

GUIDE TO LICENSING SERVICES ONLINE FOR SECURITY AGENTS



P: 1300 654 499

E: cbos.info@justice.tas.gov.au

W: www.cbos.tas.gov.au/topics/licensing-and-registration

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Online licensing service

Licensing services online started on 1 June 2018 for Security Agents licences.

There are some important changes that you need to know about before you apply for or renew your Security Agents licence.

To apply for or renew your licence online you need an internet connection. If you don't have an internet connection at home or in the workplace, then you can visit a LINC Tasmania (Public libraries) location to use their internet connection and equipment.

If you are a licence holder you will need to use the new online services on the CBOS website, www.cbos.tas.gov.au/topics/licensing-and-registration.

For interstate applicants, please see the Mutual recognition for security and investigation agents licence webpage on our website at www.cbos.tas.gov.au/topics/licensing-and-registration.

What has changed?

- You now apply for and renew your licence online 24 hours a day, 7 days a week.
- Consumer, Building and Occupational Services (CBOS) no longer accepts paper applications and renewal forms.
- In future we will contact you by email or sms message to your mobile phone.
- You can pay your fees online by credit card
- Although most of the licensing services are online, there will be situations where some clients still need to visit a *Service Tasmania* shop; for example, to prove their identity.
- We will automatically order a national police check for you.

Uploading documents in a digital format

Save yourself some time by making sure you have all your documents ready to upload before you start applying for or renewing your licence. Documents need to be in a digital format (saved on your computer, USB or other device).

All documents must be in the following formats; pdf, text, jpg, jpeg, png.

Documents that are in a doc or xls variation formats will not be accepted and you will be unable to progress your application or renewal.

If you need help to save your documents into a digital format, then visit a LINC Tasmania (public libraries) location and their friendly staff will help you.

Online session – security time-out

A time-out period has been set to 20 minutes when you are accessing this online licensing system.

If you stop typing or touching your mouse for 20 minutes (continuous period of time), your current online session is cancelled.

A long as you have entered your details in the Licence Details screen and progressed to the next page, we will send you a reference number either by SMS message or email to access your newly created My Licence account.

To go back to your application, you will need to:

1. Read the step Logging into your My Licence account, please go to Page 10.
 - a. Enter your licence number or the reference number we sent to you to your email address or SMS to your mobile number

You will be returned to the online form.

2. You will be returned to the last screen you were working on.

Expiry period for a security Verification Token

You will need to request a security Verification Token when accessing your My Licence account.

To learn more about My Licence account for licence holders, please go to Page 10.

Each security Verification Token can only be used once.

The token will expire 30 minutes after it is sent.

Don't worry if you don't get your token immediately. It may take a few minutes because it relies on your internet connection or mobile network.

It is best to wait for a few minutes to get the token before requesting another one.

How to use this guide

This guide has been written to give you step-by-step instructions to help you use online licensing services. We have included screen images for every step of the process so you can feel familiar with licensing services online before you need to use it.

In this guide you will learn:

1. How to get help
2. What is a My Licence account
3. How to renew your licence
4. How to apply for a licence
5. How to update your contact details
6. How to add and remove an security employee
7. How to add and remove a director
8. How to order a replacement licence card
9. How to access and print your payment receipts
10. How to download and print a licence certificate
11. How to amend or withdraw an application or renewal

We feel that it is really important that you read the Security Agents apply for or renew webpages before you start. The information on these pages will help you get prepared so you won't experience any unnecessary delays.

You can access this information at www.cbos.tas.gov.au/topics/licensing-and-registration .

CBOS would like to hear from you

We invite you to contact us to make suggestions to improve this guide and also to let us know whether this guide has helped you.

You can contact us at cbos.info@justice.tas.gov.au .

Get help with online licensing services

LINC Tasmania

We know that some customers will need access to computers, the internet and support in accessing online services.

Support is available for you through LINC Tasmania. LINC Tasmania provide Tasmanian's with access to library services. LINC Tasmania is so much more than a public library; they also offer the following services;

- provides free access to computers and the internet and support in their use
- most locations can provide access to scanners and support for uploading documents to online services
- computing courses are available to support Tasmanians who have difficulty in accessing everyday online services (talk to your LINC for more information about their computing courses)
- literacy tutor network is available to support Tasmanians who have difficulty with everyday literacy and numeracy tasks, such as completing online forms (talk to your LINC for more information about their literacy programs)

If you are already skilled in using a computer and the internet, you can still visit a LINC Tasmania location and use their computers and internet for free.

Get ready before you visit LINC Tasmania

First make sure that you have the right documents with you when you visit a LINC Tasmania location. You can either take the paper documents with you for scanning or take the documents in a digital format (i.e. saved to a laptop or USB) for uploading. To find out what you need to take with you, visit the Security Agents webpages at www.cbos.tas.gov.au/topics/licensing-and-registration.

LINC Tasmania is a statewide network operating in over 60 locations across Tasmania. Widely accessible to all Tasmanians, it provides free access to the internet through fixed public PCs at all sites and Wi-Fi across 38 sites.

Search for a [LINC Tasmania location](http://www.linc.tas.gov.au/locations/Pages/default.aspx) near you at www.linc.tas.gov.au/locations/Pages/default.aspx.

Service Tasmania shops

Service Tasmania staff will continue to help you with 'proof of identity' and taking ID photos.

You can still pay your fee at a [Service Tasmania shop](#) but you must have a copy of your application receipt or have written down the reference number from your online application.

IMPORTANT: *Service Tasmania staff are unable to assist you with completing your online application.*

For telephone support, please call Customer Service on 1300 654 499.

My Licence account for licence holders

A My Licence account allows you to renew your licence and do a variety of other tasks. Your My Licence account also keeps a record of information you give us and that we send to you.

With your My Licence account you can:

- Renew your licence online
- Print a copy of your licence certificate
- Order a replacement licence card
- Change your contact details
- Pay your fees and print payment receipts
- Apply for a new licence
- Amend your application
- Withdraw your application
- View correspondence that we have sent to you
- Add and remove a Security Employee
- Add and remove a director

No password for your My Licence account

Your My Licence account is similar to an online bank account where you have access to it 24 hours a day, 7 days per week. You will never need to remember a password. Instead you will be sent a one-time security Verification Token that will last for 30 minutes before it expires. If your Verification Token expires, simply request another one.

As long as we have your current mobile phone number and email address, you can access your My Licence account.

You can phone Customer Service on 1300 654 499 to check that we have your correct details.

Logging into your My Licence account

If you are renewing your licence, we suggest you Renew your licence from the Security Agents licence webpage to learn what information and documents you must have ready before you renew your licence.

If you are not renewing your licence and need to 'Access My Licence account' you can at www.cbos.tas.gov.au/topics/licensing-and-registration.

You will be taken to the My Licence screen where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
 - a. If you do not have this number;
 - i. Click on the Don't Know Reference Number link
 - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

The screenshot shows a web form titled "My Licence". Below the title, it says "To change your details:" followed by five numbered instructions. Below these instructions, it says "If you have been allocated a user account by a Licence Holder, [click here](#) to login." The form contains four input fields: "Licence Type:" with a dropdown menu showing "Security Licence"; "Licence / Reference Number:" with the value "1010"; "Last Name:" with the value "Citizen"; and "Date of Birth:" with the value "20 / 06 / 1969". At the bottom right is a "Search" button. Red arrows point to each of these five elements. A yellow circle highlights the "Don't know Reference Number" link, which is located to the right of the "Licence / Reference Number:" field.

My Licence

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type: Security Licence

Licence / Reference Number: 1010

Last Name: Citizen

Date of Birth: 20 / 06 / 1969

Search

Don't know Reference Number

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

My Licence

Please choose the contact method to receive the identity verification code

☒ joh*****.au

Your verification token will expire in **30 minutes**.

☐ 04****000

Send

You will receive a Verification Token.

In the case on the following page, the licence holder selected their email address to receive the Verification Token.

You will see a screen similar to the following.

THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL.

Dear John JAMES Citizen

Please use the following token to verify your identity.

Verification Token: 554741

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

You will see a screen similar to the following.

My Licence

We have sent verification code to (joh*****.au). Please enter the code below.

Verification Code:

614032

Verify

You now have access to your My Licence account.

Licence Details

Licence Holder: John citizen

Licence Number: 1010

Type: Security Licence - Security Employee

Status: Licensed

Application Number: 624001921

Application Date: 22/5/2018

Commencement Date: 22/5/2018

Expiry Date: 22/6/2018

Primary Contact: John citizen

Activities: Commercial Employee

Crowd Control

Security Guarding General

--> Security Guard

--> Monitoring Room Operator

--> Bodyguard

--> Additional Permissions

--> Permitted to use guard dog

Provide Training in Crowd Control

View Full Details

Download Licence Certificate

Renew

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply link](#).

Update your contact details

If you hold a licence you can change your contact details by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Log into your My Licence account
2. Click on the Update Contact Details tab located on the left hand side of the screen

You will see a screen similar to the following.

My Licences

Licence Details

Messages

Associated Licences

Fees / Payments

Expiring Documents

Update Contact Details

Licence Details

Licence Holder: John citizen

Licence Number:

Type: Security Licence - Security Employee

Status: Application Received

Application Number: 624001921

Application Date: 21/5/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: John citizen

Activities: Commercial Employee

Crowd Control

Security Guarding General

--> Security Guard

--> Monitoring Room Operator

--> Bodyguard

--> Additional Permissions

--> Permitted to use guard dog

Exemption to Display Licence

Provide Training in Crowd Control

View Full Details

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply link](#).

You will need to:

3. Click the Edit button

You will see a screen similar to the following.

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Guide to licensing services online for Security Agents

Update Contact Details

Full Name:	Mr John citizen
Gender:	Male
Date of Birth:	20/06/1969
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	456789
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 01/06/1999
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email



You will need to:

4. Change the details you wish to update
5. Click the Save button

You will see a screen similar to the following.

Update Contact Details

Full Name:	Mr John citizen
* Have you ever been or are you currently known by any other names?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Gender:	Male
Date of Birth:	20/06/1969
* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)	<input checked="" type="radio"/> Yes <input type="radio"/> No, I intend to use other documents
* Drivers/Rider Licence Issuing Authority:	Tasmania
* Drivers/Rider Licence Number:	456789
Unique Student Identifier:	
Residential Address	
* Country:	Australia
* State:	TAS
* Address Line 1:	1 Citizen Street
Address Line 2:	
* Suburb:	HOBART
	Postcode: 7000
* I have resided at this address since:	01 / 06 / 1999 (Please provide at least the year)
	<input checked="" type="checkbox"/> Postal Address As Above
* Either Email Address or Mobile Number is mandatory.	
* Email address:	john.citizen@justice.tas.gov.au
* Confirm email address:	john.citizen@justice.tas.gov.au
What phone numbers can we contact you on? A minimum of one number must be provided.	
Mobile:	0400000000
Home Phone:	(please include area code)
Work Phone:	(please include area code)
* What is your preferred method of correspondence?	<input type="radio"/> Mobile <input checked="" type="radio"/> Email
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

You will return to the Licence Details screen.

You will receive a message via your preferred method of contact confirming the changes you made.

Download and print a licence certificate

If you hold a licence you can download and print a licence certificate by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Log into your My Licence account
2. Click on the Download Licence Certificate link located on the right-hand-side of the screen under Actions
 - a. the certificate will open in a new window

You will see a screen similar to the following.

Licence Details

Licence Holder: John citizen
Licence Number: 1010
Type: Security Licence - Security Employee
Status: Licensed
Application Number: 624001921
Application Date: 22/5/2018
Commencement Date: 22/5/2018
Expiry Date: 22/6/2018
Primary Contact: John citizen

Activities: Commercial Employee
Crowd Control
Security Guarding General
--> Security Guard
--> Monitoring Room Operator
--> Bodyguard
--> Additional Permissions
--> Permitted to use guard dog
Provide Training in Crowd Control

[Download Licence Certificate](#)
[Renew](#)

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

3. Print the licence certificate

Print a receipt

If you hold a licence you can print a copy of a receipt by accessing your My Licence account.

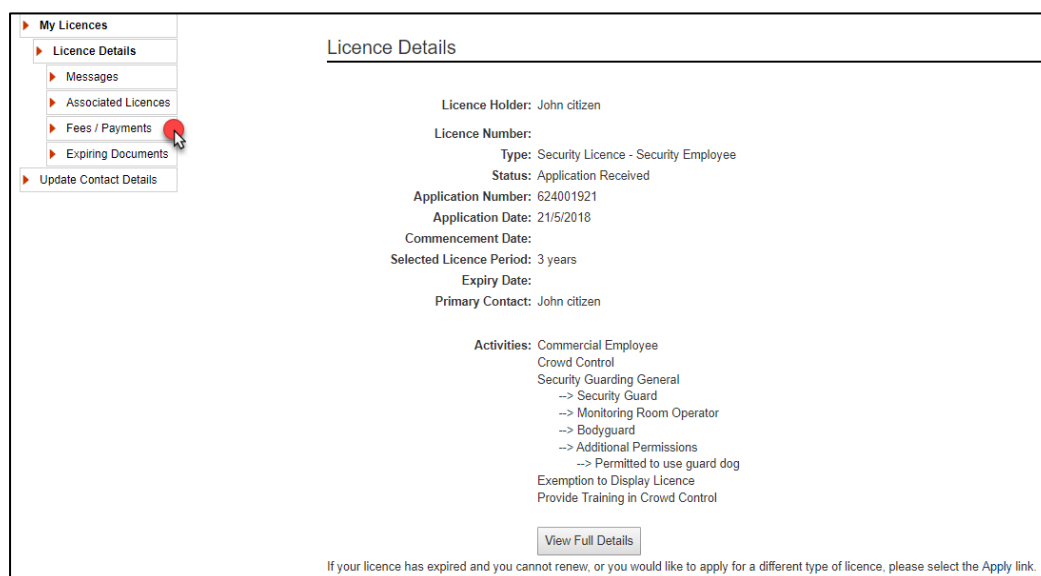
It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

Your My Licence account will keep a copy of all payments you made online from 1 June 2018. You can access these receipts to download and print anytime you want.

You will need to:

1. Log into your My Licence account
2. Click the Fees/Payments tab located on the left hand-side of the screen

You will see a screen similar to the following.



You will need to:

3. Click on the Download Receipt link located under header 'Action'

You will see a screen similar to the following.



DateCreated	Licence Number / Application Number	Licence Type	Associated Fees	Sum of fees	Receipt Number	Date Reconciled	Action
21/5/2018	624001921 (Application Number)	Security Licence - Security Employee	Licence Fee: 186.00 Criminal History Check: 45.00 Exemption to Display Licence Card: 54.25 Fingerprint Fee: 75.00	\$360.25	7082960183	21/5/2018	Download Receipt

A PDF of the payment receipt will open in a separate window for you to print to your printer.

Order a replacement licence card

If you hold a licence you can order a replacement card by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will have the option to either:

- Order your licence card online and pay online by credit card
- Go to a Service Tasmania shop and order a licence card and make payment

When replacing your licence card online, you will need to:

1. Log into your My Licence account
2. Click the Replace Card link

You will see a screen similar to the following.

Licence Details

Licence Holder: John citizen

Licence Number: 1010

Type: Security Licence - Security Employee

Status: Licensed

Application Number: 624001921

Application Date: 30/5/2018

Commencement Date: 22/5/2018

Expiry Date: 30/9/2018

Primary Contact: John citizen

Activities: Commercial Employee

Crowd Control

Security Guarding General

--> Security Guard

--> Monitoring Room Operator

--> Bodyguard

--> Additional Permissions

--> Permitted to use guard dog

Provide Training in Crowd Control

View Full Details

Photo valid to 22/5/2023

Actions

[Download Licence Certificate](#)

[Amend Licence Details](#)

[Replace Card](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

You will be taken to the Replace Card screen.

You will need to:

3. Click the Confirm button

You will see a screen similar to the following.

Replace Card

Licence Number: 1010 (John citizen) - Security Licence - Security Employee

Please confirm that you would like to request a new card.

Confirm

Cancel

You will need to:

4. Click the Pay Now link

You will see a screen similar to the following.

Replace Card

Licence Number: 1010 (John citizen) - Security Licence - Security Employee

Your request for a replacement card has been successfully submitted and will be finalised upon payment of associated fee. [Pay Now](#)

[Return](#)

To complete the payment, read Online payment on Page 50.

You will receive a message via your preferred method of contact confirming the changes you made.

Uploading new supporting documents

If you hold a licence you can upload new documents by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

Your My Licence account records the expiry date of some supporting documents. Your My Licence account will automatically send you a reminder to renew these documents before they expire.

Examples of expiring documents are Dog Registration, Dog Training Certificate, First Aid Certificate.

If you let these documents expire, you will no longer be licensed to do that security activity and endorsements.

To upload a replacement document, you will need to:

1. Log into your My Licence account
2. Make sure the document is in a digital format, i.e. PDF, Jpeg, Jpg
3. Click on the Expiring Documents tab located on the left hand-side of the screen

You will see a screen similar to the following.

- My Licences
- Licence Details
- Messages
- Associated Licences
- Fees / Payments
- Expiring Documents
- Update Contact Details

Licence Details

Licence Holder: John citizen

Licence Number:

Type: Security Licence - Security Employee

Status: Application Received

Application Number: 624001921

Application Date: 21/5/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: John citizen

Activities: Commercial Employee

Crowd Control

Security Guarding General

-> Security Guard

-> Monitoring Room Operator

-> Bodyguard

-> Additional Permissions

-> Permitted to use guard dog

Exemption to Display Licence

Provide Training in Crowd Control

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply link](#).

You will be taken to the Expiring Documents screen.

You will need to:

4. Click on the Choose File button

You will see a screen similar to the following.

Expiring Documents

Application Number: 624001921 (John citizen) - Security Licence - Security Employee

Dog Registration (mandatory)

Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date: 20/6/2019

File Name: Dog Registration Certificate.pdf

Choose a file to upload: *

Choose File No file chosen

DD / MM / YYYY *

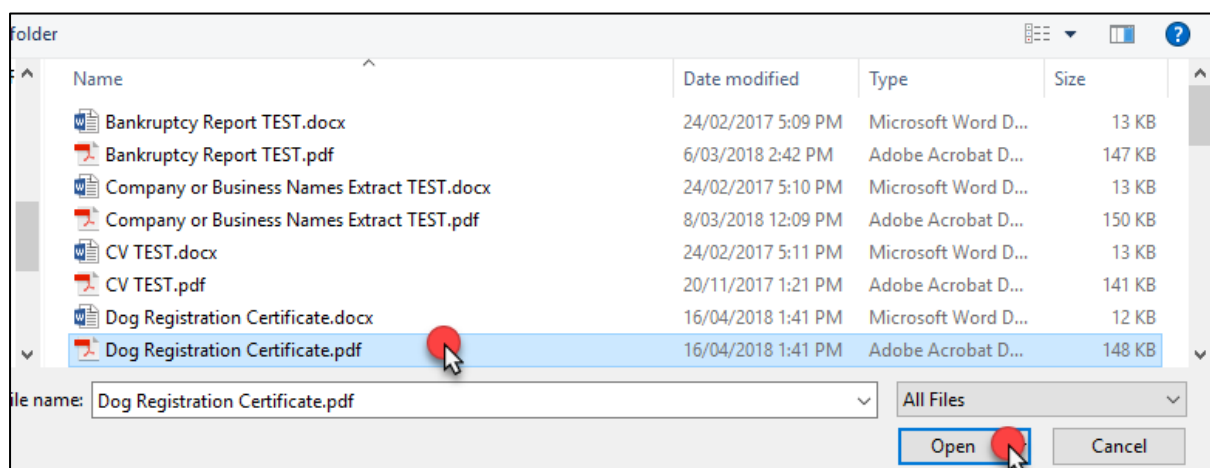
Save Cancel

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

5. Click on the document
6. Click the Insert or Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will need to:

7. Enter the new expiry date of the document you selected (mandatory)

8. Click on the Save button

You will see a screen similar to the following.

Expiring Documents

Application Number: 624001921 (John citizen) - Security Licence - Security Employee

Dog Registration (mandatory)

Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date:	20/6/2019
File Name:	Dog Registration Certificate.pdf

Choose a file to upload: *

Choose File No file chosen

Expiry: DD / MM / YYYY *

Save Cancel

Adding, removing, making payments for Security employees

If you hold a licence you can add and remove a Security employee by accessing the Employees tab of your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

If you want to view employees that have added you as their Licence Manager, please go to Associated licences on Page 33.

You will need to:

1. Log into your My Licence account
2. Click on the Employees tab located on the left hand-side of the screen

You will see a screen similar to the following.

Adding an employee

You will be taken to the Employees screen.

You will need to:

1. Click on the Add New Employee link

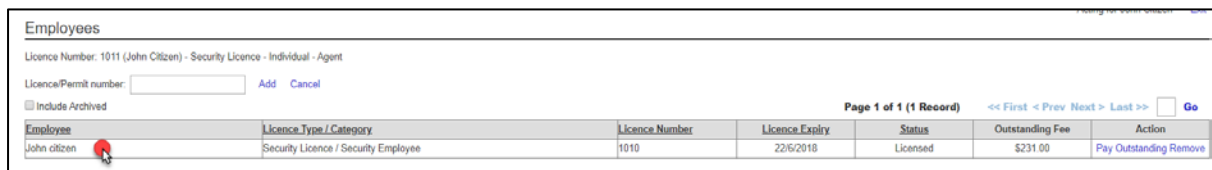
You will see a screen similar to the following.

You will need to:

2. Enter the employee licence number
3. Click the Add link

You will see a screen similar to the following.

You will see that the employee name and their details are now recorded in your My Licence account.



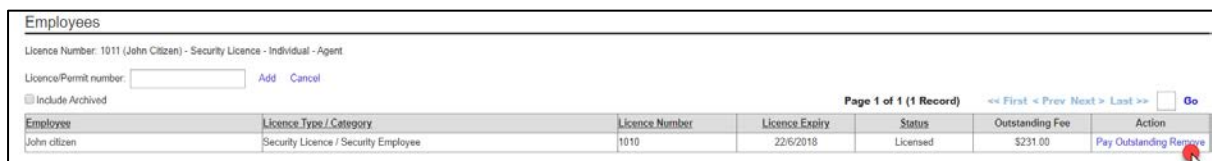
Employee	Licence Type / Category	Licence Number	Licence Expiry	Status	Outstanding Fee	Action
John citizen	Security Licence / Security Employee	1010	22/6/2018	Licensed	\$231.00	Pay Outstanding Remove

Remove an employee

You will need to:

1. Click the Remove link located under the header 'Action'

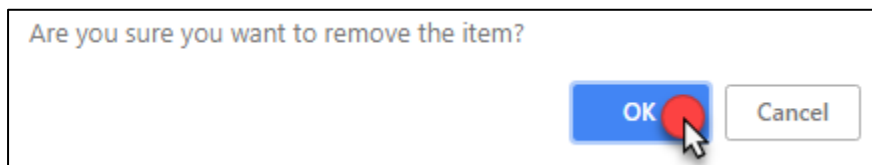
You will see a screen similar to the following.



Employee	Licence Type / Category	Licence Number	Licence Expiry	Status	Outstanding Fee	Action
John citizen	Security Licence / Security Employee	1010	22/6/2018	Licensed	\$231.00	Pay Outstanding Remove

2. You will be prompted to confirm that you want to remove the employee (item)
3. Click the OK button

You will see a screen similar to the following



Are you sure you want to remove the item?

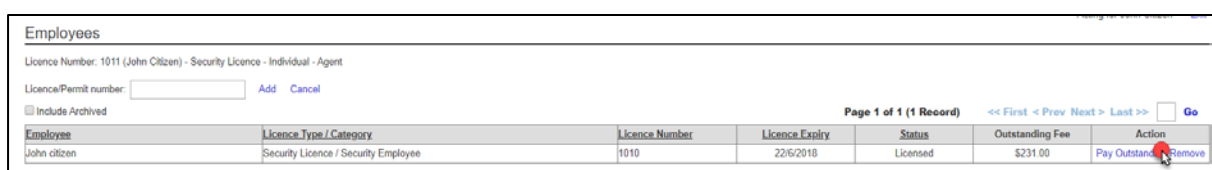
OK Cancel

Pay outstanding fees for an employee

You will need to:

1. Click the Pay Outstanding link located under the header 'Action'

You will see a screen similar to the following.



Employee	Licence Type / Category	Licence Number	Licence Expiry	Status	Outstanding Fee	Action
John citizen	Security Licence / Security Employee	1010	22/6/2018	Licensed	\$231.00	Pay Outstanding Remove

You will be taken to a payment screen.

You need to:

2. Enter the payment details
3. Click the Pay button

You will see a screen similar to the following.

