

SECURITY SERVICES AND INVESTIGATORS ACT

SECURITY PROGRAMS POLICY MANUAL

VERSION 4.0

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(AMENDED JULY 2015)

RESPECT

ACCOUNTABILITY

INTEGRITY

EXCELLENCE

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1.0 PROGRAM OVERVIEW

1.1 History of the *Security Services and Investigators Act*

The *Security Services and Investigators Act* replaces the *Private Investigators and Security Guards Act*.

For more than 40 years the *Private Investigators and Security Guards Act* was the government's means of regulating the private security industry in Alberta. Only a small portion of the security industry was regulated, specifically those involved in contract security and private investigation services. There were no provisions for the licensing or regulation of 'in-house' security guards and investigators. There was very limited regulation for locksmiths, pertaining only to meeting the *Criminal Code (Canada)* requirements to possess and carry trade tools.

The *Security Services and Investigators Act* (the Act) and Regulations stipulate a number of requirements that those engaged in the industry must adhere to, from who must carry a Licence; to training qualifications; to the type of equipment permitted.

Many areas of the security industry that were not licensed or only marginally licensed under the old legislation have a significant role in the safety and security of Albertans. As the industry continues to grow and change, the government must ensure the legislation that governs it keeps pace. In support of this goal, the *Private Investigators and Security Guards Act* underwent a MLA Review which recommended substantial changes in the scope of the old Act. The review examined all aspects of the security industry, from licensing qualifications and training, to reporting requirements and accountability.

Stakeholder input played a key role in development of the new program. Throughout the review it became apparent that overall, stakeholders agreed that changes to the legislation were needed to strengthen the industry, improve accountability, enhance professionalism and create consistent provincial standards. It is through these standards that Albertans can be assured that individuals who work in the industry deserve the trust placed upon them.

The MLA report led directly to the development of the new legislation, the *Security Services and Investigators Act*. This new legislation is designed to ensure an effective level of professionalism and accountability for those working in the private security industry in Alberta.

1.2 Introduction

This program operates under the auspices of the *Security Services and Investigators Act* which allows the Government of Alberta to licence businesses and individuals engaged in the broad industry of security and investigative services. Duties and functions within the program vary greatly and include such roles as security guard, loss prevention, executive security, private investigator, in-house investigator, locksmiths and many others. Regardless of industry sector, the Act is designed to ensure minimum standards of training, accountability, and professionalism.

Legislation governing security and investigative services is found in the *Security Services and Investigators Act* (the Act), the *Security Services and Investigators Regulation* (Regulation) and the *Security Services and Investigators Act (Ministerial Regulation)* (Ministerial Regulation). This manual provides the information necessary for individual and business licensees to understand the expectations involving operational and administrative practices and procedures.

The Minister of Justice and Solicitor General has overall authority for the Act. The program is administered by the Public Security Division under the Registrar and Deputy Registrar. The Deputy Registrar has responsibility for daily program operations, including development of policies and guidelines. All program related correspondence must be directed to the Deputy Registrar for approval and processing unless otherwise specified in this manual.

It is the role of the Registrar to protect the public interest and ensure that security and investigation services produce effective and appropriate enforcement exercised in accordance with existing legislative and policy frameworks.

The Minister of Justice and Solicitor General may appoint a Registrar pursuant to the Act and may also name individuals to carry out the powers and duties of the Registrar.

For ease of understanding any reference in this manual to the term “security and investigative services” includes all associated functions such as loss prevention, executive protection, patrol dog services, alarm response, locksmiths and automotive lock bypass services.

2.0 ACT AND REGULATIONS OVERVIEW

The Public Security Program has been created using the *Security Services and Investigators Act*, *Security Services and Investigators Regulation* and *Security Services and Investigators (Ministerial) Regulation*.

For information purposes, a brief overview of the legislation follows.

2.1 *Security Services and Investigators Act*

Contains the broad strategic directions under which the Public Security Program must operate. The key directions of professionalism, accountability, and standards are captured here.

Part 1

- a) Identifies the industry sectors licensed under the Act.

