

Security Service

Issue of Security Access Control Cards

Introduction

All Queen Mary Staff are issued with an access control card, which allows access to secured areas on any site as agreed by an authorised person. This card is also the individual's photo I.D card and College Library card.

The initial card is issued to the individual from the Security Control Rooms upon receipt of a completed access control application form which is available from the Security website <http://www.security.qmul.ac.uk/Downloads/index.html>

All cards collected are issued with a card-holder and chain for the purpose of the owner to display the card. The card owner will also sign for the card.

We are currently issuing free of charge approximately 1000 cards per 3-4 months; this includes issued cards as;

- First card issued for new members of staff
- Additional card for a forgotten cards where access is via a card 24/7
- Replacement for a lost cards
- Replacement for a stolen cards
- Replacement for a broken cards
- Replacement for a faded cards
- Replacement for a personal name change
- Replacement for a job title change

ARCS issue all student cards at enrolment generally at the start of each academic year and at various set times throughout the academic year. Students are charged £20.00 for a replacement card with the exception of cards that are stolen providing the student produces headed letter from the police with the Crime Reference Number (CRN). There are occasions whereby students are not charged due to exceptional circumstances.

Security Service – Charge for Replacement Cards

The Security Service will charge a fee of £20.00 to replace staff cards. This charge will be used towards the purchase of the new cards. The charge will be made for the following replacement reasons;

- Lost card/forgotten card
- Personal name change
- Dept/School/Job title change
- Damaged card where it is evident that it has not been looked after.
 - Bent or buckled in a purse or wallet (not in the issued card holder)
 - Left in pocket and gone through a washing machine
 - Hole punched

Cards that are stolen will be issued free of charge on production of a (CRN) issued by police and evident on police headed paper.

Payment

On occasions whereby Department/School/Job title has changed there may be bulk cards to change and an inter-department cross charge will be made by the Security Service.

For all other replacement cards the individual must make the payment to the Cashiers Office on the 1st floor of the Queens' Building before a card is created. Under no circumstances will money be taken by security staff.

The individual must complete the appropriate form and take it to the Cashier's Office Queens' Building 1st floor and make a payment of £20.00. The form will be available to download on the Security website or collected in person from the Security Control Room.

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