

Application Processing Times

Consumer and Business Services endeavours to process all applications in a timely manner. We appreciate the fact that many applicants are seeking a licence urgently. Please refer to the timeframes and application process below before contacting us regarding the progress of your application.

Investigation Agents

Generally applications for an Investigation Agent licence are processed within 4 weeks of lodgement. If you are also applying for a security agent licence or trainer licence please refer to the section below.

Security Agents & Trainers

In general, you should expect to have your licence application finalised within 9 - 12 weeks from the date your complete application is lodged.

Timeframe/Location	What will happen?	What do you do?
Weeks 1 - 4 (SAPOL fingerprints)	Your Personal Information Declaration is sent to the South Australia Police (SAPOL) for review. You should expect a letter from SAPOL arranging an appointment to have your fingerprints taken within 4 weeks of lodging your application.	Attend your scheduled fingerprint appointment
Weeks 5 - 8 (SAPOL assessment)	SAPOL will take approximately 6-8 weeks to complete background checks and process fingerprint results. Police records, offence history and associates are taken into consideration when assessing whether an applicant is a fit and proper person to hold a security licence. <i><u>Until these results are returned to us, we are unable to progress your application.</u></i>	Nothing
Weeks 9 - 12 (Licensing assessment)	Information received from the SAPOL is reviewed and assessed. The majority of applications are granted by week 10, unless further information is required.	Nothing, you will receive your licence card in the post within 5-10 business days from the date the licence is granted.
Weeks 12+ (Licensing assessment)	Sometimes the Commissioner for Police objects to an application and further information is requested from the client. i.e. Court records, submission letters or psychological assessments. Applications can exceed a 12 week timeframe. If needed we will contact you in writing requesting further information.	Respond in writing, providing requested information. The sooner you do this the quicker we can assess your application.

Once granted your licence details can be viewed on the public register (<http://www.cbs.sa.gov.au/wcm/licensing-and-registration/find-a-licence-holder/>). The public register updates daily and you can search by surname.

If you have not heard from us within 4 weeks (Investigation Agent only) or 12 weeks (Security Agent and/or Trainer), please feel free to e-mail us at occupational@agd.sa.gov.au or call on 8204 8512.

For more information

Email	Website	Phone	In person
occupational@sa.gov.au	www.cbs.sa.gov.au	Ph: 131 882	Customer Service Centre 91 Grenfell Street ADELAIDE SA 5000