

# Manitoba Justice Private Investigators and Security Guards Information Note

September 11, 2020

## Virtual Exam Access and Temporary Licensing

### Manitoba Virtual Security Guard Exam

As has been communicated previously (related notice at [https://www.gov.mb.ca/justice/commsafe/private/pubs/license\\_exam2020.pdf](https://www.gov.mb.ca/justice/commsafe/private/pubs/license_exam2020.pdf)), the Private Investigators and Security Guards Program (PISG Program) has been working to develop a virtual exam for the Manitoba Security Guard Training Program (MSGTP).

The launch date for general access to the new exam format is **September 14<sup>th</sup>, 2020**. Only trainers who currently hold valid approved trainer status issued by the Manitoba Registrar may utilize eProctor Canada for the MSGTP exam.

Approved trainers and their students will now cooperatively book exams through eProctor Canada. Students will need to be made aware, and agree to have their personal information shared with eProctor. This may take longer than normally accustomed to, but will allow for ongoing training and exam activity while helping to ensure the safety of trainers, students and invigilators. Please be patient as this process is implemented, and trainers and students adjust over the next several months. Approved trainers should reach out to eProctor first, before students begin attempting to book tests.

eProctor Canada will require student identifying information, confirmation of training completion and a fee from students to complete the process for online exam enrollment. Please note that students will be expected to adhere to the date and time for which they are booked.

### Exam fees

***Please note that beginning Sep. 14, 2020 all virtual exams booked will require the payment of provincial fees.*** The PISG Program will contact trainers regarding collection of provincial exam fees *following* completion of online tests. Results will not be released to trainers until related provincial fees have been paid. As per prior practice, electronic receipts will be issued by e-mail for exam fee payments.

Fees will continue to be non-refundable. Students who are confirmed by eProctor as not attending their scheduled online exam session will still require payment submission for the provincial exam fee. If students breach eProctor Canada exam protocols, they will no longer be permitted to access the service.

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## Exam Results

Students will know their result upon conclusion of the test. Exam results will then be submitted to the PISG Program by eProctor Canada. The PISG Program will pass results on to the respective trainers using the already established e-mail communication process.

*As per standard practice, training certificates may **not** be issued to students until trainers have received communication from the PISG Program that confirms a pass mark of 75% or higher.*

## Booking Online Exams

The general contact for eProctor Canada is Justin MacDougall. He will assist Manitoba approved trainers with setting up the booking process for students. This will require that trainers actively follow up with their students and ensure they respond to exam related communications and log on as scheduled for their test session.

Please contact Justin at:

[justin@eproctorcanada.com](mailto:justin@eproctorcanada.com)

[inquiries@eproctorcanada.com](mailto:inquiries@eproctorcanada.com)

Business phone numbers:

902-629-3710 ext. 8033

or

1-844-595-2561

## Training Delivery during the COVID-19 pandemic

Trainers who are able to safely continue training through virtual or in person classroom environments may continue to do so.

In-person teaching *must* adhere to social distancing, PPE requirements and other safety and health orders/recommendations as issued by public health officials. This will assist with maintaining industry professional standards, while preventing the spread of COVID-19. Please refer to the most current public health mandates to ensure you are abiding by the necessary precautions and restrictions.

Additionally, please refer to the Manitoba Government's new Pandemic Response System (PRS) for more information on response levels and sector based guidance. The website for the PRS can be reached directly through the following link

<http://www.manitoba.ca/covid19/restartmb/prs/index.html>

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You can also navigate to the PRS through the Manitoba Government's public website at <http://www.manitoba.ca/index.html>

## Temporary Licensing and Licence Expiry

With the launch of the Manitoba virtual security guard exam, interim measures related to temporary licensing will be suspended. As of **September 14<sup>th</sup>, 2020**, the following will immediately apply:

- Expiry dates for Temporary Security Guard Licences that are issued **after Sep. 14, 2020** will apply normally. If the licence holder has not completed training and passed the mandatory exam by the end of their six month temporary licence term, they may not continue acting as security guards. Once they have satisfied the mandatory training requirement they may re-apply for a full term security guard licence.
- Temporary Security Guard licensees whose licences were issued prior to September 14, 2020 and which expire before they are able to pass the final exam, may continue to work as security guards **until Dec. 1<sup>st</sup>, 2020**.

After this date, individuals whose temporary security guard licences have expired may not continue acting as security guards. They may re-apply for a licence once they have satisfied the mandatory training requirement.

- Applications for Temporary Security Guard Licences submitted after Sep. 14<sup>th</sup>, 2020 **must** include written proof from an approved trainer that the applicant has enrolled in the MSGTP. Please see the related notice regarding the format for this supporting documentation at [https://www.gov.mb.ca/justice/commsafe/private/pubs/training\\_reg\\_temp\\_license.pdf](https://www.gov.mb.ca/justice/commsafe/private/pubs/training_reg_temp_license.pdf)  
Most approved trainers will already be familiar with this process.

Confirmation of training registration **must** be included with the e-mail, fax or hard copy licence application submission. E-mails or documents submitted separately by trainers to the PISG Program will result in significant delays with licence processing. If you are a trainer or employer who is assisting individuals with their application submissions, please make sure they are aware of this information.

If you have any questions regarding the above information, please e-mail [pisg@gov.mb.ca](mailto:pisg@gov.mb.ca)

Please include a current cell phone number in your communication so that you may be contacted as soon as possible.