

# Guide to CBOS online licensing services

December 2020



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# Part 1: Introduction

## 1. Online service

Licensing services online began on 6 November 2017

Apply for your licence and renew your licence online 24 hours a day, 7 days a week.

Paper applications have been removed from the CBOS website and Service Tasmania shops.

If you are a licence holder of the following licence types and classes, you will need to use the online services on the CBOS website, [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration)

### **Building services provider:**

Builder classes

Architect

Engineer

Building designer

Building services designer

Building surveyor classes

Licensed entities (companies, partnerships and municipal council)

Permit authority

### **Electrical licences**

### **Plumbing licences**

### **Gas-fitting licences**

### **Automotive gas-fitting licences**

### **Security and investigation**

### **Motor Vehicle Trader**

### **Conveyancer**

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 your identity or to have a photo taken.

For interstate applicants, please see the [Interstate or New Zealand applicants \(mutual recognition\)](http://www.cbos.tas.gov.au/topics/licensing-and-registration) on the CBOS website, [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration)

## 2. Customer care and support

### Libraries 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 Libraries Tasmania. Libraries Tasmania provide Tasmanian's with access to library services. Libraries 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 local library 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 local library for more information about their literacy programs)

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

Libraries 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 [library](#) near you.

### Service Tasmania shops

Service Tasmania staff will continue to help CBOS customers with their 'proof of identity' and taking photos for licence cards.

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

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

### Customer service helpline

We will continue to provide you with telephone support, please call us on 1300 654 499.

## Part 2: Interstate and Overseas Applicants

### 1. Mutual recognition

If you live interstate or in New Zealand and hold an occupational licence you can use the [Licence Recognition search](#) to find the Tasmanian equivalent for your licence.

In Tasmania, practitioners working in electrical, gas-fitting, automotive gas-fitting or plumbing also need a contractor's licence if they plan to work for themselves.

For interstate and New Zealand licence holders renewing their licence, you will use your [My Licence account](#).

CBOS website, [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au) has information for [Interstate and New Zealand applicants \(mutual recognition\)](#).

### 2. Overseas trained applicants

If you are trained in another country (not Australia) and hold a licence you can apply for a provisional licence as an electrician, gas-fitter, auto gas-fitter and plumber.

There are important steps you must take before you can apply for a provisional licence in Tasmania.

The webpage on [Overseas trained applicants](#) has all the information you need to apply for a licence in Tasmania.

## Part 3: Preparation

### 1. Read your licence page

We recommend that you read the relevant [licence page](#) on the CBOS website, <https://www.cbos.tas.gov.au/topics/licensing-and-registration>, which best describes your occupation before you start the online process in order to understand the documents that you need to scan, attach and upload when completing your application.

### 2. Uploading documents for your application

Save yourself time by ensuring you have all your documents ready to upload when completing online forms. Documents need to be in a digital format (saved on your computer, USB or other device) before you begin the application or renewal process online.

All documents must be in the following formats; pdf, txt, jpg, jpeg, png. No doc or xls format variations will be accepted.

Libraries Tasmania have skilled staff that can show you how to use a computer, document scanner and the internet to help you get your documents into a digital format.



### 3. Application information

To apply, you need to:

1. complete each section of the online application form
  - a. contact details
  - b. licence class details
  - c. questions
  - d. supporting documents
  - e. review your application
  - f. declaration
  - g. confirm application
2. upload the documents that the online application requests (e.g. proof of qualifications and insurance)
3. pay online by credit card or at a [Service Tasmania shop](#)
4. Visit a [Service Tasmania shop](#) to
  - a. verify your identity (new applicants only)
  - b. have your photo taken (if your photo is greater than 10 years old)
  - c. pay the application fee shown on your application receipt (if you have not already paid online)

**Hint:** Only after you have completed all stages of the application process will the form be ready for licensing staff to assess

# Part 4: New Applicant

## 1. Application - step by step process

### Step 1 – important information to read before you start

Visit the licence page that best matches your occupation to understand what information you need to complete your application online at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration)

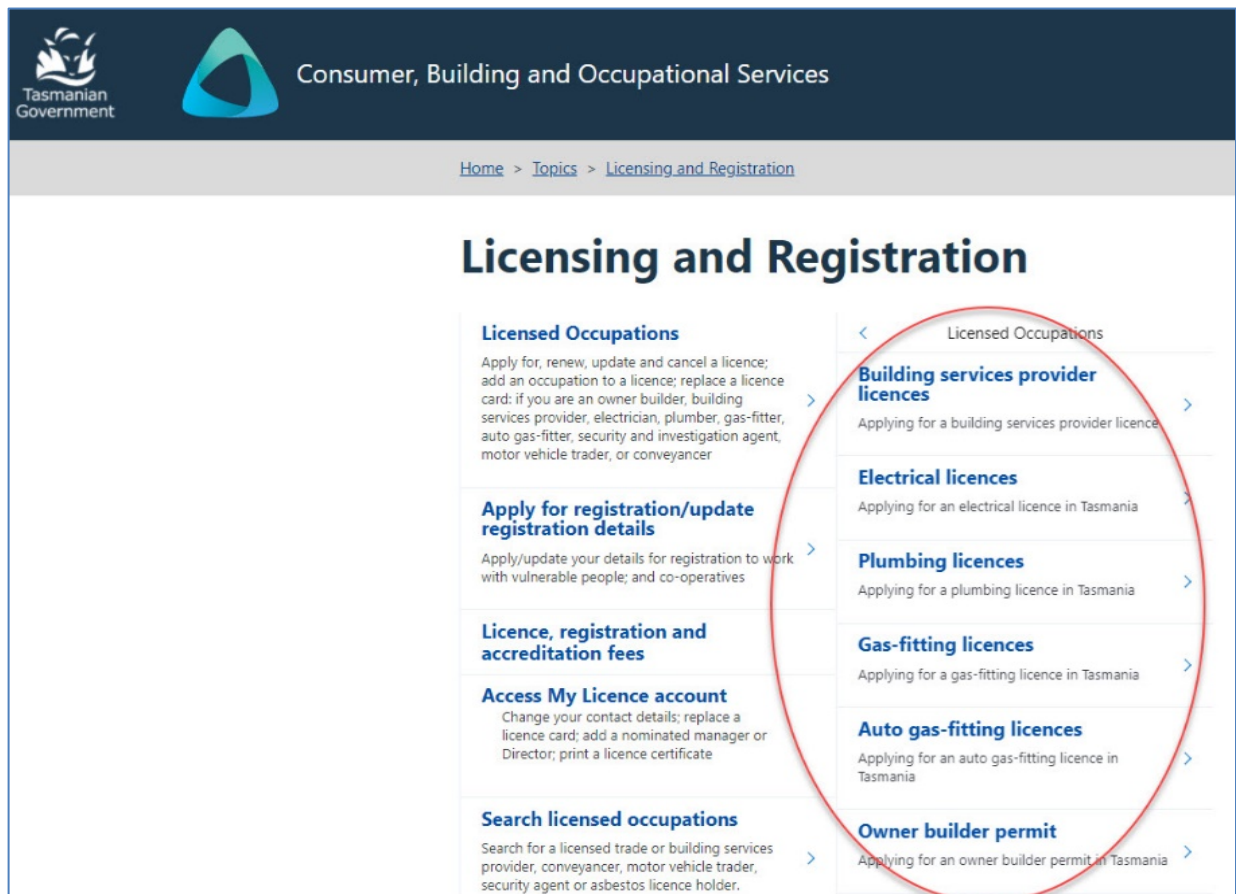


Image 1 description: the main Licensing page (circles show where to find licence pages)

**Hint:** when you apply for your licence you will need to have your supporting documents saved on your computer or on a USB (digital) ready to upload to your online application

## Step 2 – starting your application

Located at the bottom of each licensing page is information on how to apply for a licence.