Part 2

- a) Identifies exemptions from licensing under the Act.
- b) Outlines the process for handling requests for exemptions from licensing under the Act.

Part 3

- a) Assigns responsibilities and authorities for the Registrar and representatives of the Registrar.
- b) Outlines the licence application process for both individual and business licensees.
- c) Details the reporting requirements for both individual and business licensees.
- d) Addresses miscellaneous items related to transferability and return of licences.
- e) Lists the reasons for suspension or cancellation of a licence.

Part 4

- a) Outlines the process for handling public complaints against an individual or business licensee.
- b) Details the appeal process for complainants who disagree with the authorization decision-maker.

Part 5

- a) Outlines responsibilities and requirements for inspections and investigation.

Part 6

- a) Lists record keeping and reporting requirements for business licensees.

Part 7

- a) Outlines uniform and weapons standards.
- b) Lists prohibitions for licensing.
- c) Addresses miscellaneous items such as identification, titles and terminology.

Part 8

- a) Lists offences and penalties under the Act.

Part 9

- a) Lists all areas in which regulations may be developed to address certain requirements of the Act.

Part 10

- a) Transitional provisions and legislative amendments resulting from proclamation of the Act.

2.2 Security Services and Investigators Regulation

Contains the operational and administrative practices and procedures under which licensees must operate.

- a) Expands exemption from licensing including exemptions as they apply to armoured vehicle services and guards.
- b) Identifies specific reporting and record keeping requirements for individual and business licensees.
- c) Lists authorized and restricted equipment, weapons and prohibited devices.
- d) Prohibits businesses from advertising services they are not licensed to provide.

- e) Outlines standards for the collection, use and disclosure of personal information.
- f) List of sections of the Regulation for which contravention constitutes an offence.

2.3 Security Services and Investigators (Ministerial) Regulation

Contains the licensing classes and sub-classes and the conditions under which licences are issued under the Act, including terms, qualifications, standards of conduct, training requirements and visual representation to the public.

- a) Lists the licence classes and sub-classes.
- b) Lists the requirements for renewal of an individual or business licence.
- c) Lists the training requirements for licence classes.
- d) Lists the licence terms for individual and businesses licences.
- e) Identifies the terms and conditions under which licensees may operate.
- f) Identifies conditions and restrictions under which an individual licence is valid.
- g) Authorizes the release of information to employers about an individual licensee's licence status.
- h) Establishes the terms and conditions under which training licences may be issued.
- i) Expands exemptions and prohibitions from licensing.
- j) Establishes a code of conduct for all licensees.
- k) Identifies the uniform requirements and exemptions for security services businesses.
- l) Outlines the terms and conditions for use of badges.
- m) Specifies the contents of the licence ID card carried by individual licensees.
- n) Identifies the vehicle requirements for security services businesses.
- o) Provides additional direction on the process for handling public complaints against an individual or business licensee.
- p) List of sections of the *Ministerial Regulation* for which contravention constitutes an offence.

3.0 LICENSING SECURITY AND INVESTIGATION SERVICES INDUSTRY

3.1 Licence Types

In Alberta any business or person engaged in security, investigation or locksmith services must have a licence issued by the Registrar unless exempted (see section 3.4 for Exemptions from Licensing). Within legislation there are a number of licence types issued by the Registrar with each licence type having unique characteristics. This section is intended to provide clarity to all program participants on the different licence types and to whom they apply.

3.1.1 Classes of Business and Individual Licence

Businesses and individuals may hold licences in one or more of the following licence classes, provided the qualifications are met for each licence class. Some exceptions are noted in the descriptions below.

NOTE: Supervisors and managers that do not perform licensed services are not required to hold a licence.

a. Security Services

Any person or organization that undertakes to:

- Monitor, patrol, guard or provide security for another person or the property or premises of another person or organization
- Investigate loss of or damage to property or premises of another person or organization
- Conduct searches of persons, personal property or premises for the purpose of protection or loss prevention
- Detain, control, discipline or warn anyone while accessing or on another person's property or premises

Security Services encompasses the following sub-classes:

i. Loss Prevention Workers

Any person or organization that undertakes to monitor, investigate and perform security services to prevent loss or damage to the commercial, industrial or retail property or premises of a person or organization. This licence class is exempt from wearing a uniform if desired. If a uniform is worn it must be compliant with legislation.

ii. Executive Security

Any person or organization that undertakes to guard or provide security for another person for the purposes of personal protection. This licence class is exempt from wearing a uniform if desired. If a uniform is worn it must be compliant with legislation.

iii. Security Alarm Responders

Any person or organization that undertakes to provide security services in response to and at the location of a security alarm.

