



VICTORIA POLICE

Private Security Newsletter

L I C E N S I N G & R E G U L A T I O N D I V I S I O N D E C E M B E R 2 0 1 5

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HOLIDAY OPERATING HOURS

LRD's customer service phone line and front counter service will close from 22 December 2015 and reopen on 4 January 2016.

All enquires during this period can be [emailed](#) to the Licensing & Regulation Division.

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A message from the Acting Superintendent

Summer is always a busy time for the private security industry. As the community slows down and enjoys time off over the Christmas and New Year period, the private security industry goes to work. Peak trade across the retail, hospitality and entertainment industries mean larger crowds, increased cash movements and more organized events. This all places increased demand on private security businesses.

All too often LRD, sees businesses asking employees to undertake activities that they are not licensed for in order to meet increased service demand. Stretching resources in this way can result in heavy penalties for business and individuals and places everyone at risk.

Private security business licence holders should make full use of the [Register of Licence, Registration and Permit Holders](#) to regularly audit the sub-activities of their employees and individual licence holders should think twice before risking their livelihoods for a few extra dollars by undertaking activities which are not stipulated on their licence.

Private security is a growing industry and LRD has seen some unscrupulous operators take advantage of their employees. We also aware of some licence holders who have not complied with their obligations. When LRD investigates illegal and improper practices we take action but I encourage the hard working and honest people in the private security industry to add to our knowledge base. If you know of people or providers who are operating in a manner that does not reflect the trust placed upon them through the licencing process, tell us about it. You can [email](#) LRD directly or call Crime Stoppers (1800 333 000) if you prefer.

As we celebrate over the festive season, I thank in advance the hard working and compliant security providers who will help keep us safe. The work done by private security is often overlooked. Recent world events have shown us diligent and ethical security personnel have an important role to play in helping make our State a safe and secure place to live.

I wish you a very safe and happy Christmas season.
Richard Koo
Acting Superintendent

Notice of front counter service

LRD no longer operates a drop in counter service for general enquires or application submission. If you need assistance from LRD please call, email or write to us. Applications and supporting documents will not be accepted in person.

All private licence applications and renewals must be submitted by post.

General information

Tips to avoid delays on individual licence applications

We understand that when you submit an application for a new private security licence you want it processed as quickly as possible.

Failure of applicants to review their application forms prior to submission means that applications are often received incomplete, or non-compliant. This has an enormous impact on the amount of time it takes to process and approve all applications.

There are a number of simple things that you can do to make sure that your application is not significantly delayed:

1. **Get organised**

You will need to provide a number of supporting documents with your application. Identify what you will need and get copies certified before you fill out the application form.

Remember when you are copying your documents they must be single sided and the certification must be on the same side as the information.

2. **Read the application form**

Answer all the questions on the form and sign the acknowledgement at the end.

Applications that are sent to LRD with questions unanswered prevents us from processing your application.

3. **Use an appropriate suitability referee**

You need to provide suitability references from two different referees.

Suitability referees must have known you for at least 12 months, not be related to you by

birth or marriage, know you well enough to be able to attest to your character and have a specific, prescribed occupation.

Consider the people who you are asking to be your suitability referee. For example your tax accountant might have known you for more than 12 months and have a prescribed occupation but probably aren't best positioned to attest to your suitability if they only meet with you once a year.

A list of these occupations can be found on page two of the suitability reference [form](#).

4. **Get your documents certified properly**

Documents **must** be certified with the exact phrase 'I certify that the document presented for certification is a true copy of the original'.

The certification phrase, signature and details of the certifier **must** be on the same side of the paper as the copy of the document.

5. **Show us who you are**

We need to see 100 points of identification to confirm your identity.

You must provide at least two different ID documents. One document **must** be a primary identification document like a passport or birth certificate. Secondary documents **must** include your current residential address.

A full list of documents that can be used to establish your identification is located on page four of the application form.

If you don't show us who you are we can't process your application and we will need to return it to you to fix and resubmit.

6. **Use an acceptable identification referee**

Your identification referee must have known you for a minimum of 12 months and will

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only be accepted if they have a specific, prescribed occupation.

A list of [acceptable identification referees](#) can be found on page five of the application form or on our website.

Whoever is nominated as your identification referee in part seven of the application **must** be the same person who certifies your identification documents and you **must** complete part seven of the application in each other's presence.

7. **Re-read the application form again**
If you haven't completed all components of the application form correctly we can't process your application. Check over your application and fix any mistakes to avoid delays.

Renewing your private security licence correctly

Renewals for private security licences are sent to the listed postal address of a licence holder six weeks before a current licence expires.

Failure to renew your licence before it expires for any reason will result in you needing to lodge a whole new application and you will be unable to work until this new application is processed and approved.

Renewing your licence is easy if you follow the following steps in order:

1. **Keep your current postal address up to date**
If you change your postal address at any time you must advise LRD within seven days of the change in writing. We can only send renewal applications to the postal address we have on record.

