



CASHLESS POLICY

FINANCE

Cashless Policy

Introduction

The College cashless system has been introduced to improve efficiencies and security across the College for both learners and staff. Where possible, the College will work towards being a cashless environment, whilst also recognising that some outlets are public facing and will continue to require a cash facility. A grace period will be in effect during enrolment periods to facilitate new learners and parents, with further arrangements in place for visitors to the College.

Once registered, credits of £5, £10, £20 and £50 can be purchased via the online Portal. These values are imported onto College ID cards, and are available to spend at College outlets. Bursary learners also have their allocations uploaded to their ID card. Staff may also choose a salary deduction method, which automatically uploads to their ID cards.

Equality & Diversity Statement

This policy will not discriminate either directly or indirectly against any individual on grounds of sex, race, ethnicity or national origin, sexual orientation, marital status, religion or belief, age, disability, socio-economic status, offending background or any other personal characteristic.

Benefits

A cashless environment brings benefits across the College; it is safe, secure and convenient for users. The reduced handling of cash results in process efficiencies, less handling errors and reduced bank and collection service processing charges, as well as security for individuals not carrying cash.

The distribution of cashless Bursary allocations ensures that funds are targeted where there is greatest need, and are used for their intended purpose within College; in most cases, travel and subsistence, or utilities through Paypoint; thus removing the temptation to use the funds outside of College.

Top-Ups can be purchased at the most convenient time for the card holder/parent/guardian/carer; available online 24 hours a day, 7 days a week. And for staff, the option of a monthly deduction from payroll is also available.

As College ID cards must be carried at all times, for learners and staff, there is no additional burden. This also encourages individuals to ensure they bring their ID card into College.

Outlets

Cashless facilities are available across all College outlets, except the Arena Sports Hall and Pavilion Sports Park.

All Bistros and Refectories will become completely cashless. However, a short grace period will take effect during enrolment periods, where cash can be taken, allowing learners time to set up their Top-Up accounts. Cash and cashless vending machines will remain at each campus.

The THinc Café has a cashless facility, but for curriculum purposes will retain a cash facility.

The Riverside Salons and Restaurant are public facing, so will retain a cash facility alongside the cashless.

The Arena Sports Hall and Pavilion Sports Park, also public facing, will retain cash vending machines.

Reception will retain a minimal cash facility, so as to facilitate the purchase of Vouchers. This facility is also available for those learners with no bank account.

Refunds

The College operates a no refunds policy. Card holders are encouraged to budget appropriately, especially learners, as they near the end of their course, and to spend any remaining funds. All learner card balances are cleared on 31st July and are not carried forward to the following year.

Staff are also advised to budget appropriately, especially if they are due to leave the College in the near future.

Lost/Stolen Cards

Lost or stolen cards should be reported to Reception immediately. As per College policy, applicable charges will apply for replacement cards.

Upon completion of a Cashless Balance Transfer Form, the identifiable balance remaining on the card at the time of reporting will be transferred onto the new card.

College Visitors

For guests to the College without a College cashless card, cash vending machines will remain at both campuses, stocking a variety of products. Alternatively, small denomination Vouchers may also be purchased at Reception: £2 for a drink and muffin option; and £4 for a sandwich, drink and crisps option. However, the College's no refund policy applies, and visitors are encouraged to budget appropriately. No cash change will be given for purchases lower than the Voucher value.

Learners That Do Not Have A Bank Account

For learners that do not have a bank account, or have found it difficult to obtain a bank account, the College will support their applications, where possible.

These learners will also be able to purchase credits at Reception, in the usual denominations; £5, £10, £20 and £50.

Paying For Credits With Bursary Funds

Paying for Top-Up credits with the Bursary purse is not allowed. This would potentially open the College up to a type of money laundering, whereby government Bursary funds, intended for use in College, could be changed into a cash facility.

Withdrawals/Exclusions

The College's no refund policy applies.

Roles & Responsibilities

Learners and staff are responsible for the proper registering of their online cashless account on the Portal, and the appropriate budgeting of Top-Up credits, and for the security of their College ID card at all times.

The Student and College Services team are responsible for the administration of College ID cards, including the transferring of balances for replacement cards.

The Finance team are responsible for the monitoring and reporting of card transactions and balances, as well as the import of credits for the Bursary and staff amounts deducted from payroll.

The Payroll team are responsible for administering any salary deductions from staff, using the Staff Cashless Top-Up Form. Deductions are credited to ID cards on the normal payroll date, usually 22nd of each month.

Communication

This policy will be communicated to learners through ItsLearning and social media; and to staff via NetConsent; as well as a variety of posters throughout the campuses, which will also inform visitors.

OTHER GUIDANCE

Cashless Guidance
Cashless FAQs
Cashless Balance Transfer Form
Staff Cashless Top-Up Form

DOCUMENT CONTROL

Date of policy: 5th September 2016
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