

PSiRA ONLINE USER MANUAL



PSiRA
Private Security Industry Regulatory Authority

SECURITY OFFICER APPLICATION

Version 012022

Security Officer Application Manual

420 Witch-Hazel Avenue, Eco Glades 2 Office Park, Highveld Ext 70, Centurion, 0157

Private Bag X11, Pretoria, 0001

Phone 086 10 PSIRA (77472) • Call Center: 086 133 3850 • email: info@psira.co.za

Website: <https://www.psira.co.za>

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1. Background

Private Security Industry Regulatory Authority was established in terms of Section 2 of the Private Security Industry Regulation Act (56 of 2001) which came into operations in 2002. The strategic mandate of PSIRA originates from the Act and the regulations issued in terms of the Act. The primary objectives of PSiRA are to regulate the private security industry and to exercise effective control over the practice of the occupation of security service providers in the public and national interest and in the interest of the private security industry itself.

2. Purpose

The purpose of this Training manual is to empower PSiRA clients on how to use the new Online System. The document will be enhanced over time to ensure it is aligned to new changes as they are implemented. Clients of PSiRA are requested to continue using the current version found on <https://www.psira.co.za>

3. Pre-requirements

Clients are requested to ensure they have with them the following information to make the process of applying smooth...

- i. Cell phone Number,
- ii. Smartphone / laptop

4. Process of applying to become a security officer

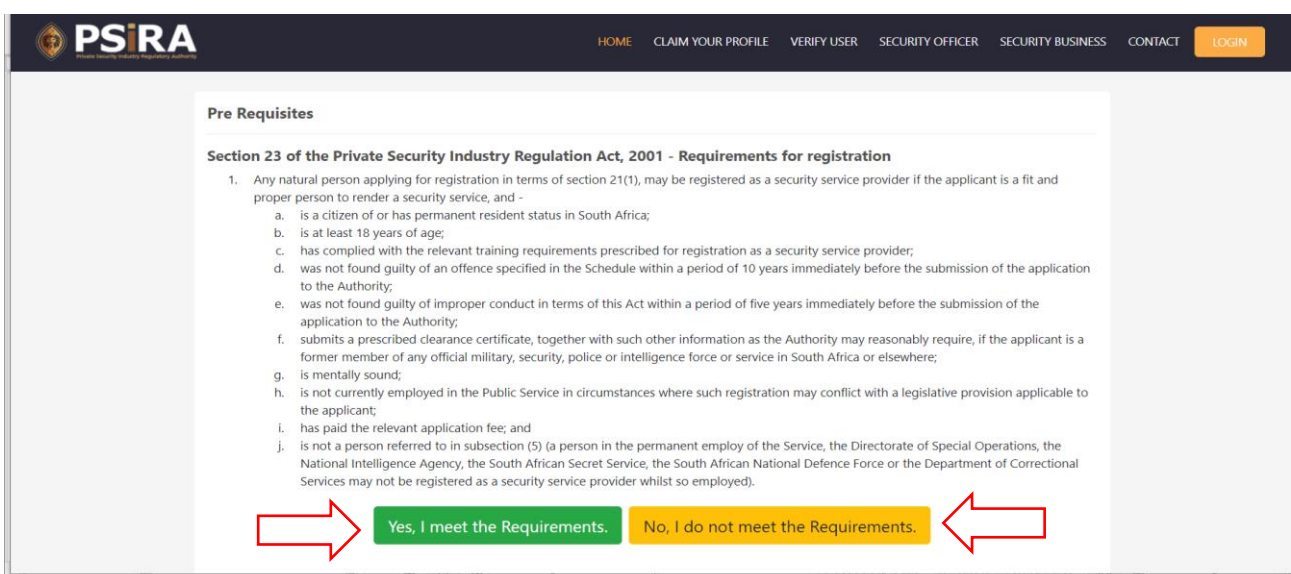
- 4.1 Access the link via your Laptop, Computer or Smartphone,
 - 4.1.1 Go to the website and type <https://digitalservices.psira.co.za>
 - 4.1.2 On the web page, select **Security Officer** button



- 4.1.3 On the next screen, go through the Prerequisites listed and choose either **“Yes, I meet the requirements”** or **“No, I do not meet the requirement”** button

If you select **No, I do not meet the requirements** button, you will be redirected to the home page.

If you select **Yes, I meet the requirements** button, a new screen will be displayed.



4.1.4 On the next screen, enter your First name, Surname, Date of birth, Cell No, Email address and click the "I'm not a robot" checkbox.

PSiRA
Private Security Industry Regulatory Authority

HOME CLAIM YOUR PROFILE VERIFY USER SECURITY OFFICER SECURITY BUSINESS CONTACT LOGIN

Welcome to PSiRA

- ✓ Safer Homes
- ✓ Safer Communities
- ✓ Safer Industries

The primary objective of the Authority is to regulate the private security industry and to exercise effective control over the practice of the occupation of security.

First Name* Surname*

Date of Birth* mm/dd/yyyy Cell No* +27 10 123 4567

Email Address*

Note: If you wish to create a free mail account, please click on gmail.com or yahoo.com or use any other free service provider of your choice, you will need an e-mail to access your portal and get information from PSiRA.

I'm not a robot

RECAPTCHA Privacy - Terms

SUBMIT

4.1.5 After you have entered all the required details, click the **Submit** button

If the details entered meet the set parameters an OTP number will be sent to the cell no you would have provided. If the details entered did not meet the set parameters a pop-up error message will be displayed, relook at the information provided to make necessary changes and press the **Submit** button when you are done.

4.1.6 On the next screen enter the 4-digit OTP number received via SMS

PSiRA
Private Security Industry Regulatory Authority

HOME CLAIM YOUR PROFILE VERIFY USER SECURITY OFFICER SECURITY BUSINESS CONTACT LOGIN

Welcome to PSiRA

- ✓ Safer Homes
- ✓ Safer Communities
- ✓ Safer Industries

The primary objective of the Authority is to regulate the private security industry and to exercise effective control over the practice of the occupation of security.

Please enter the 4-digit verification code we sent via SMS

Didn't receive the code? [RESEND OTP](#)

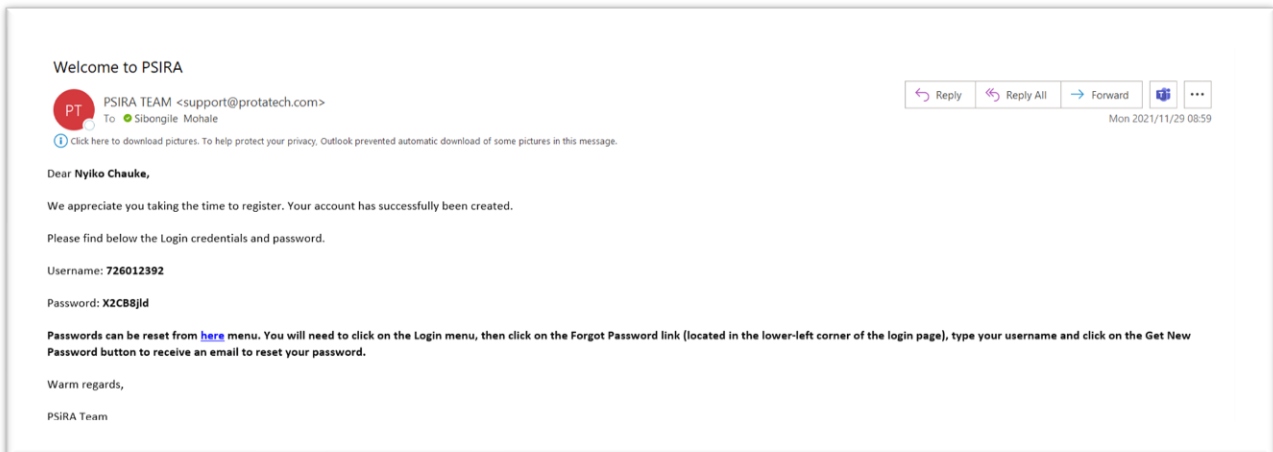
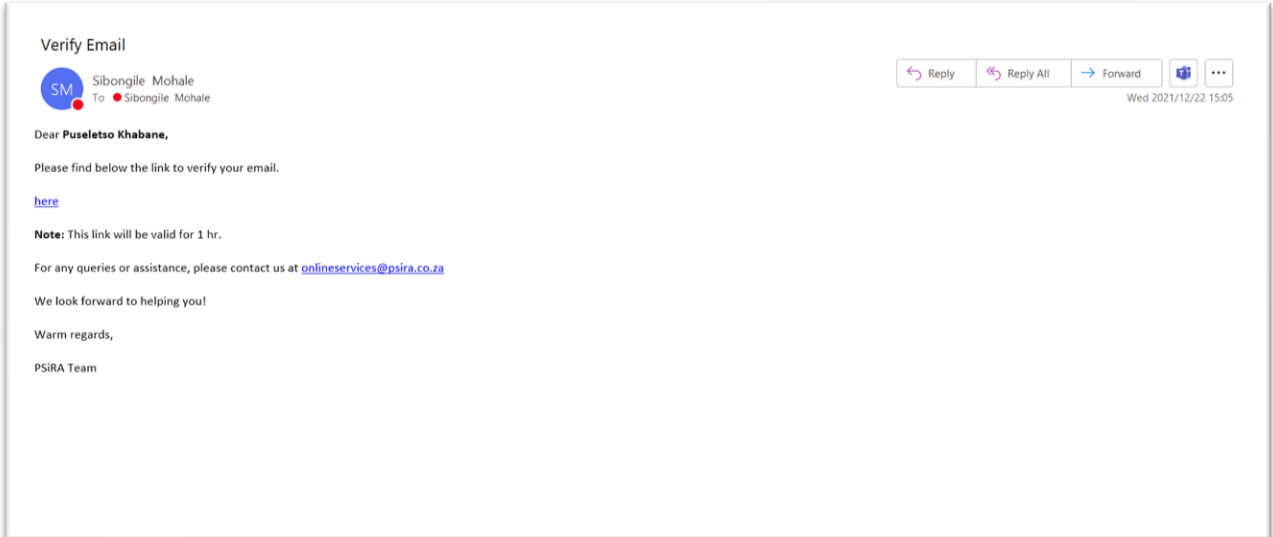
VERIFY OTP

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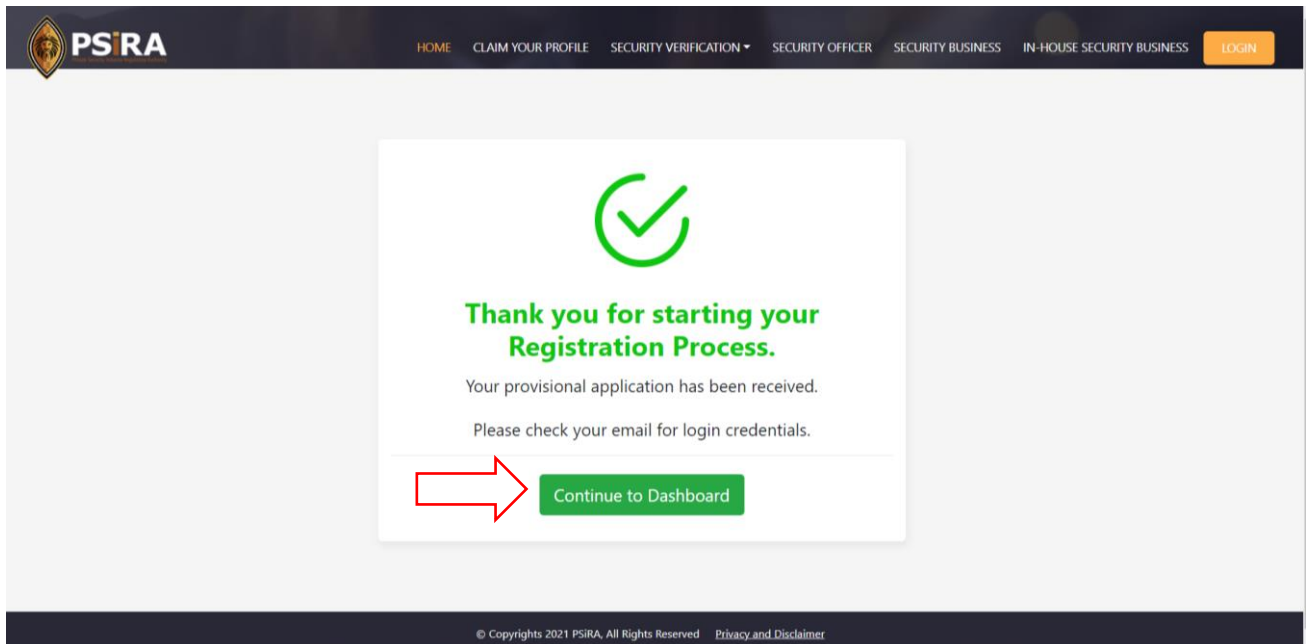
4.1.7 After entering the 4-digit OTP number, click the **Verify OTP** button

