

PRESS RELEASE

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Update on CISRS Cards

As you are no doubt aware, our incoming card administrator NOCN has experienced numerous data/administrative/technical issues, during the transfer of the scheme from CITB.

These issues have been acknowledged by NOCN, which has placed a public apology on its website.

<https://www.nocnjobcards.org/about/news/statement-from-nocn-job-cards-to-customers-regarding-cpcs-and-cisrs-cards.asp>

CISRS, NOCN and CITB are working together, to address these issues and clear the backlog of card applications from November, December and January. NOCN have taken on additional staff and have extended working hours in order to speed up the process. We are beginning to see progress and are confident that these issues will be resolved in the next few weeks.

Non-Smart Cards Issued

There has been a major problem in checking the CITB Health, Safety and Environment Test status for some individuals. Because of this, NOCN concentrated on processing applications, which did not need these checks to be made. Over 500 Non-Smart CISRS cards were issued last week, however the majority, of these cards were CISRS Overseas cards and UK CPD card renewals, which do not require a CITB test.

Other applications are being dealt with in a "First in, First Out" basis. Non-Smart cards will continue to be issued as an interim measure. The issue of Smart cards will commence in Mid-February. Cardholders who have received a Non-Smart card will be issued with a Smart card Free of Charge when they become available.

On line Card Checker goes live

Processed CISRS applications can be found on the online card checker which is now available on the NOCN website.

<https://www.nocnjobcards.org/card-checker/>

To make a valid search, you must enter two items of information, one of which must be Individual ID/Registration Number or National Insurance Number. For example: Surname & Card Number, Surname & NI Number, DOB & Card Number, or DOB and NI Number.

Any individuals awaiting cards and having trouble accessing sites should email enquiries@jobcards.org using the title "CISRS confirmation of application" to receive confirmation that a complete application has been received and that the card will be issued in due course.

With the transfer onto NOCN every individual will receive a new CISRS/NOCN identification number. This will appear on your card when you apply, renew etc. You will be able to check your records by using your current CISRS ID number.

We appreciate the current situation is very frustrating to all concerned and we are doing everything we can to get the process up to full speed. We thank you for your continued patience and understanding.

Dave Mosley 03/02/20