Private Security Industry Regulatory Authority
420 Witch-Hazel Avenue, Block B Eco Glades 2 Office Park Highveld Ext 10
Tel. 086 10 (PSiRA) 77472 | Int. +27 12 337 5500
Fax no.: 086 242 7180 / 086 246 7750
Email: info@psira.co.za
Website: www.psira.co.za

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INDUSTRY COMMUNIQUE: DISCONTINUATION OF COMPANY-REQUESTED PAID OUTREACH SERVICES

The Private Security Industry Regulatory Authority (PSiRA) wishes to inform all security service providers, security training providers, security officers and other industry stakeholders of a change to the manner in which PSiRA's outreach services will be conducted.

Over the past approximately 18 months, PSiRA has expanded its outreach programme to communities across the country, particularly in areas where the Authority has a limited physical footprint but where there is a demonstrated need for access to PSiRA services.

The purpose of these outreach initiatives has been to bring PSiRA services closer to communities, improve accessibility, reduce the need for security officers to travel long distances to PSiRA branches, and provide services to areas that may otherwise be underserved.

Company-Requested Outreach Services

As an additional measure to improve accessibility, PSiRA previously introduced an arrangement whereby security businesses and security training providers could request PSiRA to conduct an outreach session at their premises, subject to the payment of a prescribed/fixed outreach fee to PSiRA.

A fundamental condition of this arrangement was that **security officers and other members of the public attending the outreach were not to be charged any fee by the requesting company for accessing PSiRA services**.

The outreach service was intended to benefit security officers and communities. It was never intended to create a commercial opportunity for businesses or training providers to generate income from persons requiring access to PSiRA services.

Misuse of the Outreach Service

PSiRA has become aware of an increasing trend whereby certain entities, particularly some security training providers, have charged security officers entrance, attendance or other fees in order to access PSiRA officials and services during these outreach sessions.

This practice is contrary to the purpose and conditions under which the company-requested outreach service was made available. PSiRA cannot permit an outreach programme intended to improve public access to regulatory services to be commercialised in a manner that places an additional financial burden on security officers or communities.

Revised Outreach Approach

Accordingly, **with immediate effect, PSiRA will no longer accept paid requests from security businesses, security training providers or other private entities to conduct outreach sessions at their premises.**

This does **not** mean that PSiRA's national outreach programme is being discontinued. PSiRA will continue conducting outreach programmes throughout the country. However, the location, timing and frequency of these outreaches will be determined by PSiRA based on:

- demonstrated community and industry need;
- areas where access to PSiRA services is limited;
- demand for PSiRA services;
- geographic coverage and accessibility;
- available operational capacity and resources; and
- other service-delivery priorities identified by the Authority.

Outreach programmes will therefore be planned and coordinated directly by PSiRA and deployed to areas where the need is greatest, subject to available capacity.

Important Notice to the Industry

Security businesses, security training providers and other third parties may **not represent to security officers or members of the public that they can arrange or provide preferential access to a PSiRA outreach service in exchange for payment**.

Where PSiRA conducts an official community outreach programme, access to PSiRA officials and the outreach service itself must not be sold or used by third parties as a means of generating income from security officers.

PSiRA remains committed to expanding access to its services and ensuring that its outreach programme serves its intended purpose: **bringing regulatory services closer to the security industry and the communities that need them most.**

The Authority appreciates the cooperation of the private security industry in ensuring that PSiRA's outreach initiatives remain accessible, fair and focused on public service.

By Management