If the OTP provided is correct 2 emails will be sent:

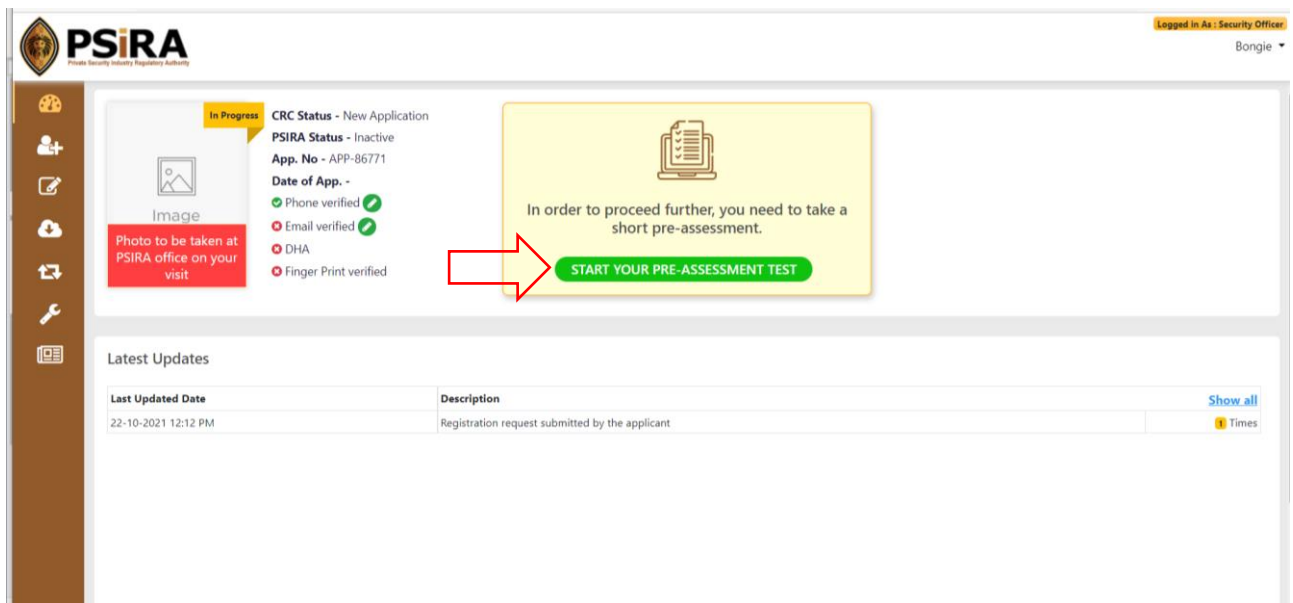
- "Verify Email" email
- "Welcome to PSIRA" email.



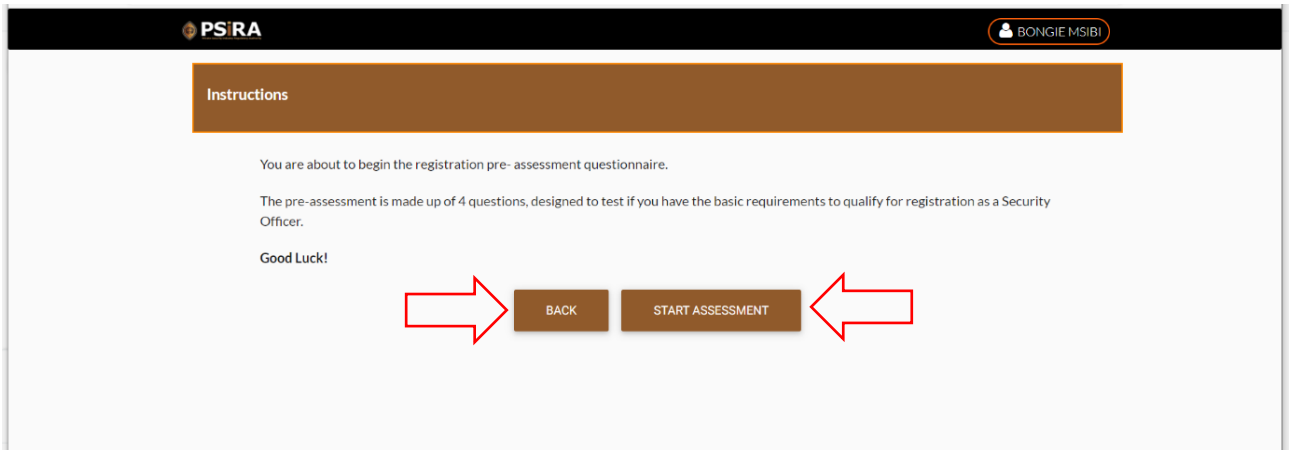
4.1.8 On the next screen click the **Continue to Dashboard** button and the dashboard will be displayed



4.1.9 On the next screen, click the **Start Your Preassessment Test** button

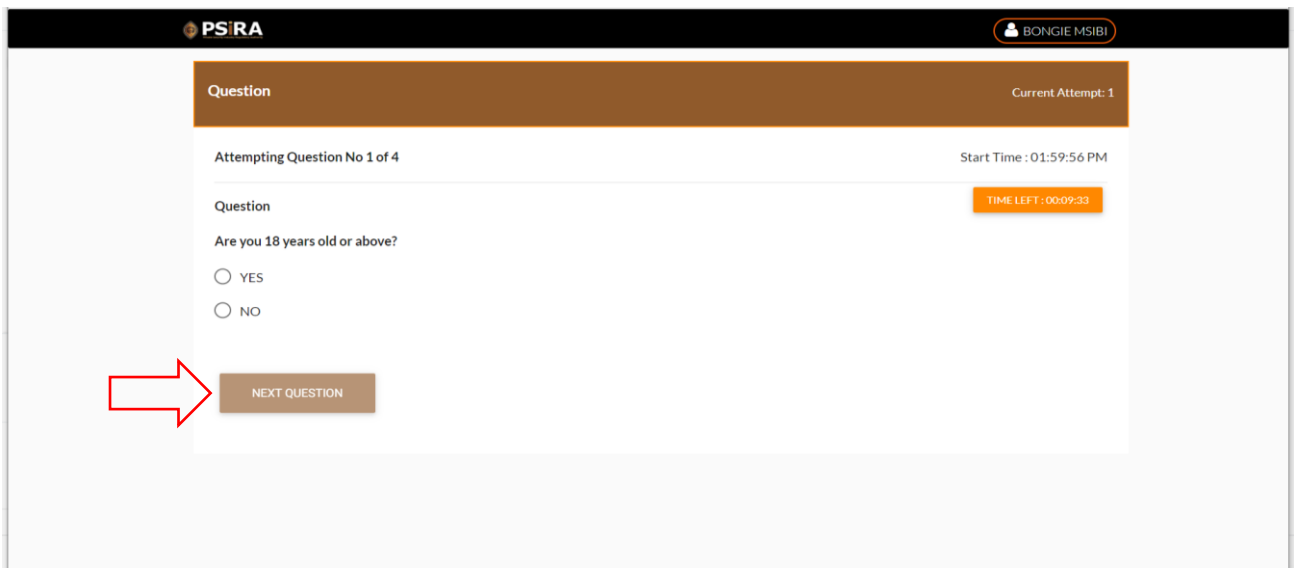


4.1.10 On the next screen, click the **Start Assessment** button



You can click the **Back** button to be redirected to the Dashboard

4.1.11 On the next screen, answer question 1 and click the **Next Question** button



You are required to be 18 years or older to apply to become a security officer.

4.1.12 On the next screen, answer question 2 and click the **Next Question** button

The screenshot shows the PSIRA assessment interface. At the top, the PSIRA logo is on the left and the user name 'BONGIE MSIBI' is on the right. Below this, a header bar contains 'Question' and 'Current Attempt: 1'. The main content area displays 'Attempting Question No 2 of 4' and 'Start Time : 01:59:56 PM'. The question text is 'Are you legally eligible to work in South Africa?' with two radio button options: 'YES' and 'NO'. A 'TIME LEFT : 00:01:27' indicator is in the top right. At the bottom, there are two buttons: 'PREVIOUS QUESTION' and 'NEXT QUESTION'. A red arrow points to the 'NEXT QUESTION' button.

You are required to be legally eligible to work in South Africa to apply to become a security officer.

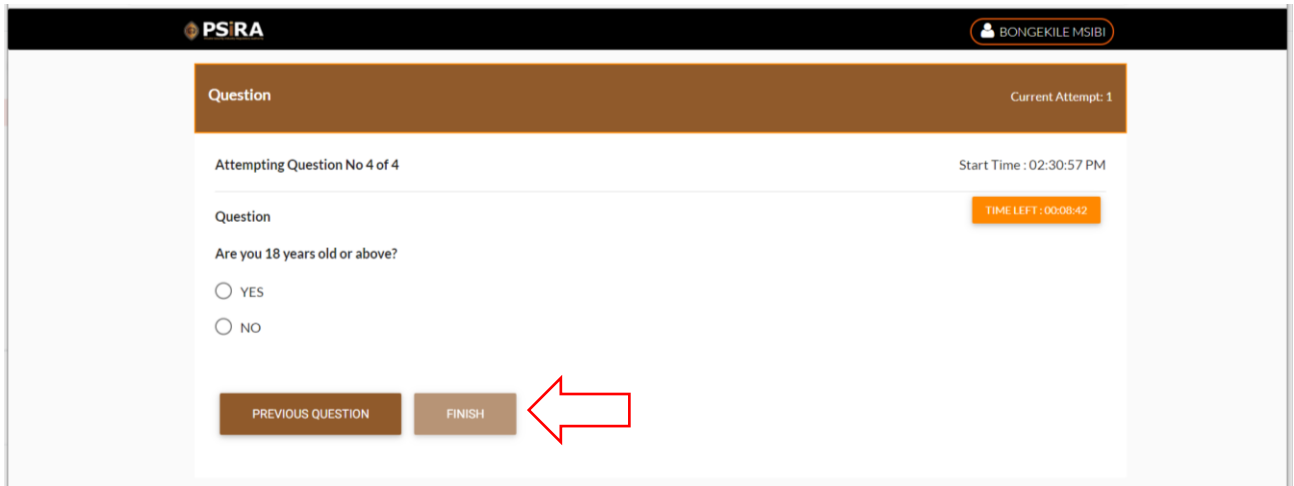
You can click the **Previous Question** button to be redirected to the previous question.

4.1.13 On the next screen, answer question 3 and click the **Next Question** button

The screenshot shows the PSIRA assessment interface. At the top, the PSIRA logo is on the left and the user name 'BONGEKILE MSIBI' is on the right. Below this, a header bar contains 'Question' and 'Current Attempt: 1'. The main content area displays 'Attempting Question No 3 of 4' and 'Start Time : 02:30:57 PM'. The question text is 'Is there currently a criminal investigation by the state into an alleged offence by you or are there criminal proceedings in a court pending against you?' with two radio button options: 'YES' and 'NO'. A 'TIME LEFT : 00:09:32' indicator is in the top right. At the bottom, there are two buttons: 'PREVIOUS QUESTION' and 'NEXT QUESTION'. A red arrow points to the 'NEXT QUESTION' button.

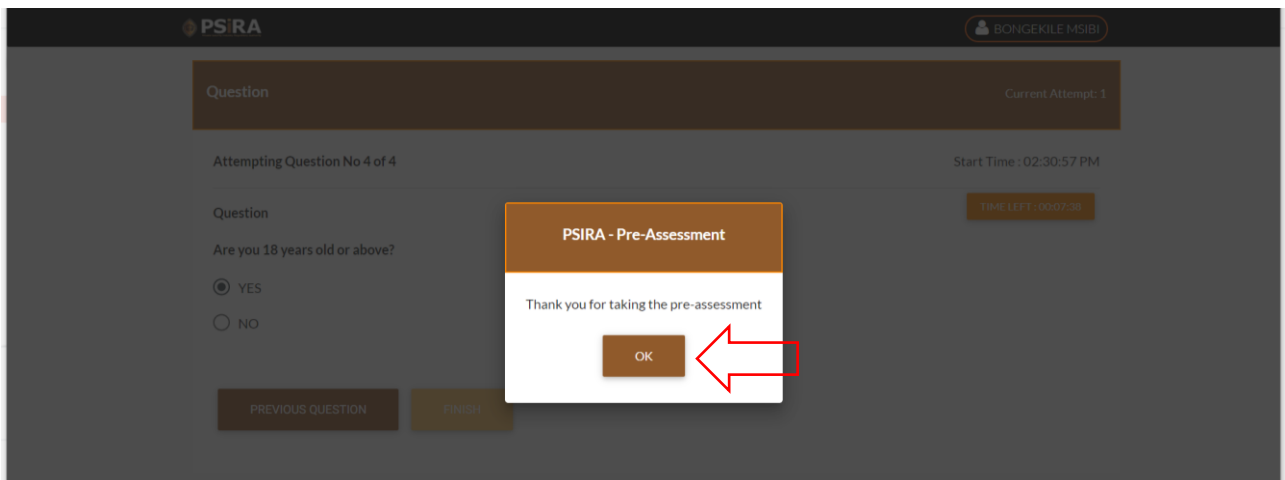
You can click the **Previous Question** button to be redirected to the previous question.