1. select the [Apply Now] button on the relevant licence page, or
2. go to the main licensing page at <https://www.cbos.tas.gov.au/topics/licensing-and-registration> and select the [Start Application] button (you will be taken to an online application form)

Checklist	On this page
<ol style="list-style-type: none"> <li>1. Read the information on this licence page so you know what to do and what documents to provide</li> <li>2. Read the <a href="#">Personal Information Protection Statement</a></li> <li>3. <a href="#">Provide evidence of your identity (new application only)</a></li> <li>4. Have a photo taken for your licence card at any <a href="#">Service Tasmania shop (external link)</a> (<b>Tasmanian applicants only</b>)               <ol style="list-style-type: none"> <li>a. Interstate and overseas applicants will need to provide a passport size photo certified by a <a href="#">Commissioner for Declarations or a Justice of the Peace (JP)</a>.</li> </ol> </li> <li>5. Scan and save (computer or storage device like a USB) a digital copy of your Certificate III and/or IV Qualification (<b>new application only</b>)</li> <li>6. You will need to confirm that you have undertaken Continuing Professional Development (CPD) (<b>renewal only</b>)               <p><b>IMPORTANT:</b> If your response to the licence question relating to CPD is 'No' due to COVID-19, please advise this in the Additional Information section of the online form. CBOS will contact you for more details. <b>Example text:</b> <i>CPD not completed due to COVID-19.</i></p> </li> <li>7. Have a credit card ready to pay for your licence fee online or at any <a href="#">Service Tasmania shop (external link)</a>.</li> </ol> <p>If your application is successful, you will receive confirmation within 21 days.</p>	<a href="#">Eligibility</a>  <a href="#">Renewing an Expired Practitioner licence</a>  <a href="#">CPD (Continuing Professional Development)</a>  <a href="#">Checklist</a>  <a href="#">Declaration</a>  <a href="#">Related information</a>
<h3>Declaration</h3> <p>If you answer 'yes' to any of the questions below, you will need to provide details and copies of all relevant documentation.</p> <p>In the last 10 years have you:</p> <ol style="list-style-type: none"> <li>1. Been refused a licence / registration / certificate to carry out any type of prescribed work?</li> <li>2. Had a licence / registration / certificate relating to prescribed work disqualified, cancelled or suspended?</li> <li>3. Had conditions placed on a licence / registration / certificate relating to prescribed work?</li> <li>4. Been dismissed by an employer for any type of unsafe or defective prescribed work?</li> <li>5. Had disciplinary action taken against you by an employer for any type unsafe prescribed work?</li> <li>6. Been convicted of an offence of dishonesty or of an offence relating to prescribed work? (If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes).</li> </ol> <p>Do you have any disability that will affect your ability to perform prescribed work safely?</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; background-color: #0056b3; color: white; text-align: center;"> <b>Apply for a licence</b> </div> <div style="border-radius: 15px; padding: 5px; background-color: #0056b3; color: white; text-align: center;"> <b>Renew a licence</b> </div> </div>	

Image 2 description: Apply Now option located at the bottom of every occupational licence page

### Step 3 – select the licence type

You can ask someone to complete the online application form on your behalf but you will need to go into a [Service Tasmania shop](#) to prove your identity and accept the terms and conditions.

At the start of the application you will need to:

1. select a licence area
2. select a licence type
3. identify who is completing the application
4. identify if you are applying under mutual recognition

Whenever you see a \* it means this area/field is mandatory and must be filled in or document uploaded.

**Application Start**

(\*) Denotes mandatory field

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 and Investigation  
☐ Conveyancer

What licence type do you wish to apply for? \*

☒ Practitioner  
☐ Contractor  
☐ Practitioner (Provisional)

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

☒ I'm not a robot

reCAPTCHA  
Privacy - Terms

[Start Application](#)

Tasmania Online [Service Tasmania](#) [Justice Home](#) [Site map](#) [Email](#) [Copyright & disclaimer](#) [Personal information protection](#)

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Image 3 description: the Application Start page

## Step 4 – applying for mutual recognition

If you are applying for [mutual recognition](#):

1. answer a series of questions
2. select the [Start Application] button

**Application Start**

(\*) Denotes mandatory field

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 and Investigation  
☐ Conveyancer

What licence type do you wish to apply for? \*

☒ Practitioner  
☐ Contractor  
☐ Practitioner (Provisional)

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

**Mutual Recognition:** Allows your current interstate (or New Zealand) licence to be recognised in Tasmania.

Victorian Electrical Lineworkers Note: Please [contact us prior](#) to applying for your licence.

Mutual Recognition Licensing Authority: \*

Licence Number: \*

Expiry Date: \*

/  /

[Add another](#)

☒ I'm not a robot

[Start Application](#)

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Image 4 description: Mutual Recognition questions within the Application Start page

## Step 5 – enter the licence holder details

When entering the licence holder details it is important that you enter your email address and mobile phone number accurately because this is the way CBOS will communicate with you.

1. enter the licence holder details
2. select the [next] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

**Licence holder details**

Title:

Name: \*     
☐ No first given name

Date of Birth: \*  /  /

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 contact? \* ☐ Mobile ☐ Email

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

[Next](#)

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Image 5 description: the Licence Holder Details tab of the online application form


Step 6 – enter the applicant details

Make sure your address details are correct

- 1. enter the applicant details
- 2. select the [Next] button



Consumer, Building and Occupational Services  
Occupational Licensing



Welcome: John Citizen    Logout

My Licences

Licence Details

Apply For New Licence

1

2

3

4

5

6

7

8

✓ Licence Holder Details

Applicant Details

Class Details

Questions

Supporting Docs

Review

Declaration

Confirmation

(\*) Denotes mandatory field

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

☐ Yes

☐ No

Gender: \*

<please select>

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

Unique Student Identifier:

Residential Address

Country: \*

Australia

State: \*

TAS

Address Line 1: \*

Address Line 2:

Suburb: \*


Postcode:

☒ Postal Address As Above

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Image 6 description: the Applicant Details tab of the online application form

## Step 7 – select your class details

Make sure the licence class/es are correct. This selection helps to calculate what fee you will be required to pay and whether the documents provided to us are correct for the licence class/es applied for

1. select your licence type and class/es
2. select the [Next] button

The screenshot shows the 'Class Details' tab of the online licensing application form. The header includes the Tasmanian Government logo, the title 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen Logout'. A progress bar at the top indicates the current step (3) and previous steps (1, 2, 4, 5, 6, 7, 8). The left sidebar shows 'My Licences' with options for 'Licence Details' and 'Apply For New Licence'. The main content area displays a warning about mandatory fields and a list of licence classes with checkboxes. The 'Plumber' class is selected, with sub-options for 'Water' (checked), 'Certifier' (selected), 'Backflow Prevention' (checked), and 'Heated Water Temperature Control' (checked). Other unselected options include 'Sanitary', 'Drainage', 'Mechanical Services', 'Roof (Stormwater)', 'Gas Fitter', 'Automotive Gas Fitter', and 'Electrical'. 'Previous' and 'Next' buttons are at the bottom.

**My Licences**

- Licence Details
- Apply For New Licence

1 2 3 4 5 6 7 8

✓ Licence Holder Details ✓ Applicant Details Class Details Questions Supporting Docs Review Declaration Confirmation

(\*) Denotes mandatory field  
**Warning:** You will be asked later to provide your qualifications and statement of results to support any licence selection you make below.

☒ Plumber

☒ Water

☒ Certifier

☒ Backflow Prevention

☒ Heated Water Temperature Control

☐ Sanitary

☐ Drainage

☐ Mechanical Services

☐ Roof (Stormwater)

☐ Gas Fitter

☐ Automotive Gas Fitter

☐ Electrical

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Image 7 description: the Class Details tab of the online application form



## Step 8 – complete questions relating to your licence

You will need to answer a series of declaration type questions. If you answer 'no' to any of the questions, you will be prompted to provide an explanation why your answer is 'no'.

1. answer the yes/no questions
2. select the [Next] button

The screenshot shows the 'Consumer, Building and Occupational Services' website. The header includes the Tasmanian Government logo, the title 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen' with a 'Logout' link. A sidebar on the left shows 'My Licences' with options for 'Licence Details' and 'Apply For New Licence'. A progress bar at the top indicates the current step is '4 Questions', with previous steps (1-3) completed and subsequent steps (5-8) pending. The main content area contains a text box for 'Prescribed work is defined under the Occupational Licensing Act 2005. Have you, in the last 5 years:' followed by six questions (a-f) with 'Yes' and 'No' radio button options. A note states '(If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes)'. At the bottom are 'Previous' and 'Next' buttons. The footer contains links to 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and 'Version 1.3.0'.

