



INDUSTRY CIRCULAR

TO: ALL SECURITY TRAINING CENTRES

FROM: OFFICE OF THE DEPUTY DIRECTOR: TRAINING & COMMS

SUBJECT: DELAYS IN COURSE REPORT CAPTURING

DATE: 13 AUGUST 2020

BACKGROUND

The Authority has allowed Security Training Service Providers who applied to reopen their Training Centres operate through distance learning.

Inevitably, there has been an increase of course reports submitted due the high number of applications approved to date. SSP are advised to note that the Authority is also guided by regulations and the disruption of confirmed COVID-19 are impacting flow of services as and when reported.

INTERVENTIONS TO EXPEDITE THE PROCESSING OF COURSE REPORTS

To reduce backlog and/or delays in course reports' processing, we request your cooperation on the following aspects:

Please ensure that your business annual fees are paid in full, otherwise, you may make necessary payment arrangements with our Finance Division.

Ms. Ushi Kukwane at Ushi.Kukwane@psira.co.za or (012) 003 0526 or Ms. Aluwani Muleya at Aluwani.Muleya@psira.co.za or (012) 003 0536.

- All payments made through EFT or the bank usually take 2 to 3 days to reflect in our account thereafter our Finance Division makes the necessary allocations.
- All course reports not processed due to outstanding annual fees will be posted back to respective training service provider within seven (7) working days from the of issue of this notice.

- All course reports not yet processed due to the delays caused by indirect payment method used by training centres or delayed allocation of annual fees on our part, shall be prioritised.

We reassure training service providers that we are still determined to process course reports within 5 working days upon. Should there be some unintended backlogs, we will proactively notify you.

For all your course reports queries and follow up please contact Team Leader: Training on Siphamandla.Zimema@psira.co.za or alternatively Manager Training: at Anna.Tsele@psira.co.za

Faithfully,

O Mamabolo

Oupa Mamabolo
Acting Deputy Director: Training & Communications