4.1.14 On the next screen, answer question 4 and click the **Finish** button



You can click the **Previous Question** button to be redirected to the previous question

4.1.15 On the next screen click the **OK** button, you will be redirected to the dashboard



4.1.16 On the next screen, click the **Pay Now** button

The screenshot shows the PSiRA application dashboard. At the top left is the PSiRA logo. At the top right, it says "Logged in As : Security Officer" and "Nyiko". The main content area is divided into two sections. The left section, titled "In Progress", shows "CRC Status - New Application" and "PSiRA Status - Inactive". It lists application details: "App. No - APP-86975" and "Date of App. - 24-11-2021". There are four verification items: "Phone verified" (green check), "Email verified" (green check), "DHA" (red circle), and "Finger Print verified" (red circle). A green box says "Congratulation! you have passed the pre-assessment". Below this is a red box with a camera icon and the text "Image" and "Photo to be taken at PSiRA office on your visit". The right section is titled "Please select your registration" and shows "Registration" selected with a radio button. Below it is a yellow box with "Reg Fee- R240". At the bottom, it says "Net Payable Amount: R 240" and has a green "PAY NOW" button with a red arrow pointing to it.

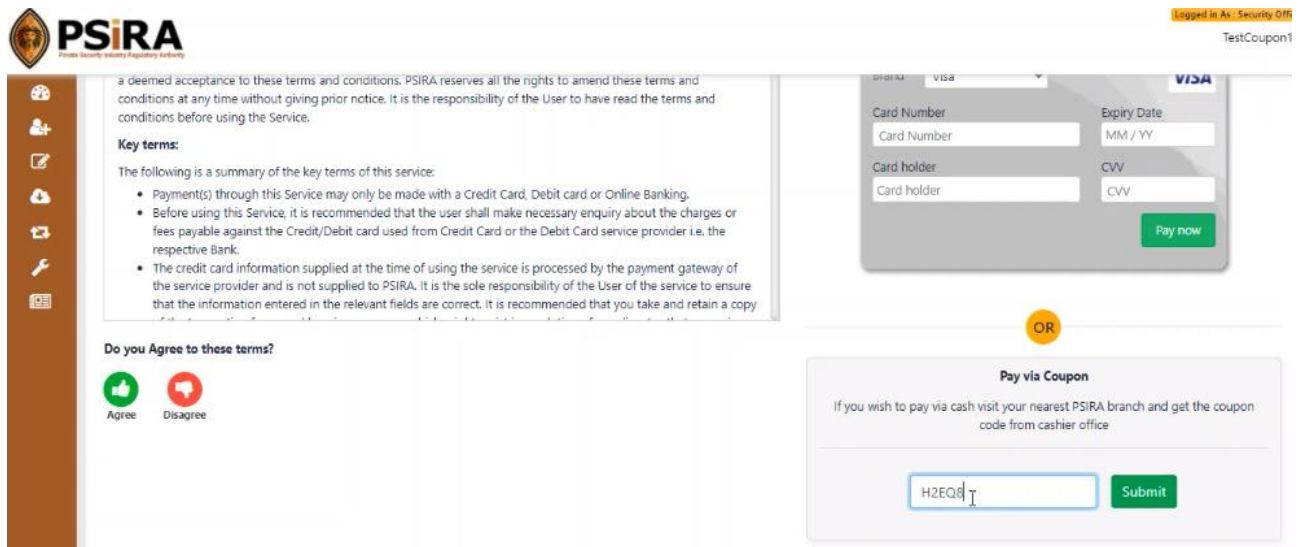
Latest Updates

Last Updated Date	Description	Show all
24-11-2021 09:28 AM	You have successfully completed your pre-questionnaire exam. Your pre-questionnaire exam result is - Pass	Times
24-11-2021 09:26 AM	Registration request submitted by the applicant	Times

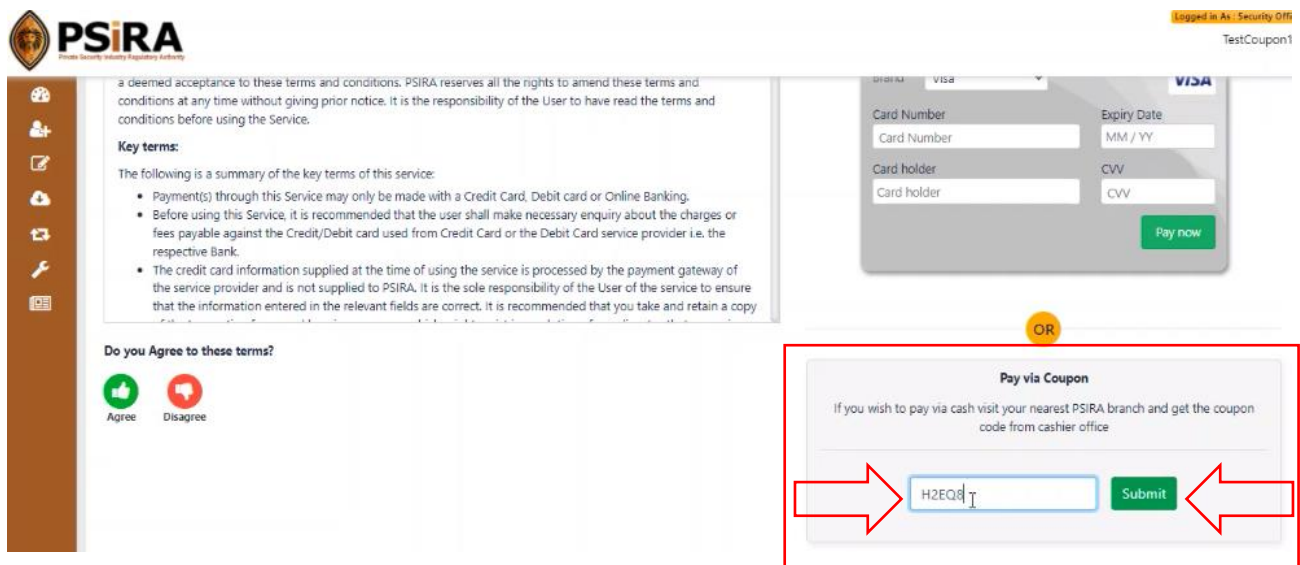
4.1.17 On the next screen, click the **Agree** button if you agree to the terms and conditions

The screenshot shows the PSiRA payment information screen. At the top left is the PSiRA logo. At the top right, it says "Logged in As : Security Officer" and "Bongekile". The main content area is titled "Payment Information" and shows "Total Due" as "R240.00". Below this is a red heading "Please read Terms & Conditions". The terms and conditions are displayed in a scrollable area. The heading is "TERMS AND CONDITIONS FOR ONLINE PAYMENTS". The introduction states: "These terms and conditions apply to the User who uses the Online Services provided for any payment made to Private Security Industry Regulatory Authority (PSiRA). Kindly read these terms and conditions carefully. By authorizing a payment to PSiRA through the online payment service ("the service"), it would be treated as deemed acceptance to these terms and conditions. PSiRA reserves all the rights to amend these terms and conditions at any time without giving prior notice. It is the responsibility of the User to have read the terms and conditions before using the Service." The key terms section states: "The following is a summary of the key terms of this service:" and lists two bullet points: "Payment(s) through this Service may only be made with a Credit Card, Debit card or Online Banking." and "Before using this Service, it is recommended that the user shall make necessary enquiry about the charges or fees payable against the Credit/Debit card used from Credit Card or the Debit Card service provider i.e. the ...". The bottom section of the terms and conditions states: "of (a) any data, information or message, or (b) the transmission or delivery of any such data, information or message; or (c) any loss or damage arising from or occasioned by any such inaccuracy, error, delay or omission, non-performance or interruption in any such data, information or message. Under no circumstances shall the PSiRA and/or the Payment Service Providers, its employees, directors, and its third party agents involved in processing, delivering or managing the Services, be liable for any direct, indirect, incidental, special or consequential damages, or any damages whatsoever, including punitive or exemplary arising out of or in any way connected with the provision of or any inadequacy or deficiency in the provision of the Services or resulting from unauthorized access or alteration of transmissions of data or arising from suspension or termination of the Service." and "The Applicant agrees that PSiRA or any of its employees will not be held liable by the Applicant for any loss or damages arising from your use of, or reliance upon the information contained on the Website, or any failure to comply with these Terms and Conditions where such failure is due to circumstance beyond PSiRA's reasonable". At the bottom, there are two buttons: "Agree" (green) and "Disagree" (red). A red arrow points to the "Agree" button. Below the buttons is the text "Do you Agree to these terms?".

4.1.18 The payment method window will pop-up on the page, select the preferred payment method



5. Pay Via Coupon

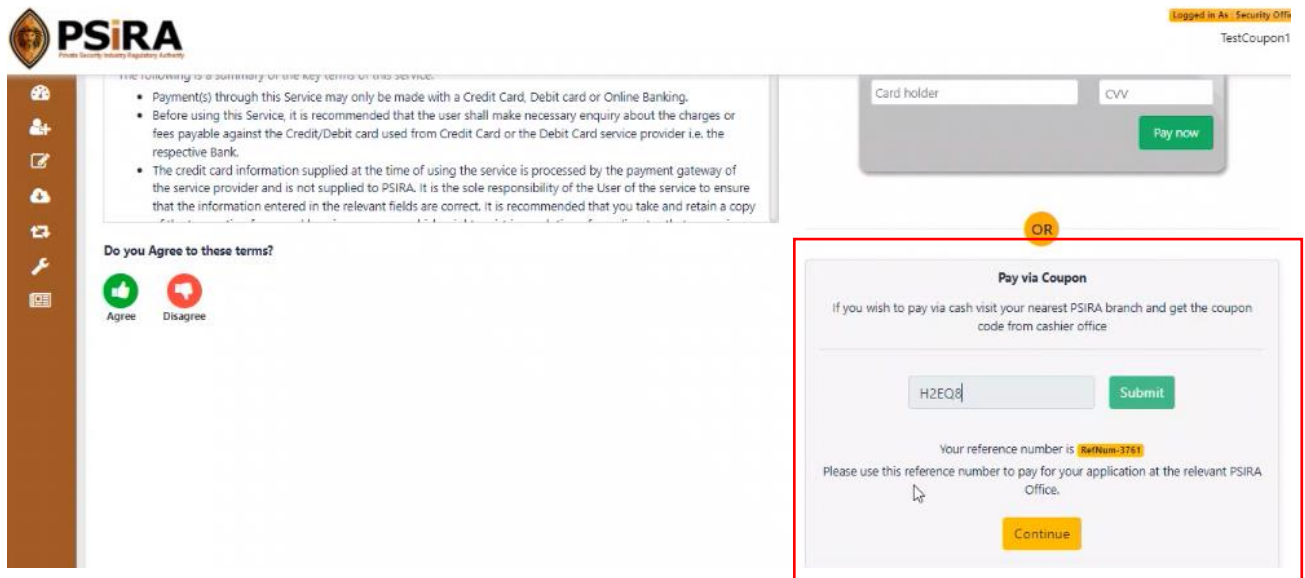


5.1.1 To make payment using coupon option visit the PSIRA office and make a cash or card payment at the next available cashier

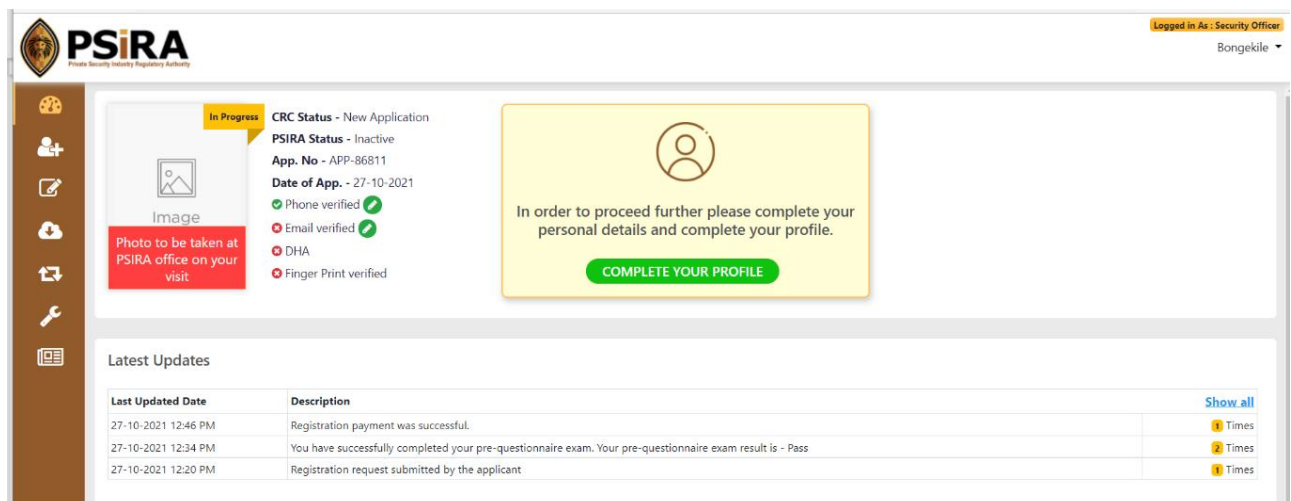
5.1.2 Enter the coupon code provided and click the **Submit** button

If the coupon number entered is correct a reference number will be generated, use this number to make a payment at the next available cashier.