2. **Return the completed renewal notice to LRD by post**

If you require an amendment to your payment notice because it is incorrect do not pay it. If the change is due to visa or residency changes, return your renewal application with evidence of your change in status to LRD without delay. Do not make payment for your licence until you receive a new payment notice.

If you delay returning your renewal application, LRD will not have enough time to issue a payment notice and this will result in your licence expiring due to non-payment.

3. **Make payment for your licence renewal**
Payment for private security licence renewals must be made at a Westpac Bank branch by cash or bank cheque.

4. **Have your photo taken**
Once you have made payment for your licence you will need to attend a VicRoads photo-point to have your photo taken.

Once you have had your photo taken you should receive your plastic licence at your postal address within ten business days. Plastic licences will not be issued on the spot under any circumstances.

Application to vary activities

Individuals who are submitting applications to vary activities on their private security licence need to demonstrate they have completed the required training for the additional activity they wish to be licensed for.

This requirement can only be fulfilled by providing LRD with a certified statement of results via post.

Licence holders wishing to add armed guard activities to their licence should be aware that they must also provide a letter of endorsement from their employer.

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Change of details

An individual private security licence or registration holder who changes their postal address is required by law to notify Victoria Police in writing within seven days.

You can post, [email](#) or fax a completed Change of Detail [form](#) to LRD or submit a letter detailing your full name, licence number and changes. Changes will not be accepted by phone.

Name changes made by marriage or deed poll must be accompanied by a certified certificate authenticating your name change.

Notification must be made to LRD directly. Informing VicRoads of changes to your details will have no impact on your private security licence.

Fingerprint requirements

It is a legislative requirement that fingerprints must be taken for all new private security applications and for certain persons associated with private security businesses.

If a private security licence is cancelled or is left to expire, the fingerprints that were taken with the initial application are destroyed after six months.

Individuals who fail to lodge a new application within six months of their licence expiring or being cancelled will be required to submit a new set of fingerprints at their own cost.

The process of resubmitting fingerprints will require applicants to obtain a National Police Certificate that has checked their name and fingerprints nationally.

When completing the National Police Certificate application [form](#), applicants should select a name and fingerprint record search in section A and in section E write 'private security licence'.

Information relating to the current processing times and costs for national name and fingerprint checks can be found on the Victoria Police [website](#).

Handgun requalification reminder

It is a condition for licence holders who have a private security handgun licence to complete a security industry firearms requalification every 12 months.

Attendance at a requalification course must be undertaken no later than the date of the course completed in the previous year.

For example, if you complete a course on the 1 December 2015, you must complete your next requalification course on, or before, 1 December 2016.

Licence holders are responsible for providing LRD with a copy of their requalification certificate within seven days of attending a qualification course. Certificates can be [emailed](#) to LRD, care of the Compliance Support Unit.

Registered training organisations are able to submit completion certificates on behalf of a licence holder, however, we encourage individuals to confirm with RTOs that this has occurred within seven days of your attendance.

Failure to provide evidence of requalification to LRD within the appropriate timeframes will result in suspension of your licence.

Definitions

It can be tricky to understand the difference between the many terms used in the *Private Security Act 2004*, (the Act) especially ones like, licence or registration and individual or business.

The Act stipulates that there are two different classifications which can be issued by Victoria

General information

Police that permit private security activities.

The first is a licence and the second is a registration. Which one you need depends on the type of activity you are undertaking.

A **licence** is required for Class A security activities. Class A activities include:

- security guard;
- bodyguard;
- crowd controller;
- private security trainer; or
- investigator.

Individuals employed to perform any Class A activity must have a Private Security Individual Licence.

Businesses that provide the services of other people to perform any Class A activity must have a Private Security Business Licence.

A **registration** is required for Class B security activities. Class B activities include:

- security equipment installers; or
- security advisers.

Individuals employed to perform any Class B activity must have a Private Security Individual Operator Registration.

Businesses that provide the services of other people to perform any Class B activity must have a Private Security Business Registration.

But what is a **business** and who is an **individual**?

An **individual** is a person who has been given authority by Victoria Police to carry out any Class A or Class B activity.

An individual can only carry out activities for which they have been given the authority.

For example, a private security individual licence holder who has the activity of unarmed security guard but not control room operator cannot be

employed by a business to carry out control room operator activities.

A **business** is a company or sole trader that has been given authority by Victoria Police to provide the services of other licenced individuals to carry out any of Class A or Class B activity.

A business can only provide services for activities for which they have been given authority to carry out. For example, a private security business licence holder that has the activity of armed security guard services but not monitoring services cannot set up a control room.

A business should only employ individuals who have the correct authority to carry out the services they are providing. For example, a private security business that provides both armed and unarmed guard services should not place an individual who only has the activity of unarmed guard on their individual licence in the position of an armed guard.

The difference between a control room operator and a monitoring operator can also be confusing.

