



Title: Initial information email

Audience: Parents and carers

Channel: Email or Letter

Content:



Dear parents and carers,

St Dunstan's School is constantly looking to improve the student experience. To that effect, we've made the decision to invest in our catering facilities which include a new till system. The aim is to give students a more informed choice about what foods are available to them and encourage them to manage their account balances. We know that parents and carers top-up student accounts but we believe learning to manage the money available is a positive life skill. The new system is completely cloud based, and utilises the most up to date technology in our dining halls. This means that we should be able to serve more students in the time we have available, whilst making a positive impact on our carbon footprint.

This new system will link to the online payment system Parent Pay to keep you informed of available balances for your child(ren). Please note that if students **do not have their QR code cards** they will not be able to go through the till to purchase food. There is not a facility for a child to just give their name as they have been previously. This is to make the process more secure.

Below is some useful information and FAQs to keep you informed ahead of the go-live date of **3 July 2023**.

Please read these carefully.

We'll be sending you further communications in the near future with instructions on how to set up your access to the TillApp.

Thank you for your continued support.

Yours sincerely,

Mrs L Bevan

Headteacher



Frequently Asked Questions

What changes do I need to know about?

Every student will be issued a unique QR code which you'll receive in a separate communication in the near future. Students need to keep this QR code safe. If you/your school take up the use of our TillApp, the QR can be accessed by this mobile phone App. You will be sent communications about how to set the app up for a Parent and for a pupil/child.

After a student has chosen their school meal, students will be required to present their purchase to a member of the catering staff at the till, for payment.

Students will be invited by a member of the catering staff to scan their unique QR code so they can be quickly identified. Please ensure that your child has the card on their person when they go to school. They can take a photo and save this to their phone, or if they'd prefer they can download an iOS or Android app which contains their details. Further information to access this app will be available soon.

A member of the catering staff will confirm the student's name for secondary verification, and record the meal against the student's account. If your child receives Free School Meals (FSM) the process is identical to this to ensure there's complete anonymity.

How can I see my child's account balance?

The new till system will link to the online payment system Parentpay. This shares information about payments made so you can see the balance of your child's account. You will also be able to top-up your child's account using the online payment system too.

An iOS or Android app is available for free for students, parents, and carers. This also includes the unique QR code and PIN for each student. Further information to access this app will be available soon.

How does Free School Meals work with this new till system?

Most importantly, those students who are eligible for Free School Meal will remain anonymous at the till point. The process of recording a meal for an FSM-eligible pupil and a non-eligible pupil is exactly the same. A credit of £2.80 is added to their account every day. They are able to spend this amount on food and refreshments within the school's catering facilities during that day. If they want to make purchases beyond this amount you will need to ensure there's a credit balance on their account which can cover the difference. You can do this by using the online payment system Parentpay.

Is there any more information?

We'll be sending out further communications about the online payment system and the till app shortly. Please follow these instructions to ensure you've got access to your child's accounts ahead of the go-live date of **3 July 2023**. Food and nutrition are important for a child's development and learning. Having access to both the online payment system and the TillApp will keep you informed on your child's eating habits and allow them to purchase school meals.

What should I do if I have any more questions?

Please contact the school office by emailing sgerrard@stdunstansschool.com or going directly through the contact us page on the school website.