If the coupon number entered is incorrect an error message will be pop-up. Recheck the entered number, make corrections, and click the **Submit** button



5.1.3 Once payment is successful click the **Continue** button, you will be redirected to the dashboard



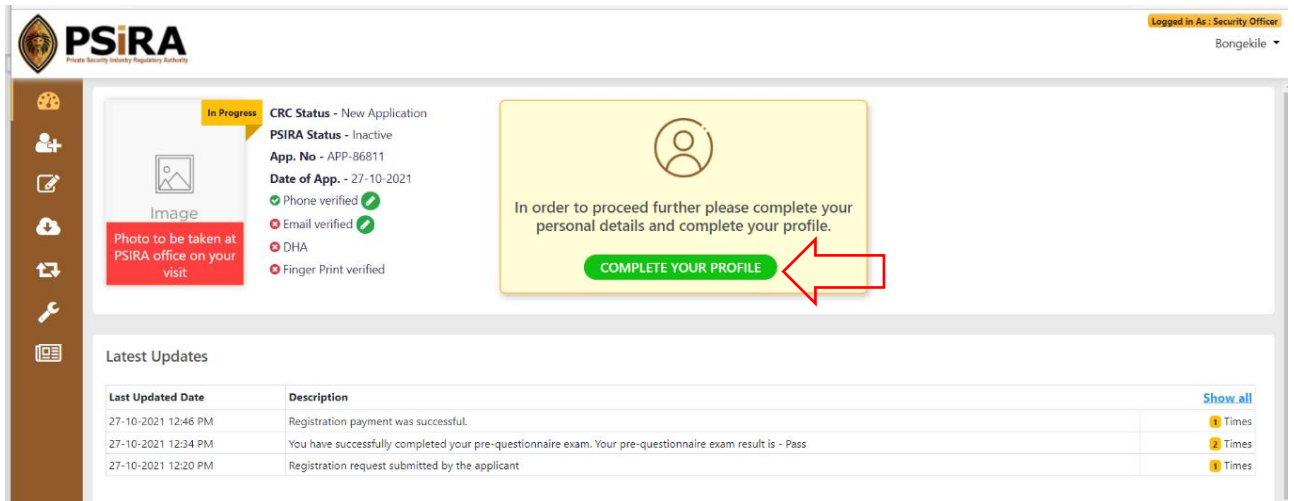
6. Pay Via Credit/Debit Card

- 6.1 Enter the Card number, Expiry date, Card holder, CVV (3-digit number at the back of your card) and click the **Pay now** button

The screenshot displays the PSiRA website's payment interface. On the left, there is a vertical navigation menu with icons for home, user profile, document, location, refresh, settings, and a grid. The main content area contains a list of five terms and conditions, followed by a 'No warranty' section, a 'Disclaimer and Limitation of liability' section, and a 'Governing law' section. At the bottom left, there are 'Agree' and 'Disagree' buttons with thumbs-up and thumbs-down icons, and a question 'Do you Agree to these terms?'. On the right, there are two payment options: 'Credit/Debit Card' and 'Bank Payment'. The 'Credit/Debit Card' option is selected and highlighted with a red box. Below it, there is a form for entering card details: 'Brand' (set to Visa), 'Card Number', 'Expiry Date' (MM / YY), 'Card holder', and 'CVV'. A green 'Pay now' button is located at the bottom right of the form, with a red arrow pointing to it. Below the 'Credit/Debit Card' form, there is an 'OR' separator and a 'Pay via Coupon' section with instructions: 'If you wish to pay via cash visit your nearest PSiRA branch and get the coupon code from cashier office'.

If all the required information is filled in correctly when you click the **Pay now** button, and payment is successful you will be redirected to the dashboard.

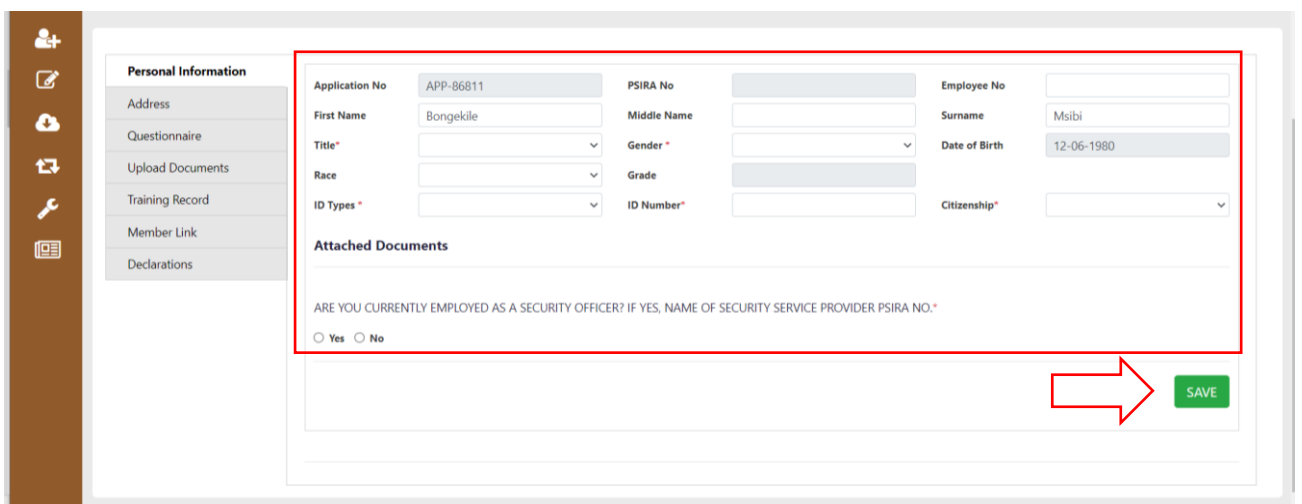
If not all the required information is filled in correctly when you click the **Pay Now** button, an error will be displayed. Relook at the information entered and make corrections where necessary and check your balance before clicking the **Pay now** button.



The screenshot shows the PSiRA dashboard. At the top right, it says "Logged in As : Security Officer" and "Bongekile". The main content area has a yellow box with a person icon and the text: "In order to proceed further please complete your personal details and complete your profile." Below this text is a green button labeled "COMPLETE YOUR PROFILE" with a red arrow pointing to it. To the left of this box, there is a section for "CRC Status - New Application" and "PSiRA Status - Inactive" with application details and verification status (Phone, Email, DHA, Finger Print). Below this is a "Latest Updates" table.

Last Updated Date	Description	
27-10-2021 12:46 PM	Registration payment was successful.	1 Times
27-10-2021 12:34 PM	You have successfully completed your pre-questionnaire exam. Your pre-questionnaire exam result is - Pass	2 Times
27-10-2021 12:20 PM	Registration request submitted by the applicant	1 Times

- 6.1 On the dashboard, click the **Complete Your Profile** button, the system will open the **Personal Information** tab by default
- 6.2 On the next screen, fill in your personal information and click the **Save** button



The screenshot shows the "Personal Information" form. The form fields are: Application No (APP-86811), PSiRA No, Employee No, First Name (Bongekile), Middle Name, Surname (Msibi), Title*, Gender*, Date of Birth (12-06-1980), Race, Grade, ID Types*, ID Number*, and Citizenship*. Below the form is a section for "Attached Documents" and a question: "ARE YOU CURRENTLY EMPLOYED AS A SECURITY OFFICER? IF YES, NAME OF SECURITY SERVICE PROVIDER PSIRA NO.*" with radio buttons for Yes and No. A green "SAVE" button is at the bottom right, with a red arrow pointing to it.

If all the required information is filled in correctly when you click the **Save** button, the system will display a pop-up message "Personal information saved successfully".

If not all the required information is filled in correctly when you click the **Save** button, an error will be displayed. Relook at the information entered and make corrections where necessary before clicking the **Save** button.

6.3 Click the **Address** tab, fill in the address information and click the **Save** button

The screenshot displays the PSiRA application interface. At the top left is the PSiRA logo. The top right shows the user is logged in as 'Bongekile'. The main content area is divided into several sections:

- Personal Information:** Includes a profile picture placeholder with the text 'Image' and a red notification box stating 'Photo to be taken at PSiRA office on your visit'. Below this is a list of navigation options: Address, Questionnaire, Upload Documents, Training Record, Member Link, and Declarations. A red arrow points to the 'Address' option.
- Physical Address:** Contains input fields for Address 1*, Address 2, Address 3, Province*, City*, Suburb*, and Postal Code*.
- Postal Address:** Includes a checkbox for 'Same as physical address' and input fields for Address 1*, Address 2, Address 3, Province*, City*, Suburb*, and Postal Code*.
- General:** Contains input fields for Home Telephone (+27), Work Telephone (+27), Cell Number* (+27 61-604-2506), and Email (bongie@ptpi.co.za).

A green 'SAVE' button is located at the bottom right of the form, with a red arrow pointing to it.

If all the required information is filled in correctly when the user clicks the **Save** button, the system will display a pop-up message "Address details saved successfully".

If not all the required information is filled in correctly when you click the **Save** button, an error will be displayed. Relook at the information entered and make corrections where necessary before clicking the **Save** button.

6.4 Click the Questionnaire tab, answer the below

PSiRA
Private Security Industry Regulatory Authority

Logged in As: Security Officer
Bongekile

In Progress CRC Status - New Application
PSiRA Status - Inactive
App. No - APP-86811
Date of App. - 27-10-2021

Image
Photo to be taken at PSiRA office on your visit

- Phone verified ✓
- Email verified ✓
- DHA
- Finger Print verified

Personal Information
Address
Questionnaire
Upload Documents
Training Record
Member Link
Declarations

Indicate the nature of the security service/s performed/to be performed (Please marked checked)

<input type="checkbox"/> GUARDING AND/OR PATROLLING: 01 COMMERCIAL, INDUSTRIAL OR RESIDENTIAL	<input type="checkbox"/> PROVIDING SECURITY TRAINING OR INSTRUCTION
<input type="checkbox"/> SAFEGUARDING ASSETS IN TRANSIT/PROVIDING SECURE TRANSPORT02	<input type="checkbox"/> INSTALLING, SERVICING OR REPAIRING SECURITY EQUIPMENT
<input type="checkbox"/> PROVIDING CLOSE PERSONAL PROTECTION/BODYGUARDING	<input type="checkbox"/> PROVIDING SERVICES OF A LOCKSMITH
<input type="checkbox"/> PROVIDING ADVICE ON THE PROTECTION OF PERSONS OR PROPERTY, ANY OTHER SECURITY SERVICE OR THE USE OF SECURITY EQUIPMENT	<input type="checkbox"/> MONITORING SIGNALS FROM ELECTRONIC SECURITY EQUIPMENT (SECURITY CONTROL ROOM)
<input type="checkbox"/> PROVIDING REACTION OR RESPONSE SERVICES	<input type="checkbox"/> MAKING PERSONS OR THEIR SERVICES AVAILABLE FOR RENDERING OF A SECURITY SERVICE
<input type="checkbox"/> ENSURING SAFETY AND ORDER ON PREMISES (SPORTING, RECREATIONAL, ENTERTAINMENT)	<input type="checkbox"/> "CAR WATCH" OR RELATED ACTIVITIES
<input type="checkbox"/> MANUFACTURING, IMPORTING, DISTRIBUTING OR ADVERTISING OF MONITORING DEVICES	<input type="checkbox"/> OTHER (Please specify below)
<input type="checkbox"/> FUNCTIONING AS PRIVATE INVESTIGATOR	

6.5 As a first-time applicant tick checkbox item that indicate the nature of security service you might be interested in providing. Applicant's that have completed a security officer course prior to applying on the system, tick checkbox item that indicate the nature of security service you are qualified to perform

6.6 Answer question 1: Have you resided outside South Africa for an uninterrupted period of at least 1 year during the 10-year period immediately preceding this application? "Yes" or "No". If the answer is "Yes", fill in the name of the country and the duration of stay in foreign country.