Consumer, Building and Occupational Services  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- Licence Details
- Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Prescribed work is defined under the Occupational Licensing Act 2005. Have you, in the last 5 years:

a) Been refused, on application, a licence/registration/certificate to carry out any type of prescribed work?

☐ Yes  
☐ No

b) Had a licence/registration/certificate relating to prescribed work disqualified, cancelled or suspended?

☐ Yes  
☐ No

c) Had conditions placed on a licence/registration/certificate relating to prescribed work?

☐ Yes  
☐ No

d) Been dismissed by an employer for any type of unsafe or defective prescribed work?

☐ Yes  
☐ No

e) Been convicted of an offence of dishonesty or of an offence relating to prescribed work?

(If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes)

☐ Yes  
☐ No

f) Do you have a disability that will affect your ability to perform prescribed work safely?

☐ Yes  
☐ No

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Image 8 description: the Questions tab of the online application form

## Step 9 – upload required documents

Review the documents you need to upload in the Supporting Docs tab. The online application form will list the document types you need to upload. The form will allow you to upload multiple documents for each document type. For instance, you may wish to upload multiple qualification documents

All documents must be in the following formats; pdf, txt, jpg, jpeg, png. No doc or xls format variations will be accepted.

1. select [Choose file]
2. select your matching document from your computer browser
3. check the file you have selected to upload to make sure it is the correct one (you can [Remove file] if it is not
4. select [Upload]
5. select the [Next] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**  
Licence Details  
Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Class Details 4 ✓ Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field  
Upload your supporting documentation here.

Upload by:  
1. Selecting the "Browse" button and selecting your document from your device.  
2. Selecting the "Upload" button.

**Licence - Supporting Documentation**  
**Identification (optional)**  
Please upload scanned copies of all identification documents

**Uploaded Files**  
Identification.pdf Remove File

Choose a file to upload: Browse... Upload

**Interstate Licence Card (mandatory)**  
Please provide a copy of your interstate licence card(s) for Mutual Recognition.

**Uploaded Files**  
Interstate Licence Card.pdf Remove File

Choose a file to upload: Browse... Upload

**Photo (optional)**  
Please provide a recent front-on photo of yourself in jpeg or png format. Your photo must adhere to the passport photo guidelines on the Australian Passport Office  
Website: <https://www.passports.gov.au/files/brochure-camera-operator-guidelines>

**Uploaded Files**  
Anon.JPG Remove File

Choose a file to upload: Browse... Upload

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?  
Please phone the Helpline on 1300 654 499

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Image 9 description: the Supporting Docs tab of the online application form

## Step 10 – make sure your application is correct

Review your application in the Review tab and choose to amend it at this point or continue with your application

1. review your application
2. select the [Next] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

**My Licences**

- Licence Details
- Apply For New Licence

1 ✓ Licence Holder Details   2 ✓ Applicant Details   3 ✓ Class Details   4 ✓ Questions   5 ✓ Supporting Docs   6 Review   7 Declaration   8 Confirmation

(\*) Denotes mandatory field

**Personal Details**

Full Name: Mr John Citizen

Date of Birth: 13/08/1982

Email address: john@citizen.com

Mobile: 0400 000 000

Home Phone: Not provided

Work Phone: Not provided

Preferred method of correspondence: Email

**Applicant Details**

Gender: Male

Image 10 description: the Review tab of the online application form

## Step 11 – make the declaration and select how many years you want to pay the licence for

Complete the declaration

1. select the declaration tick box
2. select the duration of your licence
3. select the [Submit] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- Licence Details
- Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Class Details 4 ✓ Questions 5 ✓ Supporting Docs 6 ✓ Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Please tick to acknowledge: I state that the content of this application form is true and correct and I have not omitted any details knowingly that makes the given information false or misleading. I am aware that penalties may apply for making a false declaration.

☐ I have read and understood this information, and I consent to the conditions above.

Requested Licence Duration:

☐ 1 year - Fee: \$110.16

☐ 3 years - Fee: \$291.60

To confirm licence fees before submitting your application, please click on the link: [https://www.cbos.tas.gov.au/topics/licensing-and-registration/fees#Occupational licences](https://www.cbos.tas.gov.au/topics/licensing-and-registration/fees#Occupational%20licences)

Previous Submit

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Image 11 description: the Declaration tab of the online application form – pay now or download application receipt

## Step 12 – choose how you want to pay your fee

Choose whether you want to pay online or at a [Service Tasmania Shop](#)

1. pay online by credit card
2. download the application receipt OR write the application reference number down, take to a [Service Tasmania Shop](#) to make your payment

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Thank you for submitting the Occupational Licensing Form.

**Finalising an application**

You should now either:

- Download the Application Receipt and Print it; OR
- Write down the Application Reference Number: **650440308**

Completing your Application

- Pay outstanding fees of \$291.60
  - This can be done through My Licence or at any Service Tasmania branch
- Attend Service Tasmania
  - Have your identity verified
  - Have your photo taken for your Licence card

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 (either print, or download to your mobile device)
- Identification

**Pay Now**

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Image 12 description: the Confirmation tab of the online application form – pay now or download application receipt

## Step 13 – making an online payment

Enter your credit card details to pay your fees in the Confirmation tab

1. enter your credit card details
2. select the [Pay] button
3. select the [Return] button

**Warning: To avoid paying a fee twice. Don't use the back button or refresh the page after clicking the [Pay Now] button. Doing so may result in your credit card being charged twice.**

### Pay Fee

---

Application Number: 650440308 (John Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner


*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: \$291.60

Paying for: Licence Fee - 3 Years (Plumbers): \$291.60

**Accepted Card Types::** 

Card Holder Name:

Card Number:

Expiry:  /  2020

CVN:

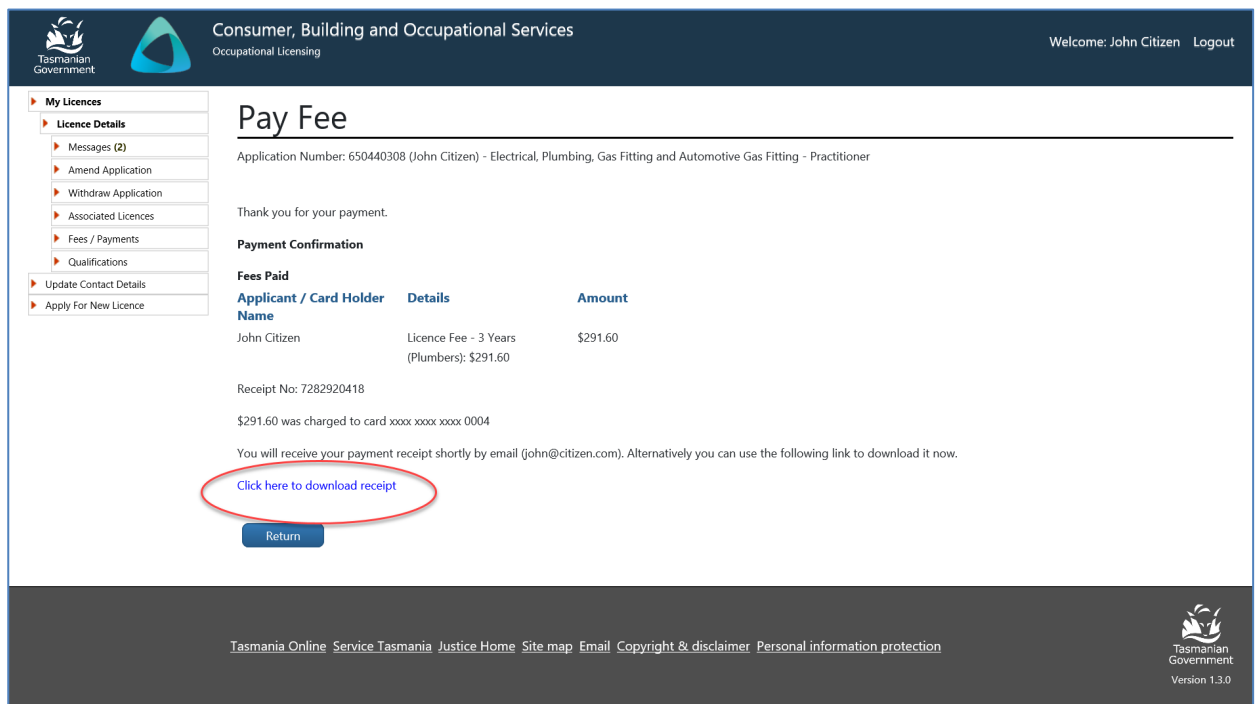
Image 13 description: the Confirmation tab of the online application form – enter credit card details

## Step 14 – your payment has been approved

When your payment by credit card has been successful, you can print your receipt. Your payment has now been finalised and your application is lodged ready for assessment.

