

Gauteng Consumer Briefing

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Acting Deputy Director: Communications and Training



@PSiRALive

#PSiRAGauteng



1

The role of Registration Unit (CRM)

2

Know Your Customer

- **Geo-mapping**
- **Footprint**
- **Production Stats**

3

Our Customer Value Proposition (CVP)

4

Registration requirements

5

Renewal of certificates and ID cards

6

Process for business renewals of certificates

1

Legitimacy

Gate-keeper for the private security industry

2

Ensure efficient and effective registrations which is fair, transparent and timeous

3

Help to ensure compliance with Section 21 and 23 of the PSiR Act 56 of 2001

- **Individual registrations**
- **Business registrations**
- **In-house security businesses**

4

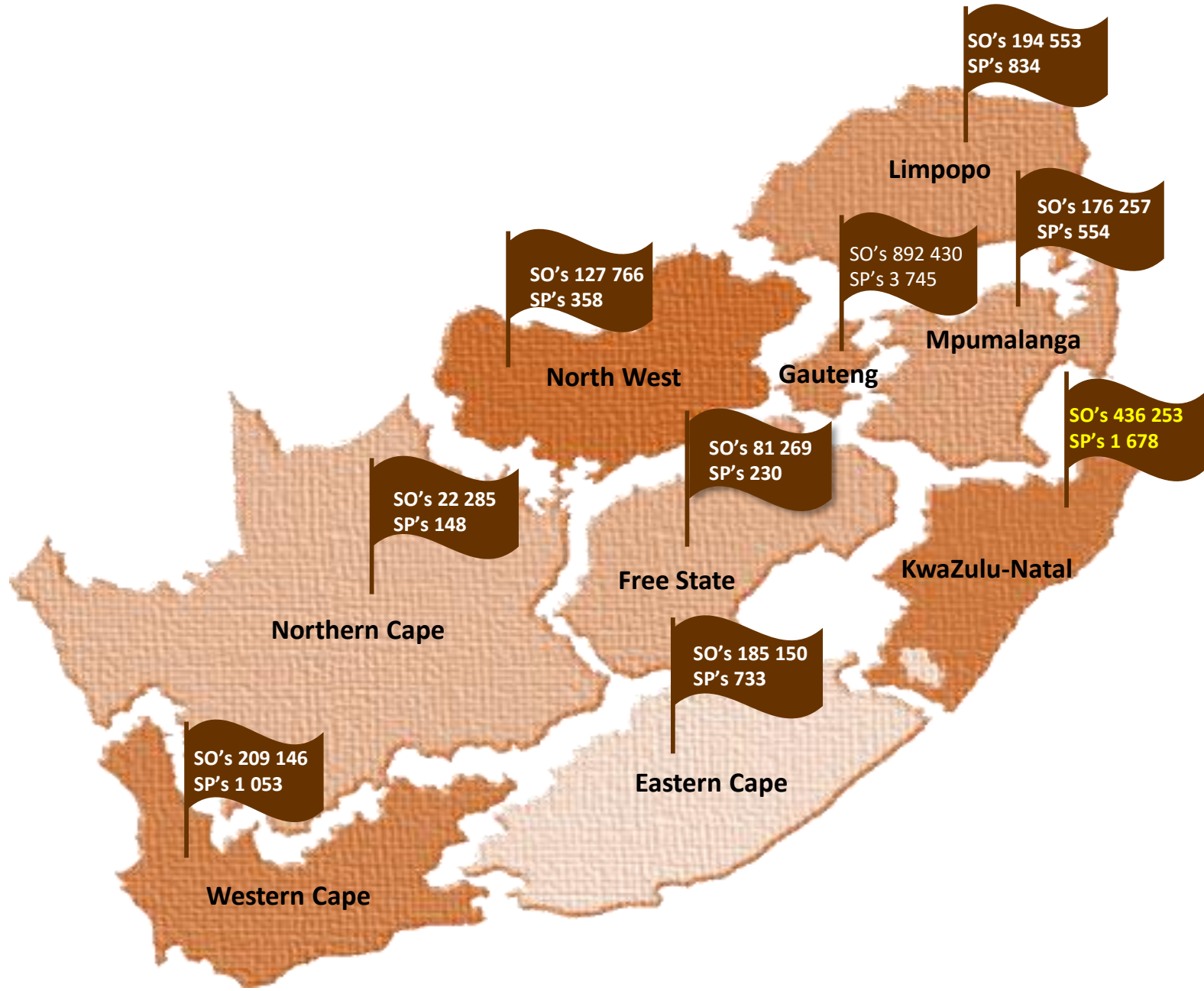
Issuing of certificates and ID cards to the industry
Mobile renewals- remote areas

