



Catering Account Control and Debt Management

In order to control our student's accounts and to prevent debts accruing to an unacceptable level we decided to set out clearly the points at which action **must** be taken to inform the relevant parties (Parents, Guardians and Tutors) of the level to which the debt has built up.

Allowed Overdraft level will be **-£4.00**

This is not to be exceeded without written permission of the Principal

Primary

No student is to run a negative balance in Reception, Year 1 & Year 2.

Any student who shows a negative balance with need to be checked that correct entry details are on ISAMS and Parentpay should be consulted to address this ASAP.

Any student in Years 3, 4, 5 & 6 should remain within their allowed limits if they pay cash for their food. Students account balances will be checked by till operators during everyday service and any student who shows zero or very low funds need to be spoken to by the till operators and reminded to top up their accounts. We will not refuse to serve any student however any student who goes into debt will have ONE week (£10.00) in which to bring their account back into credit.

Secondary

Students account balances will be monitored by till operators during everyday service and any student who shows very low funds need to be spoken to by the till operators and reminded to top up their accounts

When a student reaches zero and moves into the allowed minus limit will be highlighted by the Catering Manager by the means of the NRS 'Account Balances Report' to the Student Services who will contact the parents the same day.

The student will then be given 2 days or £4.00 overdraft allowance in order to get their account in order.

Any student who reaches the allowed limit should be referred directly to their College Tutor for them to contact the parents the same day. Note to be taken of this escalation and which Tutor is dealing with this matter by the Catering Manager.

Any student who's account is not corrected by the above steps will be notified to the Principal's PA

Any student who is beyond the above limits will be refused service by Catering until their account is returned to credit.