If the information you provided is correct, a decision to approve or refuse your application will be made within 21 days.

1. Select 'Click here to download receipt'
2. Print receipt
3. select the [Return] button



**Tasmanian Government** Consumer, Building and Occupational Services Occupational Licensing Welcome: John Citizen Logout

**My Licences**

- License Details
  - Messages (2)
  - Amend Application
  - Withdraw Application
  - Associated Licences
  - Fees / Payments
  - Qualifications
- Update Contact Details
- Apply For New Licence

### Pay Fee

Application Number: 650440308 (John Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner

Thank you for your payment.

**Payment Confirmation**

Fees Paid		
Applicant / Card Holder Name	Details	Amount
John Citizen	Licence Fee - 3 Years (Plumbers): \$291.60	\$291.60

Receipt No: 7282920418

\$291.60 was charged to card xxxx xxxx 0004

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

[Click here to download receipt](#)

[Return](#)

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Image 14 description: Click to download receipt and return button

## Part 5: Licence Holders (My Licence Account)

For those customers that already hold a licence:

1. an online My Licence account has been created for you.
2. accessing the account is similar to the process many people use to access an online banking account
3. you will need to use a My Licence account to:
  - a. renew your license
  - b. change your contact details
  - c. pay your fees by credit card (or go to a [Service Tasmania shop](#))
  - d. request a new licence card
  - e. download and print licensing and payment documents
4. you will receive announcements and confirmations by email or SMS text message
5. posted licence reminder letters will be phased out in 2020-21

### 1. Renewing your licence with your My Licence account

My Licence is a secure way of accessing your licence information and gives you the ability to renew, make payment and change details on your licence account. You do not need to do anything to sign up or create this account, we have created one for you.

To access My Licence, CBOS must have a record of either your **mobile phone number** or **email address**. If you have changed your phone or email address recently, please contact this office on 1300 654 499 and ensure you have your licence number ready.

With My Licence you don't need to remember passwords or answers to questions that identify who you are.

My Licence uses the same security technology as online banking. When you wish to access My Licence to change details, make payments or renew your licence you will be asked to request a single use verification code.

- you choose to receive the **verification code** to your mobile phone or to your email address
- you will be sent your single use **verification code** to gain access to your My Licence account
- if your code expires you can request a new code anytime (each code expires after 24 hours)

Your renewal is lodged when your online form has been completed and the fee is paid.

My Licence will let you know if you need a new photo.

If you are a licence holder returning to access your My Licence account, you can select the [My Licence] button to start the process of logging onto your account.



## 2. Accessing your My Licence account

### Step 1 – important information to read before you start

Visit the licence page that best describes your occupation to read and understand what you need to do and what information you need to provide in your online application at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration).

### Step 2 – starting your renewal

Located at the bottom of each licensing page is information on how to renew your a licence.

1. select the [Renew a licence] button on the relevant licence page, or
2. go to the main licensing page at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration) and select the [Access My Licence account] menu (you will be taken to an online renewal form)

Checklist	On this page
<ol style="list-style-type: none"> <li>1. Read the information on this licence page so you know what to do and what documents to provide</li> <li>2. Read the <a href="#">Personal Information Protection Statement</a></li> <li>3. <a href="#">Provide evidence of your identity (new application only)</a></li> <li>4. Have a photo taken for your licence card at any <a href="#">Service Tasmania shop (external link)</a> (<b>Tasmanian applicants only</b>)               <ol style="list-style-type: none"> <li>a. Interstate and overseas applicants will need to provide a passport size photo certified by a <a href="#">Commissioner for Declarations or a Justice of the Peace (JP)</a>.</li> </ol> </li> <li>5. Scan and save (computer or storage device like a USB) a digital copy of your Certificate III and/or IV Qualification (<b>new application only</b>)</li> <li>6. Scan and save (computer or storage device like a USB) a digital copy of your Statement of Results (<b>new application only</b>)</li> <li>7. You will need to confirm that you have undertaken Continuing Professional Development (CPD) (<b>renewal only</b>)               <p><b>IMPORTANT:</b> If your response to the licence question relating to CPD is 'No' due to COVID-19, please advise this in the Additional Information section of the online form. CBOS will contact you for more details. <b>Example text:</b> <i>CPD not completed due to COVID-19.</i></p> </li> <li>8. Have a credit card ready to pay for your licence fee online or at <a href="#">Service Tasmania shop (external link)</a>.</li> </ol> <p>If your application is successful, you will receive confirmation within 21 days.</p>	<a href="#">Eligibility</a> <a href="#">Renewing an expired practitioner's licence</a> <a href="#">CPD (Continuing Professional Development)</a> <a href="#">Checklist</a> <a href="#">Declaration</a> <a href="#">Related information</a>
<h3>Declaration</h3> <p>If you answer 'yes' to any of the questions below, you will need to provide details and copies of all relevant documentation.</p> <p>In the last 10 years have you:</p> <ol style="list-style-type: none"> <li>1. Been refused a licence / registration / certificate to carry out any type of prescribed work?</li> <li>2. Had a licence / registration / certificate relating to prescribed work disqualified, cancelled, suspended?</li> <li>3. Had conditions placed on a licence / registration / certificate relating to prescribed work?</li> <li>4. Been dismissed by an employer for any type of unsafe or defective prescribed work?</li> <li>5. Had disciplinary action taken against you by an employer for any type unsafe prescribed work?</li> <li>6. Been convicted of an offence of dishonesty or of an offence relating to prescribed work? (If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes).</li> </ol> <p>Do you have any disability that will affect your ability to perform prescribed work safely?</p> <div> <a href="#">Apply for a licence</a> <a href="#">Renew a licence</a> </div>	

Image 15 description: Renew a licence option located at the bottom of every occupational licence page

### Step 3 – matching your identity to your My Licence account

Your My Licence account prompts you to enter details that identify who you are. To start the renewal process you will need to:

1. select your licence type
2. enter your licence number
3. enter your last name
4. enter your date of birth
5. select the [Search] button

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: Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting ▼

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

Last Name:

Date of Birth:  /  /


☒ I'm not a robot  [Privacy](#) [Terms](#)

Image 16 description: the My Licence page – personal identification

### Step 4 – getting your verification code

You will need a 6 digit verification code to access your My Licence account. You get to choose the way you receive your single use verification code.

1. select your email address or mobile phone number
2. select the [Send] button

Please choose the contact method to receive the identity verification code.

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

☐ joh\*\*\*\*\*.com

☐ 04\*\*\*\*\*000

Image 17 description: the My Licence page – select your email address or mobile phone number

## Step 5 – receiving your one-time verification code

You will receive the verification code within a few seconds to your mobile or email address, depending on which one you selected.

