



THE CASHLESS DINING SYSTEM

At Highfield Humanities College we use a "cashless system" in our school restaurant.

The main advantages of the "cashless" system are:

- Speed of service, this will mean that students spend less time queuing and have more time to eat their meal.
- Less chance of students spending their dinner money on other things and reducing bullying/theft as students have no need of cash once they have money on their magnetic swipe card.
- The stigma of free meals is removed as all students' cards are identical and at the point of sale they pay for their meals in the same way.

HOW THE SYSTEM WORKS

- Every student will be issued with a magnetic swipe card that contains their personal details (encoded on the magnetic strip) and a unique card number. Paying, Free, Packed Lunch pupils and teachers will be issued with a card.
- Students can use cash to top up their magnetic swipe card using £2, £1, 50p, 20p and 10p coins.
- Alternatively, parents can send in cheques to the restaurant and the card will be credited with the amount on the cheque. Parents can set a daily limit for their child. Cheques should be made payable to Blackpool Borough Council.
- Students who are entitled to a free meal will have the value of the meal credited to the card automatically everyday. If it's not all used, the amount left is automatically taken off. Students can add their own money onto the card. The free meal allowance is always used first.
- When a student wants to purchase some food from the restaurant they simply present their card at the till and it is swiped through.

STUDENTS' FREQUENTLY ASKED QUESTIONS

How can I find out more about the new cashless system?

All students will be told how to use the system when they attend the new Pupil/Parent's evening in June.

When will we start using the new magnetic swipe cards?

The magnetic swipe cards will be given to all new Year 7 students on their first day in September at Highfield. During the morning, students will be able to put credit on their new cards.





How do I put credit on my swipe card ?

Two new revaluation machines shown above have been installed near to the restaurant. By swiping your card and placing money in the machine, your account is automatically credited with the amount of money you put in. Please use only £2, £1, 50p, 20p & 10p coins, placing them in the coin slot one at a time. Your card value will increase on the screen with each inserted coin, when coins are entered press the green button, task done! .

What happens if a coin gets stuck ?

If the value on the screen does not increase when you place a coin in the slot **STOP** inserting coins then press the white coin return button. The coin will normally be rejected. Do not bang on the door of the unit as this may cause loss of coins. If a coin cannot be returned call a member of staff who will open the door.

Alternatively, parents can pay in advance by Cheque or Banknotes. £5, £10, £20. The Cash/Cheque should be placed in an envelope with your name, Tutor Group and unique card number on and handed into the restaurant staff between 8:15 a.m. – 8:30 a.m. or at morning break.

How do I know how much is on my card?

By simply swiping your card through the revaluation machine it will display your name then the current balance on your card.

What happens if I forget my card?

You will be able to get a slip confirming your name and unique card number from Pupil Reception. You will be able to take this slip to the restaurant and, as long as you have some credit on your card, you will be able to get a meal.

What happens if I lose my card?

You must report this to the restaurant staff straight away and a stop will be put on the card so no-one else can use it. You will be able to purchase a new card from the school's main office. The cost of a new card is £2.00.

What happens if someone else uses my card?

If someone else tries to use your card the matter will be dealt with as theft and the school's usual disciplinary system will apply. As long as you have told the restaurant staff, a stop will have been put on your card and they will not be able to use your credit.



How can Parents help their child get used to the new system?

The main things parents can do are to make sure that their child always brings their magnetic swipe card to School and that it has some credit on. Whilst students get used to the system there will be plenty of help and advice available.

