How can I check the credit on an account?**

**A** This can be done by the account holder placing their finger/thumb on to the revaluation machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the On-Line payment engine (if applicable).

**Q Can I change the daily 'Spend Limit'?**

**A** Yes – The daily 'Spend Limit' has a default of £5 but this may be changed by written request to Mrs Gill Wood, Finance Manager at the School address.