Image description: your verification code

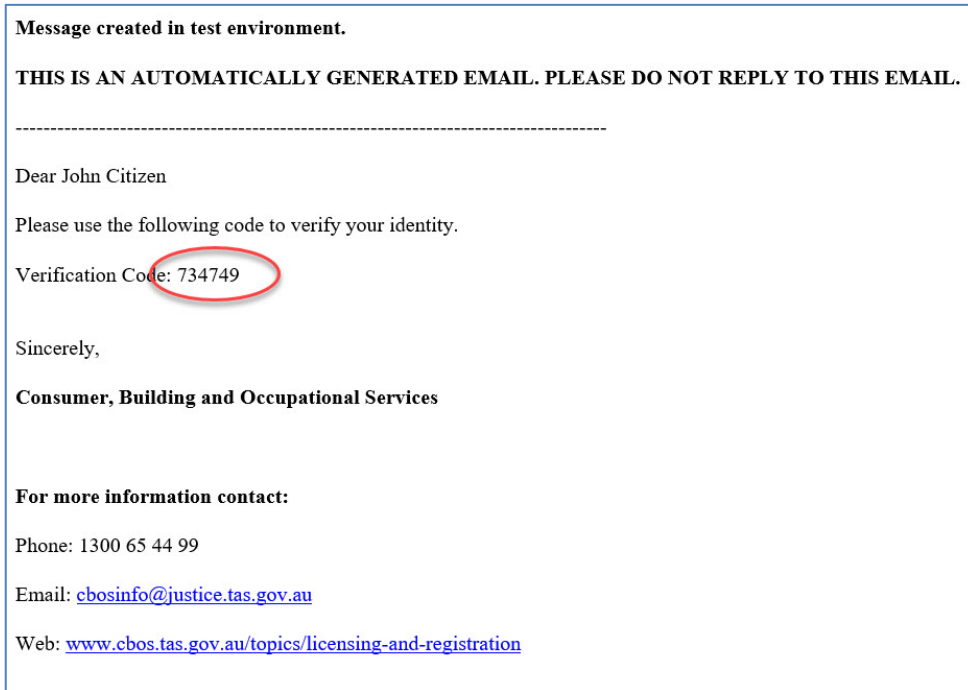


Image 18 description – automatically generated verification code

## Step 6 – security to access your My Licence account

You have 24 hours to enter the verification code from the email or mobile text you received before it expires.

1. enter the 6 digit verification code
2. select the [Verify] button

The image shows a screenshot of a web page for "Consumer, Building and Occupational Services Occupational Licensing". The header includes the Tasmanian Government logo and a blue triangle logo. The main content area says "We have sent verification code to (joh\*\*\*\*\*.com). Please enter the code below." Below this is a label "Verification Code:" and a text input field containing "734749". The input field is circled in red. To the right of the input field is a small "x" icon. Below the input field is a blue button labeled "Verify".

Image 19 description: the My Licence page – verification code

## Step 7 – make sure your details are correct

You will now have access to your My Licence account.

Make sure your personal details are correct before you select the [Next] button.

Checking your personal details at this stage will reduce the amount of time you spend on correcting your details after you have confirmed your renewal.

Under 'Actions' (located under your photo) you will have the option to renew your licence.

1. check your details are correct and select [View Full Details] button
2. select 'Renew' in the Actions list to start your renewal application

Image 20 description: this is your licence details page (your photo and identity) and where you renew your licence

Hint: When the 'Renew' action is not listed it means you are not due to renew your licence.

## Step 8 –confirm you would like to renew

1. Select [Continue] to renew your licence or;
2. Select [Return] if you do not want to renew

Image 21 description: the Renew Confirmation of the online renewal form

## Step 9 – your licence holder details

When entering your licence holder details it is really important that your details are current.

If we do not have your current email address and mobile phone number we will not be able to alert you of any changes and when your licence is due for renewal.

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Please review your information and update any information that may have changed when you last applied for your Licence. Proceed through the steps by selecting the "Next" button at the bottom of each screen.

**Licence holder details**

Full Name: Mr John Citizen

Date of Birth: 13/08/1982

Either Email Address or Mobile Number is mandatory. \*

Email address: \* john@citizen.com

Confirm email address: \* john@citizen.com

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

Mobile: 0400 000 000

Home Phone: (please include area code)

Work Phone: (please include area code)

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

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

Next

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Image 22 description: the Licence Holder Details tab of the online renewal form

Hint: Whenever you see a \* next to text, it means that you must write in this section. If you don't, you will not be able to complete the process to renew your licence.

## Step 10 – your applicant details

When entering your applicant details it is really important that all your details are current



Consumer, Building and Occupational Services  
Occupational Licensing

Welcome: John Citizen    Logout

My Licences

Licence Details

Update Contact Details

Apply For New Licence

1

✓ Licence Holder Details

2

Applicant Details

3

Class Details

4

Questions

5

Supporting Docs

6

Review

7

Declaration

8

Confirmation

Denotes mandatory field

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

Yes

●

No

Gender:

Male

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

Unique Student Identifier:

Residential Address

Country: \*

Australia

State: \*

TAS

Address Line 1: \*

3 Smith Street

Address Line 2:

Suburb: \*

HOBART


Postcode: 7000

Postal Address As Above

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Image 23 description: the Applicant Details tab of the online renewal form

## Step 11 – make sure you classes are correct

Make sure your occupational class details are correct. Making the right selection relates to what fee you will be required to pay and whether the documents you provide us are correct for the licence type.

1. select licence type and class
2. select the [Next] button

The screenshot shows the 'Class Details' tab of the online licensing application form. The header includes the Tasmanian Government logo, the title 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen' with a 'Logout' link. A progress bar at the top indicates the current step (3) and previous steps (1-2) are completed. The left sidebar lists 'My Licences' with options for 'Licence Details', 'Update Contact Details', and 'Apply For New Licence'. The main content area shows a list of licence classes with checkboxes. The 'Plumber' class is selected, and under it, 'Water' is selected, with 'Certifier' as a sub-option. Other options include 'Sanitary', 'Drainage', 'Mechanical Services', 'Roof (Stormwater)', 'Gas Fitter', 'Automotive Gas Fitter', and 'Electrical'. A note indicates that a red asterisk denotes a mandatory field. At the bottom, there are 'Previous' and 'Next' buttons. The footer contains links to 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and version number 'Version 1.3.0'.

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details

2 ✓ Applicant Details

3 **Class Details**

4 Questions

5 Supporting Docs

6 Review

7 Declaration

8 Confirmation

(\*) Denotes mandatory field

Please review your Licence Classes below. If you have gained new qualifications from an RTO since your last renewal, select the extra licence class in the list below. You will be asked to supply your certificate and statement of results from your RTO in the Supporting Documentation step.

☒ Plumber

☒ Water

☒ Certifier

☒ Backflow Prevention

☒ Heated Water Temperature Control

☐ Sanitary

☐ Drainage

☐ Mechanical Services

☐ Roof (Stormwater)

☐ Gas Fitter

☐ Automotive Gas Fitter

☐ Electrical

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

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Image 24 description: the Class Details tab of the online application form

## Step 12 – complete the questions related to your licence

You will need to answer a series of declaration type questions. If you answer 'yes' to any of the questions, you will be prompted to provide an explanation as to why your answer was 'yes'.

You will need to answer the CPD questions. If you answer 'no' to either of the CPD questions, if you will be prompted to provide an explanation as to why your answer was 'no'.

1. answer the yes/no questions
2. select the [Next] button

The screenshot shows the 'Consumer, Building and Occupational Services' website. The user is logged in as 'John Citizen'. The navigation menu on the left includes 'My Licences', 'Licence Details', 'Update Contact Details', and 'Apply For New Licence'. The main content area displays a progress bar with eight steps: 1. Licence Holder Details, 2. Applicant Details, 3. Class Details, 4. Questions (current step), 5. Supporting Docs, 6. Review, 7. Declaration, and 8. Confirmation. Below the progress bar, a legend indicates that a red asterisk (\*) denotes a mandatory field. The main form area contains a text box stating 'Prescribed work is defined under the Occupational Licensing Act 2005. Have you, in the last 5 years:' followed by eight questions (a-h) with radio button options for 'Yes' and 'No'. The questions relate to prescribed work, disqualification, conditions, dismissal, conviction, infringement notices, disability, and CPD. At the bottom of the form, there is a note about CPD requirements and a link to the website. Two buttons, 'Previous' and 'Next', are located at the bottom of the form. The footer of the page includes links to 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and version number 1.3.0.

Consumer, Building and Occupational Services  
Occupational Licensing

Welcome: John Citizen Logout

My Licences

- Licence Details
- Update Contact Details
- Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Prescribed work is defined under the Occupational Licensing Act 2005. Have you, in the last 5 years:

a) Been refused, on application, a licence/registration/certificate to carry out any type of prescribed work?

☐ Yes  
☐ No

b) Had a licence/registration/certificate relating to prescribed work disqualified, cancelled or suspended?

☐ Yes  
☐ No

c) Had conditions placed on a licence/registration/certificate relating to prescribed work?