Pay Fee



Licence Number: 1011 (John Citizen) - Security Licence - Individual - Agent

Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

Payment Summary

John citizen. Total amount: \$231.00
Paying for: Licence Fee: 186.00
Criminal History Check: 45.00

Accepted Card Types:  

Card Holder Name: *

Card Number: *

Expiry: / *

CVN: *

Amount: \$231.00

You can now:

4. Print the payment receipt off

You will see a screen similar to the following.

Pay Fee

Licence Number: 1011 (John Citizen) - Security Licence - Individual - Agent

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details
John citizen	Licence Fee: 186.00 Criminal History Check: 45.00

Receipt No: 7082441115

\$231.00 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (james.ellingworth@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

You will receive a message via your preferred method of contact confirming the payment you have made.

Add a Licence Manager

If you hold a licence you can add one or more licenced managers by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will receive a message via your preferred method of contact confirming the changes you made.

You will need to:

1. Follow the procedure to Amend an application on Page 32
2. Click the Next button until you get to the tab titled Add a Licence Manager
3. Enter the Tasmanian licence number of your manager(s) that will be supervising your chosen licence activities
4. Click on the Add Licenced Manager link located next to the Licence number field
5. Continue clicking the Next button until you get to the Declaration tab

You will see a screen similar to the following.

Licenced Manager Details

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Licenced Manager

Please enter the Tasmanian licence number of your manager/s that will be supervising your chosen licence activities. If you are not yet employed, you may skip this step.

Licence Number: [Add Licenced Manager](#)

[Previous](#) [Next](#)

6. On the Declaration tab, click all the options and then click the Submit button

Add or remove a Director

If you hold a licence you can add or remove a director by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You can add and remove a Director by **amending** your licence or at the time you **renew** your licence.

You will need to:

1. Log into your My Licence account
2. Click Amend Licence details link located under the header titled Action

You will see a screen similar to the following.

Licence Details

Licence Holder: DEPT OF JUSTICE
Business: Security Is Us
Licence Number: 1012
Type: Security Licence - Body Corporate - Agent
Status: Licensed
Application Number: 637179631
Application Date: 22/5/2018
Commencement Date: 22/5/2018
Expiry Date: 22/9/2018
Primary Contact: John Citizen
Associated People: John Citizen (Director)
Activities: Commercial Agent
Crowd Control
Security Guarding General
--> Security Guard
--> Monitoring Room Operator
--> Bodyguard
Inquiry Agent
Licenced Manager: Sam Smith
Licence Number: 1002

View Full Details

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Actions

[Download Licence Certificate](#)
[Amend Licence Details](#)

You will be taken to the Primary Contacts Details screen of an online form.

You will need to:

3. Click the Next button located at the bottom of the screen and you will be taken to the Licence Holder Details screen
4. Click on the Add another person link

You will see a screen similar to the following.

Body Corporate - Director - Details

Role: Director
Full Name: Mr John Citizen
Date of Birth: 02/08/1996
Email address: john.citizen@justice.tas.gov.au
Mobile: 0400000000

[Remove person](#)
[Add another person](#)

Previous

Next

To add a Body Corporate – Director, you need to:

5. Click Yes or No to the Director role question
6. If you clicked Yes
 - a. Enter your licence number
 - b. Click the Add link
 - c. Click the Next button

You will see a screen similar to the following.

Body Corporate - Director - Details

Role:	Director
Full Name:	Mr John Citizen
Date of Birth:	02/08/1996
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Remove person	
Role:	Director
Does the Person hold a Tasmanian occupational licence?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Licence Number:	<input type="text"/>
Add	
Remove person	
Add another person	
<div><div>Previous</div><div>Next</div></div>	

7. If you clicked No
 - a. Add your details in the fields provided
 - b. Click the Next button

You will see a screen similar to the following.

Body Corporate - Director - Details

Role: Director
Full Name: Mr John Citizen
Date of Birth: 02/08/1996

Email address: john.citizen@justice.tas.gov.au
Mobile: 0400000000

[Remove person](#)

Role: Director
Does the Person hold a Tasmanian occupational licence? ☐ Yes ☒ No
Title: <please select>
* Name: First Given Name Middle Name/s (optional) Family Name
☐ No first given name
* Date of Birth: DD / MM / YYYY

* Either Email Address or Mobile Number is mandatory.

Email address:
Confirm email address:
Mobile:

[Remove person](#)

[Add another person](#)

You will need to:

8. Click the Next button until you get to the Declaration screen
9. Click each to put a tick against each Declaration
10. Click the Submit button

You will see a screen similar to the following.

Declaration

[Primary Contact Details](#) [Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

☒ **Declaration**
I confirm that the information supplied in this application is true and correct. I understand that if I supply details that are incorrect or do not provide information that is required, I may be unable to get a licence. I can be fined under the Security and Investigations Agents Act 2002. I agree to the disclosure of any information needed to verify details I have given in this application.

☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.

☒ I have read, understood and hereby agree to comply with the [Crowd Controllers Code of Conduct](#).

You will receive a message via your preferred method of contact confirming the changes you made.

Viewing correspondence

If you hold a licence you can view correspondence that CBOS sends you by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 10.

You will need to:

1. Log into your My Licence account
2. Click the Messages tab located on the left hand-side of the screen

You will see a screen similar to the following.

My Licences

- Licence Details
- Messages**
- Associated Licences
- Fees / Payments
- Expiring Documents
- Update Contact Details

Licence Details

Licence Holder: John citizen

Licence Number:

Type: Security Licence - Security Employee

Status: Application Received

Application Number: 624001921

Application Date: 21/5/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: John citizen

Activities: Commercial Employee
Crowd Control
Security Guarding General
--> Security Guard
--> Monitoring Room Operator
--> Bodyguard
--> Additional Permissions
--> Permitted to use guard dog
Exemption to Display Licence
Provide Training in Crowd Control

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

You will be taken to the Messages screen.

The messages are listed and have a description so it is easier to find the message you are looking for.

You will need to:

3. Click the Select link located under the header 'Action'

You will see a screen similar to the following.

Action	Date Sent	Sent To	SummaryContentSent	Has Attachment(s)
Select	21/05/2018 9:59:48 AM	john.citizen@justice.tas.gov.au	Occupational Licensing - Licence Application	No
Select	21/05/2018 10:49:27 AM	john.citizen@justice.tas.gov.au	Application Receipt	Yes

You can now view the message and if there is an attachment, it will be located on the left hand-side under the Attachments header. It will be a PDF document.

You will see a screen similar to the following.

Attachments	Content Sent
Application Receipt.pdf	<p>Message created in test environment.</p> <p>THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL.</p> <hr/> <p>Dear John Citizen,</p> <p>Please find attached the receipt for your application.</p> <p>Your application number is: 624001921</p> <p>Please read the Application Receipt to review any further actions required to complete your application.</p> <p>Sincerely,</p> <p>Consumer, Building and Occupational Services</p> <p>For more information contact:</p> <p>Phone: 1300 65 44 99</p> <p>Email: cbosinfo@justice.tas.gov.au</p> <p>Web: www.justice.tas.gov.au/licensing</p>

Giving another person access to your My Licence account

If you hold a licence you can add a user to your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 10.

You will need to:

1. Log into your My Licence account
2. Click on the Licence User Accounts tab located on the left hand-side of the screen

You will see a screen similar to the following.

My Licences	Licence Details
<ul style="list-style-type: none">Licence DetailsMessagesAssociated LicencesLicence User AccountsEmployeesFees / PaymentsExpiring DocumentsUpdate Contact Details	<p>Licence Holder: DEPT OF JUSTICE</p> <p>Business: Security is Us</p> <p>Licence Number: 1012</p> <p>Type: Security Licence - Body Corporate - Agent</p> <p>Status: Licensed</p> <p>Application Number: 637179631</p> <p>Application Date: 30/5/2018</p> <p>Commencement Date: 22/5/2018</p> <p>Expiry Date: 22/6/2018</p> <p>Primary Contact: John Citizen</p> <p>Associated People: John Citizen (Director)</p> <p>Activities: Commercial Agent Crowd Control Security Guarding General --> Security Guard --> Monitoring Room Operator --> Bodyguard Inquiry Agent</p> <p>Licensed Manager: Sam Smith Licence Number: 1002</p> <p>View Full Details</p> <p>If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the Apply link.</p>

You will be taken to the Licence User Accounts screen.

You will need to:

3. Add the persons name and username
4. Click the Add User button

You will see a screen similar to the following.

The screenshot shows the 'Licence User Accounts' interface. At the top, it displays 'Licence Number: 1012 (DEPT OF JUSTICE) - Security Licence - Body Corporate - Agent'. Below this, there are input fields for 'Name' (containing 'Jill Citizen') and 'Username' (containing 'Admin'). To the right of these fields are three buttons: 'Search', 'Clear', and 'Add User'. A red circle with a mouse cursor is positioned over the 'Add User' button. Below the buttons is a checkbox labeled 'Include Removed'. At the bottom, there is a table with three columns: 'Name', 'User Name', and 'Contact Details'. The table is currently empty.

A new screen will open for you to complete the contact details of the User account you are creating.

You will need to:

5. Enter details into the fields
6. Click the Save button

You will see a screen similar to the following.

The screenshot shows the 'Licence User Accounts' interface with the 'Add User' form filled out. The 'First Name' field contains 'Jill' and the 'Surname' field contains 'Citizen'. The 'Email (User Name)' field contains 'john.citizen@justice.tas.gov.au'. The 'Private Phone' field contains '0400000000'. The 'Contact Comments' field contains 'Admin and financial officer'. The 'Is Removed' checkbox is unchecked. At the bottom, there are two buttons: 'Save' and 'Cancel'. A red circle with a mouse cursor is positioned over the 'Save' button.

You will be returned to the Licence User Accounts screen.

You will see a screen similar to the following.

The screenshot shows the 'Licence User Accounts' interface with the 'Add User' form filled out. The 'First Name' field contains 'Jill' and the 'Surname' field contains 'Citizen'. The 'Email (User Name)' field contains 'john.citizen@justice.tas.gov.au'. The 'Private Phone' field contains '0400000000'. The 'Contact Comments' field contains 'Admin and financial officer'. The 'Is Removed' checkbox is unchecked. At the bottom, there are four buttons: 'Edit', 'Reset Password', 'Remove User', and 'Return'.

Changing your preferred method of contact

If you hold a licence you can change your preferred method of contact by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Follow the procedure to Amend an application on Page 32
2. Go to the first tab titled Licence Holder Details
3. Click the Email or Mobile option on this tab (bottom of screen)
4. Continue clicking the Next button until you get to the Declaration tab
5. On the Declaration tab, click the options and then click the Submit button

You will receive a message via your preferred method of contact confirming the changes you made.

Amend or Withdraw an application or renewal

You do have the opportunity to amend or withdraw your application or renewal.

You will know if these options are still available to you when you log into your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Log into your My Licence account
2. Click on the Amend Application or Withdraw Application options located on the right-hand-side of the screen under Actions

You will see a screen similar to the following.



The screenshot shows a web interface titled "Licence Details". On the left, it lists the following information: Licence Holder: Jill Citizen, Licence Number: [redacted], Type: Conveyancer, Status: Application Received, Application Number: 170053565, Application Date: 24/4/2018, Commencement Date: [redacted], Selected Licence Period: 3 years, Expiry Date: [redacted], and Primary Contact: Jill Citizen. At the bottom left of this section is a button labeled "View Full Details". On the right side, under the heading "Actions", there are three links: "Amend Application" (highlighted with a red circle), "Withdraw Application", and "Pay Outstanding Fees".

Your online application form will open for you to make changes.

You will need to:

3. Click the Next button located at the bottom of the page until you get to the page of the application that you need to make the changes
4. Progress to the Declaration tab by clicking the Next button
5. Click each of the declarations
6. Click the Submit button

You will receive a message via your preferred method of contact confirming the changes you made.

Associated licences

The Associated licences tab is located in the My Licence account for Body Corporate-Agent and Individual-Agent licences. If an employees has added you as their Licence Manager to their account, it will appear in the Associated Licences tab in your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You can identify employee licence numbers and expiry dates from this screen. You cannot add or remove an employee from this screen.

If you want to make changes relating to employees, please go to Adding, removing, making payments for Security employees on Page 21.

You will need to:

1. Log into your My Licence account
2. Click the Associated Licences tab located on the left hand-side of the screen

You will see a screen similar to the following.

You will be taken to the Associated Licences screen.

You will see a screen similar to the following.

Associated Licences						
Licence Number: 1012 (DEPT OF JUSTICE) - Security Licence - Body Corporate - Agent						
<input type="checkbox"/> Include Removed			(No Records) << First < Prev Next > Last >> <input type="button" value="Go"/>			
Licence Type	Licence Number	Licence Holder	Expiry Date	Association	Date Confirmed	Action

Expired licence

After 60 days, from the Expiry Date of your licence, the option to renew your licence will be removed from your My Licence account.

If your licence has expired you will need to complete a new application and upload the relevant documents to your new application, including qualifications.

How will I know if my licence has expired

To renew your licence you need to access your My Licence account.

To learn more about My Licence account for licence holders, please go to page 10.

When you have logged into your My Licence account successfully you will see the Licence Details page that contains your details, including the **Expiry Date** of your licence.

The option to 'Renew Now' is located under the header **Actions**. If 'Renew Now' does not appear, then you have missed the 60 day period to renew your licence.

You will see a screen similar to the following.

Licence Details	
Licence Holder:	Bradley James Bannerman
Licence Number:	1000
Type:	Conveyancer
Status:	Licensed
Application Number:	961746047
Application Date:	6/3/2018
Commencement Date:	7/3/2018
Expiry Date:	31/3/2018
Primary Contact:	Bradley James Bannerman
Mutual Recognition:	The original application was made under mutual recognition.
View Full Details	
Actions	
Download Licence Certificate	

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Applying for a licence through your My Licence account

When your licence has expired you need to complete a new application and upload the relevant documents to your new application through your My Licence account.

To learn more about My Licence account for licence holders, go to page 10.

We recommend you go www.cbos.tas.gov.au/topics/licensing-and-registration to view what documents you need to give us when submitting a new application for a Security Agents.

You will need to:

1. Log into your My Licence account
2. Click on the link 'Apply'

You will see a screen similar to the following.

Licence Details

Licence Holder: Bradley James Bannerman

Licence Number: 1000

Type: Conveyancer

Status: Licensed

Application Number: 961746047

Application Date: 6/3/2018

Commencement Date: 7/3/2018

Expiry Date: 31/3/2018

Primary Contact: Bradley James Bannerman

Mutual Recognition: The original application was made under mutual recognition.

[View Full Details](#)

Actions

[Download Licence Certificate](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply link](#).

You will be taken to an Application Start page.

You will need to:

3. Click the Yes option
4. Click the Login to My Licence button

You will see a screen similar to the following.

Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on applying before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

Important: Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

Type of application

• Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?

☒ Yes ☐ No

In order for you to manage all of your licence activity together, you will need to first log into My Licence and select the option to apply for a new licence there.

[Login to My Licence](#)

You need to refer to the pages relating to Applying for a licence in this manual to understand the step-by-step process involved.

Apply for a Security Employee licence

Apply for an Individual – Agent licence

Apply for a Body Corporate - Agent licence

Security Employee licence

Renewing your Security Employee licence

To renew your licence, you will need an internet connection.

If you already hold a Security Agents licence, then you have a My Licence account.

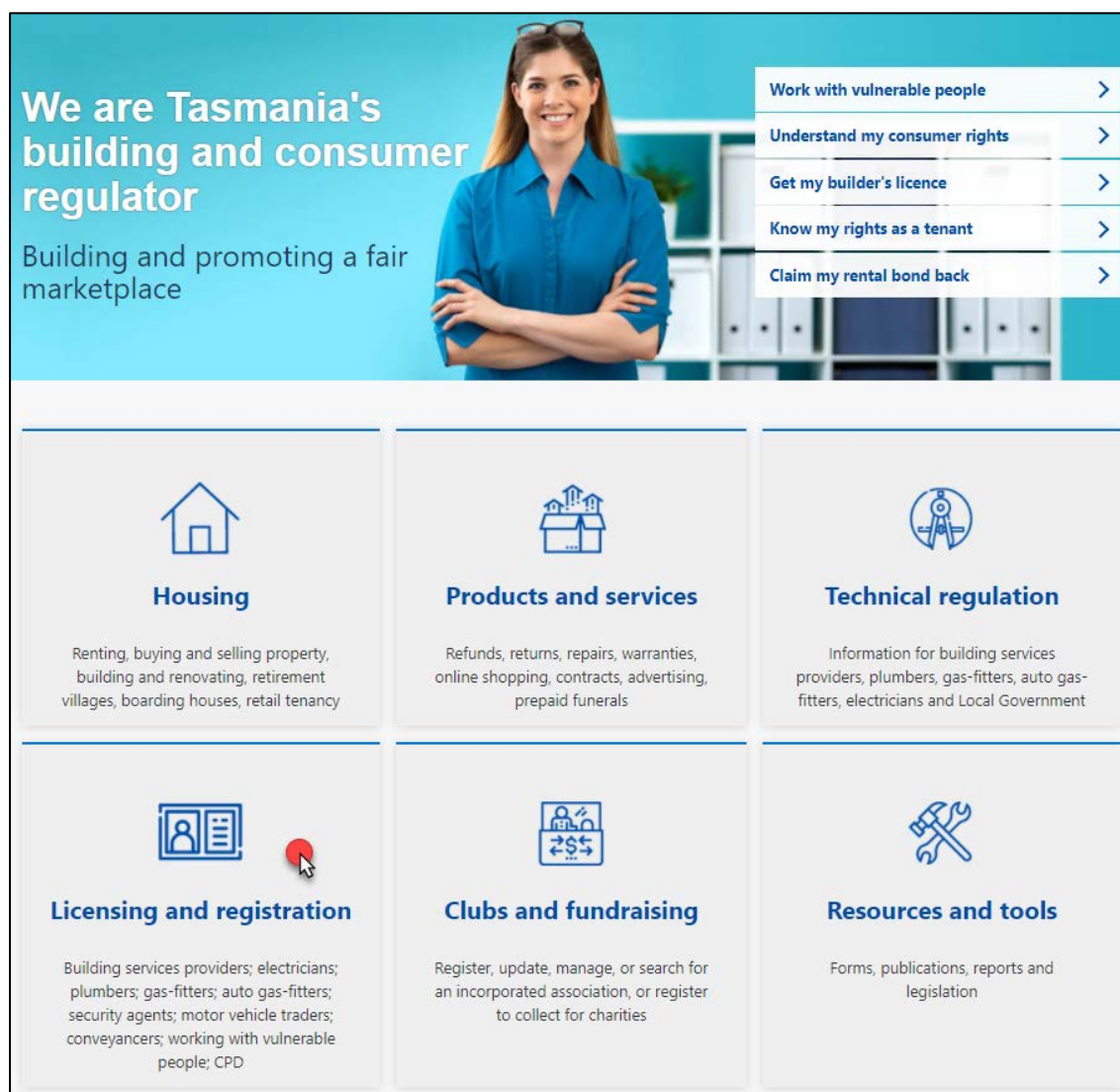
It is assumed that you have already read the section on My Licence account for licence holders on Page 10.

Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and Registration option.

You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations
4. Click Security and investigation agent licence
5. Click Security Employee licence

You will see a screen similar to the following.

Licensing and Registration

Licensed Occupations
Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration
Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account
Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations
Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)
CPD - Continuing Professional Development

Licensed Occupations
Building services provider licences
Applying for a building services provider licence
Electrical licences
Applying for an electrical licence in Tasmania
Plumbing licences
Applying for a plumbing licence in Tasmania
Gas-fitting licences
Applying for a gas-fitting licence in Tasmania
Auto gas-fitting licences
Applying for an auto gas-fitting licence in Tasmania
Owner builder permit
Applying for an owner builder permit in Tasmania
Security and investigation agent licences
Applying for a security and investigation agent licence in Tasmania

You will be taken to the information page for Security Employee.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist that describes what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

8. Select the 'Renew Now' button located at the bottom of the Security Agents Licence page.

You will see the following option located at the bottom of the page.

Renew your licence

Step 1. Save documents to a computer or a storage device like a USB (see checklist)

Step 2. Select **Renew Now** (below)

Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)

Step 4. If your licence photo has expired, have a photo taken at any [Service Tasmania shop](#)

Renew Now

Accessing your My Licence account

You will be taken to the My Licence page where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
 - a. If you do not have this number;
 - i. Click on the Don't Know Reference Number link
 - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

My Licence

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type: Security Licence

Licence / Reference Number: 1010

Last Name: Citizen

Date of Birth: 20 / 06 / 1969

Search

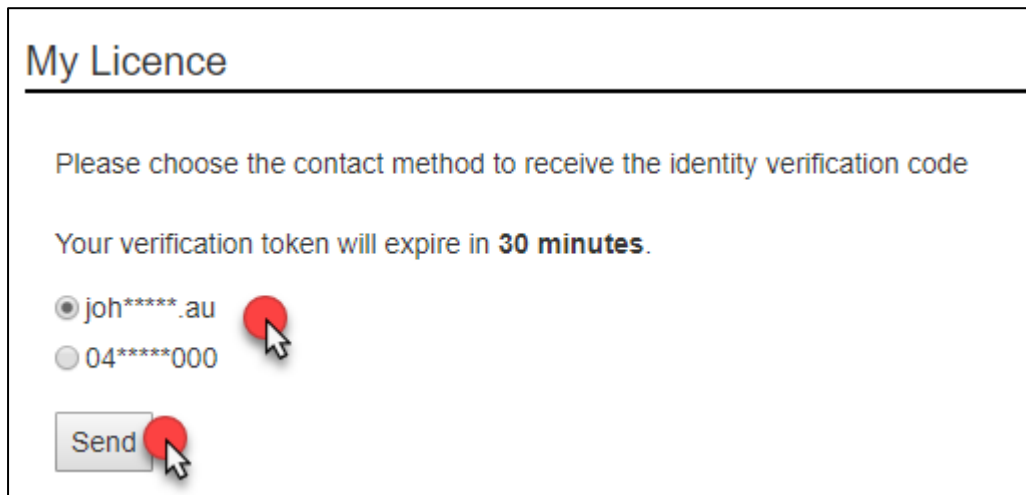
Don't know Reference Number

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

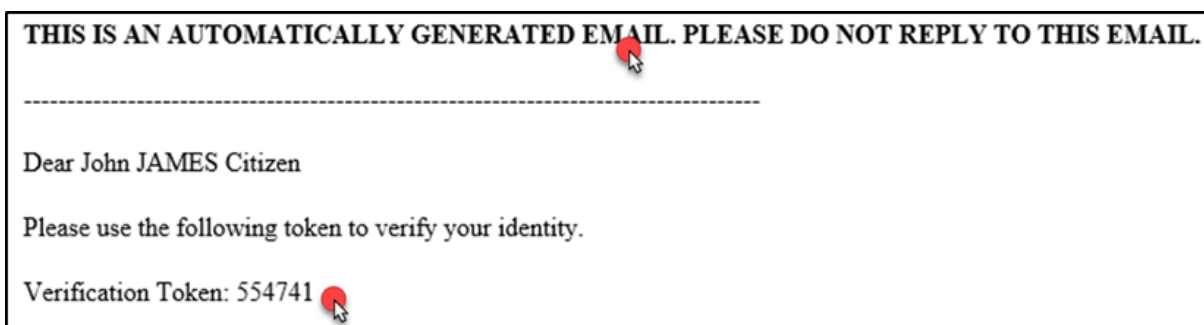


The screenshot shows a web interface titled "My Licence". Below the title, it says "Please choose the contact method to receive the identity verification code". A message states "Your verification token will expire in 30 minutes." There are two radio button options: "joh****.au" (selected) and "04****000". A "Send" button is at the bottom. Red circles with mouse cursors highlight the selected radio button and the "Send" button.

You will receive a Verification Token.

In the case below, the licence holder selected the email option to receive their Verification Token.

You will see a screen similar to the following.



The screenshot shows an email template. At the top, it says "THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL." followed by a dashed line. Below the line, it says "Dear John JAMES Citizen". Then, "Please use the following token to verify your identity." and "Verification Token: 554741". Red circles with mouse cursors highlight the top warning line and the verification token.

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

My Licence

We have sent verification code to (jam*****.au). Please enter the code below.

Verification Code:

214361

Verify

You now have access to your My Licence account.

To renew your licence you need to:

10. Click the 'Renew' link located on the lower right side of your screen

You will see an image similar to the following.