Memo
DHA/CRC
Check List

1. Have you resided outside South Africa for an uninterrupted period of at least 1 year during the 10 year period immediately preceding this application?

Yes No

Country* Residence Period From* Residence Period To*

- 6.7 Answer question 2: Are you presently or have you ever been employed as a member of any official military, security, police, intelligence force or service in South Africa or elsewhere?, "Yes" or "No".

If the answer is "Yes", they will be required to provide the below information:

- Name of the force/service
- Force Number
- Duration of service
- Attach force clearance certificate
- Download and attach filled in PSIRA(8) form

2. Are you presently or have you ever been employed as a member of any official military, security, police, intelligence force or service in South Africa or elsewhere?

Yes No

NAME OF FORCE/SERVICE* FORCE NUMBER*

Service From * Service To*

Force Clearance Certificate

Drag Your File Here.

Max. file size 3mb JPG, JPEG, PNG, PDF

PSIRA(8) form

Max. file size 3mb JPG, JPEG, PNG, PDF

[DOWNLOAD PSIRA 8 FORM](#)

- 6.8 Answer question 3: Is there currently a criminal investigation by the State into an alleged offence by you or are there criminal proceedings in a court pending against you?, "Yes" or "No"

If the user answers "Yes", they will be required to click the **Add more +** button to provide below information on the offence(s):

- Case status
- Alleged criminal offence
- Police station / court name
- Case no

3. Is there currently a criminal investigation by the State into an alleged offence by you or are there criminal proceedings in a court pending against you?

Yes No

In term of section 23(6) of the Private Security Industry Regulation Act 56 of 2001, despite the provisions of section 23(1) and (2), the Authority may on good cause shown and on grounds which are not in conflict with the purpose of this Act and the objects of the Authority, register any applicant as a security service provider.

Case Status* Alleged criminal Offence* Police Station / Court*

Case No.*

6.9 Click the Add+ more button if more than 1 offence exists and click the **Save** button until all applicable information is provided

6.10 Answer question 4: Have you ever been declared mentally unstable?

If answer is "Yes", provide the Name of the institution and the Duration of stay.

6.11 Answer questions 5: Please furnish the full first names, surnames and contact numbers of 3 persons who can be described as your next of kin (your closest living relatives)

4. Have you ever been declared mentally unstable? If

Yes No

Yes, name of Institution and date*

Date From* yyyy/mm/dd

Date To* yyyy/mm/dd

5. Please furnish the full first names, surnames and contact numbers of 3 persons who can be described as your next of kin (your closest living relatives)

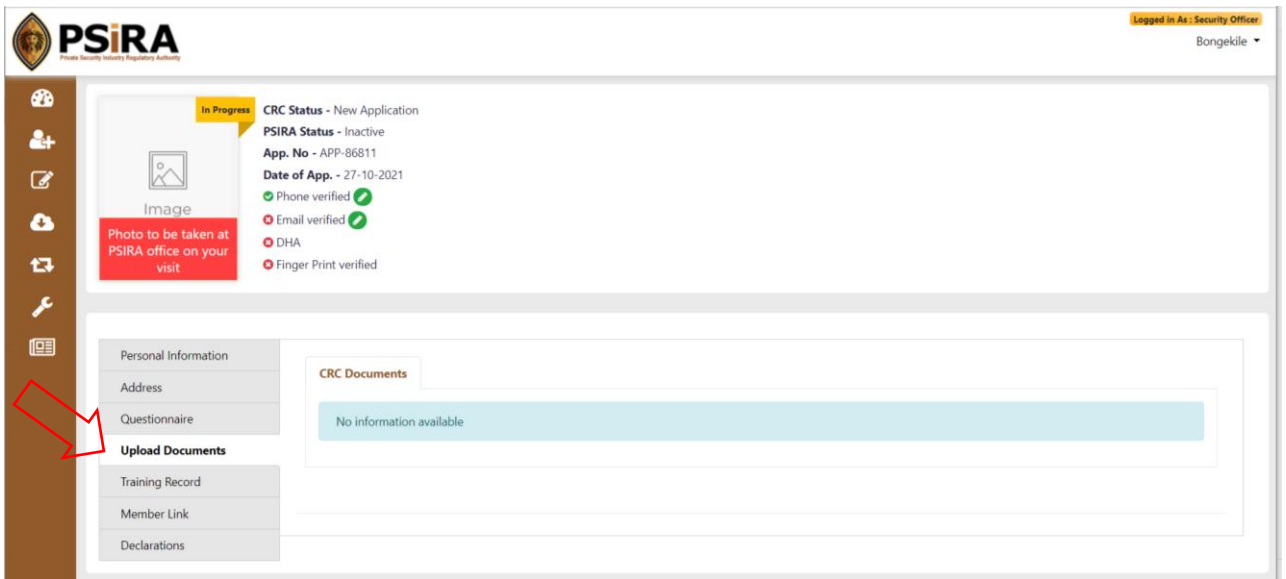
First Name*	Sibongile	Surname*	Mohale	Contact No.*	+27	82-889-2365
First Name		Surname		Contact No.	+27	
First Name		Surname		Contact No.	+27	

SAVE

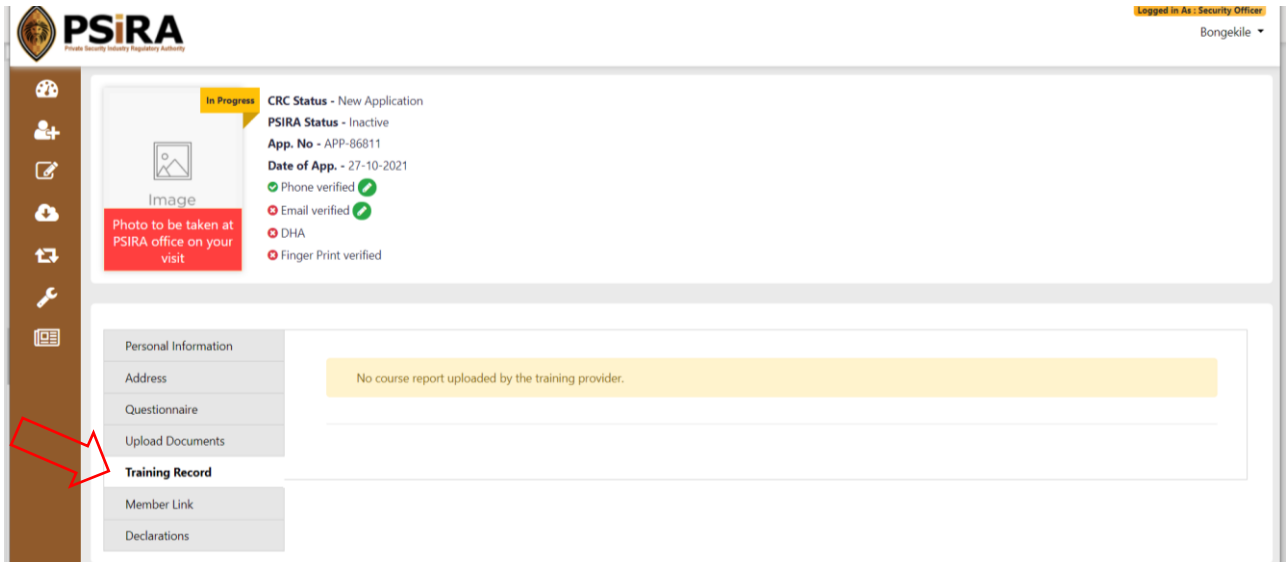
If all the required information is filled in correctly when you click the **Save** button, the system will display a pop-up message "Questionnaire details saved successfully".

If not all the required information is filled in correctly when you click the **Save** button, an error will be displayed. Relook at the information entered and make corrections where necessary before clicking the **Save** button

6.12 Skip the **Upload Documents** tab, it is not applicable for the application process

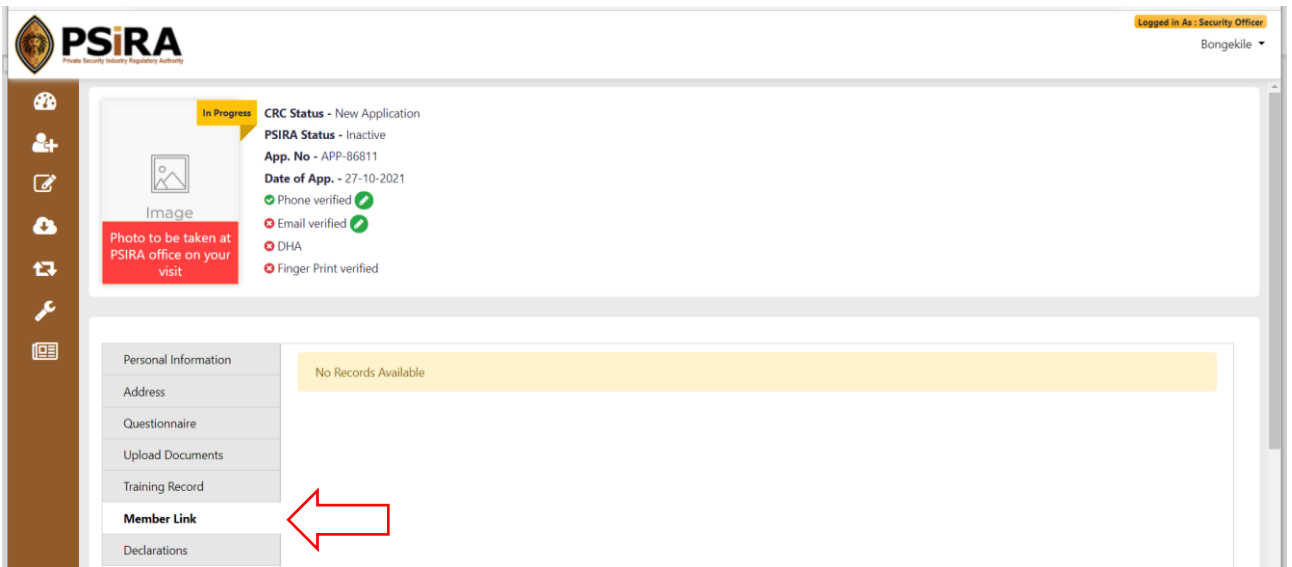


6.13 Skip the **Records Training** tab, it is not applicable for the application process as a first time applicant



Information in the Records Training tab will exist once training is successfully completed and process by the PSiRA Training team