☐ Yes  
☐ No

d) Been dismissed by an employer for any type of unsafe or defective prescribed work?

☐ Yes  
☐ No

e) Been convicted of an offence of dishonesty or of an offence relating to prescribed work?

(If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes)

☐ Yes  
☐ No

f) Do you have a disability that will affect your ability to perform prescribed work safely?

☐ Yes  
☐ No

g) Have you undertaken Continuous Professional Development during the last licence period?

☐ Yes  
☐ No

h) Is there a record that Continuous Professional Development has been completed?

☐ Yes  
☐ No

You will be asked to provide this evidence of CPD over the next three years and it is important that you regularly undertake CPD to ensure that you are meeting the annual requirements. For more detailed information about Continuous Professional Development go to [www.justice.tas.gov.au/licensing](http://www.justice.tas.gov.au/licensing).

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Image 25 description: the Questions tab of the online renewal form



## Step 13 – upload required documents

Review the documents you need to upload to your online renewal application in the Supporting Docs tab. The online renewal application form will list the document types you are required to upload. The form will allow you to upload multiple documents for each document type. For instance, you may wish to upload multiple qualification documents.

All documents must be in the following formats; pdf, txt, jpg, jpeg, png. No doc or xls format variations will be accepted.

With a renewal application you will only be required to upload documents if you are adding any additional classes to your licence or your licence requires an updated insurance document. The online renewal application form will prompt you to upload a type of document if it is required.

1. select [Choose File]
2. select your matching document from your computer browser
3. check the file you have selected to upload to make sure it is the correct one (you can [Remove File] if it is not)
4. select [Upload]
5. select the [Next] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Class Details 4 ✓ Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

Denotes mandatory field

Upload your supporting documentation here. Upload qualifications for each licence class that you are applying for (if applicable).

Upload by:

- Clicking the "Browse" button and selecting your document from your computer file or desktop.
- Clicking the Upload button.

**Licence - Supporting Documentation**

No supporting documents needed.

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

Please phone the Helpline on 1300 654 499

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Image 26 description: the Supporting Docs tab of the online application form

## Step 14 – make sure your renewal application is correct

Review your renewal application in the Review tab and choose to amend it at this point or continue with your renewal application.

1. review renewal application
2. select the [Next] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details   2 ✓ Applicant Details   3 ✓ Class Details   4 ✓ Questions   5 ✓ Supporting Docs   **6 Review**   7 Declaration   8 Confirmation

(\*) Denotes mandatory field

**Personal Details**

Full Name: Mr John Citizen

Date of Birth: 13/08/1982

Email address: john@citizen.com

Mobile: 0400 000 000

Home Phone: *Not provided*

Work Phone: *Not provided*

Preferred method of correspondence: Email

**Applicant Details**

Gender: Male

Image 27 description: the Review tab of the online renewal form – pay now or download application receipt

## Step 15 - make the declaration and select licence duration

Complete the declaration and select how many years you want to pay your licence for

1. select the declaration tick box
2. select the duration of the licence
3. select the [Submit] button

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Class Details 4 ✓ Questions 5 ✓ Supporting Docs 6 ✓ Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Please tick to acknowledge: I state that the content of this application form is true and correct and I have not omitted any details knowingly that makes the given information false or misleading. I am aware that penalties may apply for making a false declaration.

☐ I have read and understood this information, and I consent to the conditions above.

Requested Licence Duration:

☐ 1 year - Fee: \$110.16

☐ 3 years - Fee: \$291.60

Previous Submit

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Image 28 description: the Declaration tab of the online renewal form

## Step 16 – payment choices

The confirmation page of your renewal application means that all the information has been provided.

Choose whether you want to pay online or at a [Service Tasmania Shop](#).

1. pay online by credit card and select [Pay Now] button
2. select 'Download the renewal receipt' OR write the renewal application reference or licence number down and take to a [Service Tasmania Shop](#)
3. If you choose to visit a [Service Tasmania Shop](#) to make your payment, log out of your My Licence account session (log out is located at the top of the right hand screen)

**Hint:** A renewal receipt is **NOT** a payment receipt, it is a receipt that acknowledges you have completed the first stage of applying and informs of what needs to happen next to complete your application.

**Consumer, Building and Occupational Services**  
Occupational Licensing

Welcome: John Citizen [Logout](#)

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(\*) Denotes mandatory field

Thank you for submitting the Occupational Licensing Form.

**Finalising an application**

You should now either:

- Download the Renewal Receipt and Print it; OR
- Write down the Application Reference Number: **650440308**

Completing your Renewal

1. Pay outstanding fees of \$110.16

- 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 (either print, or download to your mobile device)
- Identification

[Pay Now](#)

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Image 29 description: the Confirmation tab of the online renewal form – pay now or download renewal receipt

**Hint:** The Confirmation page will inform you if you are due to have a photo taken at a Service Tasmania shop.

## Step 17 – paying your fee(s) online

Enter your credit card details to pay for fees in the Confirmation tab

1. enter your credit card details
2. select the [Pay] button

**Warning: To avoid paying a fee twice. Don't use the back button or refresh the page after clicking the Pay Now button. Doing so may result in your credit card being charged twice.**

Image 30 description: the Confirmation tab of the online renewal form – making a payment

## Step 18 – your payment has been approved

When your payment by credit card has successfully been made you can print your receipt. Your payment has now been finalised and your renewal application is lodged ready for assessment.

If the information provided is correct, a decision to approve or refuse your renewal application will be made within 21 days

1. select 'Click here to download receipt'
2. print receipt
3. select the [Return] button

Image 31 description: the Confirmation tab of the online renewal form – download receipt

## Part 6: Licence Photos

Licence photos are valid for 10 years.

Renewing your licence and paying online through My Licence takes less time for licensees.

For example, you will not need to visit a [Service Tasmania shop](#) unless your photo has expired or unless you wish to pay your fees by something other than credit card.

If your licence photo has expired at the time of renewal, the Confirmation page of your online renewal will inform you that you need to visit a [Service Tasmania shop](#) to have a new photo taken.

You will never need to remember when your licence photo is due because your My Licence account records the date of when your photo was taken and we will let you know when it is time to have a new photo taken.

## Part 7: Licence Holders - Adding and changing details using My Licence

### 1. Viewing, adding and deleting your contact details

You can view, add, delete and change your details anytime using My Licence. It is your responsibility to make sure your contact details are current.

These are some of the changes you can make in your My Licence account:

- residential and postal address details
- contact person
- application to add occupations (classes)
- application for a replacement licence card
- telephone and mobile number
- email address

### 2. Adding electrical signatories

#### Step 1 – accessing the Electrical Signatories tab

There may be a need for you to add an electrical signatory to your My Licence account.

1. log in into your My Licence account (refer to Part 5, Item 2, Step 2)
2. select the Electrical Signatories option from the left hand side navigation bar

**Consumer, Building and Occupational Services**  
Occupational Licensing

**My Licences**

- Licence Details**
  - Messages (2)
  - Amend Licence
  - Employees
  - Replace Card
  - Associated Licences
  - Electrical Signatories**
  - Fees / Payments
  - Qualifications
- Update Contact Details
- Apply For New Licence

## Licence Details

**Licence Holder:** Mary Jane Citizen

**Licence Number:** 15607631

**Type:** Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor

**Status:** Licensed

**Application Number:** 232585547

**Application Date:** 12/10/2020

**Commencement Date:** 12/10/2020

**Expiry Date:** 12/10/2021

**Primary Contact:** Mary Jane Citizen

**Class:** Electrical

**Nominated Manager:** Mary Jane Citizen  
Licence Number: 15607630  
Activity: Electrical

Image 32 description: selecting Electrical Signatories tab on your My Licence account

## Step 2 – adding an Electrical Signatory

1. the Electrical Signatories screen will be displayed
2. To add a new signatory, click 'Add New' under the Action header

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Occupational Licensing

Welcome: Mary Citizen Logout

## Electrical Signatories

Licence Number: 15607631 (Mary Jane Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor

☐ Include Archived (No Records) << First < Prev Next > Last >> ☐ Go

Signatory Client	Signatory Licence	Role In Business	Action
			Add New

Image 33 description: Electrical Signatories page on your My Licence account - the 'Add New' link

