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# CISRS UPDATES

**February 2020**

## Apology

We would like to reiterate how sorry we are that our customers have experienced problems obtaining CISRS cards in the weeks since the CISRS administration transfer from CITB.

### Card Production

We are now making progress in processing the backlog of applications. We have taken on 12 temporary staff in Sheffield and Kings Lynn and 20 other staff have been working overtime on evenings and at weekends. To date we have printed and despatched over 2,700 CISRS cards to customers.

### Card Checker

Cardholder details will be visible on the online Card Checker within a few hours of an application completing all the necessary checks and being sent for printing.

### Customer Call Volumes

We are still experiencing high customer call volumes, improvements in card processing should ease this significantly in the coming weeks.

Please find an update below to give you more information on the areas we have been working on.

Thank you for all your support during this difficult time,

Apologies again, and kind regards,

**Mark Buckton, Executive Director of Job Cards and Services**

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## CISRS Application Update

### 1. Applications Backlog

We have now printed all historical cards where we have the correct HSE test, photo and CISRS test results that match with CITB/Pearson VUE data. There are still outstanding data issues remaining between CISRS, Pearson VUE and CITB, but these have been significantly reduced and will be resolved within the next 3 weeks.

### 2. New applications

For all applications with correct HSE data, photo and CISRS test results, cards are now being dispatched.

### 3. Card renewals/applications

We are finding a lot of card applications are missing their HSE test, picture or correct CISRS renewal test result. It would help us enormously if you could remind customers to check that applications have all the correct information entered. An extra check will save a lot of time waiting and chasing for a card.

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## Dispatch SMS and/or Email

We are now notifying cardholders who have included their mobile number or email in their application when their card has been printed and dispatched. Please encourage customers to enter mobile numbers and emails on the application form so we can keep them informed.

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# Customer Call Volumes

We are still experiencing high customer call volumes, and whilst improvements in card processing should ease this significantly, please help us to help you:

- Please try emailing to ask for a call back – this will reduce the amount of time you will spend in a queue.
- For **General Enquiries** around CISRS cards, for example: lost, stolen, incorrect or undelivered, please contact [enquiries@jobcards.org](mailto:enquiries@jobcards.org)
- For **Finance enquiries** on invoicing and all things financial, please contact [finance@jobcards.org](mailto:finance@jobcards.org)
- If you have any feedback on how to improve the scheme, please feedback to [marketing@nocn.org.uk](mailto:marketing@nocn.org.uk) and the team will can pass to the relevant department. When the processing is working smoothly, we want to work with all our customers to build the scheme up to new levels of excellence.

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# Online Chat

To try and prevent lengthy call wait times, we now have an online webchat function for customer queries which can be accessed here: <https://www.nocnjobcards.org/contact/>

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# Card Checker Online

We are continuously reviewing card checker and making improvements to new and old data.

Employers and individuals can use Card Checker to see their CISRS history and which categories / cards are currently active.

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Card Checker

# CISRS SMART Card Update

## 1. Near Field Technology (NFC)

Certain categories of CISRS cards are now being issued as SMART cards, and all CISRS cards will be SMART cards by March 2020. The SMART cards feature Near Field Communication (NFC) technology, enabling multiple benefits for cardholders and employers. NFC works by tapping the card on any NFC enabled device – most modern mobile phones and tablets – the cardholder's name, photo, categories/courses and endorsements will automatically appear.

In many cases employers will not need download an app, as the NFC natively works on most Android devices and iPhone XS, XR, 11 and newer devices. If an app is required it is free to download, reducing expense and improving efficiencies for cardholder's and employers. To find out more about how NFC technology works and if your device is compatible visit: <http://cisrs.org.uk/wp-content/uploads/2019/12/NFC-Smart-Card-User-Guide-CISRS-1.pdf>

## 2. Problems activating SMART cards

If a customer has a problem activating the SMART card, they should try a couple of fixes before they contact us:

- Sometimes the chip has not been initiated and so will not scan. Simply tap your card with a valid NFC enabled phone/device and wait for 24 hours - this will solve this problem. The Online Card checker can be used in the meantime.
- If the NFC app on an individual's smart phone has been enabled for a while, to save battery it sometimes goes into sleep mode. To rectify this the NFC function needs to be turned off and on again. This is normally 'Settings', 'NFC and Payments'.
- Very occasionally we have identified a card which does not work despite these checks, and we have replaced them as soon as they have been identified

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