How to get your Sentinel card photograph approved first time

When choosing or uploading photographs to an individual's Sentinel profile, avoid the cost and inconvenience of Sentinel card rejection by:

- Using a good quality Webcam or digital camera
- Taking photographs in a well lit environment, and
- Against a plain light coloured wall as a background

It is not advisable to scan an existing printed image or use a digital photograph of a printed photograph due to the resolution loss that results from reproduced images.

Here are some more common questions around card rejection:

1. Why does the photo need to be passport standard when my current photo in Sentinel does not meet this new standard and the NCCA images we have submitted have always been accepted?
Since the launch of New Sentinel in 2013, the photos guidelines have always been aligned with the Government's requirements for passports or other official photo id. Our cards need to be passport standard as we have had some issues with fraudulent Sentinel cards being presented on poorly lit work sites that coupled with poor quality photograph images have made it difficult for the COSS or responsible person in charge to challenge.

2. How come we have to pay the card charges twice when we as a sponsor only receive one card?
Due to the cost of the technology contained within each individual smart card, coupled with the cost associated in printing each new card, regretfully we cannot refund the value charged to the sponsor for Sentinel cards that have been printed and subsequently rejected due to the image quality. The photograph requirements are clearly displayed on screen before photographs are uploaded into the database and again before each card is ordered.

3. Wouldn't it be a good idea to check the photo will be accepted before the ordered card is printed? Wouldn't that solve the issue of having to charge sponsors twice?
Absolutely, we encourage all sponsor administrators to check the photographs against the standards criteria displayed before each sentinel card is ordered. Unfortunately we do not currently have the facility to preview cards before they are printed as in the interests of the quickest possible dispatch, requested cards join a print queue automatically once the sponsor has pressed "Request". Due to the volume of cards processed, reviewing each and every card photograph before printing would significantly increase the handling time involved, increase production and overall card costs and delay despatch for all Sentinel cards.