

## **FISS/CSCS - Frequently Asked Questions**

**Q - I have both the VRS Qualifications and the General Fencing Qualifications will I get two cards.**

A – No you will get one card with both pathways on the cards.

**Q – I am a Supervisor but have Installer qualifications in accordance with the Blue Card will I get two cards.**

A – No your Gold card will have the Blue Skills added to your gold card.

**Q – I am a Manager who have has Blue Skills and or Gold Skills will I get more than one card.**

A – No your Black Card will have either your Blue or Gold Skills on the Black Card. Where you hold both Blue and Gold Skills both will be on your Black Card.

**Q -How will my application be processed?**

A - Applications received will be managed by the Lantra administration team. Any errors identified in the application paperwork will result in the paperwork being returned and the applicant will have 90 days in which to rectify the error(s) and return the paperwork to Lantra.

Note: The card application fee of £30 Inc. VAT (current fee at the time of writing) is non-refundable. This will be banked by Lantra at the start of the card application process at which time the 90 days will commence.

**Q - How do I renew my card?**

A - Cards must be renewed before the expiry date.

There is a six-month period of grace after the FISS/CSCS card has expired for the holder to renew it. After this time the cardholder ceases to meet the FISS/CSCS requirements of the scheme.

Applications received within the timeframe noted above will be processed. Any errors identified in the application paperwork will result in the paperwork being returned and the applicant will have 90 days in which to rectify the error(s) and return the paperwork to Lantra.

The card application fee of £30 Inc. VAT (current fee at the time of writing) is non-refundable. This will be banked by Lantra at the start of the card renewal process at which time the 90 days will commence.

Under exceptional circumstances an appeal may be made. All appeals should be made in writing directly to the Chair of the FISS/CSCS committee at Lantra. See appeals section below.

See how to renew your card [here](#)

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### **Q - What is the initial application process?**

A - To apply for a FISS/CSCS card, the training/qualification requirements detailed as follows:

- Labourer Green Card Route [here](#)
- Trainee Red Card Route [here](#)
- Installer Blue Card [here](#)
- Supervisor Gold Card [here](#)
- Managers Black Card [here](#)

The application form will be checked and processed by Lantra. If the application has not been completed correctly, or additional information is required, the application form will be returned with a request for further information. The applicant will have 90 days in which to remedy the error, after which a further fee will be required.

### **Q - Can my card be withdrawn?**

A - The card remains the property of Lantra. The card is issued to and should be kept by the named cardholder. Lantra, in liaison with the FISS/CSCS Committee, reserves the right to withdraw a card.

### **Q - How do I complain or appeal against decisions?**

A - If there is a dispute, under exceptional circumstances, the matter should be provided in writing to Lantra. Disputes that Lantra cannot resolve will be referred to the FISS/CSCS Committee, whose decision shall be final.

Mandatory documents for appeals:

- An up to date copy of your Curriculum Vitae (CV) i.e. a full work history and details of qualifications you may have achieved
- Testimonial from your current and/or previous employer. If you are self-employed and do not have a previous employer, please include a testimonial from a person/company that has contracted or sub-contracted work to you
- Card history
- A copy of relevant Health & Safety training
- A copy of your CITB Constructions Skills Health, Safety & Environmental test pass confirmation letter
- A detailed letter, with supporting evidence where relevant, explaining the circumstances that prevented you from applying for renewal at the time of expiry of your previous card
- A cheque for £50 plus VAT (current fee at the time of writing) to process the appeal (non-refundable) – see additional notes below

If your Appeal is upheld, you will need to send in your application form with all supporting paperwork and a card application fee of £30 Inc. VAT (current fee at the time of writing).

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### **Q - What if I lose my card?**

A - Lost cards can be replaced. Apply in writing or email to Lantra to order a replacement card. Applications are priced at £30 Inc. VAT (current fee at the time of writing).

Email to [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk) with the following information:

- Name
- Date of Birth
- National Insurance Number
- FISS/CSCS Registration Number (if available)

### **Q - What is the cost of a FISS/CSCS card application?**

A - All FISS/CSCS applications are priced at £30 Inc. VAT (current fee at the time of writing).

### **Q - Is my personal information retained?**

A - Lantra retain achievement records for the purposes of producing cards and certificates.

### **Q - What if a fraudulent card is suspected?**

A - If anyone is presented with what they suspect to be a fraudulent FISS/CSCS card, they should contact Lantra at [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk)

### **Q - How do I read a smart card?**

A - Use a card reader, mobile phone or tablet device with the 'Go Smart' software installed. Download the app from the following link: <https://download.cscsreader.co.uk/>