Licence Details

Licence Holder: John citizen
 Licence Number: 1010
 Type: Security Licence - Security Employee
 Status: Licensed
 Application Number: 624001921
 Application Date: 22/5/2018
 Commencement Date: 22/5/2018
 Expiry Date: 22/6/2018
 Primary Contact: John citizen

Activities: Commercial Employee
 Crowd Control
 Security Guarding General
 -> Security Guard
 -> Monitoring Room Operator
 -> Bodyguard
 -> Additional Permissions
 -> Permitted to use guard dog
 Provide Training in Crowd Control

Photo valid to 22/5/2023

Actions
[Download Licence Certificate](#)
[Renew](#)

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to:

1. Check your Licence Holder Details to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button

You will see an image similar to the following.

Personal Details

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

(*) Denotes mandatory field

Licence holder details

Title:

Mrs

* Name:

John

Middle Name/s (optional)

citizen

☐ No first given name

* Have you ever been or are you currently known by any other names?

☐ Yes ☒ No

* Gender:

Male

* Date of Birth:

20 / 06 / 1969

* Country of Birth:

Australia

* State:

TAS

* Birthplace/Town:

HOBART

* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)

☒ Yes ☐ No, I intend to use other documents

* Drivers/Rider Licence Issuing Authority:

Tasmania

* Drivers/Rider Licence Number:

456789

Unique Student Identifier:

Residential Address

* Country:

Australia

* State:

TAS

* Address Line 1:

1 Citizen Street

Address Line 2:

* Suburb:

HOBART

Postcode:

7000

* I have resided at this address since:

01 / 06 / 1999 (Please provide at least the year)

☒ Postal Address As Above

* Either Email Address or Mobile Number is mandatory.

* Email address:

john.citizen@justice.tas.gov.au

* Confirm email address:

john.citizen@justice.tas.gov.au

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

0400000000

Home Phone:

(please include area code)

Work Phone:

(please include area code)

* What is your preferred method of correspondence?

☐ Mobile ☒ Email

Please check you have listed accurate Mobile Phone/Email Address details.

Next

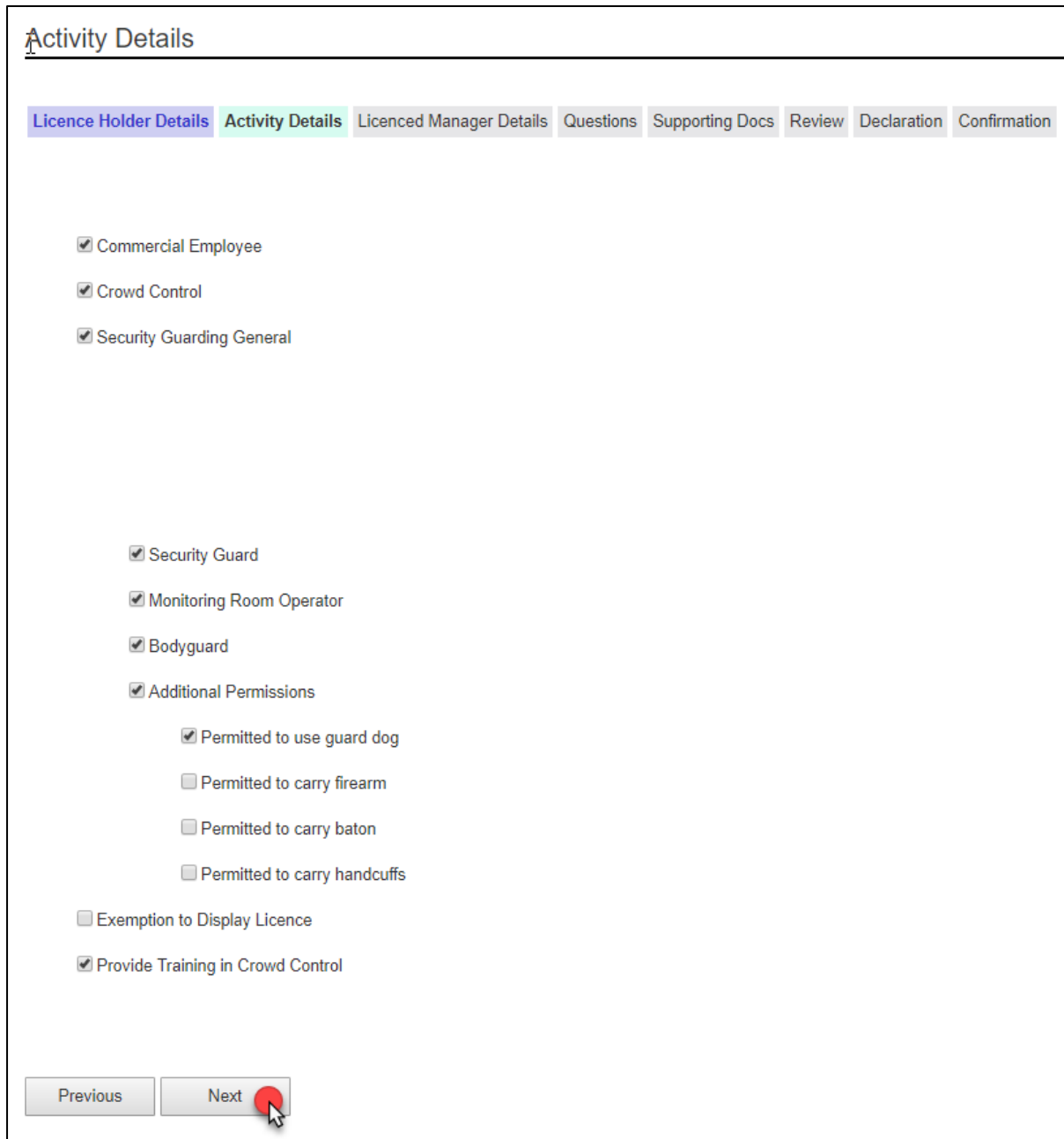
You will be taken to the Activity Details screen.

You will need to:

5. Click on the activities that you are qualified to do
6. Click on the Next button

If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.

You will see a screen similar to the following.



The screenshot shows a web application interface for 'Activity Details'. At the top, there is a header bar with the title 'Activity Details'. Below the header, there is a horizontal navigation bar with several tabs: 'Licence Holder Details', 'Activity Details' (which is highlighted in green), 'Licenced Manager Details', 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. The main content area contains a list of activities with checkboxes. The first three activities are 'Commercial Employee', 'Crowd Control', and 'Security Guarding General', all of which are checked. Below these, there is a section for 'Security Guard' with a checked checkbox. This is followed by 'Monitoring Room Operator' (checked), 'Bodyguard' (checked), and 'Additional Permissions' (checked). Under 'Additional Permissions', there are four sub-items: 'Permitted to use guard dog' (checked), 'Permitted to carry firearm' (unchecked), 'Permitted to carry baton' (unchecked), and 'Permitted to carry handcuffs' (unchecked). Below these, there is an 'Exemption to Display Licence' checkbox (unchecked) and a 'Provide Training in Crowd Control' checkbox (checked). At the bottom of the form, there are two buttons: 'Previous' and 'Next'. A red circle with a white mouse cursor is positioned over the 'Next' button.

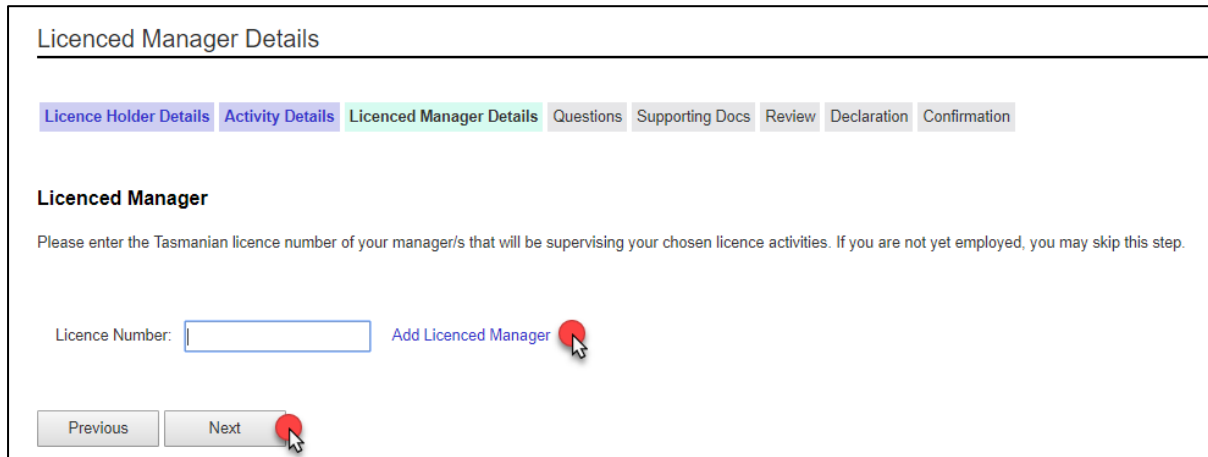
You will be taken to the Licenced Manager Details screen.

It is not mandatory to fill out the Licenced Manager Details screen and you can skip this step.

If you want to add one a Licenced Manager, you will need to:

1. Enter the Tasmanian licence number of your manager that will be supervising your chosen licence activities
2. Click on the 'Add Licenced Manager' link
3. Click on the Next button

You will see a screen similar to the following.



The screenshot shows a web application interface for 'Licenced Manager Details'. At the top, there is a header bar with the title 'Licenced Manager Details'. Below the header, there is a navigation bar with several tabs: 'Licence Holder Details', 'Activity Details', 'Licenced Manager Details' (which is highlighted in green), 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. The main content area is titled 'Licenced Manager' and contains the instruction: 'Please enter the Tasmanian licence number of your manager/s that will be supervising your chosen licence activities. If you are not yet employed, you may skip this step.' Below this instruction, there is a text input field labeled 'Licence Number:' and a blue link labeled 'Add Licenced Manager'. At the bottom of the form, there are two buttons: 'Previous' and 'Next'. A mouse cursor is shown clicking on the 'Next' button.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

4. Click the Yes or No options
5. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence Related Questions

All questions must be answered either Yes or No. If you are unsure whether to declare a certain charge or incident, remember it is better to provide us with too much information rather than none at all, as it is an offence not to declare your previous history and you risk prosecution.

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes

☒ No

Have you ever been the subject of a restraint order / family violence order or interim restraint order / interim family violence order?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving dishonesty, fraud or theft in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving burglary or stealing in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a firearms or weapons offence in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a drug offence in any country?

☐ Yes

☒ No

Have you ever been subject to a court or police diversion for any offence?

☐ Yes

☒ No

Do you have any charges pending anywhere in the world? (Not traffic charges)

☐ Yes

☒ No

Have you been convicted of any offence anywhere in the world? (Not traffic charges)?

☐ Yes

☒ No

Are you an undischarged bankrupt or have you entered into any composition or arrangement with your creditors that is still continuing?

☐ Yes

☒ No

Previous

Next

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Security Agents licence pages at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

6. Click the Choose File button

You will see a screen similar to the following.

Supporting Docs

Licence Holder Details Activity Details **Licensed Manager Details** Questions **Supporting Docs** Review Declaration Confirmation

Licence - Supporting Documentation
No supporting documents needed.

Expiring Qualifications

Dog Registration (mandatory)
Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date: 20/6/2019
File Name: Dog Registration Certificate.pdf

Choose a file to upload: * file chosen

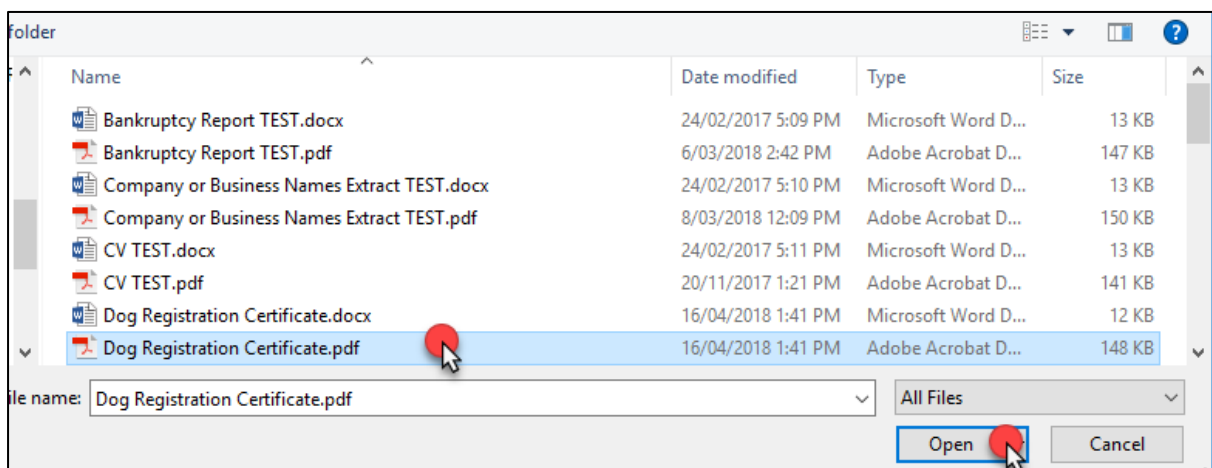
Expiry: DD / MM / YYYY *

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

7. Click on the document
8. Click the Insert or Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will see a screen similar to the following.

Supporting Docs

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) **[Supporting Docs](#)** [Review](#) [Declaration](#) [Confirmation](#)

Licence - Supporting Documentation
No supporting documents needed.

Expiring Qualifications

Dog Registration (mandatory)
Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date: 20/6/2019
File Name: Dog Registration Certificate.pdf

Choose a file to upload: * No file chosen

Expiry: 1 / 10 / 2018 *

You will need to:

9. Click the Upload button to save the document to the form
10. Repeat this process until you have uploaded all related documents
11. Click the Next button

You will see a screen similar to the following.

Supporting Docs

[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Licence - Supporting Documentation

No supporting documents needed.

Expiring Qualifications

Dog Registration (mandatory)

Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date:	20/Jun/2019
File Name:	Dog Registration Certificate.pdf

Choose a file to upload: *

No file chosen

Expiry:

DD / MM / YYYY *

First Aid Certificate (mandatory)

Please upload a copy of your current first aid certificate from completing course HLTFA311A – Apply First Aid

Effective Date:	01/Oct/2018
File Name:	First Aid Certificate.pdf

Effective Date:	20/Jun/2019
File Name:	First Aid Certificate.pdf

Choose a file to upload: *

No file chosen

Date of Completion:

DD / MM / YYYY *

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?

[LINC Tasmania](#) (Libraries and Online Access Centres) will provide assistance with this.

Take your documents and your application reference number in to your local [LINC Tasmania](#) and staff can assist.

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

12. Click the Previous button until you get to the page where you need to make the changes.

If you are OK with the information on the Review screen, you will need to:

13. Click the Next button

You will see a screen similar to the following.

Review

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Licence holder details

Full Name:	Mr John citizen
Gender:	Male
Date of Birth:	20/06/1969
Place of Birth:	HOBART, TAS, Australia
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	456789
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 01/06/1999
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

If you applied for the activity Crowd Controller, you will need to declare that you understand and comply with the Crowd Controllers Code of Conduct.

You will need to:

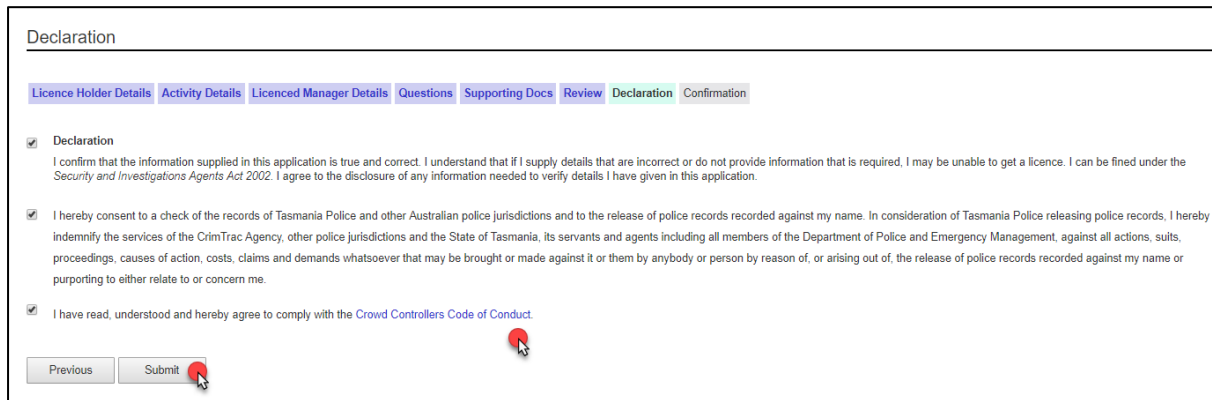
14. Click on each box to place a tick inside
15. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.



The screenshot shows a web form titled "Declaration". At the top, there is a navigation bar with tabs: "Licence Holder Details", "Activity Details", "Licenced Manager Details", "Questions", "Supporting Docs", "Review", "Declaration" (which is highlighted in green), and "Confirmation". Below the tabs, there are three sections, each with a checked checkbox:

- Declaration**
I confirm that the information supplied in this application is true and correct. I understand that if I supply details that are incorrect or do not provide information that is required, I may be unable to get a licence. I can be fined under the *Security and Investigations Agents Act 2002*. I agree to the disclosure of any information needed to verify details I have given in this application.
- I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.
- I have read, understood and hereby agree to comply with the [Crowd Controllers Code of Conduct](#).

At the bottom of the form, there are two buttons: "Previous" and "Submit". A red mouse cursor is pointing at the "Submit" button.

Paying your fees

You will be taken to the first Confirmation page.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity at Service Tasmania and get your fingerprints checked at Tasmania Police.

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Application Receipt](#) and Print it; OR
- Write down the Application Reference Number: **624001921**

Completing your Application

1. Pay outstanding fees of \$360.25
 - This can be done through My Licence or at any Service Tasmania branch
2. Attend Service Tasmania
 - Have your identity verified
 - Have your photo taken for your licence card
3. Contact Tasmanian Police for finger print check

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

What should I take to the Police Station?

- You must take photo identification and you receipt of payment with you
- If you are interstate you need to go to the Police in the State or Territory you live in. Please attach proof of this to your application.
- Please note if your fingerprints have been taken previously for a licence they may still be in police records. To check contact Tasmania Police.

Pay Now

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

Payment Summary



John citizen. Total amount: \$360.25

Paying for: Licence Fee: 186.00

Criminal History Check: 45.00

Exemption to Display Licence Card: 54.25

Fingerprint Fee: 75.00

Accepted Card Types:  

Card Holder Name: *

Card Number: *

Expiry: / *

CVN: *

Amount: \$360.25

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details
John citizen	Licence Fee: 186.00 Criminal History Check: 45.00 Exemption to Display Licence Card: 54.25 Fingerprint Fee: 75.00

Receipt No: 7082060183

\$360.25 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (john.citizen@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

[Return](#)

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions you are yet to complete.

Apply for a Security Employee licence

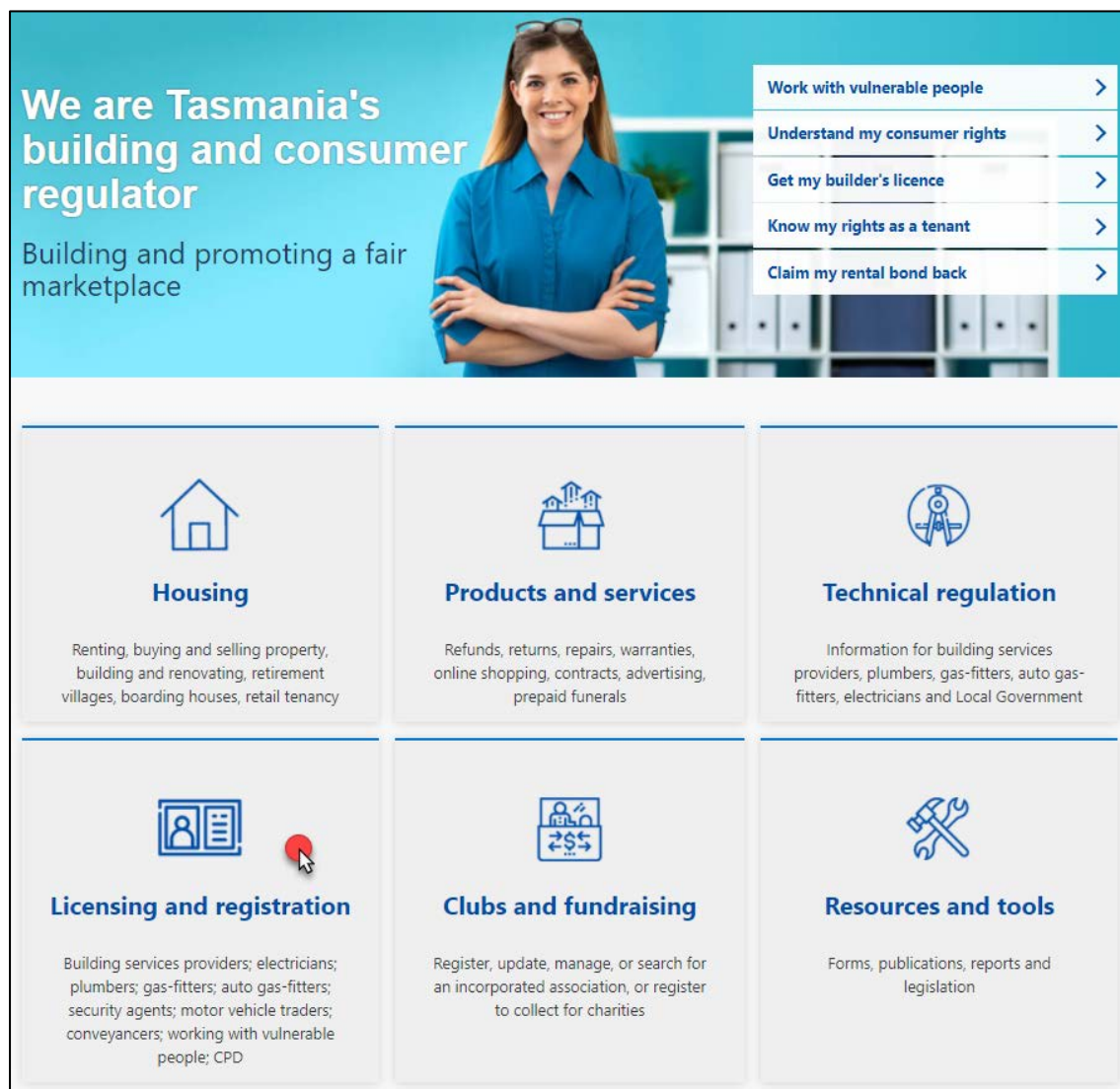
To apply for your licence, you will need an internet connection.

Start your application

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and registration option

You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations
4. Click Security and investigations agent licenses
5. Click Security Employee licence

You will see a screen similar to the following.

Licensing and Registration

Apply for a licence

Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card: if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration

Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account

Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations

Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)

CPD - Continuing Professional Development

< Apply for a licence

Building services provider licences

Applying for a building services provider licence

Electrical licences

Applying for an electrical licence in Tasmania

Plumbing licences

Applying for a plumbing licence in Tasmania

Gas-fitting licences

Applying for a gas-fitting licence in Tasmania

Auto gas-fitting licences

Applying for an auto gas-fitting licence in Tasmania

Owner builder permit

Applying for an owner builder permit in Tasmania

Security and investigation agent licences


Applying for a security and investigation agent licence in Tasmania

You will be taken to the information page for Security Employee licence.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.
8. Select the 'Apply Now' button located at the bottom of the Security Employee Licence page.

You will see the following option located at the bottom of the page.

Apply for your licence
Step 1. Save documents to a computer or a storage device like a USB (see checklist)
Step 2. Select **Apply Now** (below)
Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)
Step 4. Have a photo taken for your licence card at any [Service Tasmania shop](#) and [prove your identity](#).


Fill out the online form

You will be taken to Application Start screen of the online form.

*When you see an astrix * on the online renewal form it means that you must type information into the online form or make a selection to progress your renewal to the 'Next' page.*

You will need to make a selection:

1. Click Yes or No to answer whether you hold a Tasmanian Occupational Licence
 - a. If you Click Yes you will be prompted to log into your My Licence account
2. Click Security Licence as the licence area
3. Click Security Employee as your licence type
4. Make a selection
 - b. As the intended licence holder, OR
 - c. if someone is filling in the application form on your behalf
5. Click on Yes or No to answer whether you are applying under Mutual Recognition
 - d. If you Click yes to this question you should have read the occupational licence page Mutual recognition for security and investigation agents licence found at www.cbos.tas.gov.au/topics/licensing-and-registration

In the case below, the licence holder is not applying for mutual recognition.

They will see a screen similar to the following.

