

E-Licences - NEW

Security Programs is pleased to announce a new process to enable security businesses to obtain a employee's new or lapsed security licence quicker. Effective January 1, 2006, businesses can apply to have their completed security employee licences for New/Lapsed applications (only) sent to them by e-mail, provided they have a draw down account with our office.

This new process means security businesses can put an employee to work as soon as they receive copy of the licence via e-mail – they will not have to wait for the original licence to be received in the mail.

The E-Licence process started in May of this year as a pilot project with five security businesses. They would submit an application for an employee's new/lapsed licence via mail to our office. Once the application was processed and approved, a copy of the licence was e-mailed back to the security business and, at the same time, the original licence was forwarded via mail. As a result, the full transaction turnaround involved only 2 to 5 business days in most cases.

If you wish to wish start using this new process in the new year, please review the [E-Licence](#) policy and complete the [E-Licence Agreement](#) and fax it to Security Programs at 250 387-4454.

We would like to take this opportunity to thank the five security companies that participated in our pilot project: Initial Security Services, Intercon Security Ltd., Paladin Security Group Ltd., Securiguard Services Ltd., and Concord Security Corp.

Draw Down Account Promotion and Changes - NEW

There are many good reasons to sign up for a Draw Down account, but one more has just been added.

Effective January 1, 2006, if your business has a draw down account, our office will accept faxed credit card payments from you when you deposit money onto your account.

A faxed [Draw Down Account form](#) tops up your account. No waiting for the mail to arrive. Draw Down accounts provide:

- monthly statements for your transactions with Security Programs.
- account statements providing an audit trail for applications that have been received and entered, licence number, applicant's name and type of application, deposits and credits.
- reduced processing time! Reduction in trouble letters sent as a result of insufficient fees being submitted for application fees.
- E-Licences. Applications for new licences can be sent by e-mail as of January 1, 2006.

Meet and Greet in Vancouver

A Meet and Greet session was held in Vancouver on January 14, 2005, with the security patrol industry business owners and representatives. Thirty-five businesses, represented by 65 individuals, attended this session. Registrar Sandra Sajko, Deputy Registrar Sydney Swift, Senior Inspector Greg Langham, Inspector Ole Rannaoja, Inspector Carman Hutmacher and Licensing Supervisor Sylvia Montagnaro and Angie Lock, Enforcement Co-ordinator gave presentations and were on hand to answer questions.

Future Meet and Greet sessions will be organized for January and May 2006 on Vancouver Island and in the B.C. Interior for all segments of the security industry.

Thank you to the individuals who took time out of their busy and demanding schedules to meet with us and discuss important issues! Your time and input was appreciated!

Status of Applications

We are very pleased to report that licences are being sent out in a timely manner. If you check our website page [Status of Applications](#) you will see the dates we are working towards for each type of application. Please continue to checking there first for status updates.

New initiatives we are working on

Basic Standards Training pre-approval

During meetings held at the Justice Institute earlier this year, businesses expressed an idea to speed up the process of issuing new licences for employees. Businesses would submit applications for a new license for an employee prior to the employee taking a Basic Standards Training course, so the processing of the application could get started. Once the employee has finished the course and has been issued their certificate number, the business could simply contact Security Programs with the new number, thus concluding the processing. The result – a faster receipt of the new license for the employee.

Update: we are currently reviewing this idea and will work with the industry and the Justice Institute to design an efficient process to further assist security businesses. A pilot project may be initiated to review the process before implementing.

Forms

We are currently reducing the number of our forms and making them simpler to complete. For example, there is now one application form for employee licences (see [Application Forms](#) on our website). This form allows businesses to apply for a Temporary, New, Lapsed, Renewal or Reprint of a security employee licence (before there were three forms in this category). We are currently working on revising the transfer, multi, termination and business applications.

Changes at Security Programs

You may have noticed that your phone calls into our office are now being answered directly by a Licensing Agent. The result of the elimination of our backlog, the data system operating more efficiently, and procedural changes, agents are now able to provide immediate responses to your enquires.

We would like to thank all the businesses for their support and patience over the past few years.

Couriered Deliveries

This is a reminder that you are able to courier packages to Security Programs via the "Loading Dock", 4000 Seymour Place, Victoria, BC. Mail can be accepted by courier from Monday to Friday, between 8:00 a.m. and 12:00 pm, and 1:00 pm to 3:30 pm.

Courtesy Renewal Notices

You may recall the Registrar's letter (dated Jan. 4, 2005) advising businesses that courtesy renewal notices will no longer be sent out after April 1, 2005. It is incumbent upon your business to track when your licence or employees' licences expire so the necessary renewals are submitted in a timely fashion.

We have provided a sample tracking sheet to businesses who needed to prepare for this new responsibility. If you would like a copy of the tracking sheet, contact Security Programs.

Contact Information:

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