
INDUSTRY CIRCULAR NO 12/21

TO: ALL TRAINING SECURITY SERVICE PROVIDERS

**FROM: ACTING DEPUTY DIRECTOR: TRAINING AND COMMUNICATION
DR SABELO GUMEDZE**

DATE: 10 SEPTEMBER 2021

SUBJECT: PSiRA DIGITALIZATION OF INDUSTRY TRAINING

Dear Valuable Stakeholder,

The recent Covid-19 pandemic has changed the way organisations operate. Most organisations have now moved to digital platforms in offering their services. In order to adapt to contemporary times, the Private Security Industry Regulatory Authority saw the need to embark on the same journey of pursuing the digitalisation of its business processes as part of the approved digital transformation strategy. Our service offering and model will also need to change to ensure effective and strengthened customer relation and management processes.

The private security training sector will also be affected due to this change. Prospective learners and entrants into the private security industry, for example, will now have to create their own online profile on the PSiRA website or PSiRA App before attending any training in the private security space. The digitalisation of industry training will soon have the following compulsory requirements for training and registration as security officer:

- Log on PSiRA portal to create profile
- Take up a Pre-Assessment
- Receive a unique code
- Make an Auto payment (*via EFT, Via Credit/Debit Cards*)
- Obtain Access for Enrolment to Training

- Complete Training at a PSiRA accredited training centre to proceed with online individual PSiRA registration, to get a PSiRA No.

All accredited security training providers will need to also register on the portal in order for to do the following:

- Enroll and Train Prospective Learners with PSiRA Learner Issued Code;
- Capture and Upload Course Reports;
- Make an Auto payment;
- Upload Course Reports.

Due to the above functionalities, training centres will need to make sure that they are equipped with the necessary resources to carry out these functions i.e.; desktops, internet connection and valid email addresses and mobile numbers that will be used as the main communication point when you have registered on the online portal.

A supplementary communique detailing the online registration will soon be issued, to all the role players in respect of industry training.

Yours faithfully



Dr Sabelo Gumedze

Acting Deputy Director: Training and Communication