



CONTENTS

Image Quality of Emailed Renewal Applications	2
Changes to Firearm Re-Qualification Timelines	2
Units of Competency Updated	3
Fee Schedule Updated	3
Auditing Licence Endorsements and Sighting Licence Cards	3
RTO Course Submission	4
RTO Approved to Deliver Guard with Dog Training	4
National Firearms Amnesty	4

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New Private Security Licence and Registration Applications Move Online

On June 29, the Licensing and Regulation Division (LRD) replaced manual application forms for all new business and individual licence and registration applications with electronic forms completed online using the newly developed Victoria Police eServices Portal.

To successfully register for an eServices Portal account, new applicants will be required to indicate what type of authority they are seeking to apply for, answer basic eligibility questions relevant to that authority and provide a unique email address.

Only after a person registers for an eServices Portal account will they then be able to access and complete new application forms.

Once an application is completed a copy will be sent to the email address used to register the eServices account.

Similar to the lodgement of online passport applications, the emailed copy of the completed applications will need to be printed and sent to LRD by post with all supporting documents for assessment.

Superintendent Paul Millett said that the move to online application forms will be a significant improvement for the security industry as well as LRD.

“The move away from manual application forms for new private security licences and registrations has been a long time coming,” Supt. Millett said.

“Last financial year we saw up to 30% per cent of all new applications returned because the applicant had failed to complete the application form properly or provide the required supporting documents.

“As all existing licence and registration holders will be aware, LRD can only begin to assess an application once it has been submitted with all supporting documentation and time spent sending applications back to people so they can address non-compliance matters in their application is inefficient.

“eServices will reduce this issue significantly.

“Applicants won’t have to struggle to determine for themselves which section of the form they need to complete as the intelligent eForm will only present questions applicable to the type of authority they are applying for.

“The eForms will limit delays caused by incomplete or non-compliant applications by preventing an applicant moving through the form without providing relevant information and requiring them to acknowledge what supporting documentation they are required to provide in order for the Licensing and Regulation Division to assess their application.

Superintendent Millett indicated that while not all private security application forms will be available with the launch of the eServices Portal the number of forms available on the portal will increase in time.

“To start with, we have limited the forms available on the eServices Portal to new licence and registration applications,” Supt. Millett said.

“Other forms, including firearms application forms and renewal applications and increased functions to the eServices Portal will be added over time.”

The requirements and costs for new private security licences or registrations will not change with the introduction of the eServices Portal.

To be eligible for a licence or registration, applicants must demonstrate appropriate work rights, completion of training competencies and meet probity requirements.

Manual applications will continue to be accepted and processed until July 26.

From 27 July, manual applications received by LRD will be returned with instructions to complete an application online.

Renewal applications will continue to be sent to the recorded postal address of licence and registration holders eight weeks prior to the expiry of their current authority.

For more information and to access the eServices Portal visit: www.police.vic.gov.au/eServices

Image Quality of Emailed Renewal Applications

Renewal applications for licences and registrations submitted by email must be of readable quality and the Licensing and Regulation Division requests that **all documents provided by email are scanned and not photographed on a smart phone.**

Documents that cannot be understood or read cannot be assessed which may result in the expiry of a licence or registration even though the application was sent on time.

Changes to Firearm Requalification Timelines

From 1 July 2017, Security and Prison Guards who hold a firearms licence for occupational purposes will have the expiry of their annual training set to a common expiry date of 30 June each year.

The move away from expiry dates set 12 months from the date of training completion has been made following feedback and consultation with industry by the Licensing and Regulation Division.

Security and prison guard licence holders who hold a firearms licence for occupational purposes will still be required to complete annual requalification training, however, under the changed licence condition requalification training can be completed at a time that best suits their needs.

Provided evidence of the training is supplied to the LRD the expiry date of the completed training will be updated to 30 June of the next financial year.

By setting a common expiry date employers will be better able to manage requalification training for employees and the requalification process will be streamlined for individual licence holders.

Licence holders affected by this change are reminded that it is their responsibility to ensure that LRD is in receipt of their training requalification certificate within 7 days of completion.

For more information visit:

www.police.vic.gov.au/content.asp?Document_ID=25328

Have an enquiry about your licence?

For privacy reasons LRD can only discuss information about a licence with the holder of the licence, the nominee or nominated person listed against a licence. If you have an enquiry but don't have time call us you can send us an email

licensingregulation@police.vic.gov.au

Units of Competency Updated

On 18 January 2017 the updated Property Services Training Package developed by Artibus was endorsed by the Federal Government.

This has resulted in changes to eight units of competency across six of Licensing and Regulation Division's recognised security training courses.

Until 18 January 2018 we will accept either the old or the new units of competency for licensing purposes. After this date we will only accept the new units of competency.

