Important Information Pack

Liskeard School and Community College Cashless System

Benefits of the Trust-e Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals reducing bullying
- Facility to pay On-Line
- No need to carry cash preventing loss/theft
- Automatic alerts to stop pupils purchasing allergy trigger items
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities help decrease wastage and improve the overall efficiency of the meal service

Healthy School Survey Information

School meals have been the focus of much interest nationally in recent years. There have been concerns over the nutritional quality of the food provided plus evidence of an increase in child obesity.

A Health Survey in England found that 16.6% of boys and 16.7% of girls aged 2-15 were obese and a further 13.6% boys and 14.3% girls were overweight. The Survey also found that most children eat too much fat, added sugar and salt and only eat two of the recommended five portions of fruit and vegetables each day.

Nationwide Retail Systems are in partnership with the Local Authority Caterers Association (LACA) and work closely with them to ensure that we stay abreast of the current standards. We are also in constant discussions regarding future developments and possible requirements.

NRS offer a healthy eating points reward facility. Healthy items can have points allocated to them which when sold can be added to staff/pupils accounts. Catering staff then have the ability to take a report detailing who is eating the healthiest and can reward this in a number of ways.

Benefits the Trust-e Cashless System brings to Healthy eating

- Improved nutritional & dietary control
- Healthy eating is encouraged and can be monitored through the reporting facility
- No more using school dinner money for out of school purchases
- Detailed reporting facilities allowing access to pupils accounts and eating habits

Data Protection Information

NRS is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement.

NRS is registered as a data processor under the Data Protection Act (DPA) and operate at all times under the DPA Guidelines.

Schools' data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. Schools and the local authority are operating as Data Controllers under the DPA. All NRS Staff that may have administrator access to schools data for support purposes are Criminal Records Bureau (CRB) checked.

Information collected to implement a Cashless Catering system is outlined below.

Essential information collected		Optional information may be requested
Admissions Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	School House Group
Form	FSM Allowance	UPN

Nationwide Retail Systems Ltd does not sell, distribute or lease your personal information to third parties.

You may request details on personal information which we hold about you under the Data Protection Act 1998.

NRS removes all data from Servers one week after the Cashless System has gone live within the school.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the address below.

Nationwide Retail System Limited
Whaley Road
Barugh Green
Barnsley
S75 1HT
01226 732 200
support@nrsltd.com

Technical Biometric Information (If Applicable)

The individual templates are encrypted using a 256 bit AES key that is built into the scanners hardware. Also the persisted file is encrypted using a different 256 bit AES key built into the matching algorithm supplied by Secugen and generated by a unique license purchased for each site. This is more secure than the ANSII and ISO standards that government department's use as the Secugen Template is encrypted and the ANSII and ISO standards are not. The template data is useless and cannot be interpreted back into a usable fingerprint image. If this was not the case then there would be no world standards and performance measures for such technologies. The data is stored in an array in the RAM of the Biometric Controller and is also permanently stored on the hard drive of the Bio Controller to be restored in the event of a reboot.

Below is an example of a template code for an individual finger.

0X41774141414251414141444541514141415141534141414D415A41414141414141417 4774541414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D 704F517874517A706A4A395A31784935686C4177395366726E777645576357386C45 73314B426F47443166669417067555970C763168423642682A7043

The solution is secure because the matching can only be done by the individual's consent as the finger has to be presented to the device for matching. **We do not hold images of fingerprints in our system.**

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.

 The technology provided for this method of identification meets with BECTA guidelines and also allows students the option to opt out of the scheme and use a PIN number instead.

Also under the data protection act the school or caterer (the originator of the data) cannot allow access to this data by anyone for any other means than for the purpose the data was collected and that is to identify an individual within the solution we supply. Any biometric data that belongs to an individual that leaves the school is purged which also is in line with the BECTA guidelines.

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.

New students with a faster, more efficient and more appealing meal service.

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 Electronic Point of Sale (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.

1. **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)

2. **On-Line Payments (PREFERRED SYSTEM)**

We have introduced On-Line Payments via our existing online payment system, TUCASI, in partnership with the Cashless Catering System. To make a payment on line please go to **the school website** and follow the instructions.

3. **Cheques**

Cheque payments can be accepted via the school Finance Office. Cheques should be made out to **Liskeard School** and have written on the back of the cheque Pupil Name & Tutor Group. All cheques must be handed to the Finance Office 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.

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 system TUCASI which will show transactions and balances.

Q   Can I change the daily 'Spend Limit'?

A   Yes – The daily 'Spend Limit' has been set at £5 but this may be changed by written request to **Business Manager, Liskeard School and Community College.**

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

A   A 'Lend' can be processed at the EPOS Terminal, which will then allow a meal to be taken.
An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal.
The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

Q   How do 'free meal' entitlements work?

A   All free meal entitlements will be entered on to the system prior to the 'Live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate account s with the free meal amounts. Pupils with Free Meal Entitlements remain anonymous at all times as all account types are accessed in the exact same manner regardless as to whether paid for or not. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day.

Q   Can anyone else use my child's account?

A   No – Due to the extensive security on Biometric templates no-one will be able to access your child's account. As a secondary precaution a photo image is allocated to each pupil. If your child is using a 4 digit PIN Code, which someone obtains and attempts to use, the photograph shown on the EPOS Terminal will alert the operator and a fraudulent sale taking place.

Q   My child has an allergy, how will this be monitored

A   All allergy records registered with the school will be entered on to the Cashless System. When pupils attempt to purchase an item, which has ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

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 such items must be confirmed in writing by the parent/guardian to the school so that their records can be amended.