

**PRESS RELEASE**

**09.01.2020**

**CISRS Card Processing Update**

We would like to provide an update on the current CISRS card administration and processing situation. We would firstly like to thank you for your patience to date and request that you bear with us a little longer.

We realised that transferring the card scheme from one provider to another after 40+ years may throw up some issues, however it is proving more problematic than we envisaged. The change of IT systems, being able to access data properly and the production of the smart cards have all unfortunately added to the delay.

Further testing is currently being carried out and will soon be completed, additional temporary staff have been taken on to help alleviate the backlog of application processing.

Interim non-smart CISRS cards will be from the middle of next week (15<sup>th</sup> January) with smart card production going live in 2<sup>nd</sup> week of February.

Once the system is fully functional non-smart cards will be replaced with smart cards free of charge.

There is a backlog of applications. These are being dealt with on a "First in First out" basis We would request that employers, clients, site agents etc. can show some lenience to those unable to obtain their card immediately and not eject them from site for not holding the card as this is currently out of their control.

If employers, individuals, clients etc. wish to confirm someone has completed training or cards are in the process of being issued, they can ring the helpline **0844 815 7223** or email [enquiries@jobcards.org](mailto:enquiries@jobcards.org) and put "**CISRS confirmation of application**" in the subject line so that it gets to the correct team.

We have been assured that once everything is in place the new card system will be a big improvement on the old system.

We realise that this is a very frustrating situation for all concerned, however we'd ask you to please be courteous to the staff on the helpline, they will do all they can to assist you.

We would like to apologise for the current situation it is very disappointing and would once again like to thank you for your patience.