Business owners, managers, employees, family members or community volunteers (“key holders”), who are contacted to verify the validity of an alarm after business hours, and *for the sole purpose of providing information or access to security services or law enforcement*, are not required to hold a licence under the legislation. These individuals are representative of the premises’ owner whose primary occupation is not as an alarm responder, nor are they employed by an alarm responder company.

This licence class was created to capture those companies and individuals whose sole service offering is to attend the site of an alarm. Companies who provide a total security product to their worksite or contract holder are not required to hold an Alarm Response Licence in addition to a Security Services Licence.

iv. Patrol Dog – (Licensed under section 2(e) of the Ministerial Regulation)

Any person or organization that undertakes to train, handle or control a dog for the purposes of providing security for another person or the property or premises of another person or organization. Guard dogs fall into two distinct categories:

- a) Patrol dogs which are trained to work with a handler to provide security services.
- b) Yard or watch dogs are turned loose, without a handler, into fully enclosed area where the public has no right of access for the purpose of deterring entry. At this time, the legislation does not speak to licensing for this group.

v. Training Licence (any class except locksmith)

A business licensee may apply for a training licence on behalf of an individual employee. Individuals may not apply for this class of licence on their own. This licence is designed to allow individuals to receive on-the-job training and commence employment while completing mandatory training and provincial examination requirements.

It is a 30-day individual licence for any licence class, except locksmith. These licences are only issued once. Any requests for subsequent training licences will be denied.

Applicants for a training licence must meet all the qualifications for licensing applicable to the licence class they are applying to, except training, and provide a letter of sponsorship from the licensed employer. Upon completion of training, applicants must submit proof of training to the Registrar to have their licence converted to a regular licence in the applicable class(es).

Individuals that fail to successfully complete the provincial exam within the 30 day period are not permitted to continue working past the 30 days. Individuals may rewrite the exam following this period but are not permitted to work in a position requiring a licence until they successfully pass the exam and are issued a full licence.

If you pass the required provincial exam prior to training license expiration date **plus six (6) months**, your initial application will be processed; however an updated original criminal record check will be required. Failure to complete the exam with a passing grade until **after the six month period** will result in you being required to submit a complete new application package.

A pre-test for this licence may be implemented at a later date.

b. Investigator

Any person or organization that undertakes to investigate, perform surveillance, or seek or obtain information about crimes, offences, contradictions of enactments or misconduct or allegations of same about:

- an accident, incident, personal injury or damage to property or premises
- the activities, conduct, character or repute of a person or organization
- the whereabouts of an individual
- the location, disposition or recovery of lost, stolen or missing property

This licence class is exempt from wearing a uniform if desired. If a uniform is worn it must be compliant with legislation.

Investigator licensees may not hold additional licence class as a locksmith or automotive lock bypass worker.

c. Locksmiths

Any person or organization that undertakes to mechanically, electronically or digitally:

- Possess or operate locksmith tools or tools designated to operate the switches or locks of a motor vehicle
- Make, service, code, re-code, rekey or re-pin any locking device
- Design or maintain master key systems
- Maintain key code records
- Cut, make or sell keys or other lock-operating devices that:
 - are marked to prohibit or restrict duplication or copying, including, without limitation, keys marked “Master”, “Do not copy”, “Do not duplicate” or “Restricted”

- can be duplicated, copied or coded only by equipment unique to that type of key or lock-operating devices

Locksmith licences will only be issued as a sole licence class and will not form part of a multiple licence class. If a locksmith licensee wishes to hold licences in other categories, he/she must be approved to do so by the Registrar.

