

CASHLESS CATERING

At Heathfield Community College we operate a biometric cashless system in our Dining Room, Snackshack and 6th Form for purchases at breakfast, break and lunch. The system uses the latest Biometric Technology, eliminates the need to carry a card or cash in school and facilitates a speedier service time at the tills.

Parents can access a full purchase history which means you can see what choices your child has made. After registration you can easily change the limit for the maximum amount your child can spend each day by contacting financeoffice@heathfieldcc.co.uk. This limit is currently set at £5 per day.

Current legislation requires an 'opt in' arrangement and therefore we require you to give consent below even if your child will only occasionally use our catering facilities. The thumb image taken is a short string of encrypted numbers; it is **not** an actual finger print and no images are seen. The encryption information is kept within the College and it is not used for any other purpose.

If you choose not to have your child registered on the biometric system but still want your child to use the catering facilities a pin number will be issued. This number can be used at the till via a numeric pin pad. Please note that it is not possible to pay for any food/drink purchases using cash at the till.

Monies must be credited to your child's account before any purchases can be made, please ensure you top up the account prior to 10:00am to guarantee that purchases can be made that same day. You can do this by using our internet payment provider (School Gateway) and, in exceptional circumstances only, by cheque or cash to the College Finance Office. Please be assured that we will never allow a student to go hungry but we are not able to extend credit to those students who have used their daily allowance or do not have sufficient funds on their account.

Students in receipt of Free School Meals will have the funds credited automatically to their account.

This is only a brief overview but if you have any queries please feel free to contact the finance office by email financeoffice@heathfieldcc.co.uk or by telephone 01435 866066 and they will be happy to help with any questions you may have.

Please click on the following link to let us know whether or not you give permission for your child to use this service:

https://docs.google.com/forms/d/e/1FAIpQLSep5w3kWIFiSi7Qt0qXqBNv4yfDmJpputdffRJYCbDcknoNlg/viewform?usp=sf_link

Frequently Asked Questions

BIOMETRIC CASHLESS SCHOOL MEAL SERVICE Heathfield Community College

Q. Do you store fingerprint images?

A. No, fingerprint 'images' are not stored in our system, pupil data is also only stored on the software which is resident on premises and not on a cloud server.

Q. Can anyone see a fingerprint image?

A. No, fingerprint 'images' are not seen. When a finger is registered fifty points are scanned which is then converted into a unique number it is impossible to reverse engineer this unique number to an image.

Q. How do we purchase goods?

A. Simply place your finger on the scanner, your Biometric Pattern is scanned and then converted to your account number, which is then debited.

Q. How do we know the correct account number is being debited?

A. The name and/or photo of the student appear on the terminal screen confirming the identity to you and the operator. The account numbers are unique.

Q. How can I check my account balance?

A. The balance available is displayed on a customer screen at each transaction. Account balances will also be available on the Internet Payment Site

Q. What if I am entitled to Free School Meals?

A. The system works exactly the same for all students whether they pay or have a free school meal. If required, parents can add extra cash to enable a greater daily spend.

Q. Is there a limit to how much can be spent in one day?

A. Yes there is a global maximum spend per day of £5.00 and parents can also request individual daily limits if required by contacting the College.

More information about the use of biometrics in colleges can be found in the Department of Education guidance document, Protection of Biometric Information of Children in Schools which can be found on our website under the parents tab or on the DfE website.