How do pupils obtain a school meal in the refectory?
The Pupil simply places their finger on a scanner at the point of sale; a display will show the server the pupil's name, class 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 does the top up machine work?
The pupil places their finger on the scanner within the top up machine to enter the system which will display the pupil's name and current cash balance held within the system.
Coins and/or notes are then inserted into the machine. The balance will be updated on the screen as money is inserted.

How will the pupil be able to check their balance?
(a)   Pupils place their finger on the top up machine scanner, to display the current cash balance. A second scanner is also available which displays the balance but cannot be used to top up.
(b)   Also a remote display at the point of sale will show the new balance when each transaction is completed.

If we pay for a set number of school meals, can it be spent in one day?
No, a default daily spend limit of £4.50 will be set for all pupils which may be altered by parents/carers on request; no food above that limit can be bought.

What about pupils entitled to a 'free school meal'?
The system works exactly the same for all pupils whether they pay or have a free school meal. All pupils 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 and will only be accessible at morning break or lunch. Any unused allowance will be removed at the end of the day and cannot be carried over to the next day.
Pupils and parents can also top up their balance using ParentPay, cash or cheques to enable a greater daily spend on the school dinner than allocated by their free meal allowance. As the free school meal allowance can only be spent on a school dinner, extra cash added into the system can also be used for purchases made at breakfast or break times.

It will still be the pupil's responsibility to check food carefully and not to rely solely on the system to identify foods they must not eat.
However, should the pupil have a specific food allergy, or be a diagnosed diabetic, this medical information can be coded into the system. This will help with preventing foods with allergy ingredients from being served to a particular pupil, by automatically locking out relevant buttons on the keyboard.

Will pupils have problems in using this system?
Most pupils will find the system very easy to use. Some pupils 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. If pupils have technical queries or require assistance with the top up machine should seek help at the Finance Office.

Will we be able to have any information on how the system is being used?
Reports can be obtained from the system for your son/daughter giving information on all aspects of use. These reports can be for a specific day or between any dates you wish, and can be obtained from the School Office upon written request.

Reports available include –
(a) Every item of food served and the total cost of each serving.
(b) Individual payments made direct to the school by cheque or cash and manually entered into the system.
(c) Each payment made by cash at the revaluation station by the pupil and if required, even the number of individual coins and the denomination.
(d) A total overview to show the date, time and location with cost of each purchase, value of all manual cheque or cash payments, value of all cash deposited in the revaluation station and current cash balance.

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. This complies with the Fair Processing Notice, details of which are available on the school website. If you have any concerns please contact the Clerk to the Governors, at the school.