d. Training Licence - Locksmith Apprentice

A business licensee may apply for a locksmith apprentice training licence on behalf of an apprentice/employee. Individuals may not apply for this class of licence on their own. Applicants must meet all the requirements for a locksmith licence, except the mandatory training, and must provide proof of enrollment or intent to enroll in a recognized locksmith apprenticeship program approved by the Registrar and a letter from the employer indicating sponsorship of the applicant. This licence class will allow locksmith apprentices to possess and use locksmith tools under the Criminal Code of Canada while completing training. This licence is valid for the duration of the apprenticeship program; not to exceed seven (7) years.

e. Automotive Lock Bypass

Any person or organization that undertakes to open or provide access to an automobile. These licensees are not authorized to work on non-automotive locks. Licences will only be issued as a sole licence class and will not form part of a multiple licence class. If a licensee wishes to hold licences in other categories, he/she must be approved to do so by the Registrar.

f. Locksmith Equipment Sales and Promotion

Any person or organization that sells, offers for sale or advertises locksmith tools or tools designated to operate the switches or locks of a motor vehicle, as defined by the Criminal Code (Canada).

Student Work Experience Programs

The legislation does not permit the issuance of temporary licences for work experience programs through accredited post-secondary institutions, training programs, or other educational or training facilities. Job shadowing, in a solely observatory role, is permitted and at the discretion of the licensed business.

3.2 Types of Business Licences

In addition to licence class, there are two types of business licences.

a. Contract Business Licence

A business or entity that employs or engages individuals to sell, market or provide security or investigative services in any licence class is required to obtain a business licence under the *Security Services and Investigators Act*.

b. Registered-User Business Licence

A unit or department of a business that employs or engages individuals to provide security or investigative services licensed under the Act is required to obtain a business licence under the *Security Services and Investigators Act*.

Businesses which obtain security, investigative or locksmith services from a contract company are not required to hold any type of licence.

Example:

A retail store that hires a security guard directly and retains that person as an employee of the store is required to hold a registered-user business licence. The employee is also required to hold an individual licence in the applicable licence class.

A retail store that hires a contract security company to provide security guards to their store is not required to hold a licence. The security guard is still required to hold an individual licence and the company that employs the security guard is required to hold a Contract Business Licence.

3.3 Portability of Individual Licences

Individual licences are fully portable. Individual licences are applied for and maintained by the individual licensee and remain with a licensee when they change employers. Portability also allows individual licensees to work for one or more employers concurrently.

Under section 11 of the *Ministerial Regulation*, an individual's licence is only valid while the licensee is employed by a business licensed under the Act and only the licence class shared by both the business and individual licensee will be valid.

Example:

An individual licensed as both a security worker and investigator who is working for a company only licensed to provide security services may not utilize their investigator licence.

3.4 Prohibitions from Licensing

The following professions **may not** hold a licence under the *Security Services and Investigators Act*.

- members of a police service as defined in the *Police Act*
- sheriffs as defined in the *Civil Enforcement Act*
- bailiffs as defined in the *Civil Enforcement Act*
- a collection agency or debt collector as defined in the *Fair Trading Act*

Individuals or businesses licensed under the *Security Services and Investigators Act* shall not act, either with or without remuneration, as a collection agency or collector of debts or accounts, or hold out or advertise that the person is a collection agency or a collector of debts or accounts to any person.

Peace Officers

A peace officer appointed under the *Peace Officer Act* may be issued an individual licence and may be employed by a business licensee only while the peace officer is not acting within the scope of their peace officer appointment.

Police Officers In Course of Duty

The industry that sells lock picks and other specialized locksmith tools has implemented policies that require police officers to show a valid licence issued by the Justice and Solicitor General when purchasing equipment for use in the course of their duties as a police officer. Special arrangements can be made with the Registrar to accommodate this need. Contact the Security Programs for more information.

3.5 Exemptions from Licensing

As per section 10 of the Act and section 2 of the Regulation, the following classes or persons have been exempt from the requirement to be licensed. If there are questions with regards to exemption contact the Security Programs for guidelines and direction.

