

Manitoba Justice Private Investigators and Security Guards Information Note

July 5, 2023

Electronic Format for Application Submissions - Updated

As per previous communication circulated in March 2021, application format is now submission by e-mail. This transition allows for faster application processing times, while adapting to increased licensing demand and ensuring better business continuity. It also allows applicants to make submissions 24 hours a day, 7 days a week from home.

An updated guide detailing the electronic application format is included below (starting on page 3). Please ensure your workers/trainees are aware of the requirements that apply to them.

Please read this notice in its entirety as it contains important information on the various application submissions.

Information from this notice will also be posted and made accessible on the program's public web page here:

[Province of Manitoba | justice - Private Investigators and Security Guards Program \(gov.mb.ca\)](https://www.gov.mb.ca/justice/private-investigators-and-security-guards-program)

- **Business Licensing**

Business Licence applicants (to provide security guards and/or private investigators) submitting for the first time will be required to provide their initial application by mail as hard copy (paper) records.

Business applicants may send a scanned copy of their submission package for review prior to mailing original records, to prevent potential delays resulting from omissions or lost mail.

Business licence *renewals* can be completed by e-mail submission. The same format (see below) set out for worker applications should be applied, but utilizing the respective business licence application forms and essential documents.

Businesses must ensure they submit for licence renewal at least a month and a half in advance of licence expiry to help prevent a lapse that may affect their ability to continue operating. This includes tracking and submitting updated essential records that affect the licence, such as new record checks for managers, proof of liability insurance and proof of bond.

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Please check any application submissions thoroughly for completeness before sending them to the program. Incomplete application packages cannot be processed and will be rejected, resulting in licence processing delays.

- **Out of Province Application Submissions**

If completed in another province, an application form must still declare a Manitoba address, and include the signature of a Notary Public lawyer in place of a Commissioner for Oaths. The submission must then be mailed to the program with the other essential documents for processing. A brief cover letter should be included identifying the application is an external submission. This will prevent the application being returned in error.

For more important information regarding external applications and licensing, please consult the notice posted here on the program web page:

[applicationsub_noncompliance.pdf \(gov.mb.ca\)](#)

- **Fee Payment**

Payment for licence application fees is to be made by credit card (Visa or MasterCard only). Please do not e-mail credit card information. Program staff will obtain this payment information by phone when they have reviewed the related application submission.

Please note that all fees are non-refundable.

- **Worker Applications**

Workers who have not made e-mail application submissions previously may seek assistance/guidance from their employer, trainer or the Private Investigators and Security Guards Program (PISG Program) if required.

The PISG Program has already established procedures with many employers and trainers for assisting applicants with the e-mail submission process. These procedures will continue.

If applicants have any questions they may contact the program by e-mailing pisg@gov.mb.ca

Please see below for more information on electronic application submissions.

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Submitting Applications by E-mail

Please send all e-mail applications to pisg@gov.mb.ca

All application components should be attached to ***one e-mail message***.

If application messages are not going through to the program, this may be because an attachment is too large (too many documents scanned into a single file). To avoid this, attach application documents to the e-mail as separate files when sending (i.e. form, criminal record check, child abuse registry check, training certificate, etc.).

Please ensure pages for separate documents are scanned together and in order (i.e. all pages for the application form together, all pages for the criminal record check together, etc.).

For security reasons, zipped files, links to shared folders/drives, password protected files and portable media (such as thumb drives) cannot be accessed or used to process applications.

Documents which are crumpled/bent, cut off, obscured, incomplete, or otherwise unclear/altered, cannot be accepted and may result in a submission being rejected. Please ensure pages are laid flat and are in focus when scanning or taking pictures.

If an applicant's address changes during a licence term, they *must* report it within 15 days after it occurs. The new address can be e-mailed to pisg@gov.mb.ca. The licence holder should include their name, date of birth and licence number in the message, in addition to the full Manitoba mailing address. Failing to update an address may result in the licence holder not receiving their annual notice of licence expiry and other important information.

Please note that individuals renewing a valid full term security guard or private investigator licence may not require all of the application components listed below. The licensee should check their last notice of licence expiry to determine what is required in order for them to submit their renewal application.

At minimum, a properly completed licence renewal application will be required. Temporary licences cannot be renewed.

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Applications for licence renewal should be submitted at least a month and a half in advance of licence expiry.

If a licence term lapses for more than 30 days, a complete re-application may be required.

In order for e-mailed applications to be accepted, the following is **required** and must be submitted as electronic documents in *JPG, JPEG or PDF file format*.

1. A properly completed application form with a completed declaration section. This will require the applicant to obtain the signature of a Commissioner for Oaths *before* submitting the form for processing.
 - A Commissioner for Oaths signature may be obtained at the applicant's Autopac agent where they are a client. It is recommended the applicant calls ahead to ensure the service is available and make arrangements.
 - If the applicant is a client with a financial institution, insurance agent or accountant, they may also inquire with them regarding signature by a Commissioner for Oaths.
 - Alternatively, an applicant may inquire with their employer as the business may have staff who retain Commissioner for Oaths designations. It is recommended that employers have their administrative/office staff apply for these designations if they do not already have them. Applications and information can be found at <http://companiesoffice.gov.mb.ca/commissioner.html>

2. A clear colour scan of Criminal Record Check results in PDF, JPEG or JPG file format.
 - Please ensure that all pages for the record check results are scanned and submitted in the correct order.
 - The results can be no older than six months at the time of submission.
 - If a licence holder is renewing, new criminal record check results must be provided every three years. If a licence term lapses for more than 30 days, a new criminal record check will be required for re-licensing.
 - Please note that Criminal Record Check results must be from the Canadian police service of jurisdiction where the applicant resides.

