

Some Popular Questions and Answers

- Q.** What system will be used to register the student's.
- A.** The school will be implementing a Biometric solution. This will require your child's thumb print to be taken for identification purposes. Biometric systems currently used in schools are based on fingerprint recognition technology. The system works by taking measurements of the fingerprint, but they **do not** capture a complete image. This means that the original fingerprint cannot be reconstructed from the data. If you do not agree to your child having their fingerprint information taken, then you will still be able to use the system but your child will have to use a PIN at the till instead of the biometric reader.

Schools cannot use biometric information for any reason other than for the express purpose for which it was collected. Guidance on how the Data Protection Act 1998 applies to the use of biometric data in schools is contained within the cashless canteen webpage.

- Q.** How long is the fingerprint information held for?
- A.** Once the child leaves school all biometric information is removed.
- Q.** Is the data held in a secure location and is it accessible from external sources?
- A.** All data is held on the school's secure network which is the same network that the School Information Management system is held on. The school network is protected by a Local Authority high grade firewall system as well as its own security systems.

- Q.** **How do I credit the account?**

- A.** **By the Internet**

By use of the online ParentPay system (please see school website www.salegrammar.co.uk for full details, or www.Parentpay.com). A login username and password should have been provided to you. This will allow you to make electronic payments into your child's account. Please note ParentPay can also be used to pay for school trips.

Using PayPoint

The school will issue you a PayPoint letter or card on request. This will allow you to make payments in local convenience stores, garages etc. or anywhere that displays the PayPoint sign. For a list of local PayPoint outlets please go to www.paypoint.co.uk.

- Q.** **Can I still continue to pay by cheque?**
- A.** Cheques will still be accepted but are discouraged. These will eventually be phased out. Cheques should be made payable to Sale Grammar School.

Q. How do I check if I have credit on my account?

A. There will be a balance check station located outside Pupil Services. Either present your Thumb or enter your pin into the reader. This will tell you the balance on your account.

Q. I am entitled to a free meal, how does it work?

A. The allowance is credited to you each lunch time to allow you to purchase your meal. **(This allowance if not used will not carry over to the next day).**

Q. Can anyone else use my account?

A. No – a unique number is allocated to each pupil and a photo image of each pupil which appears on the tills. Anyone found using someone else's pin will be reported to the school. At the tills the lookup is by photo only and not pin.

Q. What if my photograph has not been taken?

A. New pupils will have their photograph taken within the first weeks of term.

Q. What happens if I forget my money to credit my account?

A. You will be allowed 1 day's debit. No further purchases can be made until the account is in credit. You will be contacted by school to inform you that your account is in debit and that a payment will need to be made to top up the account.

Q. Can I have any say in what my child eats?

A. The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary needs. Information supplied to the school by parents on the data information sheet regarding allergies, special dietary needs etc is automatically entered into the cashless catering systems. Any particular dietary needs that are not entered on this sheet need to be sent to the school in writing by the parent/guardian.

If you require any further information please either contact the school on 0161 973 3217, where you will be directed to the correct contact, or email office@salegrammar.co.uk.