- Peace officers while acting within the scope of their authority and in the course of their employment or designation.
- Barristers and solicitors acting within the scope of their profession.
- Insurance adjustment agencies, insurance companies and the Fire Underwriters' Investigation Bureau of Canada Incorporated while engaged in the normal scope of their business, and their employees or agents while acting within the scope of their employment.
- A person who obtains or provides information about the financial rating, credit rating or financial standing of another person while engaged within the scope of that activity.
- A person engaged in a business that engages a business licensee to provide individual licensees on a contract basis to provide security or investigation services, and does not employ an individual licensee to perform that security or investigation services.
- A person whose primary business is to provide an armoured vehicle service to transport property (see section 1 and 11 of the *Regulation*). Armoured vehicle service is defined as transporting property in an armoured vehicle with armed guards. *Any variation from this business practice may require licensing under the Act.*
- Volunteer security guards when no remuneration is provided to the volunteer or to the volunteer organization of which the volunteer security guards are members, unless the volunteer organization competes for a tender for a contract to perform security and investigation services (see below for additional information).

- A person who is employed or engaged for services only to provide advice to another person about that other person's security requirements.
- Persons who obtain or provide information about the qualifications and suitability of an applicant for insurance or an indemnity bond, or the qualifications and suitability of a prospective employee while obtaining or providing that information.
- A business licensed under the *Gaming and Liquor Act* or an employee of such a business, while carrying out duties and functions under the *Gaming and Liquor Act* (see below for additional information).
- A business licensed under the *Safety Codes Act* or an employee of such a person, while carrying out duties and functions under the *Safety Codes Act*.
- A person who is employed or engaged by the Crown or an agent of the Crown to perform security or investigative work, while acting within the scope of that employment or engagement.
- Except with respect to Guard Dogs or Locksmiths, an employer and a person who is employed or engaged to perform security or investigative work solely with respect to employees or contractors of the employer, while acting within the scope of that employment or engagement.
- A person engaged in an investigative capacity under an enactment governing a profession or occupation.
- An officer of the Legislature, including the Auditor General, the Ombudsman, the Chief Electoral Officer, the Ethics Commissioner and the Information and Privacy Commissioner, while acting within the scope of that person's office and any person employed or engaged in any of those offices while acting within the scope of that employment or engagement capacity.
- Business entities, or in-house employees of business entities, governed under the *Bank Act (Canada)*.
- Finance entities, or in-house employees of finance entities, as defined under the *Finance Entity Regulation (Canada)*.
- Entities, or in-house employees of entities, defined in the *Credit Union Act (Alberta)*.
- Hotel/motel employees as it relates to maintenance/management of key systems used for guest rooms.
- Individuals and businesses providing security at international airports on the secure side of the airport fall under the federal legislation *Canadian Air Transport Security Authority (CATSA)* and therefore are exempt.
- Individuals, businesses and departments providing some locksmith services, where it is not the primary service or job function (see definition of "primary" below) may qualify for an exemption (applicants must submit a written request to the Registrar to be considered for exemption), i.e. *carpenters, alarm installers and some maintenance departments*.

- Individuals, businesses and departments that possess or use restricted automotive master keys and lock out tools may qualify for an exemption if automotive entry is not a primary/core service offered or the company does not sell automotive lock bypass services to customers but possess restricted tools to facilitate provision of job functions (applicants must submit a written request to the Registrar to be considered for exemption), i.e. *automotive repair companies, mechanics, automotive dealerships, glass installers and auto body shops*. This exemption does not apply to automotive entry service providers such as tow truck operators and roadside assistance services.
- Small business users of vehicle lock out tools who can demonstrate that revenues from lock out services do not exceed the cost of licensing (applicants must submit a written request to the Registrar to be considered for exemption).
- Forensic Digital Investigators whose sole function is to mine, review and report digital data for licensed or in-house investigators or on behalf of business owner.
- A person who performs a function listed in the Act only 'incidentally' as it relates to their primary job function.

