

6th April 2011

Dear Students, Parents & Carers

Our new Academy building is being equipped with the latest technology which will not only enhance teaching and learning but also our safeguarding procedures. The new technology will also benefit you, by providing a fast, efficient and secure way to pay for a variety of items, including all catering, uniform and trips.

We are therefore pleased to announce that as part of this new technology we are installing a biometric system for our cashless catering service at the Academy.

Biometrics in Schools

In the past, students have been given a card to enable them to purchase food from the canteen or top up their accounts. This method removed the need to bring money to school and took away the stigma attached to free school meals. Parents were able to check lunch money was being spent correctly and monitor what their children were eating. By introducing Biometrics, the service is further improved, as it removes the emphasis on students having to remember their cards and alleviates the chance of identity fraud. Caterers enjoy even faster speed of service as students no longer have to search for swipe cards and administrative staff save valuable time by no longer having to issue new cards (replacement cards currently cost £2.50).

Biometrics and Security

The Biometrics system uses an image of a fingerprint to create a mathematical algorithm. The image of the fingerprint is destroyed and only the numbers remain; these cannot be reinterpreted back into a fingerprint image. Students and Parents can therefore be rest assured that the fingerprint image is **not** retained and **cannot be used** by any other source for identification purposes.

Biometric Registration

We are planning to add Biometric readers for Sixth form registration too. Students will be able to touch in and out, recording the times they arrive and leave and ensuring immediate and accurate attendance information.

We are confident that this system will enable us to deliver a safer, more efficient service for all. **We have organised a parents information evening which will be held at the Academy in the Hub at 7pm on Monday 9th May.** If you have any questions, please come along to the evening to see a demonstration and talk to representatives from Cunninghams, the system operators. Further information about Biometrics and also ParentPay is attached.

The registration process will begin on Thursday 12th May for all students and staff and the Biometric system will start in operation when we return for the new academic year, on Wednesday 7th September 2011.

Yours sincerely

David Millar
Principal

Principal - Mr David Millar
Homefield Road, Old Coulsdon, Surrey, CR5 1ES
Tel: 01737 551 161 . Fax: 01737 557 410 . www.oasisacademycoulsdon.org

Oasis Academy Coulsdon is sponsored by Oasis Community Learning www.oasiscommunitylearning.org – part of Oasis UK
Oasis Community Learning is a Company Limited by Guarantee registered in England & Wales No 5398529. Registered Charity No. 1109288.
Registered Office: 75 Westminster Bridge Road, London SE1 7HS



Biometrics – The Future

Biometric Technology is now making an impression in many areas of day to day life. Banks, supermarkets and now schools are adopting this increasingly popular technology.

Biometrics has been around for quite some time. Its humble beginnings can be traced back to ancient Egyptian times when, body parts were measured and used as a form of identity. The use of Biometrics as a security device began with officials in China using them to seal documents, as far back as the second century BC.

Biometric Technology has seen a major explosion in popularity over the past ten years. Next year, mobile telephones and personal computers will have fingerprint scanners as optional equipment. In the long term, Biometrics will replace credit cards and passports thereby becoming a major part of everyone's life

BIOMETRICS - FREQUENTLY ASKED QUESTIONS

How are pupils recognised by the system?

Each pupil will have their fingerprint registered which will then be translated to an Alpha Numeric number, the image is then discarded, when used this will then enter them into the system program and identify them by a number.

How is this then used to obtain a school meal?

The Pupil simply places their finger on a scanner at the point of sale; a display will show the server the pupil's name, class and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard while the amount spent and the new cash balance will show on the display.

How will the pupil be able to check what the current cash balance is held in the system at any one time?

- (a) By using the revaluation station. Place their finger on the scanner display the current cash balance. There is no need to deposit any money, just press the red button to finish.
- (b) Also a Remote Display at the point of sale will show the new cash balance when the food service is finished.

If we pay for a set number of school meals, can it be spent in one day?

No, a daily spend limit of (£5.00) (or a selected amount) will be set for all pupils and no food above that limit can be bought. On request, an individual pupil limit of your choice could also be set, to include a school dinner and break time snacks

What if the pupil does not hold a sufficient cash balance one day to pay for a school dinner?

As before, no pupil is refused a school dinner because they have not brought their dinner money to school with them. The school will allow for the pupil to loan money for one day. However, just as before, you will be expected to top up your parent pay account.

What about pupils entitled to a 'free school meal'?

The system works exactly the same for all pupils whether they pay or have a free school meal. All pupils have their own account to use in exactly the same way.

The amount allocated for the free school meal will be entered into the system by the software daily and will only be accessible at dinner break.

Principal - Mr David Millar

Homefield Road, Old Coulsdon, Surrey, CR5 1ES

Tel: 01737 551 161 . Fax: 01737 557 410 . www.oasisacademycoulsdon.org

Oasis Academy Coulsdon is sponsored by Oasis Community Learning www.oasiscommunitylearning.org – part of Oasis UK
Oasis Community Learning is a Company Limited by Guarantee registered in England & Wales No 5398529. Registered Charity No. 1109288.
Registered Office: 75 Westminster Bridge Road, London SE1 7HS



The system will then allow on a daily basis the required cash amount for each individual pupil to be allotted to their current cash balance. However, any under spend or missed dinner will be identified by the system and will not be added to the next day's balance.