5

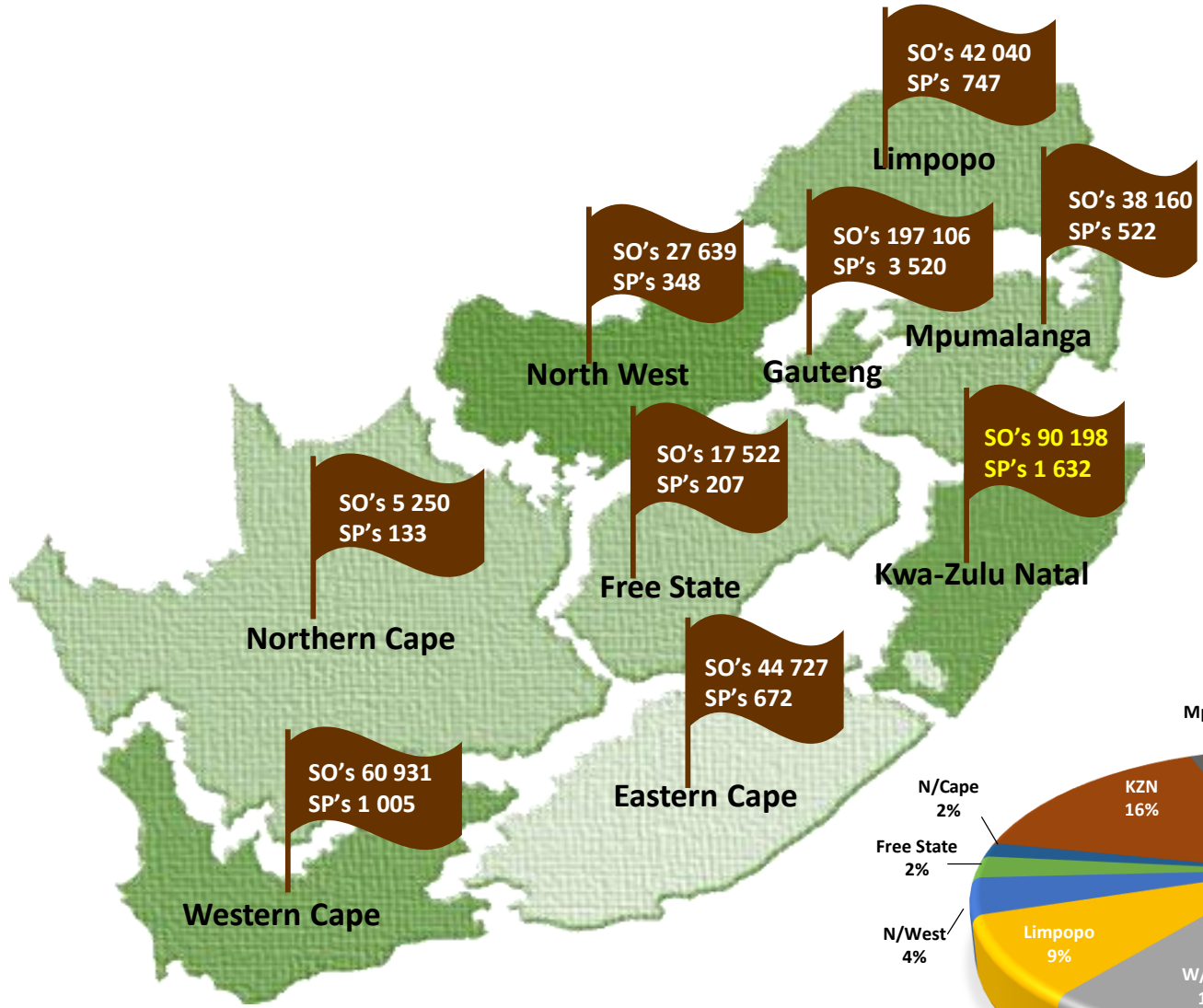
Aftersales

Ensure that PSiRA services are accessible to all service providers

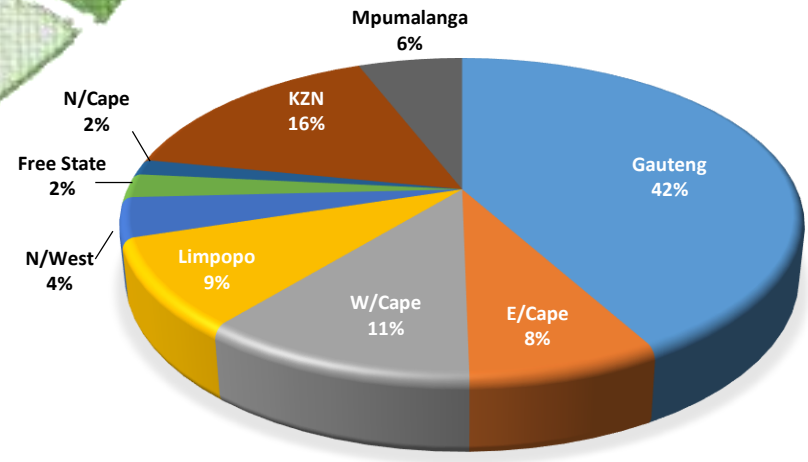
**KNOW YOUR CUSTOMER (KYC)
GEOMAPPING OF SOS AND SPs – JUNE 2018**

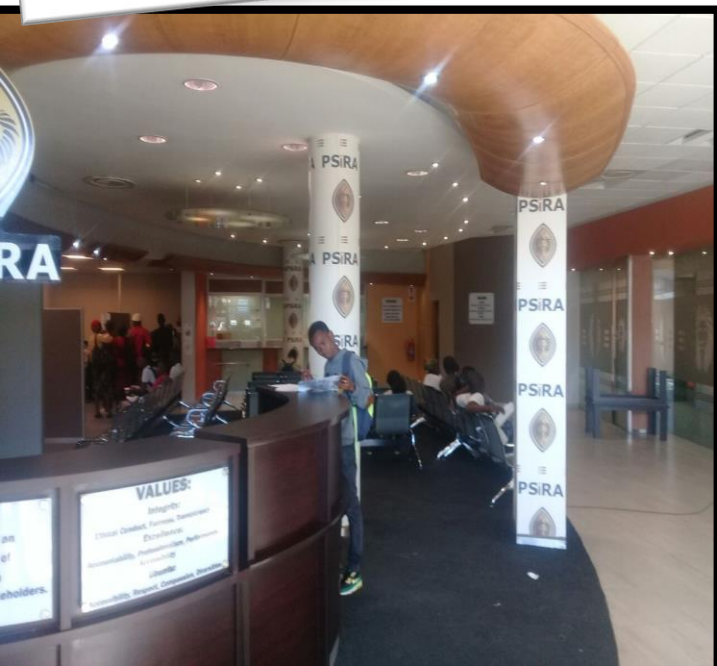


Active SOs and SPs – June 2018



Individuals registered and linked to specific companies	Individuals registered and active in the industry
489 349	Gauteng 197 106 523 893





Head Office- 420 Witch Hazel Avenue
Johannesburg- 130 Marshall Street
Polokwane- 80 Hans Van Rensburg Street
Pretoria- 170 Thabo Sehume Street
Nelspruit- 7 Bell Street
Bloemfontein- 53 St Andrews Street

Cape Town
Port Elizabeth
Mthatha } Other offices



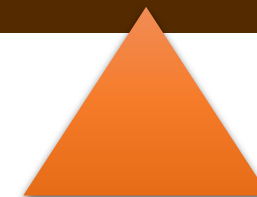
AS AT **31 APRIL 2018**

- **9711** individual applications which amounts to over **R2 039 310**
- **10 387** individual applications were registered
- **117** applications were rejected for not meeting other registration requirements
- **106** business applications were received during the month of April 2018 which amounts to **R625 400**
- **88** business applications were registered including business applications from previous months with only **106** recorded as pending

AS AT **31 MAY 2018**

- **11 894** individual applications received which amounts to over **R2 497 740**
- **10 407** individual applications were registered
- **332** applications were rejected for not meeting other registration requirements
- **109** business applications were received during the month of May 2018 which amounts to **R643 100**