## Step 3 – provide the details of the Electrical Signatory

1. if the person is already a licence holder, select the [Yes] option
2. enter their 'Role in Business'
3. select the [Save] button

**My Licences**

- Licence Details**
  - Messages (2)
  - Amend Licence
  - Employees
  - Replace Card
  - Associated Licences
  - Electrical Signatories**
  - Fees / Payments
  - Qualifications
- Update Contact Details
- Apply For New Licence

## Electrical Signatories

Licence Number: 15607631 (Mary Jane Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor

Does the Person hold a Tasmanian occupational licence? ☐ Yes ☒ No

Role In Business:

Image 34 description: Electrical Signatories page – select Yes or No

### Step 4 – entering your selection

1. enter the new signatories details
2. check their 'Role in Business'
3. select the [Save] button

## Electrical Signatories

Licence Number: 15607631 (Mary Jane Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor

Does the Person hold a Tasmanian occupational licence? ☐ Yes ☒ No

Title:

Name:

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

Gender:

Date of Birth:  /  /

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

Unique Student Identifier:

Residential Address

Country:

State:

Address Line 1:

Address Line 2:

Suburb:  Postcode:

☒ 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 contact? ☐ Mobile ☒ Email

Role In Business:

Image 35 description: the Electrical Signatories page of your My Licence account – entering selection



## Step 5 – selection confirmed and saved

The electrical signatory that was entered has now been saved and will appear on the Electrical Signatories tab of My Licence

Electrical Signatories			
Licence Number: 15607631 (Mary Jane Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor			
<input type="checkbox"/> Include Archived <span style="float: right;">Page 1 of 1 (1 Record) &lt;&lt; First &lt; Prev Next &gt; Last &gt;&gt; <input type="checkbox"/> Go</span>			
Signatory Client	Signatory Licence	Role In Business	Action
Title: Mr Name: Sam Citizen Email: sam@citizen.com Mobile: 0400 000 000		Signatory	Edit Remove
			Add New

Image 36 description: the Electrical Signatories page of your My Licence account – Electrical Signatories details


## 3. Change a Nominated Manager

Changing a Nominated Manager can only be done after a licence has been issued.

### Step 1 – amending licence details

Located under your photo on the Licence Details page of your My Licence account is 'Actions'. The 'Actions' area allows you to do a variety of different things and these options do change from time to time.

1. log into your My Licence account (refer to Part 5, Item 2, Step 2)
2. select 'Amend Licence Details on your contractor licence' – option located under Actions



Consumer, Building and Occupational Services

Occupational Licensing

Welcome: Mary Citizen Logout

My Licences

Licence Details

Messages (2)

Amend Licence

Employees

Replace Card

Associated Licences

Electrical Signatories

Fees / Payments

Qualifications

Update Contact Details

Apply For New Licence

## Licence Details

**Licence Holder:** Mary Jane Citizen

**Licence Number:** 15607631

**Type:** Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor

**Status:** Licensed

**Application Number:** 232585547

**Application Date:** 12/10/2020

**Commencement Date:** 12/10/2020

**Expiry Date:** 12/10/2021

**Primary Contact:** Mary Jane Citizen

**Class:** Electrical

**Nominated Manager:** Mary Jane Citizen  
Licence Number: 15607630  
Activity: Electrical

[View Full Details](#)

If your licence has expired and you cannot renew, please select the [Apply](#) link.

No Photo Available

**Actions**

[Download Licence Certificate](#)

[Amend Licence Details](#)

[Replace Card](#)

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Image 37 description: the Licence Details page in your My Licence account

## Step 2 – adding and deleting a Nominated Manager

You will have the option to add or delete a Nominated Manager

1. select [Next] to reach the Nominated Manager Details tab
2. select 'Remove Nominated Manager'
3. enter licence number of new Nominated Manager
4. select 'Add Nominated Manager'
5. select the [Next] button

Image 38 description: the Nominated Manager tab in your My Licence account

## Step 3 – submit the amendment

You will have to select 'next' through the remainder of the amendment to reach the end of the online form to be able to submit it. It is really important you submit the amendment otherwise the amendment is not complete and will not be lodged.

1. select [Next] through the remaining tabs until you reach the 'Declaration' tab
2. tick the box to acknowledge the application form is true and correct
3. select the [Submit] button

Tasmanian Government Consumer, Building and Occupational Services Occupational Licensing

Welcome: Mary Citizen Logout

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Business Details 4 ✓ Class Details 5 ✓ Nominated Manager Details 6 ✓ Questions 7 ✓ Supporting Docs 8 ✓ Review 9 Declaration 10 Confirmation

(\*) Denotes mandatory field

Please tick to acknowledge: I state that the content of this application form is true and correct and I have not omitted any details knowingly that makes the given information false or misleading. I am aware that penalties may apply for making a false declaration.

☒ I have read and understood this information, and I consent to the conditions above.

Previous Submit

Image 39 description: the Declaration tab in your My Licence account

## Step 4 – confirmation of amendment

The amendment application has been finalised and lodged ready for assessment.

1. select 'download the amendment receipt' if required
2. log out of your My Licence account

Tasmanian Government Consumer, Building and Occupational Services Occupational Licensing

Welcome: Mary Citizen Logout

**My Licences**

- Licence Details
- Update Contact Details
- Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Business Details 4 Class Details 5 Nominated Manager Details 6 Questions 7 Supporting Docs 8 Review 9 Declaration 10 Confirmation

(\*) Denotes mandatory field

Please review the information below and finalise your application.

Thank you for submitting the Occupational Licensing Form.

**Finalising an application**

You should now either:

- Download the Amendment Receipt and Print it; OR
- Write down the Application Reference Number: 232585547

Fact Sheet: [Proof of Identity](#)

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Image 40 description: the Confirmation tab in your My Licence account

## Part 8: Order a Replacement Licence Card

A replacement licence card can only be ordered if you have not received a notification to renew your licence. When you renew your licence you will be issued with a new card automatically.

### Step 1 – ordering a replacement card

Located under your photo on the Licence Details page of your My Licence account is 'Actions'. The 'Actions' area allows you to do a variety of different things and these options do change from time to time.

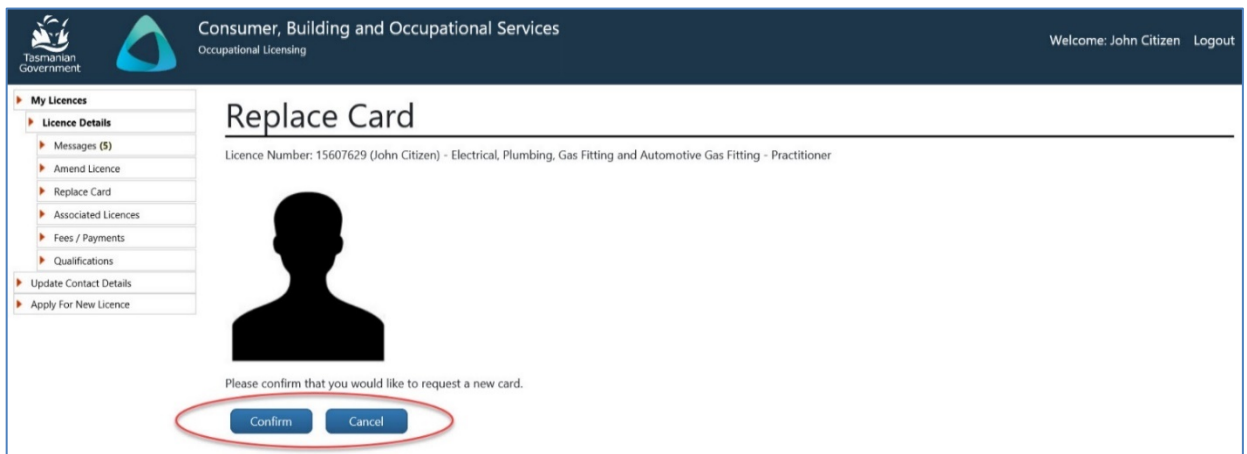
1. log into your My Licence account (refer to Part 5, Item 2, Step 2)
2. select 'Request Card' - option located under Actions

The screenshot shows the 'Licence Details' page for a user named John Citizen. The page includes a sidebar with navigation options like 'My Licences', 'Licence Details', 'Messages (5)', 'Amend Licence', 'Replace Card', 'Associated Licences', 'Fees / Payments', 'Qualifications', 'Update Contact Details', and 'Apply For New Licence'. The main content area displays licence information: Licence Holder (John Citizen), Licence Number (15607629), Type (Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner), Status (Licensed), Application Number (650440308), Application Date (30/9/2020), Commencement Date (13/10/2020), Expiry Date (13/10/2021), and Primary Contact (John Citizen). A photo of the user is shown with a validity date of 30/9/2025. Below the photo, the 'Actions' menu is circled in red, showing options: 'Download Licence Certificate', 'Amend Licence Details', and 'Replace Card'. The page also lists the user's class (Plumber) and various certifications (Water, Certifier, Backflow Prevention, Heated Water Temperature Control). A 'Mutual Recognition' section states that the original application was made under mutual recognition, with a 'View Full Details' button. A footer note mentions that if the licence has expired and cannot be renewed, the user should select the 'Apply' link. The footer includes links to Tasmania Online, Service Tasmania, Justice Home, Site map, Email, Copyright & disclaimer, and Personal information protection, along with the Tasmanian Government logo and version 1.3.1.