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- If the applicant cannot obtain the record check directly from the police agency, the following record check services will be accepted (other third party record check services will *not* be accepted):

Commissionaires

www.commissionaires.ca

Review the “For Individuals” section for a link to “Electronic Criminal Record Checks”. Read the information posted and follow the steps to apply.

Fast Check

www.myfastcheck.com

Follow the links for a “Criminal Background Check” and apply for a “CPIC Investigative Data Bank & Police Information Portal (PIP)” record check. A “Contact Us” link is provided for following up with the service provider.

Sterling Backcheck

www.Sterlingbackcheck.ca

Select “Start My Criminal Record Check”. Select the Province and follow the next steps to apply for your criminal record check.

3. A clear colour scan of Child Abuse Registry Check results in PDF, JPEG or JPG file format.
 - The results can be no older than six months at the time of submission.
 - If a licence holder is renewing, new child abuse registry check results must be provided every three years. If a licence term lapses for more than 30 days, a new child abuse registry check will be required for re-licensing.
 - Please note that a police Vulnerable Sector Search cannot be accepted in place of a Manitoba Child Abuse Registry Check.
 - Child Abuse Registry Self Check results can be applied for online:

Child Abuse Registry Unit

https://www.gov.mb.ca/fs/childfam/child_abuse_registry.html

4. A recent, passport quality, colour photograph of the applicant in JPEG or JPG file format only (taken within the last six months). The picture must be clear as it will be used as the image of the applicant on the licence ID card.

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- This file should be named with the applicant's first and last name, with DOB.
 - The photograph should not have the applicant wearing a uniform with company logos/branding visible, and must be against a white or neutral background without obstructions, patterns, wall hangings, etc.
 - Hats and eye glasses should not be worn in the photograph and the applicant should have a neutral expression.
5. If applying for a **Security Guard** licence, include a training certificate issued by a Manitoba approved trainer *after* the applicant completed the mandated training course and passed the provincial exam.
- If the applicant is *renewing* a full term security guard licence and has already met the training standard, they would not need to include the certificate with their renewal application.
 - If the individual is applying for a *temporary security guard licence*, proof of registering in the Manitoba security guard training program *must* be included.
 - Further information about proof of training registration can be found here [training_reg_temp_license.pdf \(gov.mb.ca\)](#)
 - Only one temporary licence may be issued to an applicant and it may not be renewed. The temporary licence term is limited to six months.

Security Guard Training Equivalency

Equivalency for security guard training from some other Canadian provinces may be granted. Below are the current security guard training equivalencies accepted and the required proof that must be submitted with the Manitoba licence application:

Saskatchewan

- Training Certificate meeting Saskatchewan Registrar training requirements.

British Columbia

- Training Certificate for Basic Security Training (BST) issued by the Justice Institute of B.C.

Ontario

- Colour scan of the front and back of a valid Ontario Security Guard licence ID card.

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Alberta

- Security Guard Training Certificate issued by the Solicitor General's office.

Northwest Territories

- Security Guard Training Certificate issued under Apprenticeship, Trade and Occupations Certification Act.

Quebec

- Colour scan of the front and back of a valid Quebec Security Guard licence ID card.

6. If applying for a **Private Investigator** licence, proof of competency must be included.

- If the applicant is *renewing* a full term private investigator licence and has already submitted accepted proof of competency, they would not need to include this with their renewal application.
- The following are the accepted forms of proof of competency for a private investigator licence application:
 - Certificate of Service issued by a Canadian municipal, provincial or federal police service.
 - Proof of completing a regulated PI training standard set by another Canadian provincial jurisdiction.
 - Proof of successfully completing a curriculum at a Canadian university, college or vocational institute which covers police studies, criminal law and criminal justice.
 - Proof of successfully completing a Canadian private investigations training program that is acceptable to the Registrar (please confirm before enrolling and completing a course).
 - If the applicant has been licensed previously in Manitoba as a private investigator, they should indicate this and the period

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for which they were licensed, in their application e-mail. This may be sufficient to grant a licence.

7. The e-mail with the application form and accompanying documents attached should include a phone number where the applicant (or employer/trainer, if covering licence fees) can easily be reached for staff to take payment. Payment of licence fees is through credit card transaction by phone (Visa and MasterCard only). ***Please do not send credit card information by e-mail.***

Important:

Please note that many e-mailed applications to date are being submitted before being reviewed by the sender for completeness.

Submissions have also contained document attachments of insufficient size/clarity or which display pages that are bent and wrinkled, making important information difficult to read and verify.

Electronic applications that are submitted incomplete or with these types of images attached will be rejected and a re-submission required.

Please take sufficient time to review applications and ensure they are complete and include clear/legible copies of documents. This will help prevent delays with processing.