The Victoria Police website has been updated with the information below. You can view the page at: www.police.vic.gov.au/content.asp?Document_ID=33650

- **TLIE2007A** Use Communication Systems has been updated to **TLIE2007** Use Communication Systems
- **BSBCUS401A** Coordinate implementation of Customer Service Strategies has been updated to **BSBCUS401** Coordinate implementation of Customer Service Strategies
- **BSBITS401A** Maintain Business Technology has been updated to **BSBITS401** Maintain Business Technology
- **BSBADM409A** Coordinate Business Resources has been updated to **BSBADM409** Coordinate Business Resources
- **BSBCUS401A** Coordinate Implementation of Customer Service Strategies has been updated to **BSBCUS401** Coordinate Implementation of Customer Service Strategies
- **BSBINN301A** Promote Innovation in a Team Environment has been updated to **BSBINN301** Promote Innovation in a Team Environment
- **BSBMGT403A** Implement Continuous Improvement has been updated to **BSBMGT403** Implement Continuous Improvement

- **BSBSMB401A** Establish Legal and Risk Management Requirements of Small Business has been updated to **BSBMB401** Establish Legal and Risk Requirements of Small Business

Fee Schedule Update on 1 July

The fee schedules for all licences, registrations and permits issued by the Licensing and Regulation Division are reviewed on 1 July each year.

Fees are set out by the legislation relevant to their application and calculated in accordance with fee units determined by the Victorian Department of Treasury and Finance.

The 2017-2018 Private Security Fee Schedule can be accessed from: www.police.vic.gov.au/privatesecurityfees

Auditing Licence Endorsements and Sighting Licence Cards

Private Security Businesses are responsible for ensuring that their employees are the holders of valid and appropriately endorsed licences every time they are engaged to carry out private security activities.

This responsibility includes ensuring that any person employed to complete armed guard activities is also the holder of a valid firearms licence issued for the genuine reason of security guard.

In addition to sighting physical licence cards, employers should be using the Register or Licence, Registration and Permit Holders to audit their employee's licence status.

Firearm licence details of security guards endorsed to perform armed guard activities are not available on the public register. Employers should be physically sighting the plastic firearm licence for every person before they issue a firearm.

Photocopies of licences should never be accepted as proof of an individual's licence.

Updated VicRoads? Update LRD.

Updating VicRoads of a changes to your details doesn't automatically update your security licence details. Details changes must be made to LRD in writing so send us an email at licensingregulation@police.vic.gov.au Remember to include your full name, licence number, and new address details.

RTO Course Return Submission

All Registered Training Organisations (RTOs) are reminded that the nominated Course Return email address is only to be used for the submission of RTO Condition 8 & 9 course commencement and qualification notifications.

Correspondence sent to this email account that is not related the submission of returns will be deleted without actioning.

General enquires and all other email correspondence from RTOs should be sent to licensingregulation@police.vic.gov.au.

For more information about Course Returns and to download Course Return templates visit: www.police.vic.gov.au/content.asp?Document_ID=38044

RTO Approved to Deliver Guard with a Dog Training

In February, the Licensing and Regulation Division (LRD) approved the first Registered Training Organisation (RTO) to deliver the following two units of competency required as part of the Certificate III-Guarding with a Dog qualification:

- **CPPSEC3010A** – Manage dogs for security functions; and
- **CPPSEC3011A** – Handle dogs for security patrols

Currently, the newly approved RTO is only approved to deliver these two units of competency and is the only RTO in Victoria approved to do so.

Anyone wanting to have their licence endorsed with the sub-activity of Guard with Dog will need to be able to provide evidence of having completed all 15 units of competency required for the Certificate III-Guarding with a Dog qualification.

Individuals who still need to complete any of the remaining 13 units for the Certificate III-Guarding with a Dog qualification after they have completed CPPSEC3010A and CPPSEC3011A at the newly approved RTO, will have to do so at another approved RTO.

LRD will not be accepting competencies issued by training providers in other states or territories.

For more information about the Guard with a Dog sub-activity visit the Victoria Police website at: www.police.vic.gov.au/content.asp?Document_ID=38325

National Firearms Amnesty

Victoria Police is urging Victorians to aid its work in ridding the community of illegal firearms and dangerous weapons by supporting the nation-wide amnesty.

From 1 July, Victorians will have three months to surrender unregistered and unwanted firearms, ammunition and weapons to Licensed Firearms Dealers without fear of prosecution.

More information about the amnesty can be by visiting: www.firearmsamnesty.ag.gov.au or www.police.vic.gov.au/firearms.

Front counter service at the VPC

Front counter service is strictly by appointment only. Appointments can only be made by calling 1300 651 645. General enquires can be emailed to licensingregulation@police.vic.gov.au