

Manitoba Justice Private Investigators and Security Guards Information Note

May 10, 2021

Clarification Regarding Licensing Requirements and COVID-19 Pandemic Interim Processes

This information note is being provided for clarification and as an update for industry workers, employers and trainers regarding interim licensing procedures during the COVID-19 pandemic.

The PISG Program has continued to receive a significant increase in application submissions and related communications. Currently, licensing submissions are being reviewed approximately six weeks after being received by the program.

Interim Licensing Procedures

As has been communicated over the last year, to address delays, the following interim procedures are being continued until further notice:

- If an individual already holds a valid Manitoba security guard and/or private investigator licence, they may continue to perform the duties of their licence type while waiting for licence renewal if;
 - *The licence renewal application is submitted before the individual's current licence expiry. As per pre-pandemic direction to applicants, renewal applications should be submitted at least a month and a half before licence expiry.*
 - *The renewal application form is complete, with all the necessary fields of the form filled out. The applicant must ensure that their printing and selections on the form are clear and legible.*
 - *All other documents which are required to process the licence renewal are included with the application form (such as updated record checks, photo, copy of photo identification, etc.).*
 - *All parts of the application are clear and unobscured. Documents which cannot be read, are unclear, cut off, wrinkled/folded, etc. will not be accepted.*
 - *The photo of the applicant submitted for creating their licence ID card is in colour and recent (within the last six months). Photos received through fax, that are in black and white or unclear cannot be accepted.*

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Renewal applications which do not meet the above requirements cannot be accepted and will require a full re-submission once any omissions or issues are addressed by the applicant.

Renewal applications submitted *after* a licence term has expired for a significant period of time may result in the requirement for a full re-application. This will mean the completion of the application for a *New* individual licence and the submission of *new* record check results and a photograph.

Please ensure applications are checked *thoroughly* to ensure completeness and accuracy prior to submission. Incomplete or unacceptable submissions will result in significant delays for the applicant and impact the overall response time for other licensing requests.

It is the responsibility of the licence holder to ensure they track the expiries of their licence and related essential documents (criminal record check, child abuse registry check, photo, etc.). Employers must verify individual licence status with their staff in order to remain compliant with pandemic licensing procedures.

For more information on the e-mail submission process for licence applications, please refer to the related March 20th, 2021 information notice which can be found on the program website or by following this link:

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

Temporary Security Guard Licences

- As has been previously communicated, as of March 1st, 2021, temporary security guard licence terms apply normally. The interim measures noted above for licence renewals apply only to individuals who have satisfied the training requirement, with full licence terms.

If a temporary licence term expires, the licence holder cannot perform the duties of a security guard until they have satisfied mandatory training and completed any re-licensing requirements.

Individuals who apply for temporary licences are responsible for completing mandatory training and passing the provincial exam in as timely a manner as possible.

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This will allow the licensee to receive a training certificate prior to their licence expiry, so they can be converted to a full term licence. The licensee or trainer must submit a colour copy of the certificate by e-mail to pisg@gov.mb.ca

The e-mail message with certificate attached must include the name of the licensee and their temporary licence number.

Please note that temporary licences cannot be renewed.

Unlicensed Workers

- Individuals who do not qualify under the interim licensing procedures noted above or who hold expired temporary licences, may not perform security guard or private investigator duties.

New applicants who do not yet hold a Manitoba licence to act as a security guard or private investigator may not be placed to perform the respective duties.

Placement of unlicensed workers who do not qualify under the interim licensing criteria will be considered a contravention of The Private Investigators and Security Guards Act.

Assisting trainees and licensees with the application process

- Employers and Approved Trainers are encouraged to assist their students and workers with the licence application process. Many may be new to the licensing requirements and may be seeking guidance.

Students and applicants can also be directed to the program web page for FAQs, application forms and information notices.

Included below are several useful links for trainees and applicants:

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

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

[Application for New Licence \(gov.mb.ca\)](#)

[Application for Licence Renewal \(gov.mb.ca\)](#)