6.14 Skip the **Member Link** tab



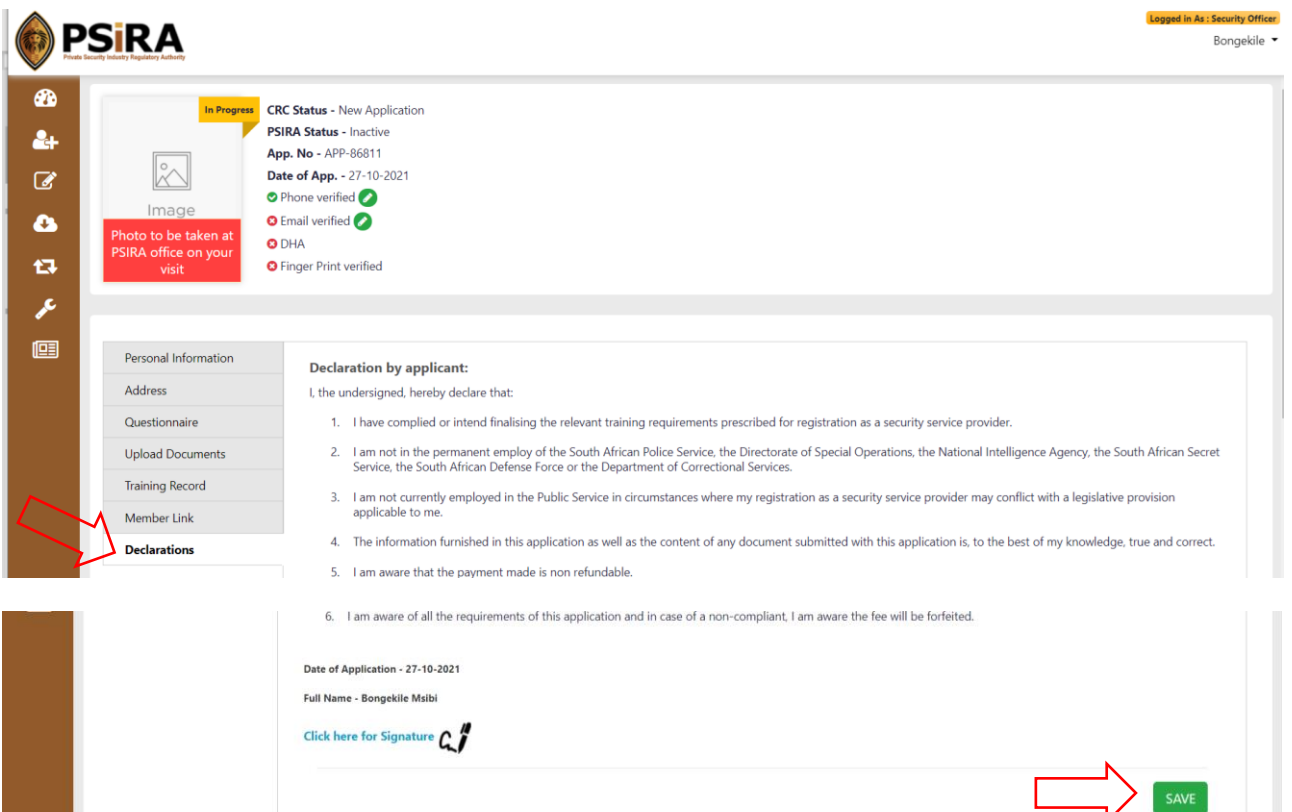
The screenshot shows the PSiRA application interface. The top right corner indicates the user is logged in as 'Security Officer' and the name 'Bongekile' is displayed. The main content area shows the 'CRC Status - New Application' section with the following details:

- PSiRA Status** - Inactive
- App. No** - APP-86811
- Date of App.** - 27-10-2021
- Phone verified
- Email verified
- DHA
- Finger Print verified

Below this, there is a 'No Records Available' message. On the left sidebar, the 'Member Link' tab is highlighted with a red arrow pointing to it.

Information on the Member Link tab will only be available once a registered security officer is linked by their employer.

6.15 Click the Declarations tab




The screenshot shows the PSiRA application interface with the 'Declarations' tab selected in the left sidebar. The main content area displays the 'Declaration by applicant:' section with the following text:

I, the undersigned, hereby declare that:

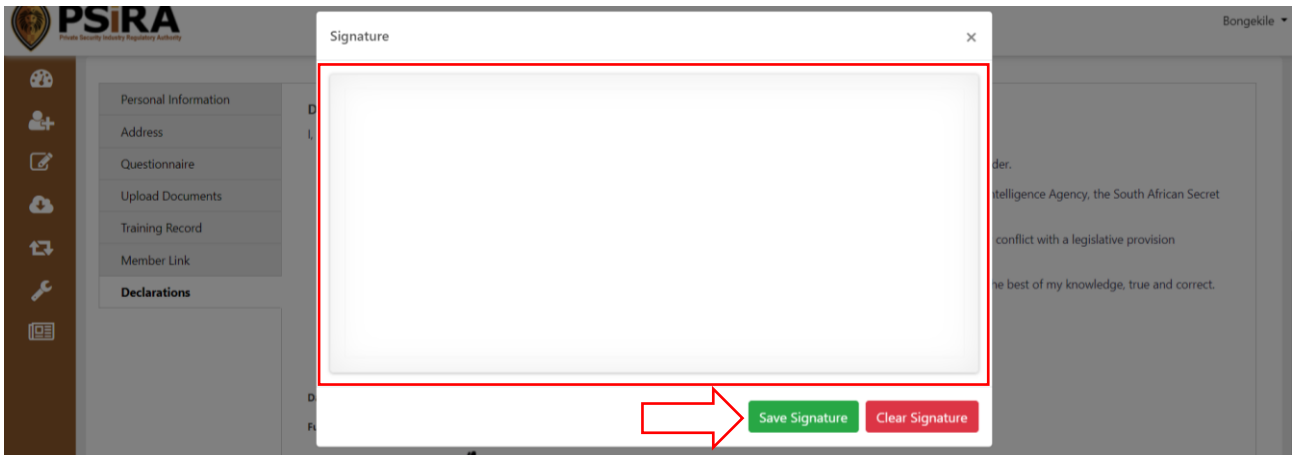
1. I have complied or intend finalising the relevant training requirements prescribed for registration as a security service provider.
2. I am not in the permanent employ of the South African Police Service, the Directorate of Special Operations, the National Intelligence Agency, the South African Secret Service, the South African Defense Force or the Department of Correctional Services.
3. I am not currently employed in the Public Service in circumstances where my registration as a security service provider may conflict with a legislative provision applicable to me.
4. The information furnished in this application as well as the content of any document submitted with this application is, to the best of my knowledge, true and correct.
5. I am aware that the payment made is non refundable.
6. I am aware of all the requirements of this application and in case of a non-compliant, I am aware the fee will be forfeited.

Below the declaration, the following information is displayed:

- Date of Application** - 27-10-2021
- Full Name** - Bongekile Msibi
- [Click here for Signature](#) 

A red arrow points to the 'SAVE' button at the bottom right of the page.

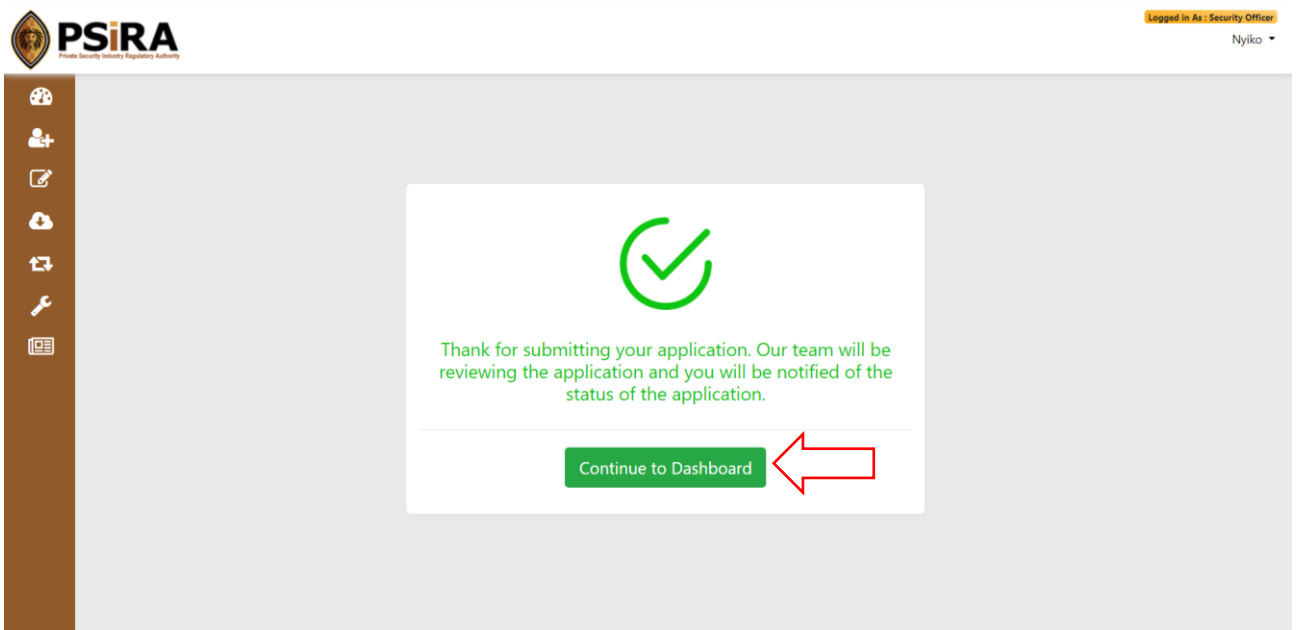
- 6.16 Click the **Click here for Signature** icon signature window will pop-up, sign on the blank signature box to sign your signature,

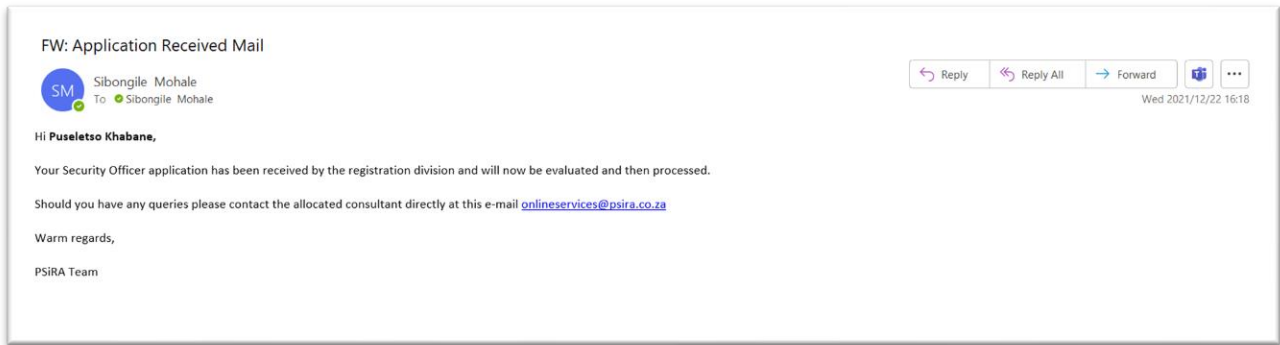


- 6.17 Click the Save Signature button, the Signature window will close. Click the Save button

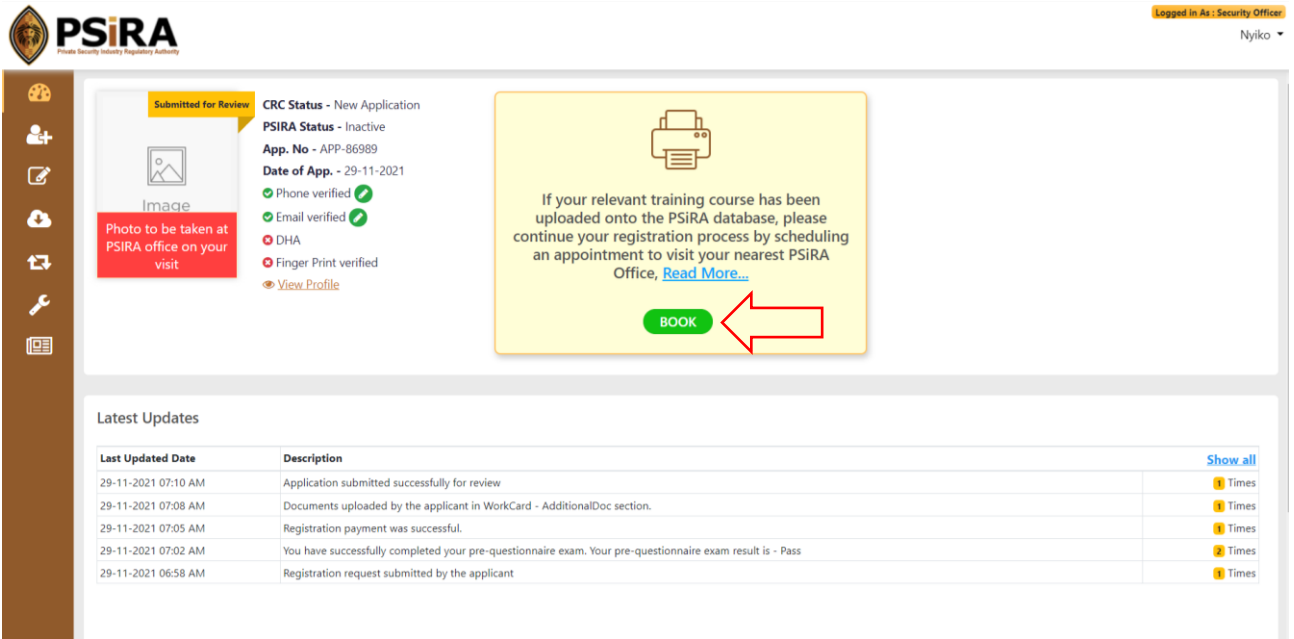
If all the required information under Declaration is filled in when you click the **Save** button, the system will display a pop-up message "Declarations saved successfully".