The definition of primary job function is as follows:

- *The principal and fundamental job duties, functions or services offered by an individual or business, or*
- *The principal and fundamental services offered for sale to the public by a business.*

Some non-exhaustive examples:

- A corner store owner that arrests a shoplifter.
- Event staff that do not undertake any formal interaction with patrons, such as searching a person or confiscating items, or those who perform such duties as ticket takers, parking lot attendants or ushers.
- Restaurant staff who assist with evicting a patron from the premises.
- Store clerks who may be asked to assist the store manager and/or security guard with a situation.
- Carpenters who install locks that have been re-pinned by a licensed locksmith.
- Employees working in a licensed locksmith shop who assist the locksmith with a limited range of duties such as cutting keys and handling the sale of cut master keys. Exempt employees must work under the supervision of a licensed locksmith when performing locksmith-related duties.
- Business owners, managers, employees, family members or community volunteers, who are contacted to verify the validity of an alarm after business hours ("key holders"), and for the sole purpose of verifying the validity of an alarm by providing information or access for security services or law enforcement, are not required to hold a licence under the legislation. A representative of the premises whose primary occupation is not as an alarm responder or security services worker, nor are they employed by an alarm responder company.

Charities and Non-profit Organizations

These organizations, and individuals working for these organizations, are not exempt from licensing under the *Security Services and Investigators Act*.

Volunteer Security Guards

Volunteer organizations and associated volunteers that receive a meal, beverages, pin, t-shirt, hat, jacket or other items directly related to performing the volunteer service for volunteering are exempt from licensing under the *Security Services and Investigators Act*.

NOTE: *Any organization and associated volunteers that receives any other form of remuneration or competes for a tender for a contract to perform security services is not considered a volunteer and is therefore not exempt from licensing under the Act.*

Alberta Gaming and Liquor Act (AGLC)

- 1) "Gaming Workers" as defined by the *Gaming and Liquor Act* (GLA) are exempt from the SSIA pursuant to section 10(j) of the Act.
- 2) Persons employed within the confines of a "Licensed Premises" as defined by the GLA are exempt from the SSIA pursuant to section 10(j) of the Act.

The intent of this policy statement is to eliminate circumstances where security staff working for a gaming or liquor licensee need to follow the provisions of two different sets of guidelines or legislation. Both the Registrar and the Alberta Gaming and Liquor Commission will monitor how this policy interpretation is used in Alberta to ensure that the GLA does not inadvertently become an improper mechanism to avoid licensing under the SSIA.

3.5.1 Requests for Exemptions - General

All companies and individuals requesting an exemption under the *Security Services and Investigators Act* must submit a written request to the Registrar outlining the services they provide, any weapons they possess and why an exemption should apply. A letter with the Registrar's decision will be issued.

Requests for exemption must be made to:

Registrar, Security Programs
Alberta Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7

3.5.2 Requests for Exemptions - Locksmith and Automotive Lock Bypass Licences

Contact the Security Programs for assistance in determining if exemptions apply.

All companies and individuals requesting an exemption under the *Security Services and Investigators Act* must submit a written request to the Registrar outlining the services they provide, any restricted tools they possess and how the definition of incidental and primary work or services applies to their situation. In addition, companies requesting an exemption must provide financial documentation from the past two years to support exemption requests on financial grounds. A letter with the Registrar's decision will be issued.

Requests for exemption must be made to:

Registrar, Security Programs
Alberta Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7

a. Locksmith Sector Licensing and Exemptions

All individuals and businesses providing locksmith services who provide full locksmith services as defined in section 3.1.1(g) of this Manual as a primary service of the business, regardless of whether they possess restricted tools or not, are required to hold a licence under the *Security Services and Investigators Act*, and will not be considered for exemption.

Individuals and businesses providing locksmith services only 'incidentally' as it relates to their primary job function, may request an exemption from licensing under the *Security Services and Investigators Act*. For example, exemptions may apply to carpenters, alarm installers and maintenance department workers.

