

## **CISRS Coronavirus Update**

With the acceleration of the coronavirus situation over the last few days we fully understand that some CISRS training centres are starting to cancel/reschedule courses.

Obviously, we want centre staff and course delegates to be as safe as possible, so please ensure you follow all Government and World Health Organisation advice.

Ultimately the decision to close the centre or cancel training currently lays with the provider although this decision may be taken out of your hands if the Government imposes stricter measures.

Please be assured CISRS will look to support both candidates and providers in this period.

It is difficult to envisage the disruption this virus will cause but we will be adopting a pragmatic approach to issues which may arise. For example, if a core scheme course Part 1, 2, Advanced is ended prematurely, e.g. after 6 days we would not expect the person to repeat the full course.

If someone's card expires as their CPD course is cancelled we will ask them to contact the CISRS Administrator [laura.weekes@cisrs.org.uk](mailto:laura.weekes@cisrs.org.uk) with details of the cancelled booking and we can provide them with a letter confirming qualifications and asking for them to be allowed to work until they are able to renew their cards after completing the re scheduled course.

As the situation is changing constantly, rather than try to pre-empt situations, we will deal with issues on a case by case basis, where a certain approach and solution becomes the standard response, it would then be rolled out to all providers and delegates, ensuring fair treatment for all.

UK CISRS Audits are currently still going ahead, however Overseas centre audits are beginning to be affected. We will grant an accreditation extension to centres with approaching expiries and look to arrange audits as soon as we are able.

Going forward CISRS office staff will be working from home. The phones are unmanned at the moment, but we are looking to redirect calls to mobiles as soon as possible and normal service should remain in place.

Currently NOCN staff are working as usual and are putting contingency plans in place should they move to home working which will again allow the service to continue.

Please be assured that we are here to assist but would request you to email any queries at this time to: [enquiries@cisrs.org.uk](mailto:enquiries@cisrs.org.uk)

For card application issues contact the CISRS Helpline on 0844 8157223 or [enquiries@jobcards.org](mailto:enquiries@jobcards.org)

For delegates concerned about course cancellations/rescheduling please contact your provider directly.

We are hoping for a safe and speedy conclusion to the current situation

For further updates please visit [www.cisrs.org.uk](http://www.cisrs.org.uk)