



Your ref:

Our ref:

Training Providers

29 July 2015

Subject: Important changes to our licensing services

Dear Training Provider

I am writing to training providers of security industry qualifications, through qualification awarding bodies, to advise you of changes we are making to the licensing process that may affect you.

We are introducing new and improved online services that will modernise our licensing system and streamline our processes.

Why is this changing?

Consistent with Governments' 'Digital by Default' policy, we are moving away from paper and introducing new online services that will speed up the application process and improve the information available to applicants and businesses.

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 unable to access a post office or who have no access to the internet.
- 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 checks). Both products are voluntary and it is not envisaged that all Approved Contractors will apply for LM or LA status.

- Only businesses that use the Licence Management (LM) and Licence Assist (LA) tools will be able to submit applications on behalf of others. This change means that training providers will no longer be able to submit applications on behalf of individuals.
- 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 want 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.

What does this change mean for you?

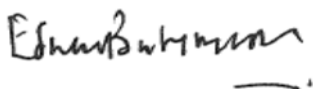
Whether you are a provider of security services or a training business your relationship with us will change.

- 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 obtain an email account and to access the internet is one area where the support of training providers will be vital. This is to ensure they can set up an online account when the self-service website is available.
- Training providers will need to 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 online licence status checker where they can view the application process in real-time.

We have launched a new section on 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,

A handwritten signature in black ink, appearing to read 'Ed Bateman', with a horizontal line underneath.

Ed Bateman

Deputy Director
Partnerships and Interventions
Security Industry Authority