Individual and businesses that are granted an exemption but still require restricted tools as defined under sections 6 and 7 or the *Security Services and Investigators Regulation*, will require a licence under the Criminal Code of Canada to possess the tools (see section 3.5.2(d) below).

b. Automotive Lock Bypass Sector Licensing and Exceptions

Tow truck operators, road side assistance vehicles and other users of automotive lock bypass tools, who offer for sale the service of opening locked vehicles are providing a unique secondary service and are required to licence under the *Security Services and Investigators Act*. Some service providers may qualify for exemption if it can be demonstrated that they will incur a financial hardship in licensing the business. Exemptions will be considered on a case-by-case basis.

In order to be considered for exemption a business must demonstrate, in writing, that revenues from automotive entry services do not exceed or only marginally exceed the annual business licence fee. For example the exemption may apply to small town tow truck operators or automotive repair companies with a single tow truck.

Other Individuals and companies that possess and use restricted automotive master keys and lock out tools may request an exemption if automotive entry is not a primary/core service offered by the company. These companies and individuals do not sell the automotive lock bypass service to customers but maintain these tools to facilitate the primary work function. For example, exemption may apply to automotive repair companies, mechanics, automotive retail dealers, automotive glass installers and auto body shops.

Businesses and employees that are granted an exemption but still require restricted tools as defined under sections 6 and 7 or the *Security Services and Investigators Regulation*, will require a licence under the Criminal Code of Canada to possess the tools (see section 3.5.2(d) below).

c. Restricted Locksmith/Automotive Lock Bypass Tools Licence (Criminal Code Requirement)

The Attorney General of the Province of Alberta is authorized to issue licences or permits to individuals for the purpose of possessing tools identified under sections 351 and 353 of the Criminal Code of Canada. In circumstances where an exemption may apply under the *Security Services and Investigators Act*, a restricted tools permit may be required. This permit is ONLY issued in those circumstances where a person is not covered under the *Security Services and Investigators Act* but still requires a permit for possession of the tools. This permit is not part of the *Security Services and Investigators Act* and permit holders are not required to meet the standards and requirements of the *Security Services and Investigators Act*.

However, applicants for the **Restricted Locksmith/Automotive Lock Bypass Tools Permit** must undergo a police information and criminal record check and submit the necessary application to the Security Programs. Permits will be valid for five (5) years. Applicants will be required to pay a fee to their local police service for the processing of the police information and criminal record check. Lost or stolen permits must be reported to Security Programs immediately.

3.6 Qualifications for Licensing

The Registrar's office shall review all applications to ensure the applicant meets legislated requirements. Business or individual applicants satisfying the requirements may be issued a licence in accordance with the *Security Services and Investigators Act* and Regulations.

3.6.1 Qualification for Individual Licence

Individuals applying for a licence under the *Security Services and Investigators Act* must meet the following qualifications:

- At least 18 years of age (16 if applying for a Locksmith Apprentice Training Licence)
- A Canadian citizen or legally entitled to work in Canada
- Competent and of good character
- Have no serious criminal record for which a pardon has not been granted
- Have no outstanding criminal charges
- Not the subject of a criminal investigation
- Fluent in speaking English (see section 3.6.4 below)
- Successful completion of training requirements for the class(es) of licence being sought
- Successful completion of baton training if seeking authority to carry a baton

In addition to providing proof of qualifications, applicants will be required to sign the application form attesting to their qualifications. Providing false information will result in suspension or cancellation of a licence.

3.6.2 Qualifications for Business Licences

There are two types of business licences, each with slightly different qualifications. Businesses applying for a licence under the *Security Services and Investigators Act* must meet all applicable qualifications.

Contract Business Licence

Applicants for this type of business licence must meet the following qualifications:

- A registered/incorporated company in Canada with an address in the province of Alberta (or similar documents for associations, societies, school boards, municipal governments and other non-commercial entities)
- Hold a business licence or permit, if such is required, in the municipality within which the business licensee operates
- Hold \$1 million General liability insurance
- The owners, partners or board of directors must:
 - Have no serious criminal record for which a pardon has not been granted
 - Have no outstanding criminal charges
 - Not be the subject of a criminal investigation

(In the case of large national and international corporations, the regional director/manager with responsibility for the Province of Alberta will be required to meet this requirement and the board or other individuals not residing in Canada will be exempt.)