The screenshot shows the 'Application Start' page. At the top, it says 'Application Start'. Below that, a paragraph explains that this is the first page for applying for a licence and that the application will be saved automatically. An 'Important' note states that applicants will receive an email/sms with instructions on how to return to the form. The section 'Type of application' contains five questions with radio button options. Red circles and arrows highlight the 'No' option for the first question, the 'Security Licence' option for the second, the 'Security Employee' option for the third, the 'The intended Licence Holder' option for the fourth, and the 'No' option for the fifth. A 'Start Application' button is at the bottom left, also highlighted with a red circle and arrow.

Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

Important: Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

Type of application

- * Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?
☐ Yes
☒ No
- * Choose a licence area:
☐ Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting
☐ Building Services Provider
☐ Motor Vehicle Trader
☒ Security Licence
☐ Conveyancer
- * What licence type do you wish to apply for?
☐ Individual - Agent
☒ Security Employee
☐ Body Corporate - Agent
- * Are you:
☒ The intended Licence Holder.
☐ Someone filling in the application on behalf of the intended Licence Holder.
- * Are you applying under Mutual Recognition?
☐ Yes
☒ No

You will be taken to the Personal Details screen.

You will need to:

6. Enter your details and tick the appropriate boxes
 - a. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
7. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you. If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 10. You will need to use the reference number we sent you to log into your My Licence account and continue your application.

You will see a screen similar to the following.

Personal Details

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

(*) Denotes mandatory field

Licence holder details

Title:

Mrs

Name:

John

Middle Name/s (optional)

citizen

☐ No first given name

Have you ever been or are you currently known by any other names?

☐ Yes ☒ No

Gender:

Male

Date of Birth:

20 / 06 / 1969

Country of Birth:

Australia

State:

TAS

Birthplace/Town:

HOBART

Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)

☒ Yes ☐ No, I intend to use other documents

Drivers/Rider Licence Issuing Authority:

Tasmania

Drivers/Rider Licence Number:

456789

Unique Student Identifier:

Residential Address

Country:

Australia

State:

TAS

Address Line 1:

1 Citizen Street

Address Line 2:

Suburb:

HOBART

Postcode:

7000

I have resided at this address since:

01 / 06 / 1999 (Please provide at least the year)

☒ Postal Address As Above

Either Email Address or Mobile Number is mandatory.

Email address:

john.citizen@justice.tas.gov.au

Confirm email address:

john.citizen@justice.tas.gov.au

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

0400000000

Home Phone:

(please include area code)

Work Phone:

(please include area code)

What is your preferred method of correspondence?

☐ Mobile ☒ Email

Please check you have listed accurate Mobile Phone/Email Address details.

Next

You will be taken to the Activity Details screen.

You will need to:

8. Click on the activities that you are qualified to do
9. Click on the Next button

If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.

You will see a screen similar to the following.

Activity Details

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

☒ Commercial Employee

☒ Crowd Control

☒ Security Guarding General

☒ Security Guard

☒ Monitoring Room Operator

☒ Bodyguard

☒ Additional Permissions

☒ Permitted to use guard dog

☒ Exemption to Display Licence

☒ Provide Training in Crowd Control

Previous

Next

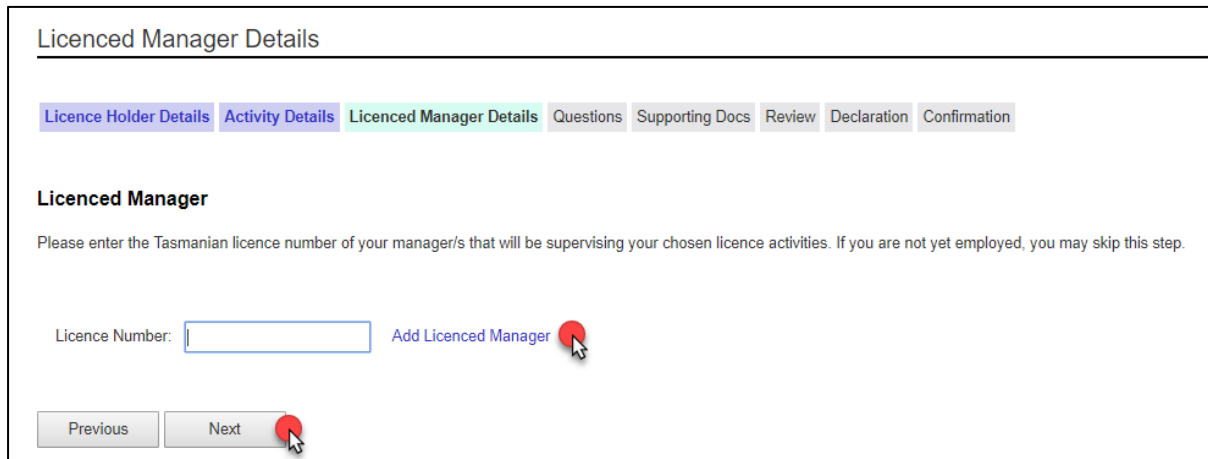
You will be taken to the Licenced Manager Details screen.

It is not mandatory to fill out the Licenced Manager Details screen and you can skip this step.

If you want to add one or more Licenced Managers, you will need to:

10. Enter the Tasmanian licence number of your manager(s) that will be supervising your chosen licence activities
11. Click on the 'Add Licenced Manager' link after each entry of a licence number
12. Click on the Next button

You will see a screen similar to the following.



You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

13. Click the Yes or No options
14. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence Related Questions

All questions must be answered either Yes or No. If you are unsure whether to declare a certain charge or incident, remember it is better to provide us with too much information rather than none at all, as it is an offence not to declare your previous history and you risk prosecution.

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes

☒ No

Have you ever been the subject of a restraint order / family violence order or interim restraint order / interim family violence order?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving dishonesty, fraud or theft in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving burglary or stealing in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a firearms or weapons offence in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a drug offence in any country?

☐ Yes

☒ No

Have you ever been subject to a court or police diversion for any offence?

☐ Yes

☒ No

Do you have any charges pending anywhere in the world? (Not traffic charges)

☐ Yes

☒ No

Have you been convicted of any offence anywhere in the world? (Not traffic charges)?

☐ Yes

☒ No

Are you an undischarged bankrupt or have you entered into any composition or arrangement with your creditors that is still continuing?

☐ Yes

☒ No

Previous

Next

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

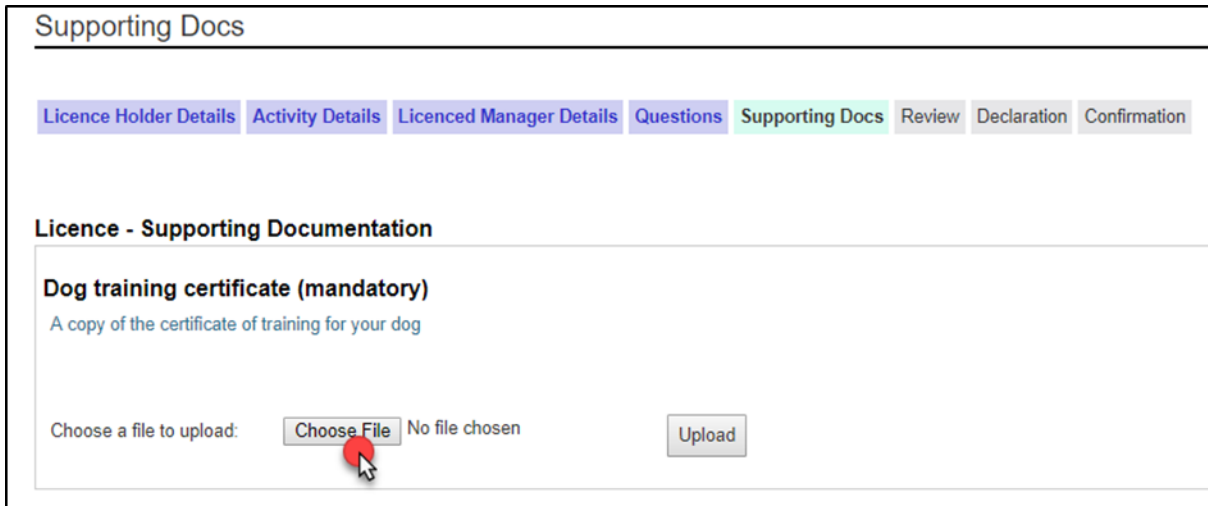
You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Security Agents licence pages at [www.cbos.tas.gov.au/topics/licensing-and-registration/licensed-occupations/Security Agents/apply](http://www.cbos.tas.gov.au/topics/licensing-and-registration/licensed-occupations/Security%20Agents/apply)

You will need to:

15. Click the Choose File button

You will see a screen similar to the following.

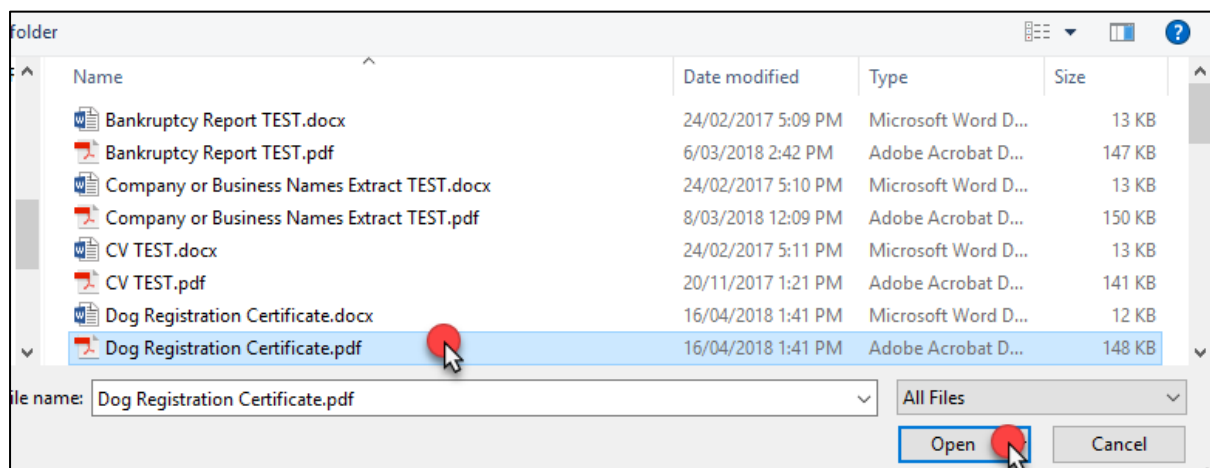


You will need to select the appropriate document from your computer or USB or other device.

You will need to:

16. Click on the document
17. Click the Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will see a screen similar to the following.

Supporting Docs

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Licence - Supporting Documentation

Dog training certificate (mandatory)
A copy of the certificate of training for your dog

Choose a file to upload: Dog Registrat...rtificate.pdf

You will need to:

18. Click on the Upload button to save the document to the form
19. Repeat this process until you have uploaded all related documents
20. Click the Next button

You will see a screen similar to the following.

Supporting Docs

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence - Supporting Documentation

Dog training certificate (mandatory)
A copy of the certificate of training for your dog

Choose a file to upload:

Choose File

 No file chosen

Upload

Exemption from Tasmania Police (mandatory)
A letter from Tasmania Police granting exemption to carry Baton and Handcuffs (Police Offences Act 1935 Section 15C (1A))

Uploaded Files
EXEMPTION TO DISPLAY ID.pdf

Remove File

Choose a file to upload:

Choose File

 No file chosen

Upload

Qualifications (mandatory)
Please provide a copy of your Training Certificate from a Registered Training Organisation.

Uploaded Files
Qualifications Test.pdf

Remove File

Choose a file to upload:

Choose File

 No file chosen

Upload

Expiring Qualifications

Dog Registration (mandatory)
Please provide proof of your current dog registration and enter the registration's expiry date

Remove

Expiry Date: 20/Jun/2019

File Name: Dog Registration Certificate.pdf

Choose a file to upload:

Choose File

 No file chosen

Expiry:

DD / MM / YYYY

Save

Cancel

First Aid Certificate (mandatory)
Please upload a copy of your current first aid certificate from completing course HLTF311A – Apply First Aid

Remove

Effective Date: 20/Jun/2019

File Name: First Aid Certificate.pdf

Choose a file to upload:

Choose File

 No file chosen

Date of Completion:

DD / MM / YYYY

Save

Cancel

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?

[LINC Tasmania](#) (Libraries and Online Access Centres) will provide assistance with this.

Take your documents and your application reference number in to your local [LINC Tasmania](#) and staff can assist.

Previous

Next

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

21. Click the Previous button until you get to the page where you need to make the changes.

If you are OK with the information on the Review screen, you will need to:

22. Click the Next button

You will see a screen similar to the following.

Review

[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Licence holder details

Full Name:	Mr John citizen
Gender:	Male
Date of Birth:	20/06/1969
Place of Birth:	HOBART, TAS, Australia
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	456789
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 01/06/1999
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email

Licence Class Details

Commercial Employee

Crowd Control

Security Guarding General

- > Security Guard
- > Monitoring Room Operator
- > Bodyguard
- > Additional Permissions
 - > Permitted to use guard dog

Exemption to Display Licence

Provide Training in Crowd Control

Licence Classes without Matching Licenced Manager

Security Guarding General

Crowd Control

Commercial Employee

Licenced Manager

No Licence Associated

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

If you applied for the activity Crowd Controller, you will need to declare that you understand and comply with the Crowd Controllers Code of Conduct.

You will need to:

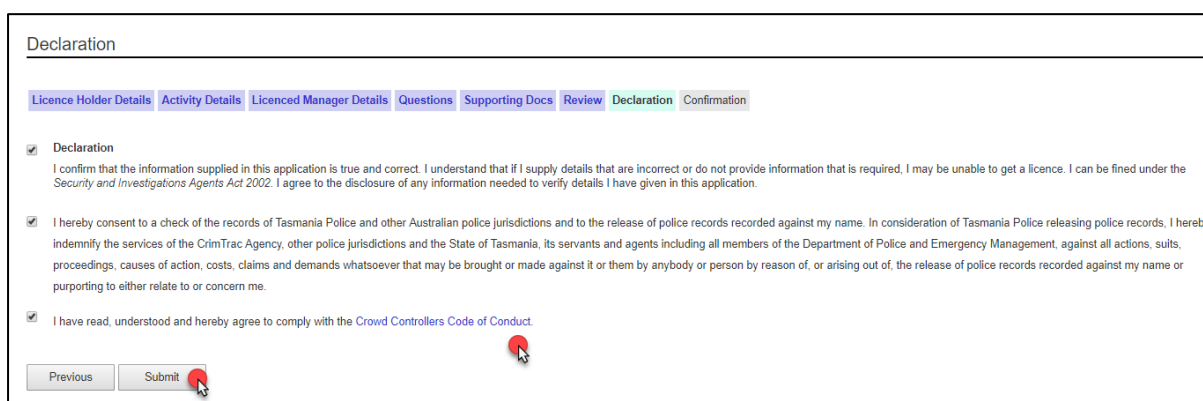
23. Click on each box to place a tick inside
24. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.



The screenshot shows a web form titled "Declaration". At the top, there is a navigation bar with tabs: "Licence Holder Details", "Activity Details", "Licenced Manager Details", "Questions", "Supporting Docs", "Review", "Declaration" (which is highlighted in green), and "Confirmation". Below the tabs, there are three sections, each with a checkbox and a text area:

- ☒ Declaration
I confirm that the information supplied in this application is true and correct. I understand that if I supply details that are incorrect or do not provide information that is required, I may be unable to get a licence. I can be fined under the Security and Investigations Agents Act 2002. I agree to the disclosure of any information needed to verify details I have given in this application.
- ☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.
- ☒ I have read, understood and hereby agree to comply with the Crowd Controllers Code of Conduct.

At the bottom of the form, there are two buttons: "Previous" and "Submit". A mouse cursor is pointing at the "Submit" button.

Paying your fees

You will be taken to the first Confirmation page.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity at Service Tasmania and get your fingerprints checked at Tasmania Police.

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Application Receipt](#) and Print it; OR
- Write down the Application Reference Number: **624001921**

Completing your Application

1. Pay outstanding fees of \$360.25
 - This can be done through My Licence or at any Service Tasmania branch
2. Attend Service Tasmania
 - Have your identity verified
 - Have your photo taken for your licence card
3. Contact Tasmanian Police for finger print check

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

What should I take to the Police Station?

- You must take photo identification and you receipt of payment with you
- If you are interstate you need to go to the Police in the State or Territory you live in. Please attach proof of this to your application.
- Please note if your fingerprints have been taken previously for a licence they may still be in police records. To check contact Tasmania Police.

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card

4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

Payment Summary



John citizen. Total amount: \$360.25

Paying for: Licence Fee: 186.00

Criminal History Check: 45.00

Exemption to Display Licence Card: 54.25

Fingerprint Fee: 75.00

Accepted Card Types:  

Card Holder Name:

Card Number:

Expiry: /

CVN:

Amount: \$360.25

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details
John citizen	Licence Fee: 186.00 Criminal History Check: 45.00 Exemption to Display Licence Card: 54.25 Fingerprint Fee: 75.00

Receipt No: 7082060183

\$360.25 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (john.citizen@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

[Return](#)

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions you are yet to complete.

Individual - Agent security licence

Renewing your Individual - Agent licence

To renew your licence, you will need an internet connection.

If you already hold a Security Agents licence, then you have a My Licence account.

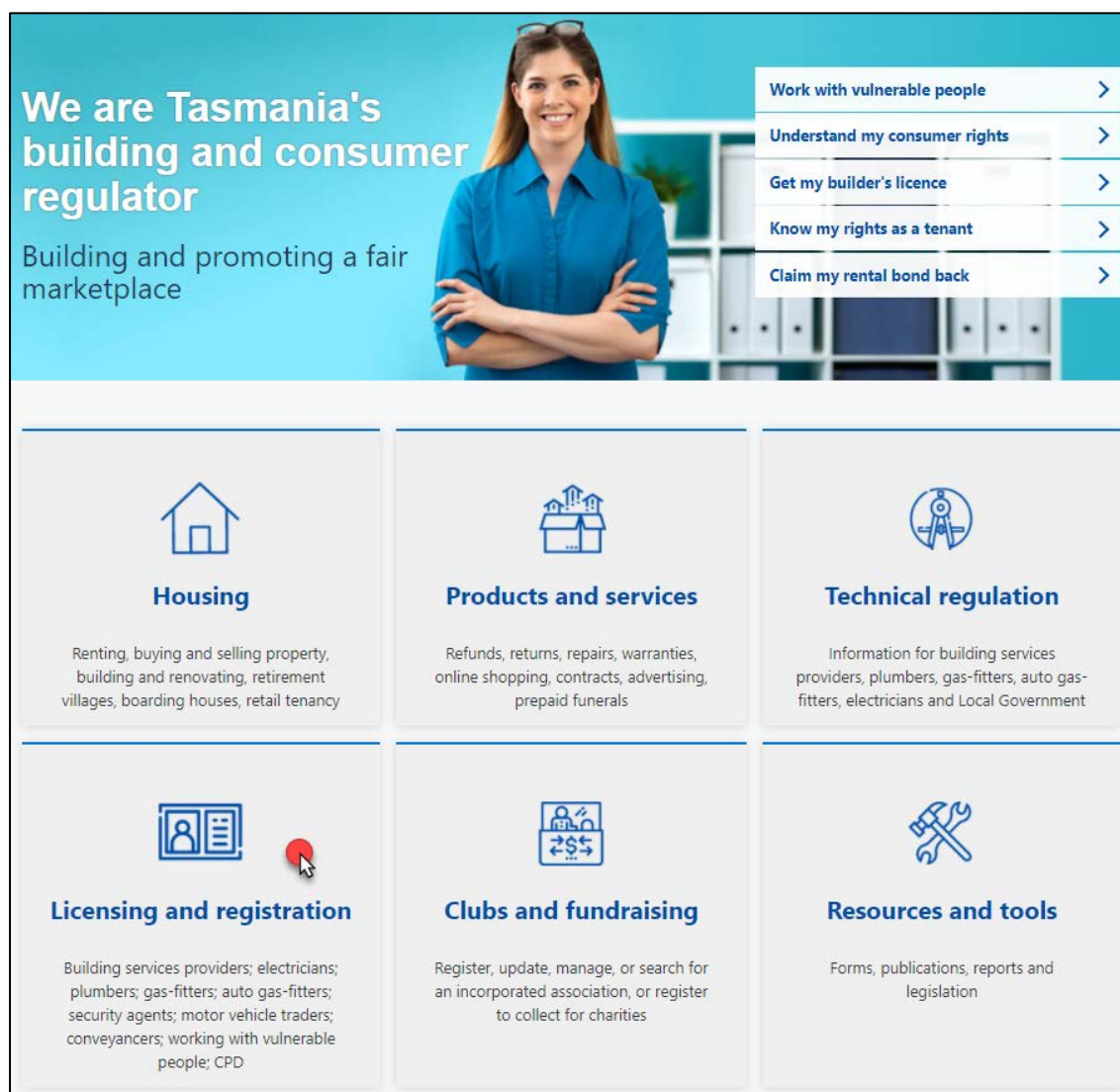
It is assumed that you have already read the section on My Licence account for licence holders on Page 10.

Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and Registration option.

You will see a screen similar to the following.



You will need to:

3. Click on Licensed Occupations
4. Click on Security and investigation agent licences
5. Click on Individual - Agent licence

You will see a screen similar to the following.

Licensing and Registration

Apply for a licence
Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration
Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account
Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations
Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)
CPD - Continuing Professional Development

< Apply for a licence

Building services provider licences
Applying for a building services provider licence

Electrical licences
Applying for an electrical licence in Tasmania

Plumbing licences
Applying for a plumbing licence in Tasmania

Gas-fitting licences
Applying for a gas-fitting licence in Tasmania

Auto gas-fitting licences
Applying for an auto gas-fitting licence in Tasmania

Owner builder permit
Applying for an owner builder permit in Tasmania

Security and investigation agent licences
Applying for a security and investigation agent licence in Tasmania

You will be taken to the information page for Individual - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist to see what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

8. Select the 'Renew Now' button located at the bottom of the Individual - Agents Licence webpage.

You will see the following option located at the bottom of the page.

Renew your licence

Step 1. Save documents to a computer or a storage device like a USB (see checklist)

Step 2. Select **Renew Now** (below)

Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)

Step 4. If your licence photo has expired, have a photo taken at any [Service Tasmania shop](#)

Renew Now

Accessing your My Licence account

You will be taken to the My Licence page where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
 - a. If you do not have this number;
 - i. Click on the Don't Know Reference Number link
 - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

My Licence

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type: Security Licence

Licence / Reference Number: 1010

Last Name: Citizen

Date of Birth: 20 / 06 / 1969

Search

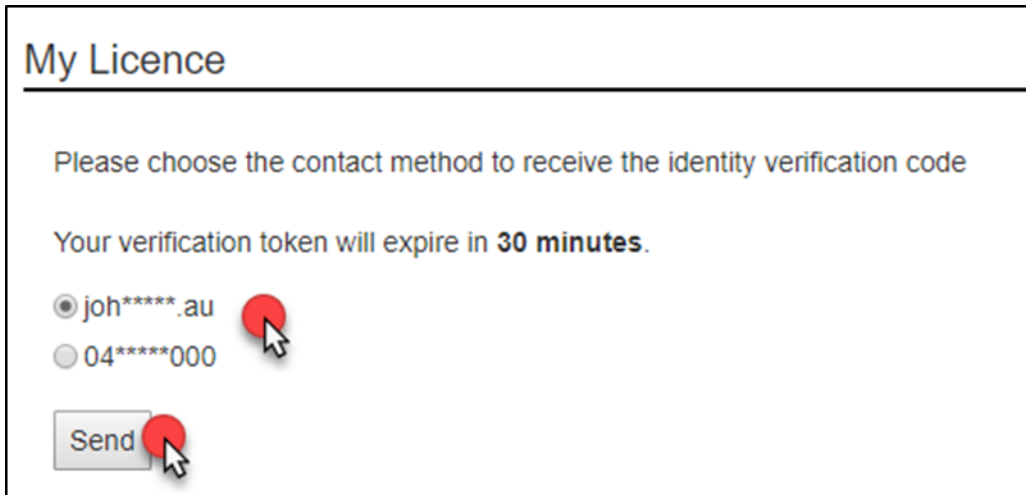
[Don't know Reference Number](#)

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

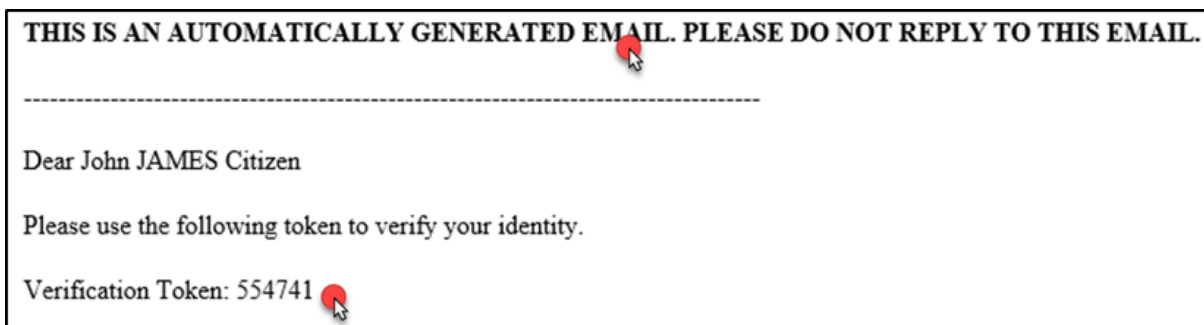


The screenshot shows a web interface titled "My Licence". Below the title, it says "Please choose the contact method to receive the identity verification code". A message states "Your verification token will expire in 30 minutes." There are two radio button options: "joh*****.au" (selected) and "04*****000". A "Send" button is at the bottom. Red circles and mouse cursor icons highlight the selected email option and the Send button.

