



Hall Green School An Academy

FREQUENTLY ASKED QUESTIONS

Q What is a Cashless System?

A A Cashless Catering System means that cash payments will not be accepted in the canteen or kiosk.

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 and 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, Sharp, can access. Once an account is credited the pupil or staff member places their finger/thumb on the Electronic Point Of Sale (EPOS) Terminal, which looks up their account details and allows them to purchase items only using this method of identification.

Q How does my child register on the Biometric System?

A Registration days will take place in September. Registration terminals are in 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 need to give their name at the till, each time they make a purchase.

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

A We use ParentPay to make online payments through their secure website: **www.parentpay.com**. Any amount can be credited to an account online via ParentPay. Please note, once an account has been credited, you cannot withdraw the money. If you require a refund, you will need to contact Mrs Dickerson in the Finance Department. You will be issued with your log-in details for ParentPay when joining the school. ParentPay is accessible 24 hours a day, 7 days a week and you can check your child's dinner balance using this, at any time. You can also check the payment history and see what items your child has been buying. In exceptional circumstances, ie if you do not have access to the internet, you can request a barcode from Mrs Dickerson in the Finance Office. This can be used to credit your child's account by cash or card, at any shop that accepts PayPoint payments. PayPoint payments can take up to 48 hours to be credited to the dinner account.

Q Can I change the daily spend limit?

A Yes – the daily spend limit has a default of £4.50, but this may be changed by contacting Mrs Dickerson in the Finance Department.

Q What happens if my child's account is not in credit?

A Unfortunately your child will not be able to purchase a meal from the canteen. **It is important that you ENSURE that your child has enough money in their account BEFORE they make a purchase from the canteen.**

Q How do 'free meal' entitlements work?

A All free meal entitlements will be entered on to the system. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. **Pupils with Free Meal Entitlements now remain anonymous at all times as all accounts are accessed in the exact same manner regardless as to whether paid for or not.** (Evidence of benefit is still required). Any monies not spent from the daily free meal allocation will not be carried over to the next day. **You are still required to activate your ParentPay account and biometrically register your child's thumbprint.**

Q Can anyone else use my child's account?

A No – due to the extensive security on Biometric templates no-one else will be able to access your child's account. As a secondary precaution a photo image is allocated to each pupil.

Q Can I dictate my child's dietary requirements?

A The system will allow you to register any items that your child is not allowed due to dietary needs or religious beliefs. Any changes must be confirmed in writing by the parent/carer to the school nurse. It is the child's responsibility to check the ingredients of what they eat. Advice and guidance can be sought by speaking to a member of the catering team.

Q Can I request a printed report of my child's meal intake?

A Yes, the Cashless Catering System allows numerous reporting facilities, which includes Dietary Habits. These may be requested by contacting the school canteen.

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Registered Office: Southam Road, Hall Green, Birmingham B28 0AA Headteacher: Miss K Slater Tel: 0121 628 8787
Email: enquiry@hallgreen.bham.sch.uk www.hallgreen.bham.sch.uk Twitter @HallGreenSch