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## **INDUSTRY CIRCULAR NO 14/21**

**TO: ALL SECURITY SERVICE PROVIDERS**

**FROM: MANABELA CHAUKE**

**DATE: 08 DECEMBER 2021**

**SUBJECT: PSiRA DIGITALIZATION – SECURITY SERVICE PROVIDERS**

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Dear Valuable Stakeholder,

The Private Security Industry Regulatory Authority has a vision to drive the regulation of the private security industry into the new digital era and fully embrace the fourth industrial revolution and, in doing so, become the technological leader in terms of the regulatory environment nationally.

The Authority developed a digital transformation strategy in 2020 which is underpinned by the long-medium term goals planned for 2020 -2025. The onset of restrictions during the Covid-19 pandemic has also fast-tracked our endeavour to implement the digitalisation or automation of core services in respect of our service delivery mandate and to strengthen the customer relation support.

Our delivery model is subsequently changing to a digital online system over the next few weeks, and all security service providers will be impacted as follows:

### **1. New Registrations as Security Officers**

Any person intending to register as a security officer will be required to create their own profile on the PSiRA online platform. To ensure that an effective communication channel exists between PSiRA and their members, a standard requirement of a valid e-mail address

and reliable cell phone number will be a prerequisite for registering on our new online system. Persons wishing to register for the first time will need to:

- Create an online profile; and
- Select the required service they require;
- Make an online payment (Note that the Authority is moving towards online payments in future);
- Digitally upload required documentation (i.e. I.D documents etc); and
- Make an online booking as the final leg in this process to allow PSiRA to verify their fingerprint against the Home Affairs database.

To re-iterate, registration and training progress on applications will be communicated via email and SMS. Going forward the same profile will be used by security officers to access all transactions like renewals, name changes etc., this will ultimately eliminate the need to physically visit any of our offices in future.

## **2. Security Businesses**

In order for businesses to access PSiRA services, they will need to claim or create their own digital profile on the new online platform. The online profile will ensure a new direct communication channel with PSiRA departments. The following service will be done via the online platform:

- Business registration applications;
- Certificate renewals;
- Branch applications;
- Inhouse security business applications;
- Business information changes;
- Appeals; and
- Training accreditation

### **3. Accreditation of Training Institution**

Any security business intending to register as security training provider will be required to use log-in credentials created on the PSiRA online platform for the application process. To ensure that there is effective implementation of training, students registering for the first time must create a profile for enrolment of training. In respect of industry training, the following services will be done via the online platform to:

- Instructor Accreditation and Upgrades;
- Course Report processing;
- Training Centre's, relocation and course upgrades (if necessary);
- Digital Payments

### **4. Registered Security Officers**

Security officers who are already registered will also need to claim their online profile. The Authority will be sending credentials via SMS or email to all security officers on our system. Any security officer who does not receive the credentials (i.e. due to outdated contact details), will have to contact our helpdesk to update their email address or cell phone number. Security officers will, as is the case with new applicants, use or create an e-mail addresses, and e-mail correspondence will play a very important role in terms of communication with the industry and is therefore becoming a crucial communication tool for security service providers registered within the security industry. Once security officers are registered as online users, they will be able to:

- Digitally renew their certificates and receive a new digital certificate (no need to visit a branch);
- Book and renew for I.D cards;
- Edit information;
- Make payment(s); and
- Online bookings.

## 5. Way Forward and Implementation Arrangements

The Authority is currently doing its final User Acceptance Testing of the new platform and the following implementation arrangements will apply:

- 5.1 Processing of bulk applications for registration and bulk renewals of certificates submitted by employers on behalf of their security officers, is suspended with immediate effect;
- 5.2 The Authority will be transferring all data from our existing database to new database, as from Monday, the 13<sup>th</sup> of December 2021, the Authority will no longer accept manual submission of applications for all client based services with regard to registration of individuals, businesses, accreditation of training centres, instructors and recognition of prior learning for other categories and related skills programmes.
- 5.3 Employers and Training Centres will be leaned upon to play a critical role in assisting PSiRA in educating security officers on the use of the digital platform, and the onset of the new digital PSiRA certificate, which will replace the paper based PSiRA certificate.
- 5.4 The online platform will include user friendly video clips that will illustrate how the system operates, which will be available soon.
- 5.5 A supplementary communique detailing the online registration and accreditation of training institutions and instructors will be issued soon.

Yours faithfully,



**Manabela Chauke**  
**Director (CEO)**