You will receive a Verification Token.

In the case below, the licence holder selected the email option to receive their Verification Token.

You will see a screen similar to the following.



The screenshot shows an email template. At the top, it says "THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL." followed by a dashed line. Below the line, it says "Dear John JAMES Citizen". Then, "Please use the following token to verify your identity." and "Verification Token: 554741". Red circles and mouse cursor icons highlight the warning text and the verification token.

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

My Licence

We have sent verification code to (joh****.au). Please enter the code below.

Verification Code:

614032

Verify

You now have access to your My Licence account.

To renew your licence you need to

10. Click the 'Renew' link located on the lower right side of your screen

You will see an image similar to the following.

Licence Details

Licence Holder: John Citizen
Licence Number: 1011
Type: Security Licence - Individual - Agent
Status: Licensed
Application Number: 558138962
Application Date: 22/5/2018
Commencement Date: 22/5/2018
Expiry Date: 22/6/2018
Primary Contact: John Citizen

Activities: Commercial Agent
Crowd Control
Security Guarding General
--> Security Guard
--> Monitoring Room Operator
--> Bodyguard
--> Additional Permissions
--> Permitted to use guard dog
Inquiry Agent
Exemption to Display Licence
Provide Training in Crowd Control

Photo valid to 22/5/2023

Actions
[Download Licence Certificate](#)
[Renew](#)

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to:

1. Check your Licence Holder Details to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button

You will see an image similar to the following.

Licence Holder Details

Licence Holder DetailsActivity DetailsQuestionsSupporting DocsReviewDeclarationConfirmation

Staff

Is Migrated Record:☐ Check if entering an existing licence that is being migrated or an e

(*) Denotes mandatory field

Licence holder details

Full Name:Mr John Citizen

* Have you ever been or are you currently known by any other names?☐ Yes ☒ No

Gender:Male

Date of Birth:20/06/1996

Place of Birth:Franklin, TAS, Australia

* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)☒ Yes ☐ No, I intend to use other documents

* Drivers/Rider Licence Issuing Authority:Tasmania

* Drivers/Rider Licence Number:123456

Unique Student Identifier:

Residential Address

* Country:Australia

* State:TAS

* Address Line 1:1 Citizen Street

Address Line 2:

* Suburb:HOBARTPostcode: 7000

* I have resided at this address since:01 / 10 / 2010 (Please provide at least the year)
☒ Postal Address As Above

* Either Email Address or Mobile Number is mandatory.

* Email address:james.ellingworth@justice.tas.gov.au

* Confirm email address:james.ellingworth@justice.tas.gov.au

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:0400000000

Home Phone:(please include area code)

Work Phone:(please include area code)

* What is your preferred method of correspondence?☐ Mobile ☒ Email

Please confirm you have listed accurate Mobile Phone/Email Address details.

Next

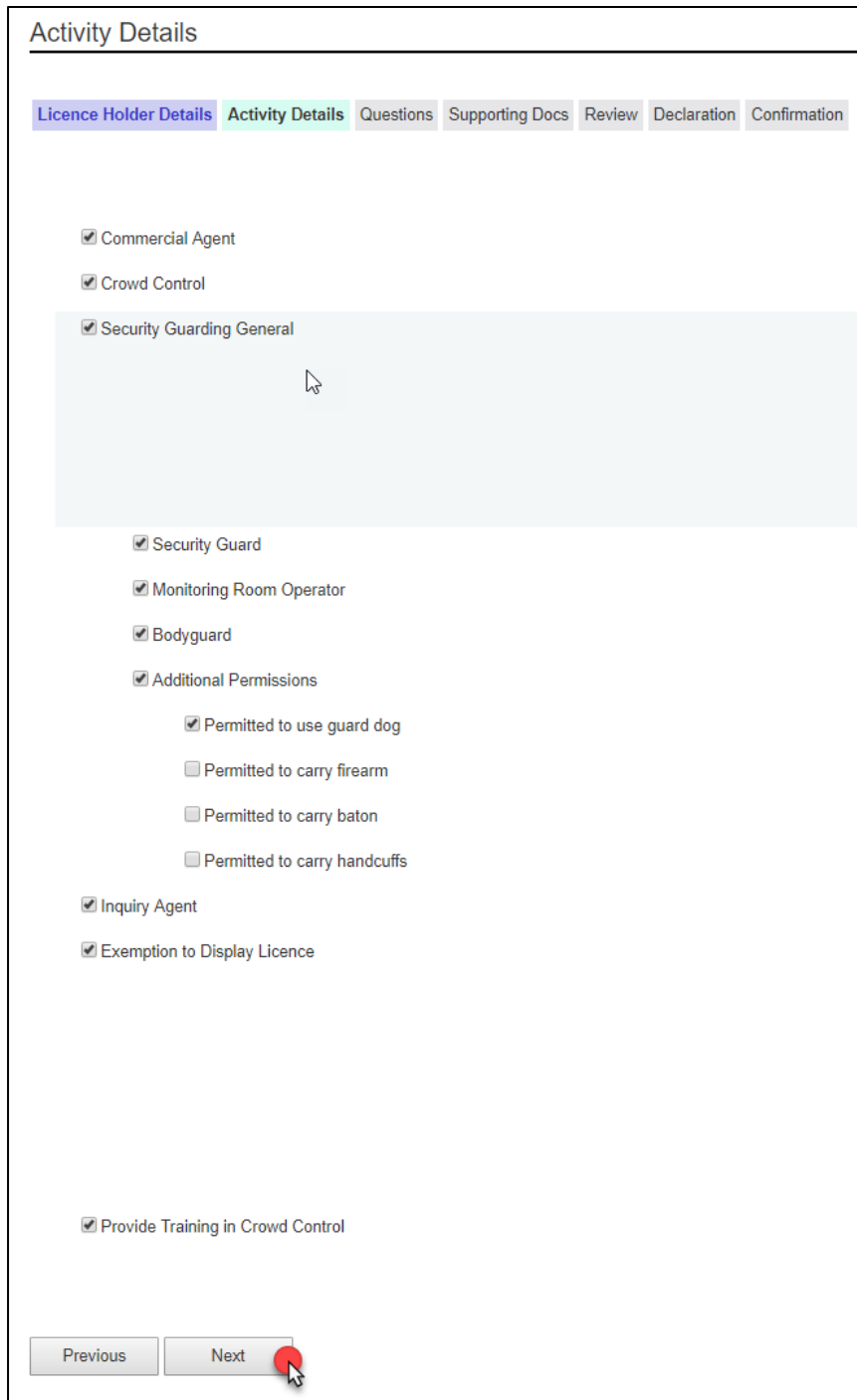
You will be taken to the Activity Details screen.

You will need to:

5. Click on the activities that you are qualified to do
6. Click on the Next button

If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.

You will see a screen similar to the following.



The screenshot shows the 'Activity Details' screen of a licensing application. At the top, there is a header 'Activity Details' and a navigation bar with tabs: 'Licence Holder Details', 'Activity Details' (highlighted in green), 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. Below the tabs, there is a list of activities with checkboxes. The activities are: 'Commercial Agent' (checked), 'Crowd Control' (checked), 'Security Guarding General' (checked, highlighted with a light blue background), 'Security Guard' (checked), 'Monitoring Room Operator' (checked), 'Bodyguard' (checked), 'Additional Permissions' (checked), 'Permitted to use guard dog' (checked), 'Permitted to carry firearm' (unchecked), 'Permitted to carry baton' (unchecked), 'Permitted to carry handcuffs' (unchecked), 'Inquiry Agent' (checked), 'Exemption to Display Licence' (checked), and 'Provide Training in Crowd Control' (checked). At the bottom, there are 'Previous' and 'Next' buttons. A red circle with a white arrow points to the 'Next' button.

Activity Details

[Licence Holder Details](#) [Activity Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

☒ Commercial Agent

☒ Crowd Control

☒ Security Guarding General

☒ Security Guard

☒ Monitoring Room Operator

☒ Bodyguard

☒ Additional Permissions

☒ Permitted to use guard dog

☐ Permitted to carry firearm

☐ Permitted to carry baton

☐ Permitted to carry handcuffs

☒ Inquiry Agent

☒ Exemption to Display Licence

☒ Provide Training in Crowd Control

[Previous](#) [Next](#)

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

7. Click the Yes or No options
8. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details

Activity Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence Related Questions

All questions must be answered either Yes or No. If you are unsure whether to declare a certain charge or incident, remember it is better to provide us with too much information rather than none at all, as it is an offence not to declare your previous history and you risk prosecution. Disclosure of previous charges, findings of guilt (without a conviction recorded), convictions or diversions, family violence orders or restraint / interim restraint orders does not automatically disqualify you from holding a licence. However failure to disclose charges, findings of guilt (without a conviction recorded) convictions or diversions, family violence orders or restraint / interim restraint orders may result in your licence being rejected and prosecution action being commenced. OFFENCES Applicants must declare ALL prior offences with or without convictions and pending court cases on their application form, no matter how long ago they occurred.

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes

☒ No

Have you ever been the subject of a restraint order / family violence order or interim restraint order / interim family violence order?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving dishonesty, fraud or theft in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving burglary or stealing in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a firearms or weapons offence in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a drug offence in any country?

☐ Yes

☒ No

Have you ever been subject to a court or police diversion for any offence?

☐ Yes

☒ No

Do you have any charges pending anywhere in the world? (Not traffic charges)

☐ Yes

☒ No

Have you been convicted of any offence anywhere in the world? (Not traffic charges)?

☐ Yes

☒ No

Are you an undischarged bankrupt or have you entered into any composition or arrangement with your creditors that is still continuing?

☐ Yes

☒ No

Previous

Next

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

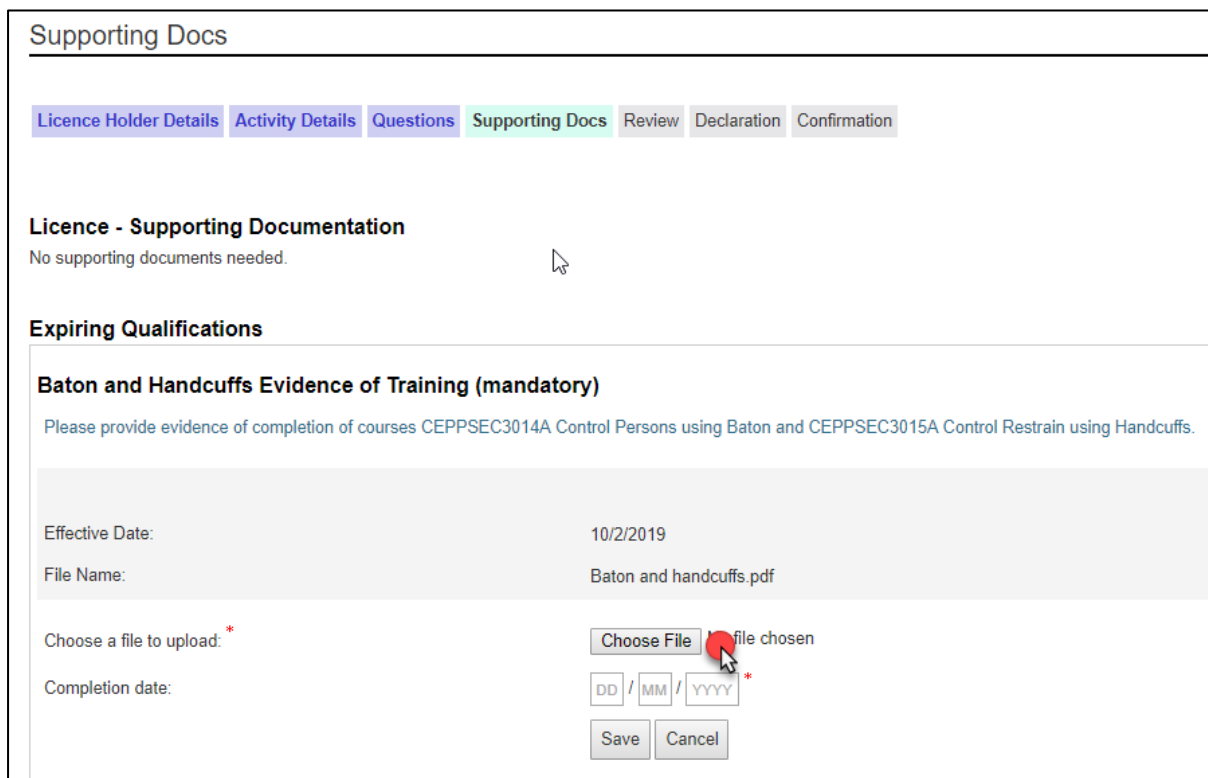
You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Security Agents licence pages at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

9. Click the Choose File button

You will see a screen similar to the following.



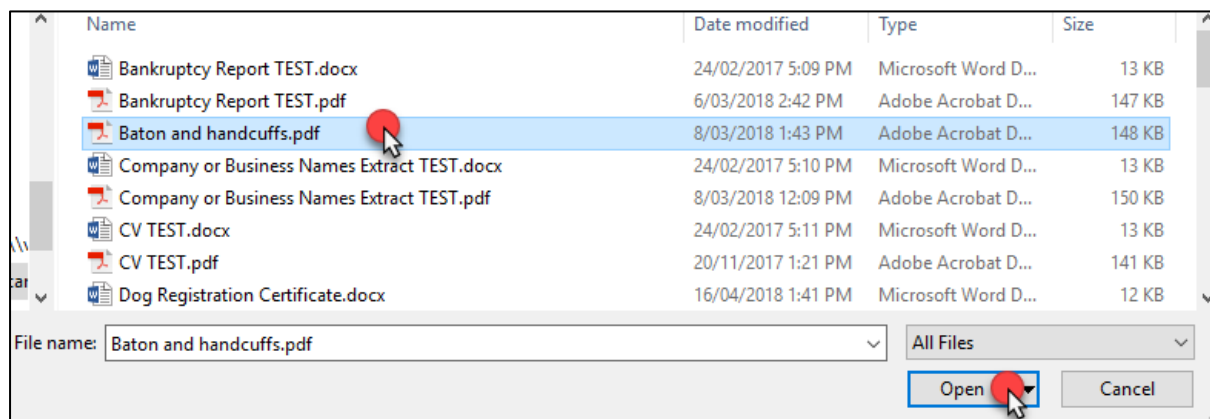
The screenshot shows the 'Supporting Docs' screen of an application form. At the top, there is a navigation bar with tabs: 'Licence Holder Details', 'Activity Details', 'Questions', 'Supporting Docs' (highlighted), 'Review', 'Declaration', and 'Confirmation'. Below the navigation bar, the section is titled 'Licence - Supporting Documentation' with the text 'No supporting documents needed.' and a mouse cursor. Underneath, there is a section for 'Expiring Qualifications'. The first qualification listed is 'Baton and Handcuffs Evidence of Training (mandatory)'. Below this title, it says 'Please provide evidence of completion of courses CEPPSEC3014A Control Persons using Baton and CEPPSEC3015A Control Restrain using Handcuffs.' There is a table with two rows: 'Effective Date' with the value '10/2/2019' and 'File Name' with the value 'Baton and handcuffs.pdf'. Below the table, there is a label 'Choose a file to upload: *' and a 'Choose File' button. A red circle highlights the 'Choose File' button, and a red dot with the text 'file chosen' is next to it. Below the 'Choose File' button, there is a 'Completion date:' label and a date input field with boxes for 'DD', 'MM', and 'YYYY', followed by an asterisk. At the bottom, there are 'Save' and 'Cancel' buttons.

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

10. Click on the document
11. Click the Insert or Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will need to:

12. Click on the Upload button (some documents only)

13. Click the Save button

You will see a screen similar to the following.

Supporting Docs

[Licence Holder Details](#) [Activity Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Licence - Supporting Documentation
No supporting documents needed.

Expiring Qualifications

Baton and Handcuffs Evidence of Training (mandatory)
Please provide evidence of completion of courses CEPPSEC3014A Control Persons using Baton and CEPPSEC3015A Control Restrain using Handcuffs.

Effective Date:	10/2/2019
File Name:	Baton and handcuffs.pdf

Choose a file to upload: *

Choose File Baton and handcuffs.pdf

Completion date: 10 / 01 / 2019

Save Cancel

You will need to:

14. Repeat this process until you have uploaded and saved all related documents

15. Click the Next button

You will see a screen similar to the following.

Supporting Docs

Licence Holder Details

Activity Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence - Supporting Documentation

No supporting documents needed.

Expiring Qualifications

Baton and Handcuffs Evidence of Training (mandatory)

Please provide evidence of completion of courses CEPPSEC3014A Control Persons using Baton and CEPPSEC3015A Control Restrain using Handcuffs.

Effective Date:

10/Jan/2019

File Name:

Baton and handcuffs.pdf

Effective Date:

10/Feb/2019

File Name:

Baton and handcuffs.pdf

Choose a file to upload: *

Choose File

No file chosen

Completion date:

DD

/

MM

/

YYYY

Save

Cancel

Dog Registration (mandatory)

Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date:

01/Oct/2018

File Name:

Dog Registration Certificate.pdf

Expiry Date:

01/Oct/2019

File Name:

Dog Registration Certificate.pdf

Choose a file to upload: *

Choose File

No file chosen

Expiry:

DD

/

MM

/

YYYY

Save

Cancel

First Aid Certificate (mandatory)

Please upload a copy of your current first aid certificate from completing course HLTFA311A – Apply First Aid

Expiry Date:

01/Oct/2018

File Name:

First Aid Certificate.pdf

Expiry Date:

01/Oct/2018

File Name:

First Aid Certificate.pdf

Choose a file to upload: *

Choose File

No file chosen

Expiry Date:

DD

/

MM

/

YYYY

Save

Cancel

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?

LINC Tasmania

 (Libraries and Online Access Centres) will provide assistance with this.

Take your documents and your application reference number in to your local

LINC Tasmania

 and staff can assist.

Previous

Next

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Guide to licensing services online for Security Agents

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

16. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

17. Click the Next button

You will see a screen similar to the following.

Review

[Licence Holder Details](#)[Activity Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Licence holder details

Full Name:	Mr John Citizen
Gender:	Male
Date of Birth:	20/06/1996
Place of Birth:	Franklin, TAS, Australia
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 01/10/2010
Postal Address:	Same as Residential Address
Email address:	james.ellingworth@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

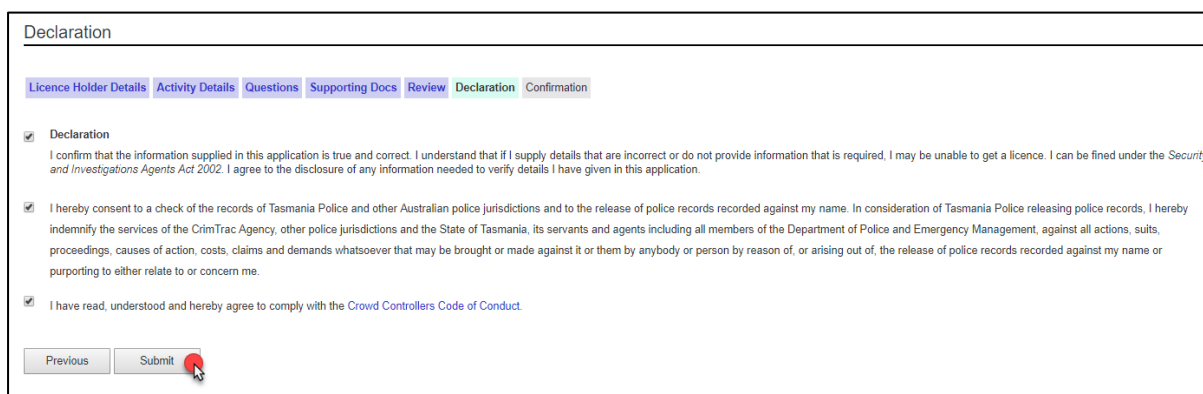
You will need to:

18. Click on each to confirm with a tick
19. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.



The screenshot shows a web form titled "Declaration". At the top, there is a navigation bar with tabs: "Licence Holder Details", "Activity Details", "Questions", "Supporting Docs", "Review", "Declaration" (which is highlighted in green), and "Confirmation". Below the tabs, there are three sections, each with a checked checkbox and a paragraph of text:

- ☒ Declaration
I confirm that the information supplied in this application is true and correct. I understand that if I supply details that are incorrect or do not provide information that is required, I may be unable to get a licence. I can be fined under the *Security and Investigations Agents Act 2002*. I agree to the disclosure of any information needed to verify details I have given in this application.
- ☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.
- ☒ I have read, understood and hereby agree to comply with the *Crowd Controllers Code of Conduct*.

At the bottom of the form, there are two buttons: "Previous" and "Submit". A red circle with a white arrow points to the "Submit" button.

Paying your fees

You will be taken to the first Confirmation screen.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

Confirmation

Licence Holder DetailsActivity DetailsQuestionsSupporting DocsReviewDeclarationConfirmation

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Renewal Receipt](#) and Print it; OR
- Write down the Application Reference Number: 558138962

Completing your Renewal

1. Pay outstanding fees of \$750.25
 - This can be done through My Licence or at any Service Tasmania branch

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

Pay Now

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.



Payment Summary

John Citizen. Total amount: \$825.25

Paying for: Licence Fee: 705.25

Criminal History Check: 45.00

Fingerprint Fee: 75.00

Accepted Card Types:  

Card Holder Name: *

Card Number: *

Expiry: / *

CVN: *

Amount: \$825.25

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details
John Citizen	Licence Fee: 705.25 Criminal History Check: 45.00 Fingerprint Fee: 75.00

Receipt No: 7082134296

\$825.25 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (john.citizen@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions that need to be completed before your renewal can be assessed by the licensing unit.

Apply for an Individual – Agent licence

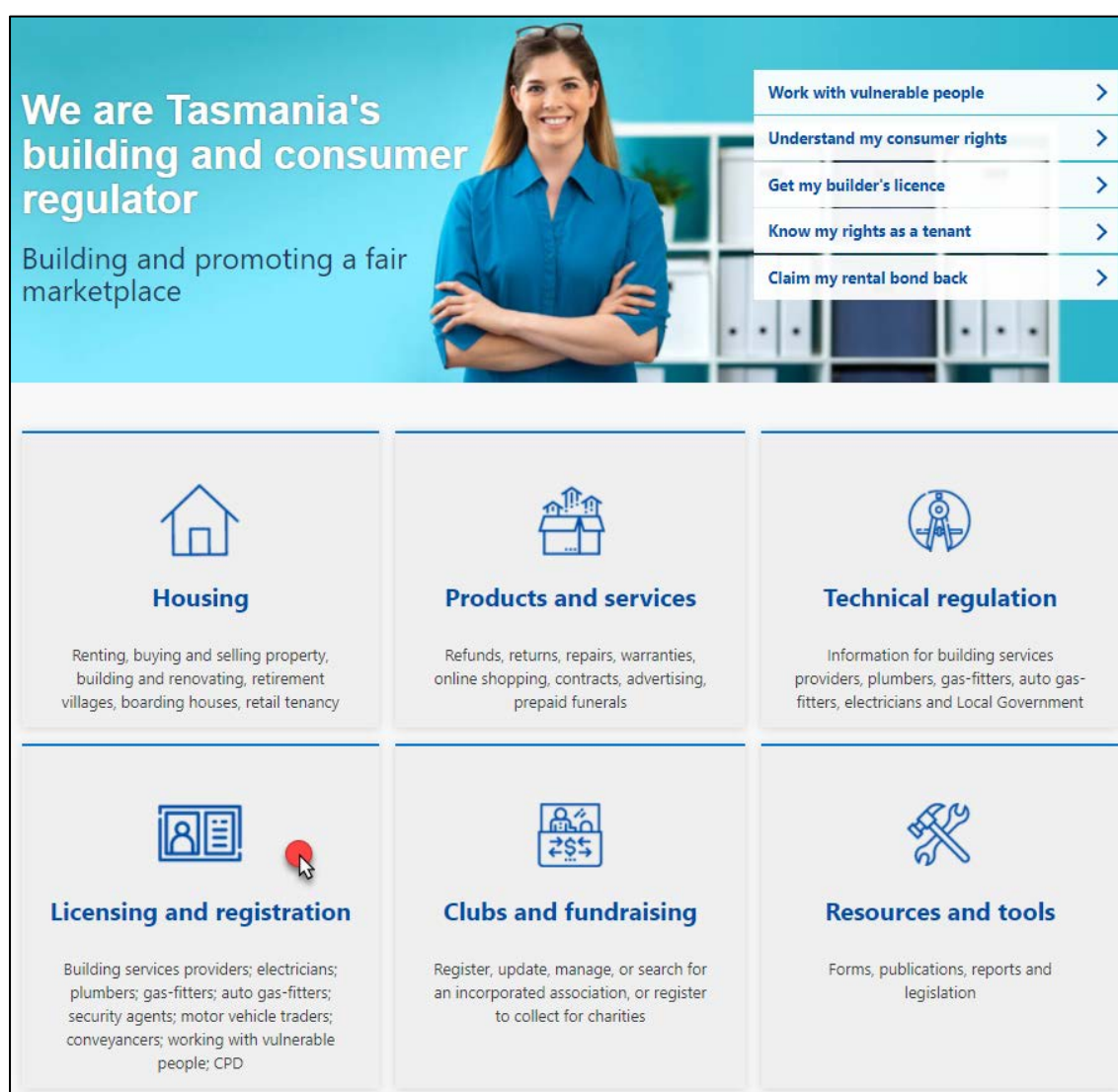
To apply for your licence, you will need an internet connection.