Name of PSiRA Branch	Individual Applications Received	Individual Certificates Printed	ID Cards Printed	Branch Visits
PRETORIA	1 649	9 227	5 861	13 152
CAPE TOWN	826	3 909	2 262	5 877
DURBAN	1 981	8 508	5 036	12 287
HEAD OFFICE	1 525	472	56	877
JOHANNESBURG	1 536	12 368	3 884	19 487
MTHATHA	387	2 100	1 713	3 484
NELSPRUIT	329	2 014	963	3 101
PE	528	2 676	1 723	3 772
POLOKWANE	1 109	3 691	2 838	4 592
TOTAL	9 870	44 965	24 336	66 629



OUR CUSTOMER VALUE PROPOSITION

- a) Demonstrate professionalism
- b) Directors **do not have to stand** in queues
- c) Ambiance- Wi-Fi at our new offices
- d) 48 hours TAT/response to calls and e-mails
- e) IT support- **training SPs**
- f) Marketing through our Website- **training SPs**
- g) Convenience



REQUIREMENTS FOR INDIVIDUAL REGISTRATIONS (SEC 23)

- 1 Is a citizen of South Africa or if foreign national, have a permanent resident permit
- 2 Complete the application form (PSIRA 1)
- 3 Is at least 18 years and above
- 4 Complied with a minimum of Grade E or any other equivalent qualification
- 5 Was not found guilty of any schedule A offence within ten years prior to handing in the application form
- 6 Has paid the relevant fee (R210.00)
- 7 Force clearance certificate wrt ex-members of any official, military, security, police or intelligence force or service

REQUIREMENTS FOR BUSINESS REGISTRATIONS (SEC 21)

1. Appointment of a Responsible person

- Must be PSiRA registered
- Must have at least a Grade “B” qualification

2. Complete the PSiRA 2 application form

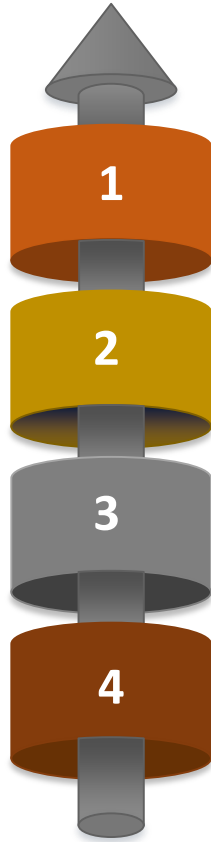
3. Must submit a list of ALL security officers employed.

- Everyone must be registered with PSiRA
- Everyone must have a “Grade” appropriate to their job title

4. Annual administration fee of R.3800,00

RENEWAL OF CERTIFICATES AND ID CARDS

WHY?



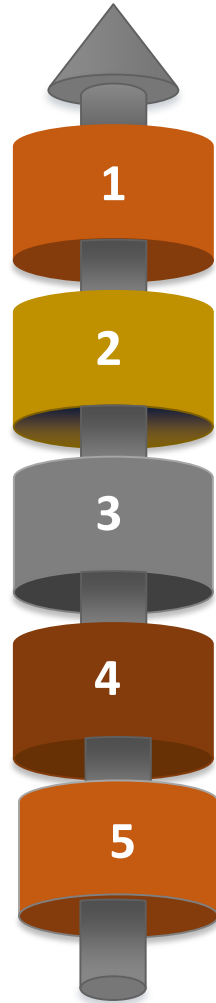
1 PSiRA's **transitional process**

2 Curbing of **fraudulent certificates** in the industry

3 Data and system **integrity**

4 **Reliable system** and account for number of registered security businesses and security officers

WHO SHOULD RENEW THE CERTIFICATES AND CARDS?



All registered security officers including:

1

Registered security officers who are South African citizens

2

Security officers registered with a passport

3

Security officers registered with work permits

4

Security officers registered with permanent resident permits

5

Security officers registered with asylum papers

RENEWAL PROCESS FOR SECURITY OFFICERS

- 1 Book through P*Si*RA App
- 2 Visit any P*Si*RA office
- 3 Fingerprint/ID verification done at P*Si*RA office or at DHA
- 4 Original SA ID or certified copy or any other valid document
- 5 Fill in renewal form
- 6 A Director can renew for his/her SOs if they've been verified
- 7 Payment of R40.00 for first renewal and R20.00 for 2nd renewals and R60.00 for card
- 8 P*Si*RA cards now issued even to those not actively employed
- 9 Certificate and card valid for only **24 months**



PSIRA
Private Security Industry Regulatory Authority

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