Training Providers

6 May 2016

Subject: Changes to our licencing services

Dear Training Provider

I am writing to remind you of changes we are making to the licensing process. In the Spring of 2016 we are introducing new and improved online services that will modernise our licensing system and streamline our processes.

We have previously communicated some of the below messages via your Awarding Organisations but some of this content is new and is likely to impact on your business.

What does this change mean for you?

- One of the main changes that will affect you is that bulk paper applications and telephone renewals will no longer be available for private security companies (ACS and non-ACS) and other organisations such as training providers.
- In the new ways of working, training providers will continue to play a key role in providing information and advice to applicants. Encouraging trainees to register online and create an SIA individual account is one area where the support of training providers will be vital. Trainees must register for an online account before they can apply for an SIA licence. Importantly, the trainee must have an SIA online account before their qualification can be uploaded and linked to them by the Awarding organisation. A new online self-service website will answer all routine enquiries. Trainees can set up their online account through the SIA website.
- The new online services place a greater reliance on the correct learner details being uploaded to ensure an automatic match with the relevant applications. It is important that learner details are recorded as detailed on the learners Group-A document provided.
- Training providers should understand the changes we are making to the licencing process to ensure they can advise their trainees on the best application route for them.
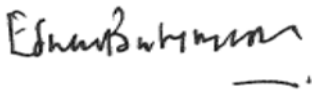
- Historically, training providers have helped trainees complete their paper application forms. In the future, training providers can continue this service by providing support and guidance on the online application process. It is the responsibility of the individual, however, to submit the application through their personal online account. The training provider cannot do this for them but can, as mentioned above, help them access the online process and pay for an individual licence once the application has been made.
- As part of supporting trainees through the application process, training providers will have access to the Licence Pay Only (LPO) service which also includes online Licence Status Checker (LSC) where they can view the application process in real-time. Training providers will need to register for an online business account and then invite a trainee to link to them before being able to pay.

What is changing?

- Licence applications (including renewals) will be completed and submitted online through the new self-service website. Paper exceptions will still be available to a small number of applicants' e.g. people not able to access a post office or have access to the internet.
- Only businesses that are SIA Approved Contractors will be able to submit applications on behalf of individuals. This change means that training providers will no longer be able to submit applications on behalf of individuals.
- The forthcoming changes introduce two new application tools available to Approved Contractors: Licence Management (LM) and Licence Assist (LA). Both LM and LA, in varying degrees, support individuals applying for SIA licences and, in the case of Licence Management, take on some of the responsibilities currently undertaken by the SIA e.g. identity checking. Both products are voluntary and it is not envisaged that all Approved Contractors will apply for LM or LA status.
- The new online services offer a 'pay only' option for licence applications. This service allows training providers and other organisations to pay for the licence on behalf of the individual should they wish to. In this case, the funding body needs to register as a 'pay only' business through the self-service website. After completing their online licence application, the individual needs to link their account with the funding body. When the linking process is complete, the funding body will be able to make the payment through the self-service website.
- As we modernise our process, the ways in which licence holders contact us will change. Applicants will be able to easily find the support they need for the majority of queries through the self-service website or through their employer. In the future, the SIA resources currently managing our call handling facilities will be refocused on other parts of the licensing operation.

For more information please visit our website: www.sia.homeoffice.gov.uk/changes which we will continue to update regularly with information and guidance as we move toward go-live. You can also keep up to date with developments by joining the SIA on Facebook (Security Industry Authority) or Twitter (SIAuk), or by signing up to receive more information here www.sia.homeoffice.gov.uk/sign-up.

Yours faithfully,

Ed Bateman
Deputy Director
Security Industry Authority