Start your application

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click on Licensing and registration.

You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations

4. Click Security and investigation agent licences
5. Click Individual – Agent licence

You will see a screen similar to the following.

Licensing and Registration

Licensed Occupations

Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card: if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration

Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account

Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations

Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)

CPD - Continuing Professional Development

< Licensed Occupations

Building services provider licences

Applying for a building services provider licence

Electrical licences

Applying for an electrical licence in Tasmania

Plumbing licences

Applying for a plumbing licence in Tasmania

Gas-fitting licences

Applying for a gas-fitting licence in Tasmania

Auto gas-fitting licences

Applying for an auto gas-fitting licence in Tasmania

Owner builder permit

Applying for an owner builder permit in Tasmania

Security and investigation agent licences


Applying for a security and investigation agent licence in Tasmania

You will be taken to the information page for Individual - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist to find out what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.
8. Select the 'Apply Now' button located at the bottom of the Individual - Agents Licence page.

You will see the following option located at the bottom of the page.

Apply for your licence
Step 1. Save documents to a computer or a storage device like a USB (see checklist)
Step 2. Select **Apply Now** (below)
Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)
Step 4. Have a photo taken for your licence card at any [Service Tasmania shop](#) and [prove your identity](#).


Fill out the online form

You will be taken to the Application Start page of the online form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to make a selection:

1. Click Yes or No to answer whether you hold a Tasmanian Occupational Licence
 - a. If you Click Yes you will be prompted to log into your My Licence account
2. Click Security Agents as the licence area
3. Click Individual – Agent as the licence type
4. Make a selection
 - b. As the intended licence holder, OR
 - c. if someone is filling in the application form on your behalf
5. Click on Yes or No to answer whether you are applying under Mutual Recognition
 - d. If you Click yes to this question you should have read the occupational licence page for Mutual recognition for security and investigation agents licence at www.cbos.tas.gov.au/topics/licensing-and-registration .

In the case below, the licence holder is not applying for mutual recognition.

You will see a screen similar to the following.

The screenshot shows a web form titled "Application Start". Below the title, there is a paragraph of instructions: "This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)". Below this is an "Important" note: "Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form." The main section is titled "Type of application" and contains five questions with radio button options. Red circles with arrows highlight the "No" option for the first question, the "Security Licence" option for the second, the "Individual - Agent" option for the third, the "The intended Licence Holder" option for the fourth, and the "No" option for the fifth. At the bottom left, there is a "Start Application" button, also highlighted with a red circle and arrow.

Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

Important: Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

Type of application

- Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?
 - ☐ Yes
 - ☒ No
- Choose a licence area:
 - ☐ Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting
 - ☐ Building Services Provider
 - ☐ Motor Vehicle Trader
 - ☒ Security Licence
 - ☐ Conveyancer
- What licence type do you wish to apply for?
 - ☒ Individual - Agent
 - ☐ Security Employee
 - ☐ Body Corporate - Agent
- Are you:
 - ☒ The intended Licence Holder.
 - ☐ Someone filling in the application on behalf of the intended Licence Holder.
- Are you applying under Mutual Recognition?
 - ☐ Yes
 - ☒ No

You will be taken to the Personal Details screen.

You will need to:

6. Enter your details and tick the appropriate boxes
 - b. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address)
7. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you.

If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 10. You will need to use the reference number we sent you to log into your My Licence account and continue your application.

You will see a screen similar to the following.

Personal Details

[Licence Holder Details](#) [Activity Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

(*) Denotes mandatory field

Licence holder details

Title:

* Name:

☐ No first given name

* Have you ever been or are you currently known by any other names? ☐ Yes ☒ No

* Gender:

* Date of Birth: / /

* Country of Birth:

* State:

* Birthplace/Town:

* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years) ☒ Yes ☐ No, I intend to use other documents

* Drivers/Rider Licence Issuing Authority:

* Drivers/Rider Licence Number:

Unique Student Identifier:

Residential Address

* Country:

* State:

* Address Line 1:

Address Line 2:

* Suburb: Postcode:

* I have resided at this address since: / / (Please provide at least the year)

☒ Postal Address As Above

* Either Email Address or Mobile Number is mandatory.

* Email address:

* Confirm email address:

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

Home Phone: (please include area code)

Work Phone: (please include area code)

* What is your preferred method of correspondence? ☐ Mobile ☒ Email

Please check you have listed accurate Mobile Phone/Email Address details.

You will be taken to the Activity Details screen.

You will need to:

8. Click on the activities that you are qualified to do
9. Click on the Next button

If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.

You will see a screen similar to the following.

Activity Details

[Licence Holder Details](#) [Activity Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

☒ Commercial Agent

☒ Crowd Control

☒ Security Guarding General

☒ Security Guard

☒ Monitoring Room Operator

☒ Bodyguard

☒ Additional Permissions

☒ Permitted to use guard dog

☒ Inquiry Agent

☒ Exemption to Display Licence

☒ Provide Training in Crowd Control

Previous

Next

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

10. Click the Yes or No options

11. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details

Activity Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence Related Questions

All questions must be answered either Yes or No. If you are unsure whether to declare a certain charge or incident, remember it is better to provide us with too much information rather than none at all, as it is an offence not to declare your previous history and you risk prosecution. Disclosure of previous charges, findings of guilt (without a conviction recorded), convictions or diversions, family violence orders or restraint / interim restraint orders does not automatically disqualify you from holding a licence. However failure to disclose charges, findings of guilt (without a conviction recorded) convictions or diversions, family violence orders or restraint / interim restraint orders may result in your licence being rejected and prosecution action being commenced. OFFENCES Applicants must declare ALL prior offences with or without convictions and pending court cases on their application form, no matter how long ago they occurred.

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes

☒ No

Have you ever been the subject of a restraint order / family violence order or interim restraint order / interim family violence order?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving dishonesty, fraud or theft in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving burglary or stealing in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a firearms or weapons offence in any country?

☐ Yes

☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of a drug offence in any country?

☐ Yes

☒ No

Have you ever been subject to a court or police diversion for any offence?

☐ Yes

☒ No

Do you have any charges pending anywhere in the world? (Not traffic charges)

☐ Yes

☒ No

Have you been convicted of any offence anywhere in the world? (Not traffic charges)?

☐ Yes

☒ No

Are you an undischarged bankrupt or have you entered into any composition or arrangement with your creditors that is still continuing?

☐ Yes

☒ No

Previous

Next

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

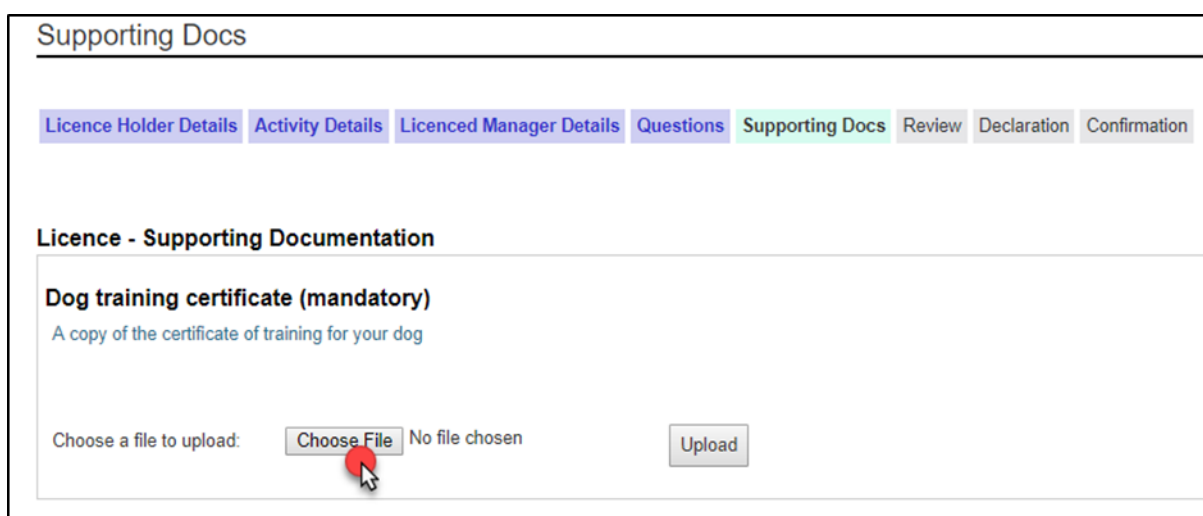
You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Security Agents licence page at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

12. Click the Choose File button

You will see a screen similar to the following.



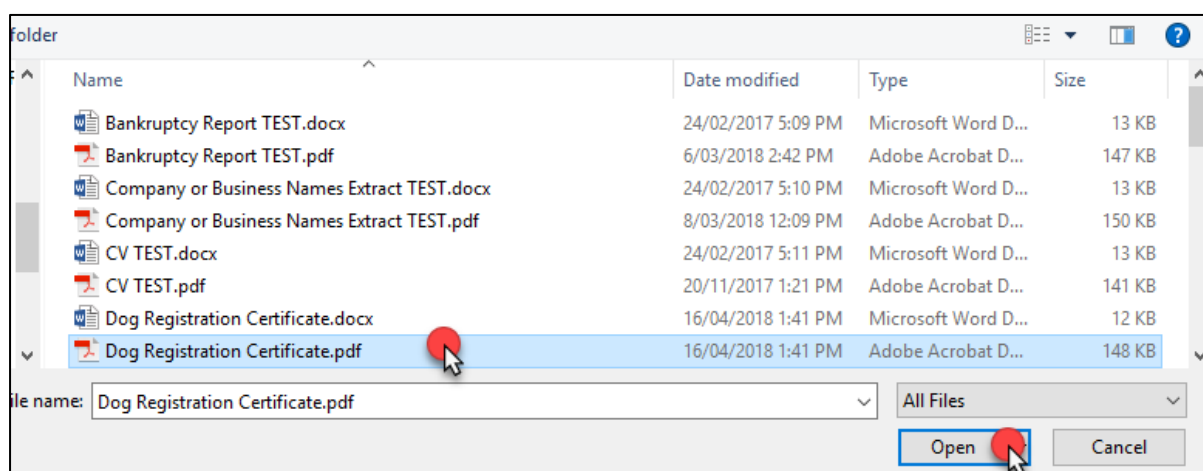
The screenshot shows a web interface titled 'Supporting Docs'. It has a navigation bar with tabs: 'Licence Holder Details', 'Activity Details', 'Licenced Manager Details', 'Questions', 'Supporting Docs' (highlighted), 'Review', 'Declaration', and 'Confirmation'. Below the navigation bar, the section is titled 'Licence - Supporting Documentation'. Under this, there is a requirement: 'Dog training certificate (mandatory)' with a subtext 'A copy of the certificate of training for your dog'. At the bottom, there is a text label 'Choose a file to upload:', a 'Choose File' button (with a red circle and mouse cursor pointing to it), the text 'No file chosen', and an 'Upload' button.

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

13. Click on the document
14. Click the Insert or Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will need to:

15. Click on the Upload button to save the document to the form

You will see a screen similar to the following.

The screenshot shows a web interface for uploading supporting documents. At the top, there is a horizontal navigation bar with several tabs: 'Licence Holder Details', 'Activity Details', 'Licenced Manager Details', 'Questions', 'Supporting Docs' (which is highlighted in green), 'Review', 'Declaration', and 'Confirmation'. Below this bar, the main section is titled 'Licence - Supporting Documentation'. Under this title, there is a specific requirement: 'Dog training certificate (mandatory)' followed by a subtext 'A copy of the certificate of training for your dog'. At the bottom of this section, there is a text prompt 'Choose a file to upload:' followed by a 'Choose File' button. To the right of the button, the filename 'Dog Registrat...rtificate.pdf' is displayed. Further to the right is an 'Upload' button, which is being clicked by a mouse cursor indicated by a red circle.

You will need to:

16. Repeat this process until you have uploaded all related documents
17. Click the Next button

You will see a screen similar to the following.

Supporting Docs

[Licence Holder Details](#) [Activity Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Licence - Supporting Documentation

Dog training certificate (mandatory)

A copy of the certificate of training for your dog

Uploaded Files

Training PDF TEST.pdf

Remove File

Exemption from Tasmania Police (mandatory)

A letter from Tasmania Police granting exemption to carry Baton and Handcuffs (Police Offences Act 1935 Section 15C (1A))

Uploaded Files

EXEMPTION TO DISPLAY ID .pdf

Remove File

Qualifications Test.pdf

Remove File

Choose a file to upload:

Choose File

 No file chosen

Upload

Qualifications (mandatory)

Please provide a copy of your Training Certificate from a Registered Training Organisation.

Choose a file to upload:

Choose File

 No file chosen

Upload

Expiring Qualifications

Baton and Handcuffs Evidence of Training (mandatory)

Please provide evidence of completion of courses CEPPSEC3014A Control Persons using Baton and CEPPSEC3015A Control Restrain using Handcuffs.

Effective Date:

10/Feb/2019

Remove

File Name:

Baton and handcuffs.pdf

Choose a file to upload: *

Choose File

 No file chosen

Completion date:

DD

MM

YYYY

Save

Cancel

Dog Registration (mandatory)

Please provide proof of your current dog registration and enter the registration's expiry date

Expiry Date:

01/Oct/2019

Remove

File Name:

Dog Registration Certificate.pdf

Choose a file to upload: *

Choose File

 No file chosen

Expiry:

DD

MM

YYYY

Save

Cancel

First Aid Certificate (mandatory)

Please upload a copy of your current first aid certificate from completing course HLTFA311A - Apply First Aid

Expiry Date:

01/Oct/2018

Remove

File Name:

First Aid Certificate.pdf

Choose a file to upload: *

Choose File

 No file chosen

Expiry Date:

DD

MM

YYYY

Save

Cancel

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?

[LINC Tasmania](#) (Libraries and Online Access Centres) will provide assistance with this.

Take your documents and your application reference number in to your local [LINC Tasmania](#) and staff can assist.

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Guide to licensing services online for Security Agents

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

18. Click the Previous button until you get to the page where you need to make changes.


If you are OK with the information on the Review screen, you will need to:

19. Click the Next button

You will see a screen similar to the following.

Review

[Licence Holder Details](#)[Activity Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)



Licence holder details

Full Name:	Mr John Citizen
Gender:	Male
Date of Birth:	20/06/1996
Place of Birth:	Franklin, TAS, Australia
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 01/10/2010
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email

Licence Class Details

Commercial Agent

Crowd Control

Security Guarding General

- > Security Guard
- > Monitoring Room Operator
- > Bodyguard
- > Additional Permissions
 - > Permitted to use guard dog

Inquiry Agent

Exemption to Display Licence

Provide Training in Crowd Control

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

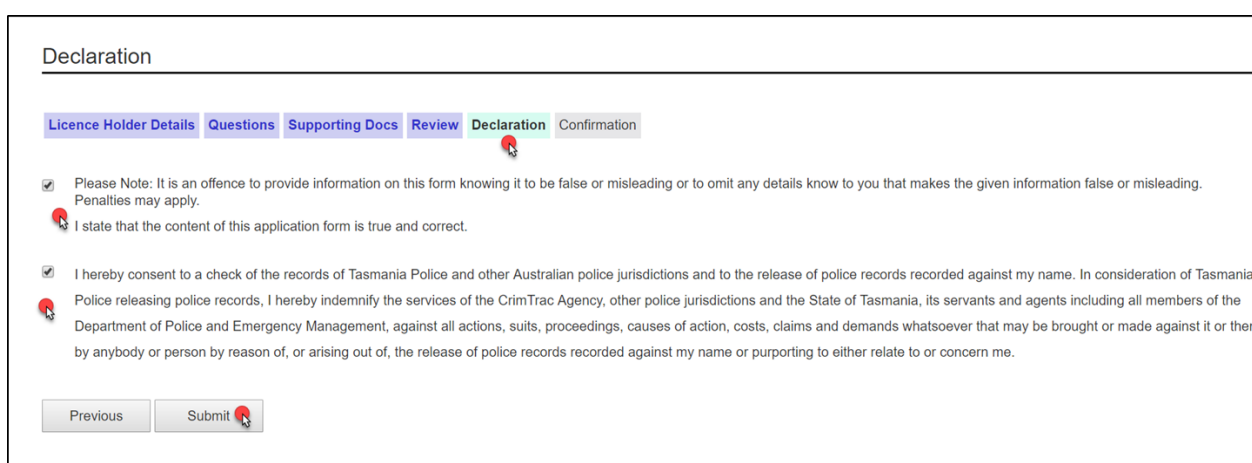
You will need to:

20. Click on each to confirm with a tick
21. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.



The screenshot shows a web form titled "Declaration". At the top, there is a navigation bar with tabs: "Licence Holder Details", "Questions", "Supporting Docs", "Review", "Declaration" (which is highlighted in green and has a red mouse cursor icon over it), and "Confirmation". Below the tabs, there are three sections, each starting with a checked checkbox and a red mouse cursor icon:

- ☒ Please Note: It is an offence to provide information on this form knowing it to be false or misleading or to omit any details know to you that makes the given information false or misleading. Penalties may apply.
- ☒ I state that the content of this application form is true and correct.
- ☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.

At the bottom of the form, there are two buttons: "Previous" and "Submit" (which has a red mouse cursor icon over it).

Paying your fees

You will be taken to the first Confirmation page.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or

2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

The screenshot shows a web page titled "Confirmation" with a navigation bar containing tabs: Licence Holder Details, Activity Details, Questions, Supporting Docs, Review, Declaration, and Confirmation (highlighted in green). The main content area includes a thank you message, a request to record the application reference number (558138962), and a section titled "Finalising an application". This section lists steps for completing the application: paying fees, attending Service Tasmania, and contacting the police. It also lists items to take to Service Tasmania and the Police Station. A "Pay Now" button is located at the bottom left.

Confirmation

Licence Holder Details Activity Details Questions Supporting Docs Review Declaration Confirmation

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Application Receipt](#) and Print it; OR
- Write down the Application Reference Number: 558138962

Completing your Application

1. Pay outstanding fees of \$825.25
 - This can be done through My Licence or at any Service Tasmania branch
2. Attend Service Tasmania
 - Have your identity verified
 - Have your photo taken for your licence card
3. Contact Tasmanian Police for finger print check

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania:

- Your application receipt
- Identification

What should I take to the Police Station

- You must take photo identification and you receipt of payment with you
- If you are interstate you need to go to the Police in the State or Territory you live in. Please attach proof of this to your application.
- Please note if your fingerprints have been taken previously for a licence they may still be in police records. To check contact Tasmania Police.

Pay Now

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#) [Activity Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.



Payment Summary

John Citizen. Total amount: \$825.25

Paying for: Licence Fee: 705.25

Criminal History Check: 45.00

Fingerprint Fee: 75.00

Accepted Card Types:  

Card Holder Name: *

Card Number: *

Expiry: / *

CVN: *

Amount: \$825.25

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.

Confirmation

[Licence Holder Details](#)[Activity Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details
John Citizen	Licence Fee: 705.25 Criminal History Check: 45.00 Fingerprint Fee: 75.00

Receipt No: 7082134296

\$825.25 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (john.citizen@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

[Return](#)

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions you are yet to complete.

Body Corporate - Agent licence

Renewing your Body Corporate - Agent licence

To renew your licence, you will need an internet connection.

If you already hold a Security Agents licence, then you will be given a My Licence account.

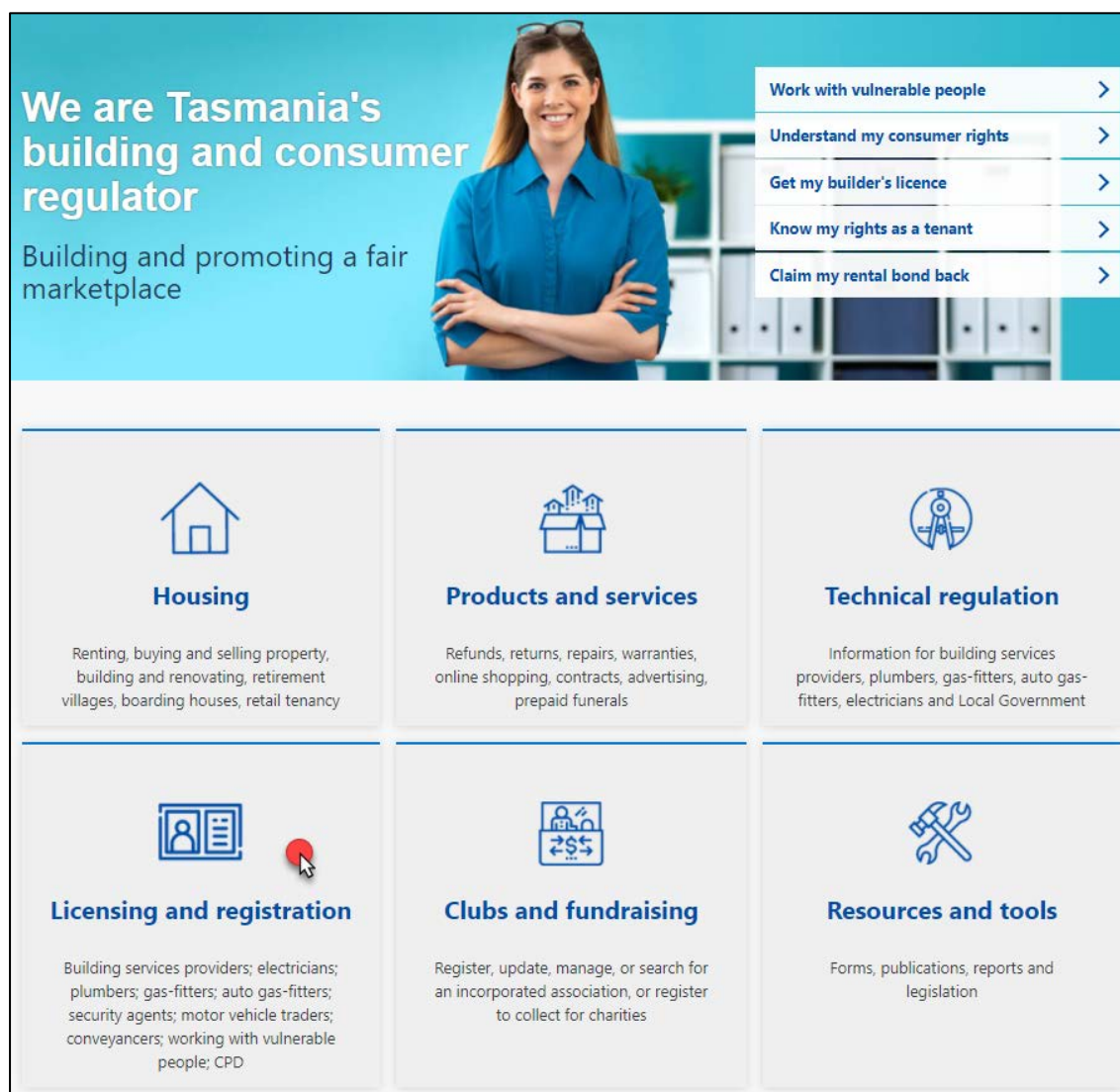
It is assumed that you have already read the section on My Licence account for licence holders on Page 10.

Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and Registration option.

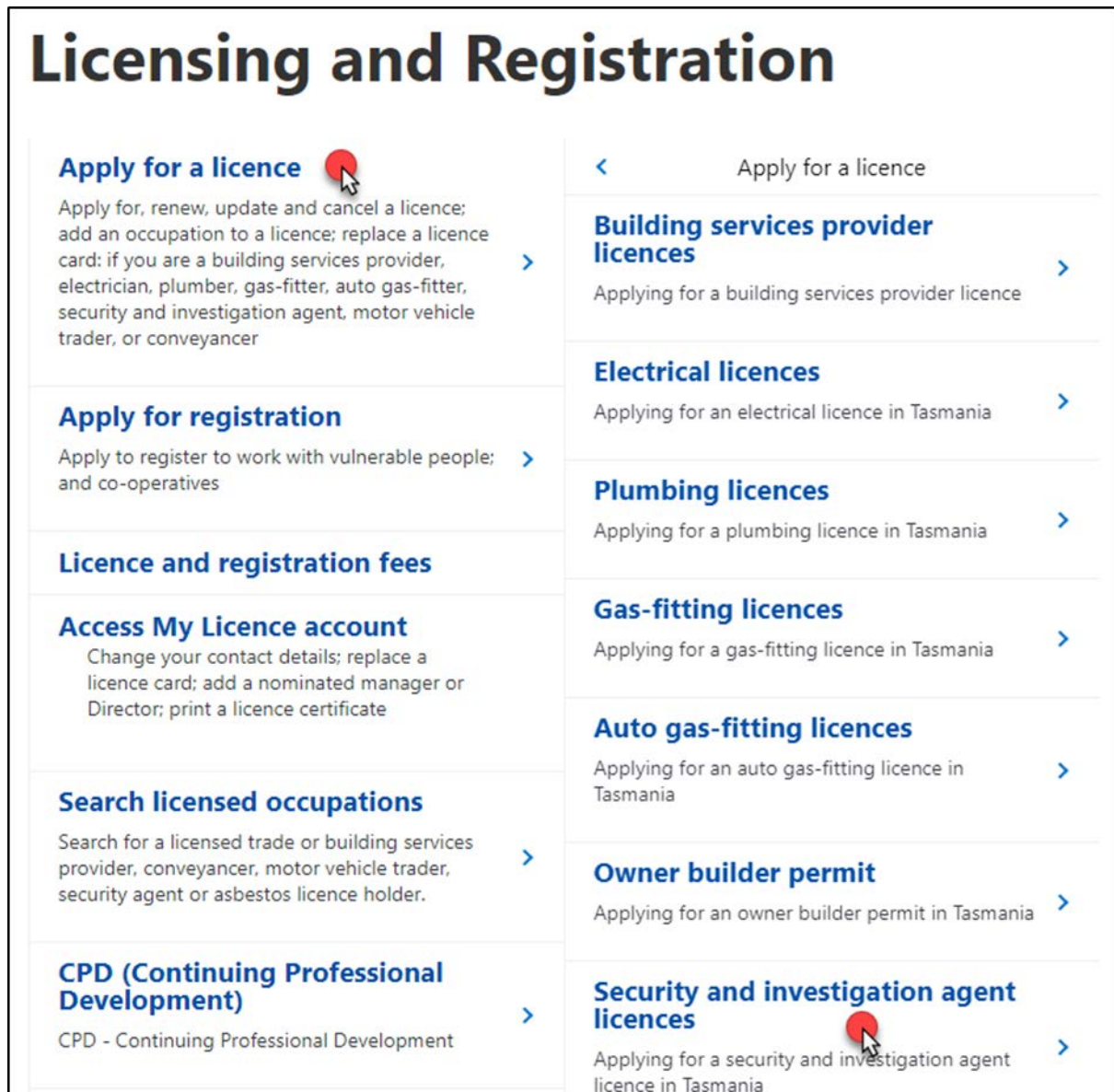
You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations
4. Click Security and investigation agent licences
5. Click Body Corporate - Agent

You will see a screen similar to the following.



You will be taken to the information page for Body Corporate - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

8. Select the 'Renew Now' button located at the bottom of the Body Corporate – Agent page.

You will see the following option located at the bottom of the page.

Renew your licence

Step 1. Save documents to a computer or a storage device like a USB (see checklist)

Step 2. Select **Renew Now** (below)

Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)

Step 4. If your licence photo has expired, have a photo taken at any [Service Tasmania shop](#)

Renew Now

Accessing your My Licence account

You will be taken to the My Licence screen where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
 - a. If you do not have this number;
 - i. Click on the Don't Know Reference Number link
3. Click on the mobile phone number or email address option
4. Enter the last name of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

My Licence

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type: Security Licence

Licence / Reference Number: 1012 [Don't know Reference Number](#)

Last Name: Dept of Justice

Date of Birth: DD / MM / YYYY

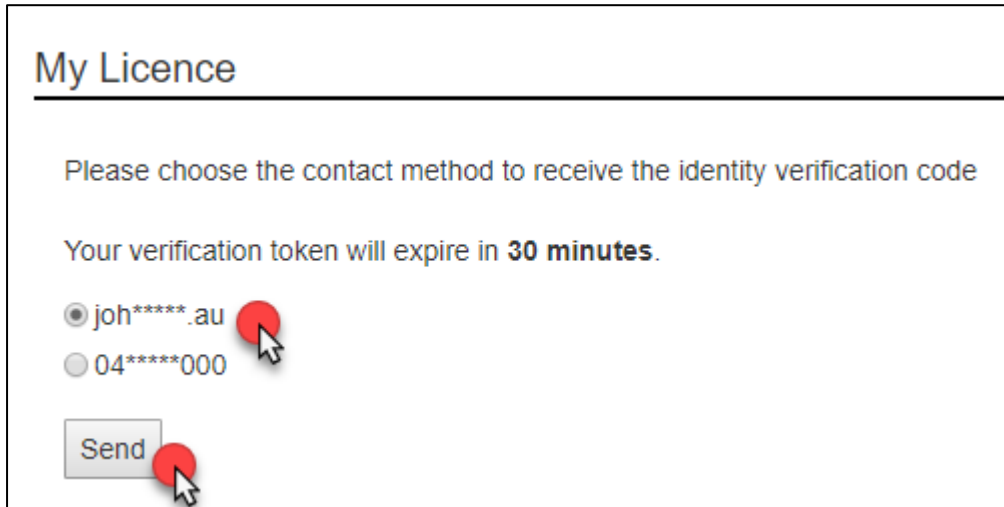
Search

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

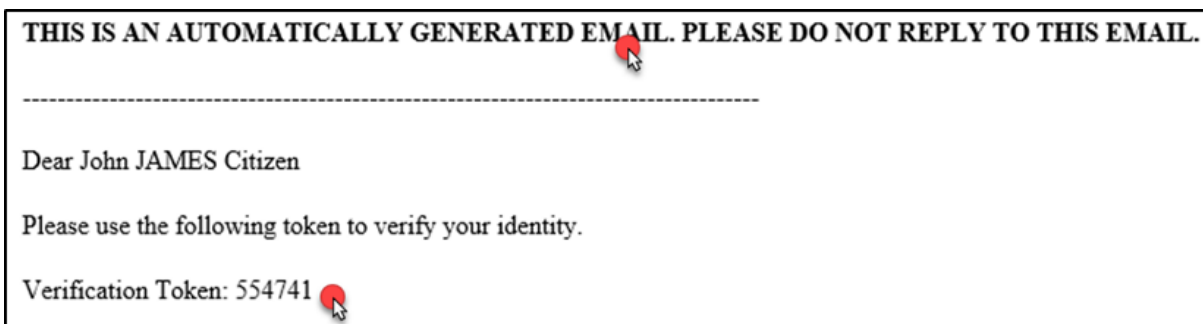
You will see a screen similar to the following.

A screenshot of a web interface titled "My Licence". Below the title is a horizontal line. The text "Please choose the contact method to receive the identity verification code" is displayed. Below this, it says "Your verification token will expire in 30 minutes." There are two radio button options: "joh*****.au" (selected) and "04*****000". A "Send" button is at the bottom. Red circles with mouse cursors are placed over the selected radio button and the "Send" button.

You will receive a Verification Token.

In the case below, the licence holder selected the email option to receive their Verification Token.

You will see a screen similar to the following.

A screenshot of an email verification message. The header reads "THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL." followed by a dashed line. The body of the email says "Dear John JAMES Citizen", "Please use the following token to verify your identity.", and "Verification Token: 554741". Red circles with mouse cursors are placed over the word "EMAIL" in the header and the verification token number.

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

You will see a screen similar to the following.

My Licence

We have sent verification code to (joh****.au). Please enter the code below.

Verification Code:

Verify

You now have access to your My Licence account.

You will see an image similar to the following.

Licence Details

Licence Holder: DEPT OF JUSTICE
Business: Security is Us
Licence Number: 1012
Type: Security Licence - Body Corporate - Agent
Status: Licensed
Application Number: 637179631
Application Date: 22/5/2018
Commencement Date: 22/5/2018
Expiry Date: 22/6/2018
Primary Contact: John Citizen
Associated People: John Citizen (Director)
Activities: Commercial Agent
Crowd Control
Security Guarding General
--> Security Guard
--> Monitoring Room Operator
--> Bodyguard
Inquiry Agent
Licenced Manager: Sam Smith
Licence Number: 1002

View Full Details

Actions
[Download Licence Certificate](#)
[Renew](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to:

1. Check your Personal Details (Primary Contact) to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button

You will see a screen similar to the following.

Personal Details

[Primary Contact Details](#) [Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

(*) Denotes mandatory field

Primary contact details

Title:

Mr

Name:

John

Middle Name/s (optional)

Citizen

No first given name

Have you ever been or are you currently known by any other names?

☐ Yes ☒ No

Gender:

Male

Date of Birth:

02 / 08 / 1996

Country of Birth:

Australia

State:

TAS

Birthplace/Town:

HOBART

Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)

☒ Yes ☐ No, I intend to use other documents

Drivers/Rider Licence Issuing Authority:

Tasmania

Drivers/Rider Licence Number:

123456

Unique Student Identifier:

Residential Address

Country:

Australia

State:

TAS

Address Line 1:

1 Citizen Street

Address Line 2:

Suburb:

HOBART

Postcode:

7000

I have resided at this address since:

02 / 08 / 1996 (Please provide at least the year)

Postal Address As Above

☒

Either Email Address or Mobile Number is mandatory.

Email address:

john.citizen@justice.tas.gov.au

Confirm email address:

john.citizen@justice.tas.gov.au

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

0400000000

Home Phone:

(please include area code)

Work Phone:

(please include area code)

What is your preferred method of correspondence?

☐ Mobile ☒ Email

Please check you have listed accurate Mobile Phone/Email Address details.

Next

104

Guide to licensing services online for Security Agents

To learn more about how to Add or remove a Director, please go to Page 25.

5. Enter the details and tick the appropriate boxes
 - a. You can remove and add Director details
6. Click the Next button

Licence Holder Details

- Primary Contact Details**
- Licence Holder Details
- Activity Details
- Licensed Manager Details
- Questions
- Supporting Docs
- Review
- Declaration
- Contact Us

Licence holder details

* Company Name: DEPT OF JUSTICE

* Do you trade under any other name? ☒ Yes ☐ No

* Trading Name: Security is Us

ACN / ARBN: Not provided

ABN: 29206713203

Business Address

* Country: Australia

* State: TAS

* Address Line 1: 1 Citizen Street

Address Line 2:

* Suburb: HOBART Postcode: 7000

☒ Postal Address As Above
☐ Yes ☒ No

Does your business have multiple office locations?

* Email address: john.citizen@justice.tas.gov.au

* Confirm email address: john.citizen@justice.tas.gov.au

Contact Phone (a minimum of one number required)

Mobile: 0400000000

Work Phone: (please include area code)

Primary Contact's Role: Director

Body Corporate - Director - Details

Role: Director

Full Name: Mr John Citizen

Date of Birth: 02/08/1996

Email address: john.citizen@justice.tas.gov.au

Mobile: 0400000000

[Remove person](#)

[Add another person](#)

Previous Next

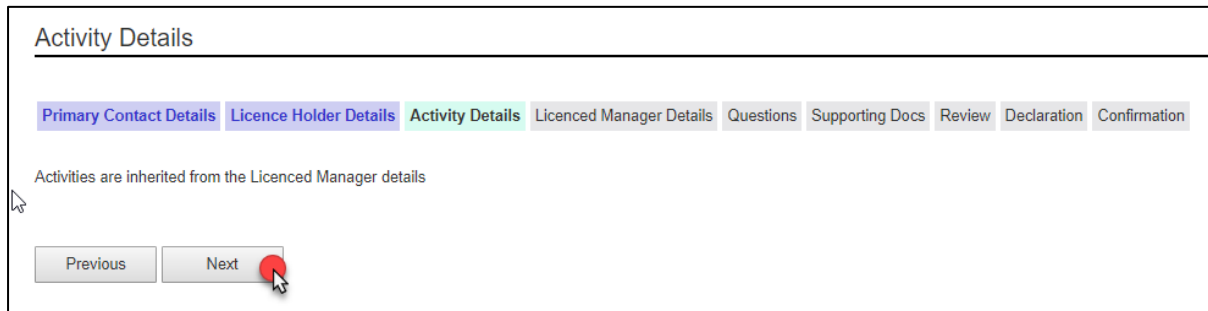
You will be taken to the Activity Details screen.

It will state that the activities are inherited from the Licence Manager details tab.

You will need to:

7. Click the Next button

You will see a screen similar to the following.



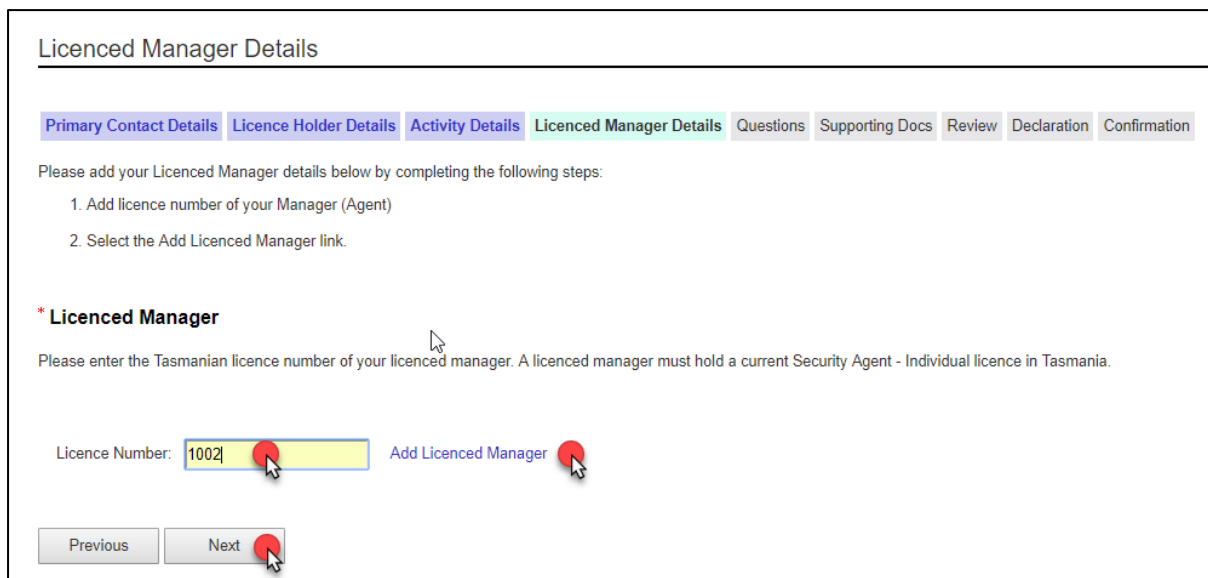
The screenshot shows the 'Activity Details' screen. At the top, there is a horizontal navigation bar with tabs: 'Primary Contact Details', 'Licence Holder Details', 'Activity Details' (highlighted in green), 'Licenced Manager Details', 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. Below the tabs, the text 'Activities are inherited from the Licenced Manager details' is displayed. At the bottom, there are two buttons: 'Previous' and 'Next'. A red circle with a mouse cursor is positioned over the 'Next' button.

You will be taken to the Licenced Manager Details screen.

You will need to:

8. Add the licence number of your Manager
9. Click on the Add Licenced Manager link
10. Click on the Next button

You will see a screen similar to the following.



The screenshot shows the 'Licenced Manager Details' screen. At the top, there is a horizontal navigation bar with tabs: 'Primary Contact Details', 'Licence Holder Details', 'Activity Details', 'Licenced Manager Details' (highlighted in green), 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. Below the tabs, the text 'Please add your Licenced Manager details below by completing the following steps:' is displayed, followed by two numbered steps: '1. Add licence number of your Manager (Agent)' and '2. Select the Add Licenced Manager link.' Below this, there is a section titled '* Licenced Manager' with the instruction 'Please enter the Tasmanian licence number of your licenced manager. A licenced manager must hold a current Security Agent - Individual licence in Tasmania.' Below the instruction, there is a text input field labeled 'Licence Number:' containing the value '1002'. To the right of the input field is a blue link labeled 'Add Licenced Manager'. At the bottom, there are two buttons: 'Previous' and 'Next'. A red circle with a mouse cursor is positioned over the 'Next' button.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

11. Click the Yes or No options

a. When applying as a Director, you will have additional questions to answer.

12. Click the Next button located at the bottom of the screen

You will see a screen similar to the following.

Questions

Primary Contact Details

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence Related Questions

All questions must be answered either Yes or No. If you are unsure whether to declare a certain charge or incident, remember it is better to provide us with too much information rather than none at all, as it is an offence not to declare your previous history and you risk prosecution. Disclosure of previous charges, findings of guilt (without a conviction recorded), convictions or diversions, family violence orders or restraint / interim restraint orders does not automatically disqualify you from holding a licence. However failure to disclose charges, findings of guilt (without a conviction recorded) convictions or diversions, family violence orders or restraint / interim restraint orders may result in your licence being rejected and prosecution action being commenced. OFFENCES Applicants must declare ALL prior offences with or without convictions and pending court cases on their application form, no matter how long ago they occurred.

Has the body corporate ever been convicted of any offence, or are any court proceedings pending?

☐ Yes

☒ No

Has the body corporate been, or is it now, suspended or disqualified from practising or carrying on an occupation, trade or business under a law of this State or elsewhere?

☐ Yes

☒ No

Has the body corporate been or is it now, being wound up, or under official management or receivership?

☐ Yes

☒ No

Has any director EVER been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes

☒ No

Has any director EVER been the subject of a restraint order / family violence order or interim restraint order / interim family violence order?

☐ Yes

☒ No

You will be taken to the Supporting Docs screen.

Every document you need to upload will be listed and named. Some of these documents are marked mandatory and include Expiring documents.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Conveyancing licence page at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

13. Click the Choose File button

You will see a screen similar to the following.

Supporting Docs

Primary Contact Details Licence Holder Details Activity Details Licenced Manager Details Questions **Supporting Docs** Review Declaration Confirmation

John Citizen - (Director) - Supporting Documentation
No supporting documents needed.

Licence - Supporting Documentation

Bankruptcy Report (mandatory)

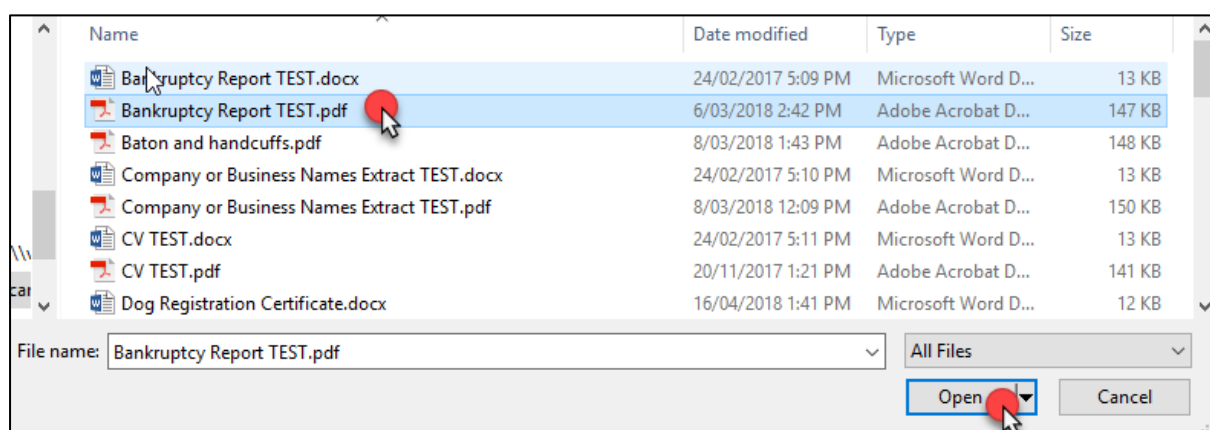
Choose a file to upload: No file chosen

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

14. Click on the document
15. Click the Insert or Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will need to:

16. Click on the Upload button to save the document to the form
17. Repeat this process until you have uploaded all related documents
18. Click the Next button

You will see a screen similar to the following.

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

19. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

20. Click the Next button

You will see a screen similar to the following.

Review

Primary Contact Details

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Primary contact details

Full Name:

Mr John Citizen

Gender:

Male

Date of Birth:

02/08/1996

Drivers/Rider Licence Issuing Authority:

Tasmania

Drivers/Rider Licence Number:

123456

Unique Student Identifier:

Residential Address:

1 Citizen Street
HOBART
TAS 7000 Australia
From 02/08/1996

Postal Address:

Same as Residential Address

Email address:

john.citizen@justice.tas.gov.au

Mobile:

0400000000

Home Phone:

Not provided

Work Phone:

Not provided

Preferred method of correspondence:

Email

Licence holder details

Company Name:

DEPT OF JUSTICE

Trading Name:

Security Is Us

ACN / ARBN:

Not provided

ABN:

29206713203

Business Address:

1 Citizen Street
HOBART
TAS 7000 Australia

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

21. Click on each to confirm with a tick
22. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

The screenshot shows a web application interface for a declaration. At the top, there is a header bar with the title 'Declaration'. Below this is a navigation menu with several tabs: 'Primary Contact Details', 'Licence Holder Details', 'Activity Details', 'Licenced Manager Details', 'Questions', 'Supporting Docs', 'Review', 'Declaration' (which is highlighted in green), and 'Confirmation'. The main content area contains three sections, each with a checked checkbox and a paragraph of text. The first section is titled 'Declaration' and states that the user confirms the information is true and correct. The second section states that the user consents to a check of records and indemnifies the services of the CrimTrac Agency and the State of Tasmania. The third section states that the user has read and agrees to comply with the 'Crowd Controllers Code of Conduct'. At the bottom of the form, there are two buttons: 'Previous' and 'Submit'. A mouse cursor is pointing at the 'Submit' button.

Paying your fees

You will be taken to the first Confirmation screen.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

The screenshot shows a web interface for the 'Confirmation' step of an application process. At the top, there is a horizontal navigation bar with tabs: 'Primary Contact Details', 'Licence Holder Details', 'Activity Details', 'Licenced Manager Details', 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. The 'Confirmation' tab is highlighted in green. Below the navigation bar, the main content area has a heading 'Confirmation' and a sub-heading 'Finalising an application'. The text states: 'Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing. Please record the application reference number below.' It then says 'You should now either:' followed by two bullet points: 'Download the Renewal Receipt and Print it; OR' and 'Write down the Application Reference Number: 637179631'. Below this, it says 'Completing your Renewal' followed by a numbered list: '1. Pay outstanding fees of \$750.25' with a sub-point 'This can be done through My Licence or at any Service Tasmania branch'. It then states 'We cannot begin to process your application until these steps have been completed.' and 'Fact Sheet: Proof of Identity'. At the bottom left, there is a 'Pay Now' button with a red circle and a mouse cursor icon pointing at it.

Confirmation

Primary Contact Details Licence Holder Details Activity Details Licenced Manager Details Questions Supporting Docs Review Declaration Confirmation

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Renewal Receipt](#) and Print it; OR
- Write down the Application Reference Number: 637179631

Completing your Renewal

1. Pay outstanding fees of \$750.25
 - This can be done through My Licence or at any Service Tasmania branch

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

Pay Now

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

The screenshot shows a 'Confirmation' screen with a navigation bar at the top containing links: Primary Contact Details, Licence Holder Details, Activity Details, Licenced Manager Details, Questions, Supporting Docs, Review, Declaration, and Confirmation. Below the navigation bar, there is a note: 'Enter credit card details and click Pay to make payment' and a red 'NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.' The main content area is titled 'Payment Summary' and lists: 'DEPT OF JUSTICE. Total amount: \$825.25', 'Paying for: Licence Fee: 705.25', 'Criminal History Check: 45.00', and 'Fingerprint Fee: 75.00'. Below this, there is a section for 'Accepted Card Types' showing VISA and MasterCard logos. The card details form includes: 'Card Holder Name: John James Citizen', 'Card Number: xxxxxxxxxxxxxx0004', 'Expiry: 02 / 2019', 'CVN: 845', and 'Amount: \$825.25'. At the bottom of the form are 'Pay' and 'Cancel' buttons. A red circle and arrow highlight the 'Pay' button.