A **monitoring room operator** is somebody who utilises a security system such as CCTV, closed monitoring system, radios or other similar devices to guard property. When presented with an incident, monitoring room operators do not attend in person but instead call for respondents to attend the incident.

A **control room operator** is somebody who utilises a security system such as CCTV, closed monitoring system, radios or other similar devices to guard property but unlike a monitoring room, a control room operator can respond in the first instance.

In short, monitoring room operators are not authorised to attend incidents they view on a monitoring system, but a control room operator can and/or does respond to an incident. Both monitoring and control room operators should call for police assistance if required.

Registered Training Organisations

New condition to private security business licences

As of 2 November 2015 a new condition was added to the existing list of conditions currently imposed on a private security business licence.

Condition 15, states:

'The licence holder and all trainers and assessors employed or contracted by the licence holder must ensure that all training and assessment for licensing activities is conducted in English. Training and assessment includes, but is not limited to, all oral and written tasks, discussions and scenario training.'

It is the expectation of LRD and the general public that relevant training and assessment necessary to achieve the required qualifications to be granted a private security licence be conducted in English.

This condition has been imposed to ensure that all private security licence holders can communicate effectively with colleagues and the public.

A complete list of the conditions can be downloaded from our [website](#).

Reporting requirements

RTOs are obliged to provide specific information regarding proposed and completed training to LRD in an approved format. These requirements are obligated under the general conditions imposed upon private security business licences.

Condition 8, states that:

'The licence holder must supply details, emailed in the required format, of any proposed training courses being undertaken by the licence holder for the purposes of security licensing not less than 48 hours prior to training commencing. (The required information will consist of the date, location and course details).'

Condition 9, states that:

'The licence holder must supply a list of students, emailed in the required format, who have been issued qualifications for the purposes of security licensing to be sent to LRD within 7 days of the issue of the qualification. (The required information will consist of the students' full name, date of birth, qualification issued, document number and date of issue).'

To assist RTOs complete these reporting returns, templates for [proposed training](#) and [completed training](#) are available on our [website](#).

RTOs should use these templates to complete their returns. Once completed, returns must be supplied to LRD via [email](#) to lrdrtoreturnsoic@police.vic.gov.au.

Please note that this is a dedicated email address for RTO returns. Any other correspondence forwarded to this address will be deleted without actioning.

In 2016 LRD will commence a review of these two conditions and will seek feedback from RTOs in due course.

Venue, scope and trainer applications

[Assessment of trainer applications](#), [training venue applications](#) and [additional course applications](#) will be assessed within 28 days of being received by LRD.

LRD recommends that RTOs submit these applications with a minimum of four weeks before they are required.

Venue, scope and trainer applications must be submitted in hard copy via post. Electronic submissions will not be accepted under any circumstances.

RTOs

Businesses

Approval of trainers for licensed private security businesses

It is a condition of a private security business licence holder with the activity of trainer that all individuals they wish to employ as security trainers are approved by LRD prior to their appointment.

This requirement is imposed upon a private security business to ensure that the trainer is able to deliver training that meets the Australian Skills Quality Authority standards.

In 2016 LRD will commence a review of the approval process for trainers.

It is intended that any changes made from this review will result in clearer guidelines for RTOs around the approval process.

LRD will seek feedback in relation to any proposed changes as these guidelines are developed.

RTO Forum

LRD is proposing to hold an RTO forum in early 2016 to provide RTOs with the opportunity to discuss any training related issues with LRD.

To assist LRD in convening a forum that is beneficial for RTOs and LRD, we invite you to forward discussion topics for inclusion on the agenda to LRD for consideration.

Submissions are requested to be made in writing via [email](#) by 31 January 2016.

Case study

In March 2015, LRD conducted a number of audits on private security businesses in north-west Victoria. During these audits LRD identified a business that was providing monitoring services without having the activities endorsed on the business licence.

To provide the monitoring service they were offering, the business was employing a number of individual licence holders who did not have the activity of control room operator or monitoring centre operator approved on their licence.

Carrying out activities that are not authorised on a business licence can have significant financial penalties for a business and could result in the cancellation of a business licence.

Ultimately, a business can be found liable for employing staff contrary to activities listed on their individual license. It is vital for private security businesses to conduct regular checks on their staff. Checking the approved activities of a licenced staff member can be done by utilising the online Register of Licence, Registration and Permit Holders.

In addition to providing monitoring services, the business also provided armed guards for cash-in-transit duties. Whilst they were authorised to provide these services the handguns used by the business armed guards were stored in the same safe as other valuables. As a result of the shared storage, individuals working at the business who did not have a handgun licence were able to freely access the safe used to store the firearms.

Private security businesses that have corporate handguns should be storing these firearms in accordance with the *Firearms Act 1996* and have an obligation to be aware of the exact location of their handguns. At no time should an unlicensed individual be able to access handguns owned by the business.