If all the required information in each tab is complete, the system will display a new page confirming successful submission of the application and an email will be sent out

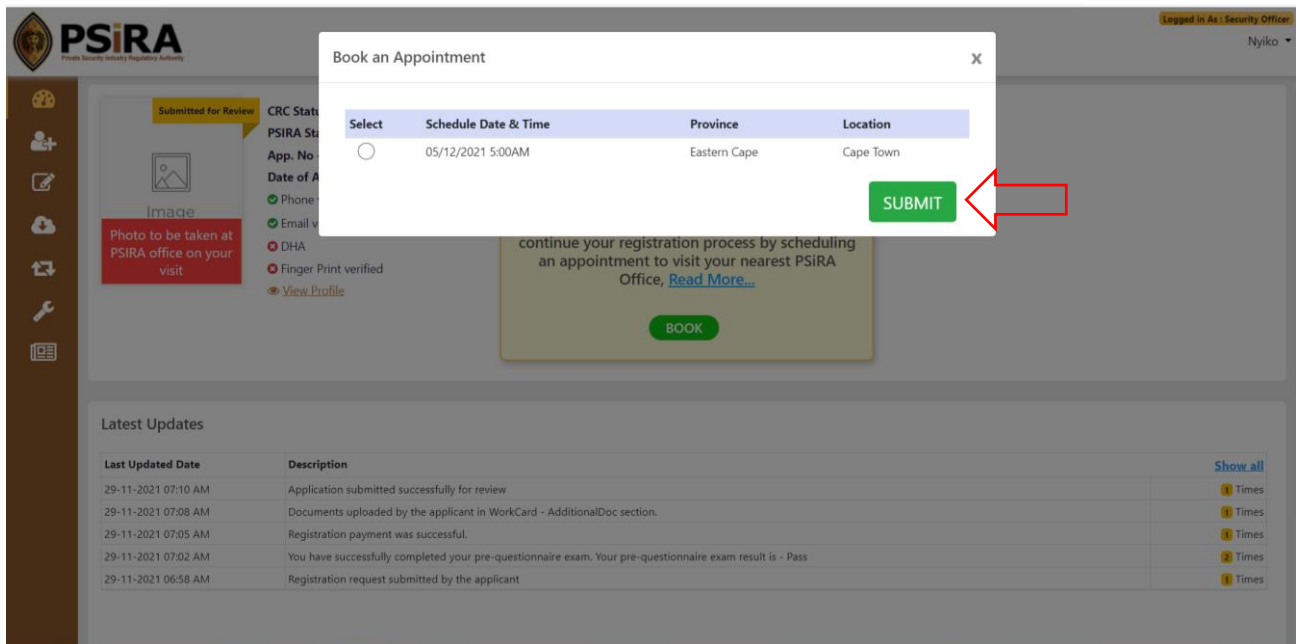




6.18 Click the **Continue to Dashboard** button, you will be redirected to the dashboard

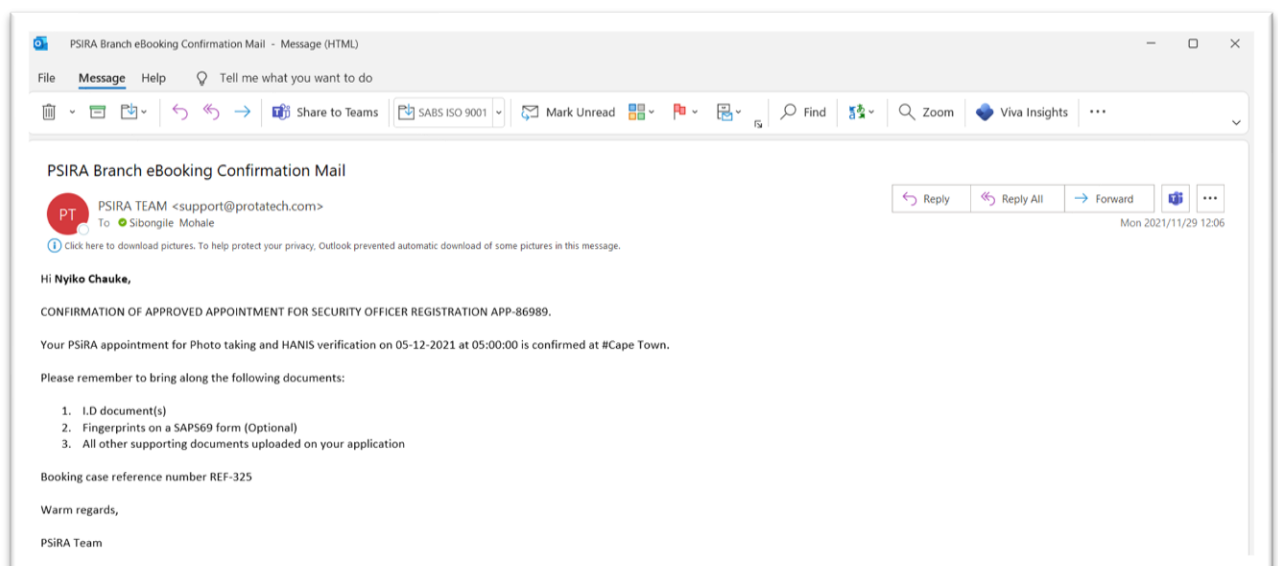


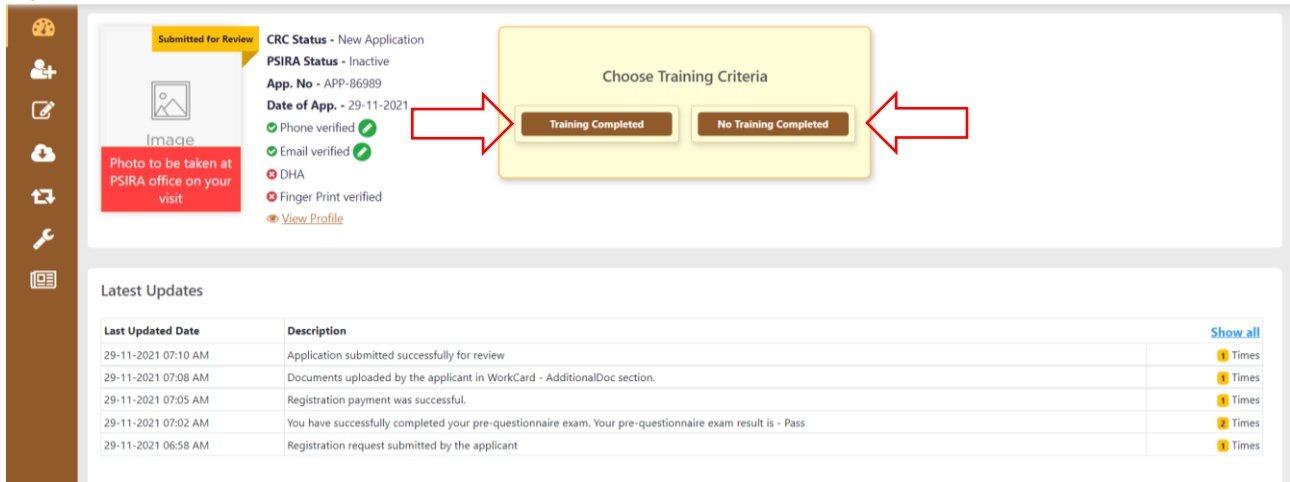
6.19 Click the **Book** button



6.20 On the next screen select a suitable date, time, and click the **Submit** button

After you click the **Submit** button, a pop-up message will be displayed "Success: Your appointment has been booked" and you will be directed to the dashboard. A booking confirmation email will also be sent.

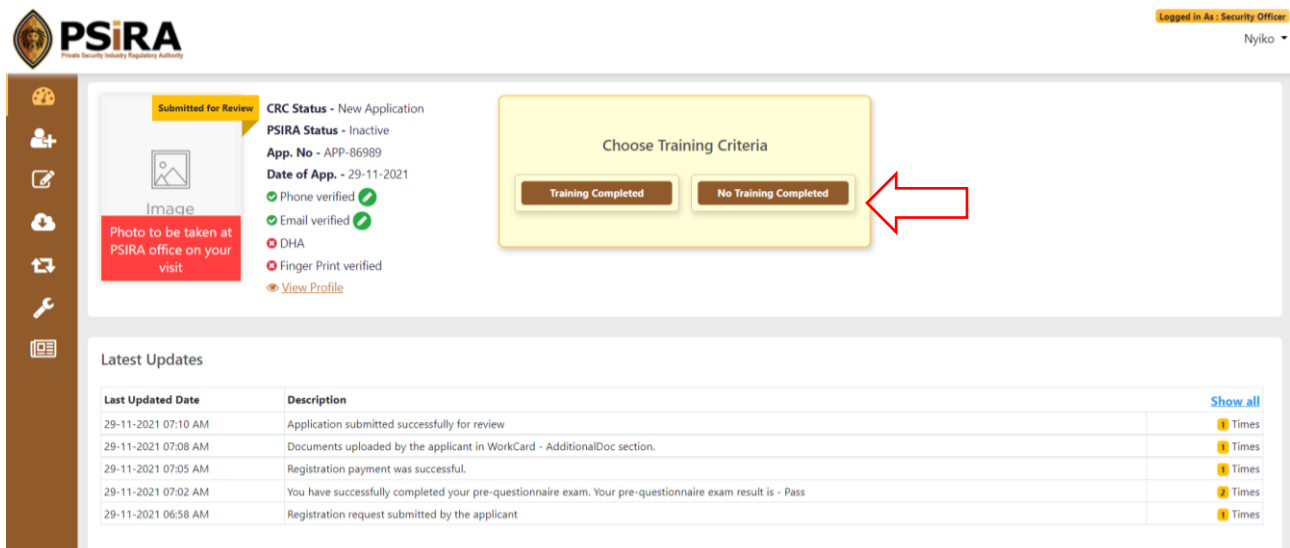




The screenshot shows the PSiRA application review interface. On the left, a sidebar contains navigation icons. The main content area is divided into two sections. The top section, titled 'Submitted for Review', displays application details: 'CRC Status - New Application', 'PSiRA Status - Inactive', 'App. No - APP-86989', and 'Date of App. - 29-11-2021'. It lists verification steps: 'Phone verified' (green check), 'Email verified' (green check), 'DHA' (red X), and 'Finger Print verified' (red X). A red box indicates 'Photo to be taken at PSiRA office on your visit'. A 'View Profile' link is present. A yellow box titled 'Choose Training Criteria' contains two buttons: 'Training Completed' and 'No Training Completed'. A red arrow points to the 'Training Completed' button. The bottom section, 'Latest Updates', contains a table of application events.

Last Updated Date	Description	
29-11-2021 07:10 AM	Application submitted successfully for review	Show all 1 Times
29-11-2021 07:08 AM	Documents uploaded by the applicant in WorkCard - AdditionalDoc section.	1 Times
29-11-2021 07:05 AM	Registration payment was successful.	1 Times
29-11-2021 07:02 AM	You have successfully completed your pre-questionnaire exam. Your pre-questionnaire exam result is - Pass	2 Times
29-11-2021 06:58 AM	Registration request submitted by the applicant	1 Times

7. No Training Completed



This screenshot is identical to the one above, showing the PSiRA application review interface. However, a red arrow now points to the 'No Training Completed' button in the 'Choose Training Criteria' box.

7.1 If no training has been completed, click the **No Training Completed** button

- 7.2 On the next screen click the **View Training Providers** button to view list of approved training providers

PSiRA
Private Security Industry Regulatory Authority

Logged in As : Security Officer
Nyiko ▾

No Training has been submitted or processed by PSiRA

If you are a prospective student, contact your preferred security training centre and supply them with the application number **APP-86989**, and finalise your Grade training.

If you completed your training, however the qualification does not reflect on the PSiRA database, please contact the training centre where you finalised your training.

If you applied for recognition for prior learning (RPL process) and it does not currently reflect on the PSiRA database, please contact the PSiRA training division to assist. If you applied for recognition for prior learning (RPL process) and it does not currently reflect on the PSiRA database, please contact the PSiRA training division to assist.

