
INDUSTRY CIRCULAR NO. 01/22

TO: ALL SECURITY SERVICE PROVIDERS

FROM: MANABELA CHAUKE

DATE: 20 JANUARY 2022

SUBJECT: PSiRA DIGITALIZATION – PHASING OUT OF PAPER BASED CERTIFICATES

Dear Valuable Stakeholder,

The Private Security Industry Regulatory Authority is in the final stages of testing its new online digital platform that will transform the way registrations and renewals, amongst other changes, are done.

One of the biggest changes relates to the PSiRA registration certificate. In the near future, a paper based certificate will no longer be printed at our offices, but will be issued digitally via our website. Although the certificate will be downloadable and/or printable on the user's side, the reliance on the printed certificate will be replaced with verification on the online platform. To facilitate easy verification, a QR code will be eligible on the digital copy and anyone with a smart phone would be able to simply take a photo of the QR code and will be redirected to the PSiRA site to confirm if the data on the printed certificate is indeed correct and still valid.

Through this process, individuals and businesses will be able to renew PSiRA certificates without the need to visit our offices.

PSiRA is therefore informing the industry that the paper based certificates are being phased out and will no longer be printed as from Monday, 17 January 2022 at some of our offices who no longer have stock of the paper-based certificates in anticipation of the implementation of the digital certificates. Security service providers can still visit our offices if they have an appointment to renew their certificates, and if there are still paper based

stock certificates, they will be able to receive a printed certificate. However, at some of our offices who no longer have paper based stock, their certificates will be renewed online and once the system is launched, they will have access to their certificates. In the interim, we also request that security service providers and clients verify if a person is registered and/or have renewed their certificate by accessing our PSiRA database and confirming if all registration details are still valid.

Thank you for bearing with us in this interim phase as we move towards the ultimate goal, a fully digitised system.

Yours faithfully



Manabela Chauke
Director (CEO)