You will be taken to the last Confirmation screen.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You can:

6. Download and print your payment receipt

You will see a screen similar to the following.

The screenshot shows a 'Confirmation' screen with a navigation bar at the top containing links: Primary Contact Details, Licence Holder Details, Activity Details, Licenced Manager Details, Questions, Supporting Docs, Review, Declaration, and Confirmation. Below the navigation bar, there is a message: 'Thank you for your payment.' and a section titled 'Payment Confirmation'. The 'Fees Paid' section is a table with the following data:

Applicant / Card Holder Name	Details	Amount
DEPT OF JUSTICE	Licence Fee: 705.25 Criminal History Check: 45.00 Fingerprint Fee: 75.00	\$825.25

Below the table, there is a 'Receipt No: 7082345374' and a message: '\$825.25 was charged to card xxxx xxxx xxxx 0004'. There is a link: 'Click here to download receipt' and a 'Return' button. A red circle and arrow highlight the 'Return' button.

If you click the Return button you will be taken back to the Confirmation screen that lists the outstanding tasks you need to complete before the licensing unit can assess your renewal.

Apply for a Body Corporate - Agent licence

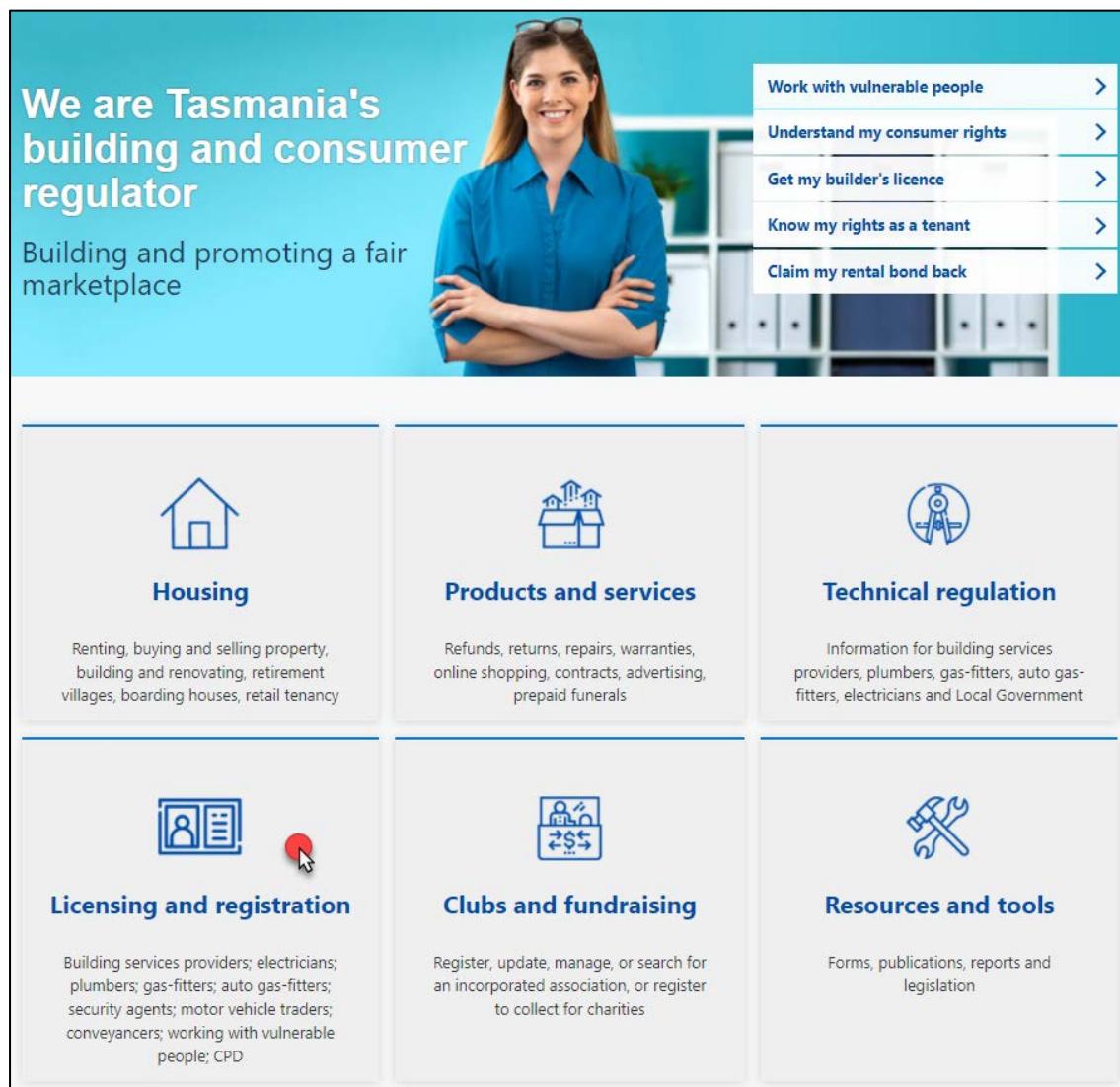
To apply for your licence, you will need an internet connection.

Start your application

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and registration option

You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations
4. Click Security and investigations agent licences
5. Click Body Corporate - Agent

You will see a screen similar to the following.

Licensing and Registration

Licensed Occupations

Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration

Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account

Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations

Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)

CPD - Continuing Professional Development

Licensed Occupations

Building services provider licences

Applying for a building services provider licence

Electrical licences

Applying for an electrical licence in Tasmania

Plumbing licences

Applying for a plumbing licence in Tasmania

Gas-fitting licences

Applying for a gas-fitting licence in Tasmania

Auto gas-fitting licences

Applying for an auto gas-fitting licence in Tasmania

Owner builder permit

Applying for an owner builder permit in Tasmania

Security and investigation agent licences


Applying for a security and investigation agent licence in Tasmania

You will be taken to the information page for Body Corporate -Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.
8. Select the 'Apply Now' button located at the bottom of the Body Corporate - Agent page.

You will see the following option located at the bottom of the page.

Apply for your licence
Step 1. Save documents to a computer or a storage device like a USB (see checklist)
Step 2. Select **Apply Now** (below)
Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)
Step 4. Have a photo taken for your licence card at any [Service Tasmania shop](#) and [prove your identity](#).


Fill out the online form

You will be taken to Application Start page of the online form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to make a selection:

1. Click Yes or No to answer whether you hold a Tasmanian Occupational Licence
 - a. If you Click Yes you will be prompted to log into your My Licence account
2. Click the Security licence as the licence area
3. Click Body Corporate – Agent as the licence type
4. Click Yes or No in response to the ABN question
 - a. If you Click Yes you will need to provide your ABN number
 - b. Click on the Search button
5. Click Yes or No to use the ABN for the application
6. Click the intended licence holder or if someone is filling in the application form on your behalf
7. Click the Start Application button

In the case below, the licence holder is not applying for mutual recognition.

You will see a screen similar to the following.

The screenshot shows the 'Application Start' page. It includes an introductory paragraph, an important note about automatic saving, and a section titled 'Type of application'. This section contains several questions with radio button options. Red circles with arrows highlight the selected options: 'No' for the first question, 'Security Licence' for the second, 'Body Corporate - Agent' for the third, 'Yes' for the fourth, and 'A Director and the Primary Contact for managing the Licence' for the fifth. An 'ABN Lookup' section shows a search for '29206713203' with details from the Department of Justice. A 'Start Application' button is at the bottom left.

Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

Important: Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

Type of application

- * Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?
 - ☐ Yes
 - ☒ No
- * Choose a licence area:
 - ☐ Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting
 - ☐ Building Services Provider
 - ☐ Motor Vehicle Trader
 - ☒ Security Licence
 - ☐ Conveyancer
- * What licence type do you wish to apply for?
 - ☐ Individual - Agent
 - ☐ Security Employee
 - ☒ Body Corporate - Agent
- * Does the intended Licence Holder have an ABN?
 - ☒ Yes
 - ☐ No

ABN:

ABN Lookup
DEPT OF JUSTICE
State Government Entity
Active
TAS 7000

Use these details for application?
 - ☒ Yes
 - ☐ No
- * Are you:
 - ☒ A Director and the Primary Contact for managing the Licence
 - ☐ The Primary Contact for managing the Licence.
 - ☐ Someone filling in the application on behalf of the intended Licence Holder.

You will be taken to the Personal Details (Primary Contact) screen.

You will need to:

8. Enter your details and tick the appropriate boxes
 - c. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
9. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you.

If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 10. You will need to use the reference number we sent you to log into your My Licence account and continue your application.

You will see a screen similar to the following.

Personal Details

[Primary Contact Details](#) [Licence Holder Details](#) [Activity Details](#) [Licenced Manager Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

(*) Denotes mandatory field

Primary contact details

Title:

Mr

Name:

John

Middle Name/s (optional)

Citizen

No first given name

Have you ever been or are you currently known by any other names?

☐ Yes ☒ No

Gender:

Male

Date of Birth:

02 / 08 / 1996

Country of Birth:

Australia

State:

TAS

Birthplace/Town:

HOBART

Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)

☒ Yes ☐ No, I intend to use other documents

Drivers/Rider Licence Issuing Authority:

Tasmania

Drivers/Rider Licence Number:

123456

Unique Student Identifier:

Residential Address

Country:

Australia

State:

TAS

Address Line 1:

1 Citizen Street

Address Line 2:

Suburb:

HOBART

Postcode:

7000

I have resided at this address since:

02 / 08 / 1996 (Please provide at least the year)

Postal Address As Above

☒

Either Email Address or Mobile Number is mandatory.

Email address:

john.citizen@justice.tas.gov.au

Confirm email address:

john.citizen@justice.tas.gov.au

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

0400000000

Home Phone:

(please include area code)

Work Phone:

(please include area code)

What is your preferred method of correspondence?

☐ Mobile ☒ Email

Please check you have listed accurate Mobile Phone/Email Address details.

Next

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Guide to online licensing for Security Agents

You will be taken to the Licence Holder Details screen.

It is assumed you have read Add or remove a Director on Page 25.

You will need to:

10. Enter the details and tick the appropriate boxes

b. You can remove and add Director details

11. Click the Next button

You will see a screen similar to the following.

Licence Holder Details

Primary Contact Details

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Con

Licence holder details

• Company Name:

DEPT OF JUSTICE

• Do you trade under any other name?

☒ Yes ☐ No

• Trading Name:

Security is Us

ACN / ARBN:

Not provided

ABN:

29206713203

Business Address

• Country:

Australia

• State:

TAS

• Address Line 1:

1 Citizen Street

Address Line 2:

• Suburb:

HOBART

Postcode:

7000

☒ Postal Address As Above

• Does your business have multiple office locations?

☐ Yes ☒ No

• Email address:

john.citizen@justice.tas.gov.au

• Confirm email address:

john.citizen@justice.tas.gov.au

Contact Phone (a minimum of one number required)

Mobile:

0400000000

Work Phone:

(please include area code)

Primary Contact's Role:

Director

Body Corporate - Director - Details

Role:

Director

Full Name:

Mr John Citizen

Date of Birth:

02/08/1996

Email address:

john.citizen@justice.tas.gov.au

Mobile:

0400000000

[Remove person](#)

[Add another person](#)

Previous

Next

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Guide to licensing services online for Security Agents

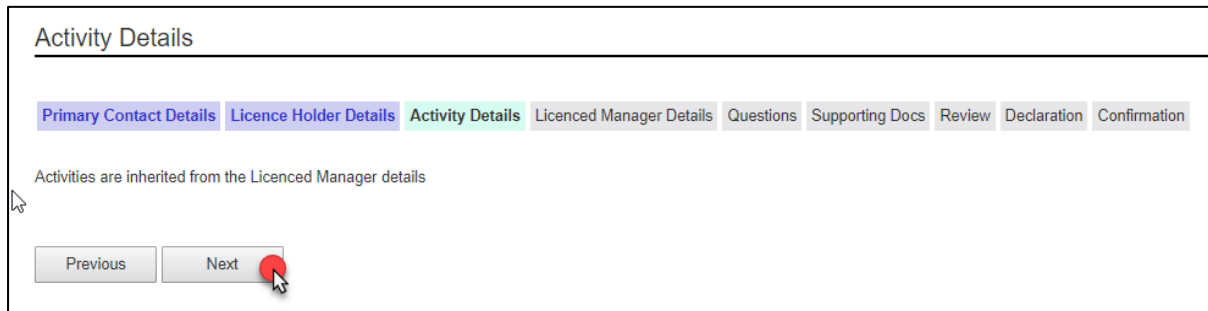
You will be taken to the Activity Details screen.

It will state that the activities are inherited from the Licence Manager details tab.

You will need to:

12. Click the Next button

You will see a screen similar to the following.

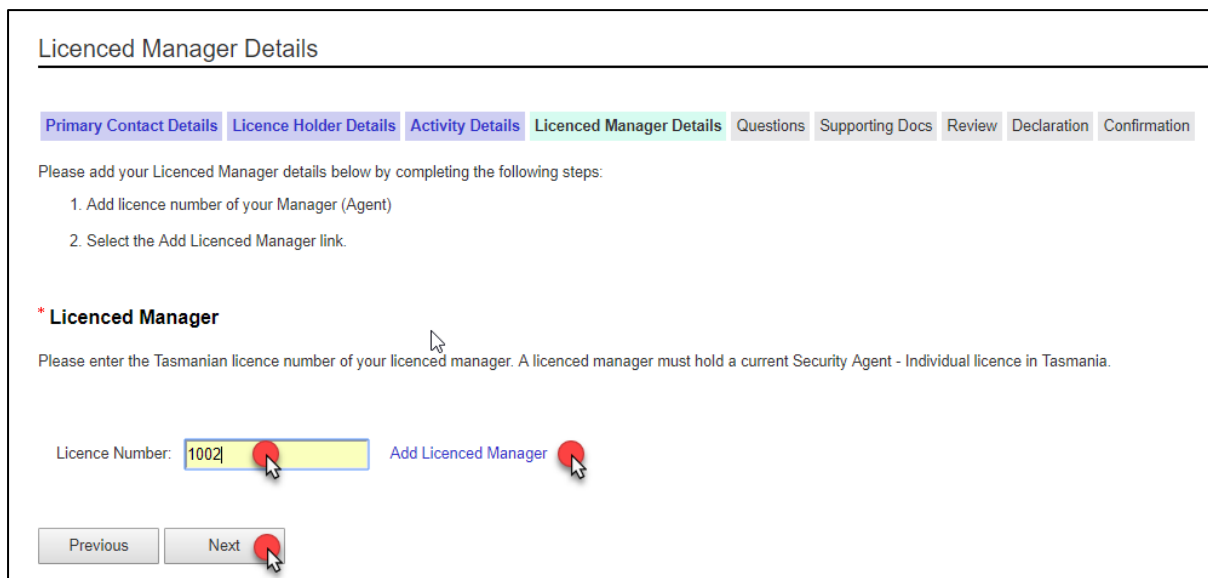


You will be taken to the Licenced Manager Details screen.

You will need to:

13. Add the licence number of your Manager
14. Click on the Add Licenced Manager link
15. Click on the Next button

You will see a screen similar to the following.



You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

16. Click the Yes or No options

a. When applying as a Director, you will have additional questions to answer.

17. Click the Next button located at the bottom of the screen

You will see a screen similar to the following.

Questions

Primary Contact Details

Licence Holder Details

Activity Details

Licensed Manager Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence Related Questions

All questions must be answered either Yes or No. If you are unsure whether to declare a certain charge or incident, remember it is better to provide us with too much information rather than none at all, as it is an offence not to declare your previous history and you risk prosecution. Disclosure of previous charges, findings of guilt (without a conviction recorded), convictions or diversions, family violence orders or restraint / interim restraint orders does not automatically disqualify you from holding a licence. However failure to disclose charges, findings of guilt (without a conviction recorded) convictions or diversions, family violence orders or restraint / interim restraint orders may result in your licence being rejected and prosecution action being commenced. OFFENCES Applicants must declare ALL prior offences with or without convictions and pending court cases on their application form, no matter how long ago they occurred.

Has the body corporate ever been convicted of any offence, or are any court proceedings pending?

☐ Yes

☒ No

Has the body corporate been, or is it now, suspended or disqualified from practising or carrying on an occupation, trade or business under a law of this State or elsewhere?

☐ Yes

☒ No

Has the body corporate been or is it now, being wound up, or under official management or receivership?

☐ Yes

☒ No

Has any director EVER been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes

☒ No

Has any director EVER been the subject of a restraint order / family violence order or interim restraint order / interim family violence order?

☐ Yes

☒ No

You will be taken to the Supporting Docs screen.

Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Conveyancing licence page at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

18. Click the Choose File button

You will see a screen similar to the following.

Supporting Docs

Primary Contact Details Licence Holder Details Activity Details Licenced Manager Details Questions **Supporting Docs** Review Declaration Confirmation

John Citizen - (Director) - Supporting Documentation
No supporting documents needed.

Licence - Supporting Documentation

Bankruptcy Report (mandatory)

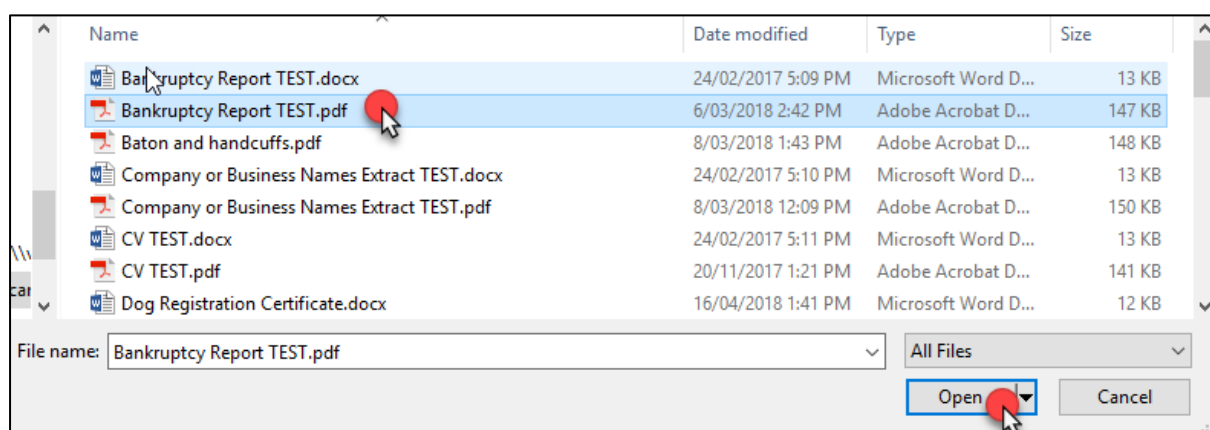
Choose a file to upload: No file chosen

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

19. Click on the document
20. Click the Insert or Open button

You will see a screen similar to the following.



You will be returned to the Supporting Docs screen.

You will need to:

21. Click on the Upload button to save the document to the form
22. Repeat this process until you have uploaded all related documents
23. Click the Next button

You will see a screen similar to the following.

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

24. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

25. Click the Next button

You will see a screen similar to the following.

Review

[Primary Contact Details](#)[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Primary contact details

Full Name:	Mr John Citizen
Gender:	Male
Date of Birth:	02/08/1996
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 02/08/1996
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email

Licence holder details

Company Name:	DEPT OF JUSTICE
Trading Name:	Security Is Us
ACN / ARBN:	Not provided
ABN:	29206713203
Business Address:	1 Citizen Street HOBART TAS 7000 Australia

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

26. Click on each to confirm with a tick
27. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

The screenshot shows a web application interface for a declaration. At the top, there is a header bar with the title "Declaration". Below the header, there is a navigation menu with several tabs: "Primary Contact Details", "Licence Holder Details", "Activity Details", "Licenced Manager Details", "Questions", "Supporting Docs", "Review", "Declaration" (which is highlighted in green), and "Confirmation". The main content area contains three sections, each with a checkbox and a paragraph of text. The first section is titled "Declaration" and contains a paragraph stating that the information supplied is true and correct. The second section contains a paragraph about consent to a check of records and indemnification. The third section contains a paragraph about agreeing to the "Crowd Controllers Code of Conduct". At the bottom of the form, there are two buttons: "Previous" and "Submit". A mouse cursor is pointing at the "Submit" button.

Paying your fees

You will be taken to the first Confirmation tab.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

Confirmation

[Primary Contact Details](#)[Licence Holder Details](#)[Activity Details](#)[Licenced Manager Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Application Receipt](#) and Print it; OR
- Write down the Application Reference Number: 637179631

Completing your Application

1. Pay outstanding fees of \$825.25
 - This can be done through My Licence or at any Service Tasmania branch
2. John Citizen - Attend Service Tasmania
 - Have your identity verified
3. John Citizen - Contact Tasmanian Police for finger print check

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

Pay Now

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

The screenshot shows a 'Confirmation' page with a navigation bar at the top containing tabs: Primary Contact Details, Licence Holder Details, Activity Details, Licenced Manager Details, Questions, Supporting Docs, Review, Declaration, and Confirmation (highlighted in green). Below the navigation bar, there is a note: 'Enter credit card details and click Pay to make payment' and a red 'NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.' The main content area is titled 'Payment Summary' and lists: 'DEPT OF JUSTICE. Total amount: \$825.25', 'Paying for: Licence Fee: 705.25', 'Criminal History Check: 45.00', and 'Fingerprint Fee: 75.00'. Below this, the 'Accepted Card Types' section shows VISA and Mastercard logos. The card details form includes: 'Card Holder Name: John James Citizen', 'Card Number: xxxxxxxxxxxxxx0004', 'Expiry: 02 / 2019', 'CVN: 845', and 'Amount: \$825.25'. At the bottom of the form are 'Pay' and 'Cancel' buttons, with a red circle and arrow pointing to the 'Pay' button.

You will be taken to the last Confirmation screen.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You can:

6. Download and print your payment receipt

You will see a screen similar to the following.

The screenshot shows a 'Confirmation' page with the same navigation bar as the previous screen. Below the navigation bar, there is a message: 'Thank you for your payment.' followed by 'Payment Confirmation'. A table titled 'Fees Paid' is displayed with the following data:

Applicant / Card Holder Name	Details	Amount
DEPT OF JUSTICE	Licence Fee: 705.25 Criminal History Check: 45.00 Fingerprint Fee: 75.00	\$825.25

Below the table, there is a 'Receipt No: 7082345374' and a message: '\$825.25 was charged to card xxxx xxxx xxxx 0004'. A link 'Click here to download receipt' is provided with a red circle and arrow pointing to it. At the bottom left, there is a 'Return' button with a red circle and arrow pointing to it.

If you click the Return button, you will be returned to the screen that lists the outstanding tasks that you need to complete before the licensing unit can assess your application.

Technical information

Technology needed

You will need some technology to complete the online process.

- A computer
- Adobe Acrobat Reader or Open Office software for your computer
- An internet connection
- A scanner
- A printer
- Recommended access to a computer with an internet browser software; Explorer, Firefox, Chrome or Safari.

LINC Tasmania locations have the equipment you need to access the new online licensing service.

Glossary

Term	Definition
CBOS	Consumer, Building and Occupational Services
ITGCC	Integrated Telephone Government Contact Centre. Switchboard or Publics initial form of contact
CSO	Client Services Officer
Licence Holder	A Licence Holder may be a person, business entity or Municipal Council
My Licence	This is an account that CBOS has created for you that contains your contact details and documents that you upload when you renew your licence. My Licence does not contain documentation that was lodged with CBOS prior to 1 June 2018. It does keep information though that you lodge after this date.
Digital format	Documents used as evidence for your application need to be in a digital format such as PDF, Jpg, Jpeg; text Formats that are not accepted are Word, Excel and

Privacy and security

Your privacy online

Your personal information is protected under the *Personal Information Protection Act 2004*. We will ensure that your personal information will not be used or disclosed to other State institutions and authorities except if required or allowed by law.

Access details CBOS keeps

When accessing your online account, the following information is recorded for statistical purposes:

- Your user id
- The date and time you logged into a licence record
- The actions performed by you while accessing the licence record

Terms of use

By logging into licensing services online you declare that any updates you provide in relation to the following are true and correct:

- You are the authorised account owner
- You are the authorised officer representing a business

Penalties may be imposed for giving false or misleading information.