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## **INDUSTRY CIRCULAR NO 02/22**

**TO: ALL SECURITY SERVICE PROVIDERS**

**FROM: MANABELA CHAUKE: DIRECTOR**

**DATE: 26 JANUARY 2022**

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

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Dear Valuable Stakeholders,

As communicated in our previous Industry Circular No 15/21 of 31 December 2021, the Private Security Industry Regulatory Authority has the vision to propel the regulation of the private security industry into the new digital era and, in doing so, become a technological leader in the regulatory environment nationally.

The Authority has been working tirelessly on developing the new Online Digital System to enhance service delivery which will revolutionise the way businesses and individuals register as security service providers and renew their PSiRA certificates, the processing and uploading of course reports by training centres to improve turnaround time and lastly, the way businesses access their financial and business records.

To ensure that the system is thoroughly tested, we have been working closely with selected members of the industry over the last 2 months to test the functionality of the new system. This process is in the final stages of being completed and signed off.

The new system will go live on 3 February 2022, and should we encounter challenges, the industry will be informed accordingly.

It is crucial that all information from our current system is transferred to the new system prior to the Authority going live and we need to stop working on the current system whilst the data transfer is in process. To facilitate this process, the following critical arrangements will be put in place: -

1. Training courses can continue to be presented by accredited training centres, but course report submission will be suspended from 12h30 on 28 January 2022;
2. No bulk applications for registration and or renewal will be accepted from the publication of this circular;
3. Access to the current business profile via the APP or the Webpage will be suspended as from 31 January 2022; and
4. No bookings should be made or attempted at branches as this service will be deactivated until we go live.

All PSiRA services will be activated on Thursday, 3<sup>rd</sup> February 2022, once the new system goes live.

Training User Guides will be shared with you on various platforms (email, PSiRA website and social media) in order for users to familiarise themselves with the new online processes.

We apologise for the delay in launching the highly anticipated Online Digital System and the temporary impact our transition to the new platform will have on our clients, but it is our intention to ensure that we launch a thoroughly tested system to ensure that the user experience is optimal with little or no problems on date of release.

Yours faithfully,



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**Manabela Chauke**  
Director