

Cashless Catering / Biometric Scanning

Dear Parents / Carers,

The Axholme Academy uses a cashless catering system, which will allow us to provide a more efficient, faster, and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for pupils to carry a diner card throughout the day. The system is 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.

Parent/Carers to provide consent via this [form](#).

For students who do not have consent, 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.

Frequently Asked Questions

Q What is 'biometric?'

A Biometric is simply a method of identifying an individual person. The Trust-e Cashless System uses 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 your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the EPOS Terminal Biometric Reader, which looks up their account 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 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. Your child will attend at a requested time and will be required to place their finger/thumb on the Biometric Reader 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 Can I change my child's 'daily spend limit?'

A Yes – the amount your child can spend throughout one day can be changed by written request to (insert name of school contact). Please contact your school for information on the current spend limits in place.

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 accounts with the free school meal amounts. Pupils with FSM entitlement remain anonymous at all times as all account types are accessed in the exact same manner, regardless of whether paid for or not. Please note that 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 (at the schools discretion). If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown at the EPOS Terminal will alert the operator of a fraudulent sale

Thoughtful . Involved . Ambitious . Responsible . Aware