Image 41 description: selecting the Replace Card option from your My Licence account

## Step 2 – confirm that you do want a replacement card

1. select the [Confirm] button



Consumer, Building and Occupational Services  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- License Details
  - Messages (5)
  - Amend Licence
  - Replace Card
  - Associated Licences
  - Fees / Payments
  - Qualifications
- Update Contact Details
- Apply For New Licence

### Replace Card

Licence Number: 15607629 (John Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner

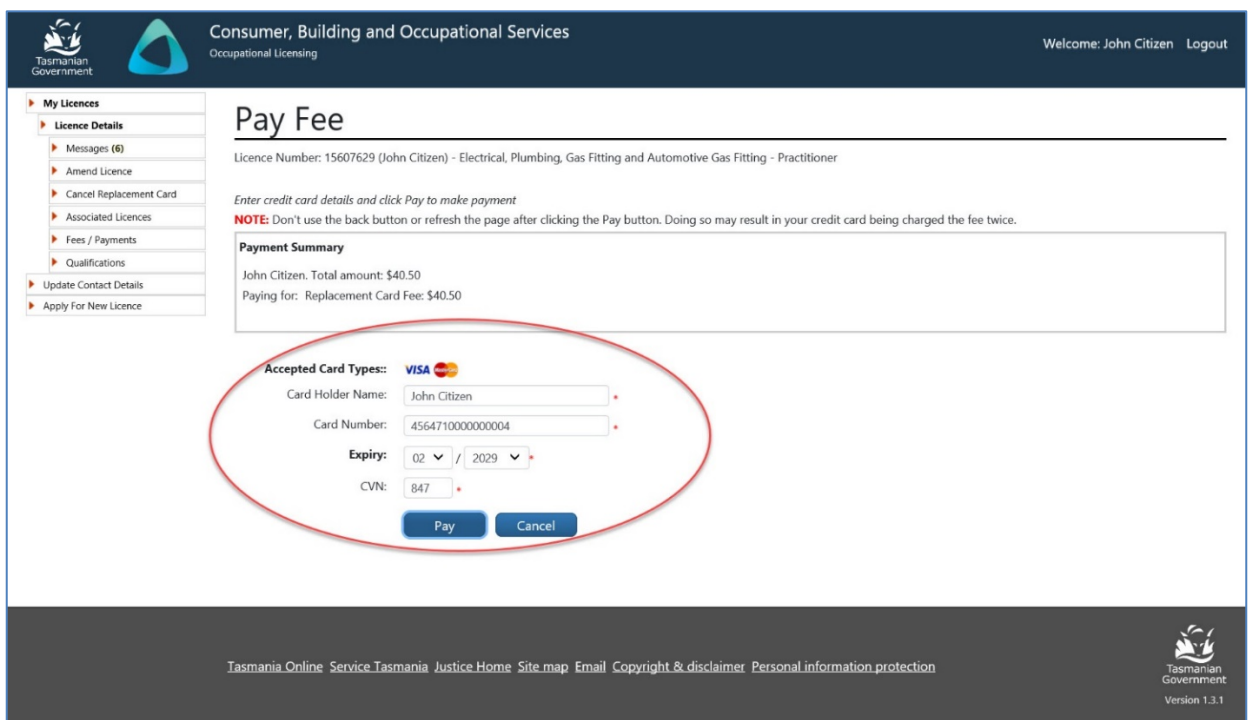
Please confirm that you would like to request a new card.

Image 42 description: the 'Replace Card' page of your My Licence account

## Step 3 – pay for your replacement card

You will be asked to pay a fee by credit card online or you can pay at a [Service Tasmania shop](#). You should receive your licence card within 14 days of the payment date.

1. enter credit card details
2. select 'Pay Now' (you will be able to print the receipt on the next page)



Consumer, Building and Occupational Services  
Occupational Licensing

Welcome: John Citizen Logout

**My Licences**

- License Details
  - Messages (6)
  - Amend Licence
  - Cancel Replacement Card
  - Associated Licences
  - Fees / Payments
  - Qualifications
- Update Contact Details
- Apply For New Licence

### Pay Fee


Licence Number: 15607629 (John Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner

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: \$40.50  
Paying for: Replacement Card Fee: \$40.50

Accepted Card Types: 

Card Holder Name:

Card Number:

Expiry:  /

CVN:

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Image 43 description: the payment screen of your My Licence account

# Part 9: Licence Approval or Refusal

## 1. Approval

If you are applying for a licence for the first time, your application will be assessed and either approved or refused.

When your application is granted you will receive a text message to your mobile phone or an email to let you know that your licence application has been approved and that your licence card has been ordered from the supplier.

A My Licence account is created when your licence has been granted. You can then access your My Licence account and print off a copy of your licence and use this until your licence card arrives in the mail.

It should take up to 21 days to process your licence application as long as your application is complete. You should receive your card within 14 days from notification that your licence has been granted.

## 2. Refusal

If one of the following situations applies to you, your licence may not be granted or renewed:

- you fail to provide particulars requested by CBOS
- you fail to satisfy continuing professional development requirements
- your licence was surrendered or cancelled before the expiry date
- you have been disqualified from holding a licence
- you owe money for fines from TechSafe or CBOS
- you hold a provisional licence or certificate
- you are an apprentice or trainee
- you have not complied or are unable to comply with insurance requirements
- your licence has been suspended
- you are bankrupt or were bankrupt within 3 years prior to your application for renewal
- you are or were a director or a person concerned in the management of a company:
  - that is or was the subject of a winding up order
  - when a controller or administrator has been appointed or
  - when a controller or administrator was appointed (within 3 years prior to your renewal application)\*
- you are subject to an unsatisfied Tribunal order
- you have had an unreasonable number of:
  - complaints
  - penalty notices
  - formal cautions
  - paid insurance claims

- your application is made using false or misleading information
- a close associate (who is not a fit and proper person to hold a licence) exercises a significant influence over you or your business
- you are deemed to be an unfit or improper person to hold a licence.

**\*Note:** This includes where you ceased being a director or a person concerned in the management of a company within 12 months prior to the external administration

## Part 10: System Details

### 1. 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; Microsoft Explorer, Microsoft Edge, Firefox, Chrome or Safari

[Libraries Tasmania locations](#) have the equipment you need to access the new online licensing service.

### 2. 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.

### 3. Access details CBOS keeps

When accessing your online account, the following information is recorded for statistical purposes:

- your user id
- the date and time that you logged in to a licence record
- the actions performed by you while accessing the licence record

## 4. Terms of use

By logging into licensing 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.

## 5. Document expiry date

We will release a new version of the *Guide to Licensing Services Online* before 6 March 2018 to include licensing information for Security and Investigations Agents, Motor Vehicle Traders and Conveyancers.

# Part 11: Contact Us

Please contact us if you need help.

Department of Justice

Consumer, Building and Occupational Services

Phone: 1300 654 499

Email: [cbos.info@justice.tas.gov.au](mailto:cbos.info@justice.tas.gov.au)

Visit: [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au)

Search for a [Libraries Tasmania location](#) near you