

CPCS Transfer - Frequently Asked Questions

Since the transfer of CPCS to NOCN Job Cards from CITB we have experienced several onboarding issues and can only apologise to you for the delays and long wait times experienced. We have collected a list of our current FAQs in relation to transfer. Our teams are working hard to resolve these issues as quickly as possible and we thank you for your patience during this time.

Apology from the Executive Director of Job Cards

“As the Director responsible for CPCS I would like to again apologise for the issues during the transfer of CPCS. The complexity of such a transition is significant. We tried to minimise this by doing it in December, our quietest month, and by rigorous testing before going live. Sadly, a number of issues have conspired to cause a delay to card printing, some of which we should have foreseen, others that were out of our control. We take full responsibility for all these issues and can state that we are doing all we can to issue cards and to support our customers during this period. We are very close to a resolution on all issues and look forward to when the basic system is 100% so we can work with our customers to produce improvements and efficiencies that will better support you.” Mark Buckton, Executive Director of Job Cards

New Card Printing

Cards are now in the process of being printed, we have printed over 2000 cards so far.

Renewal Card Printing

Normal processing is 15 working days; however, we unfortunately have a backlog. We are currently processing applications from 11th December. We apologise for the inconvenience this may cause and are working overtime to reduce the processing time back to normal levels.

CPCS Test Centre Management System

Incomplete HS&E data – we met with CITB on Friday 10th January and are working to improve the transfer of data to reduce the errors in the system, and additional administrative work. The issue we are having is that we have to match our CPCS records to CITB’s HS&E achievement record using a unique identifier – the National Insurance number. We are using the NI number because it is the most universally well-known number. We have problems where we cannot match some candidates, this is either because we have been given an incorrect NI number or CITB have been given an incorrect NI number / haven’t been supplied with an NI number. We are developing system workarounds but we also ask that you help us to improve this by making sure the correct NI number is given to both us and CITB.

Logins not Working/Being reset – We do know that some individuals have had trouble with their logins. We tried to assist customers by retaining the login usernames and passwords used on the old CPCS On System. We now know that some of the data was corrupted during the transfer, this we believe has been put right, if not please get in touch with Named Contact in the CPCS Customer Service Centre.

We have identified a common issue that individuals are sharing logins and changing the passwords without informing the other staff member. This will obviously cause individuals to be lock out of the system. Please only use your own login and contact us for a new personal one if you need.

This issue has been resolved now with only individual ad hoc requests coming through.

Please note we are also working to make continuous improvements to the customer journey on the CPCS Test Centre Management System.

Pearson VUE

We have escalated the issues customers have raised regarding PearsonVUE:

- PearsonVUE are providing further training and assessment for their customer services team
- PearsonVUE have set up a dedicated phone line for the NOCN CPCS Renewal Test, that went live on the 1st January
- View the full update here: <https://www.nocnjobcards.org/help-and-support/bulletins/update-on-cpcs-renewal-test-booking-line.asp>

The Vice President of PearsonVUE has responded to us and they are making the following changes within their operations:

- We have a new dedicated NOCN number routing to the call centre from the 1st January – 0344 499 1900
- We have followed up with all call centre agents to ensure they understand the details on the client guide and key support points for NOCN.
- We shared a NOCN quiz with the agents to certify they are knowledgeable on the programme. All agents will be required to take and pass the quiz.
- Once the dedicated line is live, our Quality team will review NOCN calls and meet weekly with the call centre's Quality team on results. This will continue until we are satisfied with agents' performance.

For any special assistance needed, please note that you can book voiceover online or over the phone with Pearson VUE, if a reader is required or a separate room please email the candidate name and test they wish to take to product@jobcards.org with your request and supporting information.

'In flight' Applications

Some of the 'in flight' applications that were being processed during the transition did not have all the information added that was required due to the process sequence on the old system. This included card colour, photos being added, HSE tests being signed off. NOCN has contacted nearly all the centres to gain this information and will continue to try to contact any outstanding. The majority of these issues have been resolved and we are still working on the remainder. The ones that are left are connect to other issues such as missing HS&E data.

Browser Issues

We have also been told that users have found the system sometimes stops working. This is due to the age of the users' hardware, broadband speed, firewalls and the browser used. Our Systems provider have informed us that Quartz is most stable when using the 'Chrome' browser.

Find a Test Centre

[Our](https://www.nocnjobcards.org/help-and-support/test-centre-search/) Test Centre search is fully operational and you can find it at this link: <https://www.nocnjobcards.org/help-and-support/test-centre-search/>

Card Checker

Please continue to use CITB Card Checker <https://www.citb.co.uk/courses-and-qualifications/check-a-card-training-record/online-card-checker/> The NOCN Job Cards version will be launched in the New Year.

Phones and Enquiries Inbox

Due to these issues and our centres feedbacking information, thank you for this, the 'enquiries' inbox and the phone lines have been very busy. Please be assured we will get to all of the customer contacts in time and provide a resolution.

We have been told that individuals have incurred a high cost due to having to wait on an 0844 number. We gained this number from CITB and can't remove it as it appears on so many old cards. We have introduced the 0300 999 1177 number to give individuals a cheaper alternative. Please can you tell your customers to use this line instead.

CPCS number

When you receive your new SMART card, it will have a different number to any previous card you have held. This is because the number on your old card is a CITB number that relates to CITB systems that are no longer in use. Your new number will be in this format 4XXXXXXX.