The pupil can also add extra cash on to his or her balance in the system by using the revaluation station, to enable a greater daily spend on the school dinner than allocated by their free meal allowance. As this allowance can only be spent on a school dinner, extra cash added into the system can also be used for break time snacks.

Will we be able to have any information on how the system is being used?

Reports can be obtained from the system giving comprehensive information on all aspects of use for each individual pupil as well as each day's service. These reports can be for a specific day or between any dates you wish, they will be dated and timed to the minute, and can be obtained from the Catering Department.

- (a) To show every item of food served and the total cost of each serving.
- (b) Individual payments made direct to the school by cheque or cash and manually entered into the system.
- (c) Each payment made by cash at the revaluation station by the pupil and if required, even the number of individual coins and the denomination.
- (d) A total overview to show the date, time and location with cost of each purchase value of all manual cheque or cash payments, value of all cash deposited in the revaluation station and current cash balance

Data Handling

Certain data will be held on the system to enable accurate operation. This will include your child's name, class, photo, account balance and meal entitlement. This data will be handled under the guidelines of the data protection act and only used by parties directly involved with the implementation of the system. If you have any concerns please contact the school secretary.

Main Benefits

- * Convenient way of paying for school meals. No more looking for change every morning.
- * Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- * Alleviates many of the associated problems with the use of cash in schools. i.e.: Loss, theft and bullying.
- * Specific food allergy ingredients can be barred automatically.
- * Healthy eating is encouraged.
- * Queuing times are reduced through increased speed of service.
- * Automatic free meal allocation with the pupil remaining anonymous.
- * Detailed reports to analyse all aspects of the use of the system.
- * A more efficient delivery of service helps the caterer to provide wholesome, healthy and enjoyable school meals at a low cost.

Principal - Mr David Millar
Homefield Road, Old Coulsdon, Surrey, CR5 1ES
Tel: 01737 551 161 . Fax: 01737 557 410 . www.oasisacademycoulsdon.org



Oasis Academy Coulsdon is sponsored by Oasis Community Learning www.oasiscommunitylearning.org – part of Oasis UK
Oasis Community Learning is a Company Limited by Guarantee registered in England & Wales No 5398529. Registered Charity No. 1109288.
Registered Office: 75 Westminster Bridge Road, London SE1 7HS

Information about ParentPay

ParentPay allows us to accept electronic payments for all Academy items such as your child's canteen account, Academy trips and uniform. This is facilitated by ParentPay (www.parentpay.com).

ParentPay offers you the freedom to make payments whenever and wherever you like, 24-7, safe in the knowledge that the technology used is the highest internet security available. You have a secure online account, with a unique user ID and password. You can change these to something you will easily remember and merge accounts of 2 or more children. A list of frequently asked questions is attached for your information.

Making a payment is easy and simple. ParentPay holds an electronic record of your payments to view at a later date. No card details are stored in any part of the system. Your account is active and you can make online payments straight away.

You are able to view on Parent Pay details of each item of food served, each credit made to the system, for any time period and show a current balance. There is a daily 'spend limit' programmed into the system of **£5.00**, this can be increased or decreased for an individual student by making a written request to the Academy Catering Department.

As a cashless Academy this is our preferred method of payment for all items. In line with the majority of other schools across the country, the Academy no longer accepts cheques.

If you have any queries about ParentPay please contact the Academy finance team direct on 01737 559005 or email linda.bermingham@oasiscoulsdon.org. We will be happy to discuss your queries or consider exceptional circumstances.

Frequently Asked Questions

How do I use ParentPay?

Your child's school will issue you with a unique username and password. Just go to www.parentpay.com and login with these details. Go to 'Profile' and change your password and username to something memorable. Also, register your e-mail address here so we can send receipts of payments and the school can notify you easily when payments need to be made. That's it, now you can start making hassle free, secure payments to your child's school whenever you like.

What cards can I use?

ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

Is it safe to make payments on the internet?

YES. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone! ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither ParentPay nor the school have access to your card details and your card details are never kept by ParentPay or the school.

Principal - Mr David Millar

Homefield Road, Old Coulsdon, Surrey, CR5 1ES

Tel: 01737 551 161 . Fax: 01737 557 410 . www.oasisacademycoulsdon.org

Oasis Academy Coulsdon is sponsored by Oasis Community Learning www.oasiscommunitylearning.org – part of Oasis UK
Oasis Community Learning is a Company Limited by Guarantee registered in England & Wales No 5398529. Registered Charity No. 1109288.
Registered Office: 75 Westminster Bridge Road, London SE1 7HS



How can I check that it's secure?

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom right of the screen. Never enter your card details or personal data on any web page whose address does not start with 'https'.

What about our personal information?

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 08700 420550.

I don't have a home PC so I can't use ParentPay.

Actually you can. Try visiting your local library, internet café, see if you can get access to a computer at work or ask if you can use your schools computers. Many schools have computers available for parents and will even be happy to show you how to use them. You can also try 'over the counter' payments as described above.

For more information visit www.parentpay.com