For further information contact the PSiRA helpdesk at info@psira.co.za or contact them at (012)12334234

[View Training Providers](#)

- 7.3 View list of approved **View Training Providers**, you can search for training providers using their name and/ or address information

PSiRA
Private Security Industry Regulatory Authority

Logged in As : Security Officer
Nyiko ▾

TP List

← Back

Name Address

#	Training Partner	Contact Person	Phone	Email	Address	Registration Date
1	2028 TECH SOLUTIONS	2028 TECH SOLUTIONS	0827933808_0000	2020tech208@gmail.com	14 CHADWICK AVENUE, JOHANNESBURG, JOHANNESBURG, Gauteng-2001	
2	4 SONS SECURITY TRAINING CENTRE	4 SONS SECURITY TRAINING CENTRE	0835037517_0000	nasecurityinvestigation@gmail.com	98 ALEXANDRA ROAD, KING WILLIAM'S TOWN, KING WILLIAM'S TOWN, Eastern Cape-5601	
3	4 SONS SECURITY TRAINING CENTRE	4 SONS SECURITY TRAINING CENTRE	0835037517_0000	nasecurityinvestigation@gmail.com	SHOP 18 ORIENTAL PLAZA, EAST LONDON, EAST LONDON, Eastern Cape-5201	
4	4 SONS SECURITY TRAINING CENTRE	4 SONS SECURITY TRAINING CENTRE	0845287751_0000	SONSTRAINING CENTRES@GMAIL.COM	SHOP 15/16, LUSIKISIKI, LUSIKISIKI, Eastern Cape-4820	
5	76 VISION ENTERPRISE (PTY) LTD	76 VISION ENTERPRISE (PTY) LTD	0826300586_0000	gunelafm@gmail.com	12841MOROGOROGO STREET, MIDRAND, HALFWAY HOUSE, Gauteng-1683	
6	A & R SECURITY SERVICES C C	A & R SECURITY SERVICES C C	0833034733_0000	prestige@presigeseecurity.co.za	18 SCOTT STREET, KOKSTAD, KOKSTAD, Kwazulu Natal-4700	
7	A AND S MANAGED SERVICES	A AND S MANAGED SERVICES	0828593859_0000	sheryl@aands.co.za	1143 ETEMAL AVEUE, FLORIDA, ROODEPOORT, Gauteng-1709	
8	A E E CONSULTANT SERVICES	A E E CONSULTANT SERVICES	0742690203_0000	aeeprotect@yahoo.com	TWIN COMPLEX 96 -2ND STREET, KEW, JOHANNESBURG, Gauteng-2090	
9	A E JACOBS	A E JACOBS	0835562166_0000	masakhanetrainingcentreT271@gmail.com	1 JACOBS STREET, CHAMDOR,	

7.4 Click the **Back** button to be redirected to the dashboard

The screenshot shows the PSiRA application dashboard. At the top left is the PSiRA logo. At the top right, it says "Logged in As: Security Officer" and "Phil". The main content area is divided into two columns. The left column contains application details: "Submitted for Review", "CRC Status - New Application", "PSiRA Status - Inactive", "App. No - APP-87063", and "Date of App. - 13-12-2021". Below this are verification status indicators: "Phone verified" (green check), "Email verified" (green check), "DHA" (red circle), and "Finger Print verified" (red circle). A "View Profile" link is at the bottom. A red box with a camera icon and the text "Image" and "Photo to be taken at PSiRA office on your visit" is also present. The right column contains a yellow box titled "Choose Training Criteria" with two buttons: "Training Completed" and "No Training Completed". Below this is a "Latest Updates" section with a table:

Last Updated Date	Description	
13-12-2021 06:54 AM	Application submitted successfully for review	Show all 1 Times
13-12-2021 06:43 AM	Registration payment was successful.	1 Times
13-12-2021 06:42 AM	You have successfully completed your pre-questionnaire exam. Your pre-questionnaire exam result is - Pass	2 Times
13-12-2021 06:24 AM	Registration request submitted by the applicant	1 Times

8. Training Completed

This screenshot is identical to the one above, but with a red arrow pointing from the "Email verified" status indicator to the "Training Completed" button in the "Choose Training Criteria" box.

8.1 If training has been completed, click the **Training Completed** button

The screenshot shows the PSiRA (Private Security Industry Regulatory Authority) website interface. At the top left is the PSiRA logo. At the top right, it says "Logged in As : Security Officer" and "Nyiko". Below the logo is a vertical sidebar with icons for home, user profile, search, and refresh. The main content area is titled "Claim Course Report" and contains a search form with the following fields: "ID Number", "PSIRA No", "Training Provider/T No", "App No", and "Training Provider Name". Each field has a corresponding input box. To the right of the input boxes are "Search" and "Reset" buttons. A "Back" button is located in the top right corner of the form area.

8.2 On the screen claim your course report, search using your ID number/ PSIRA no if applicable/ Training provider/ T No, App No/ Training provider name, you can also use a combination of fields. Click the search button after entering your search criteria

If a course report exists that matches the search criteria, record(s) will be displayed.

If no record(s) matches the search criteria a text message will be displayed.

On your scheduled booking day, the following will take place:

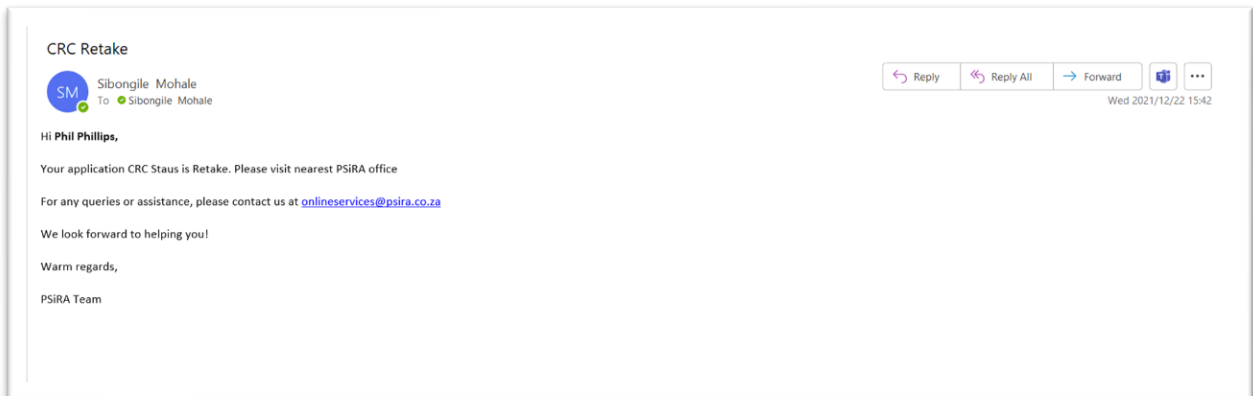
- If you are paying via coupon method, you will make a payment at the cashiers
- Your application will be reviewed to confirm all required information is provided, and your picture is captured
- DHA/Hanis and CRC verification conducted

9. CRC Process

Once all of this has been done your fingerprints will be sent to AfriSwitch for CRC verification, once feedback is received the CRC status for your application can be processed as a Retake, Possible Illicit or Approved.

Retake:

When CRC status is updated to Retake you will receive an email notifying you to visit the nearest PSIRA office. When an applicants' CRC status is updated to Retake, the application status is automatically updated to provisionally rejected.



You will be required to visit the PSIRA office to restart the CRC process by re-submitting your fingerprints to be sent to AfriSwitch for processing.

Possible Illicit:

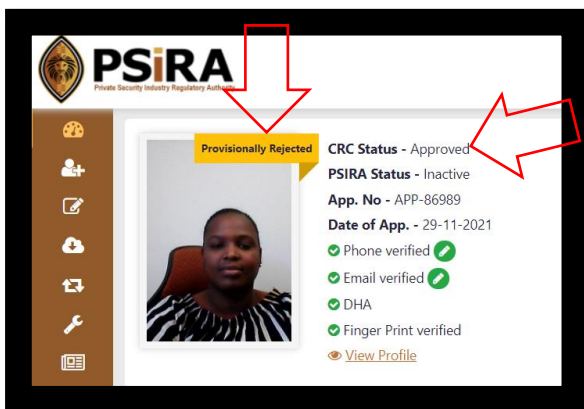
If CRC status is updated to a Possible illicit you will receive an email notification. When an application's CRC status is updated to Possible Illicit, the application status is automatically updated to provisionally rejected.

Email sent:



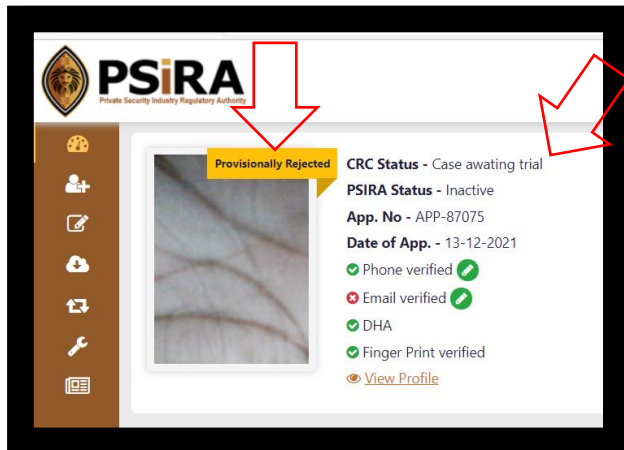
Once CRC status is updated to Possible Illicit it can be further updated to Criminal record / Referred to registration subcommittee / Case awaiting trial / Approved once more information has been received on the nature of the offence.

If the CRC status is updated from Possible Illicit to Approved, the Registration status remains as Provisionally rejected pending training. This will be reflected on the dashboard.



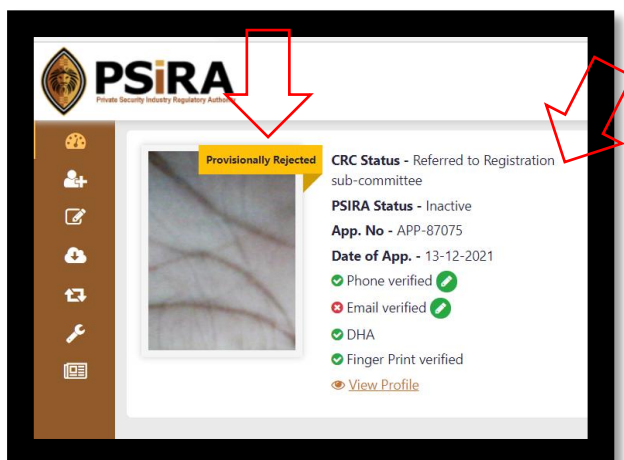
Case awaiting trial:

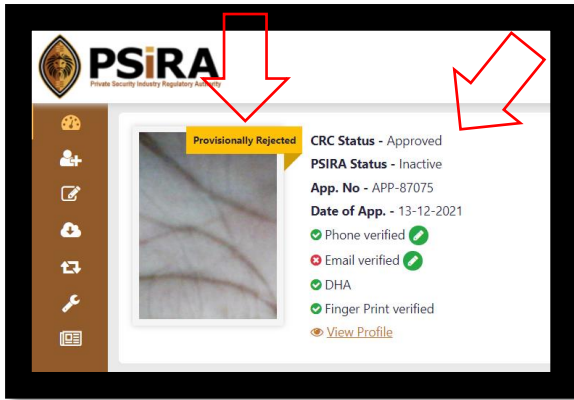
If the CRC status is updated from Possible Illicit to Case Awaiting Trial, the Registration status remains as Provisionally rejected. This will be reflected on the dashboard, once your case has been processed and a verdict is received that information will be required to update CRC to Approved or Rejected.



Referred to the registration sub-committee:

If the CRC status is updated from Possible Illicit to Referred to Registration Sub-committee, the Registration status remains as Provisionally rejected pending feedback from sub-committee. Once a decision is made CRC will be updated from Referred to Registration Sub-committee to Approved or Rejected. This will be reflected on the dashboard.

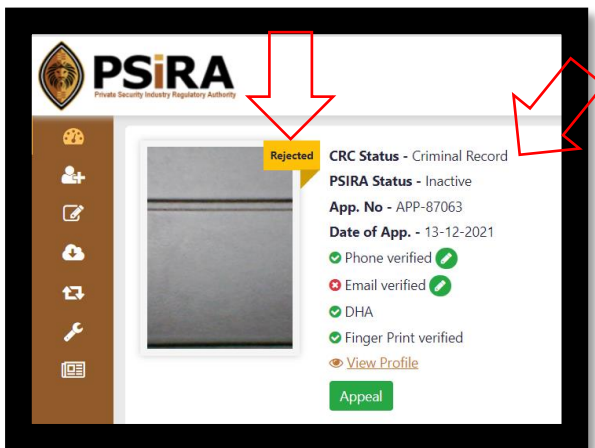




If it is updated from Referred to registration sub-committee to Approved, the CRC status will be updated to Approved but the registration status will remain as Provisionally rejected pending training.

Criminal Record

If the CRC status is updated from Possible Illicit to Criminal record, the Registration status is automatically updated to Rejected this will be reflected on the dashboard. You can start the appeal process by clicking the Appeal button as soon as registration status is updated to Rejected.



The End