- In the case of a sole proprietorship, applicants must meet the business licence qualifications plus the individual licensing qualifications as follows:
 - At least 18 years of age
 - A Canadian citizen or legally entitled to work in Canada
 - Competent and of good character
 - Have no serious criminal record for which a pardon has not been granted
 - Have no outstanding criminal charges
 - Not the subject of a criminal investigation
 - Fluent in speaking English

Registered-User Business Licence

Applicants for this type of business licence must meet the following qualifications:

- A registered/incorporated company in Canada with an address in the province
- Hold a business licence or permit, if such is required, in the municipality within which the business licensee operates
- Hold \$1 million General liability insurance

The owners, partners or board of directors of Registered-User Businesses will not be required to undergo police information and criminal record checks for this licence type.

3.6.3 Police Information, Criminal Record Check, and Vulnerable Sector Search

Individuals and the owners, board of directors or partners of a Contract Business must undergo police information and criminal record checks (CRC) at the time of application and all future licence renewals.

Any application showing criminal activity, conviction or association is subject to review by the Registrar. All findings on a police information and criminal record check, including previous criminal charges, may result in an application being declined.

- Individual licensees must complete this process every two years as part of the licence renewal process. Individuals are required to complete the following three searches: CPIC, Vulnerable Sector, Local Indices.
- Contract Business representatives must complete this process every one, two, or three years depending on the renewal cycle that they have chosen for their business. The representatives of a contract business are only required to complete the following two searches: CPIC and Local Indices.

If the company representative is also seeking an individual licence under SSIA, they must complete the searches required for the individual licence application.

- Registered-User Business owners, directors or partners are not required to undergo police information and criminal record checks.

Considerations

The following convictions are considered serious and will normally result in an application for a business or individual licence being denied:

- Any conviction related to serious crimes against a person (robbery, sexual assault, aggravated assault, assault with a weapon, kidnapping, etc.)
- Any conviction related to offences against a child
- Any conviction related to organized crime
- Any conviction related to drug trafficking
- Any conviction for crimes against an employer within five years (theft, fraud, etc.)
- More than one conviction showing involvement with crimes against a person within the last five years (domestic assault, common assault, uttering threats)
- More than one conviction for other criminal or drug offences within five years of application

- Any criminal/drug investigations within six months of the application will be reviewed to determine if the file is open. If the file is open the application will be denied until resolution has been reached. The applicant will be required to sign a release to allow the Registrar to conduct a further review.

All applicants must be clear of serious criminal convictions for at least 5 years to be considered for licensing under the Act.

Vulnerable sector searches reveal all the applicant's previous convictions for offences listed in Schedule 2 of the Criminal Records Act (Canada) regardless of whether a pardon has been granted to the applicant. Convictions that appear on a vulnerable sector search will be considered by the Registrar and may result in an application for a business or individual license being denied. This measure is in place to ensure people convicted of sexually based offences do not work with the vulnerable sector.

If it is found, after a licence has been issued, that criminal charges are pending, the licence will be immediately suspended and the individual may be charged for submitting false information.

Fingerprints

Fingerprints may be requested by the police service in the course of conducting a criminal record check to verify identity as it pertains to records. Failure to provide fingerprints to the police service may result in an incomplete criminal record check, delaying in the licensing approval process and impacting eligibility for licensing.

Police Information and Criminal Record Check Process

Applicants will be required to attend the police service in the community in which they reside to have the back of a photo signed and request an employment police information check. For more information see the Licence Application/Renewal Form & Guide attached to the individual and business licence application forms.

Applicants must take the following documents to the police service:

- a recent colour, passport-size photo (to be signed by a police officer, peace officer, or police service employee who is a commissioner for oaths), and
- two (2) pieces of government issued identification; at least one must be photo identification (see section 3.6.1 of this Manual for more information).

The photograph must be no older than three months and must be free of hats, sunglasses or other articles that obscure the true appearance of the individual.

The signed photograph and documents provided by the police service must be submitted with the licence application. In rare circumstances, some police services may mail results directly to the Registrar. In these cases, applicants should submit the completed application package immediately, indicating that the police service will forward the original police information and criminal record check.

In cases where the police information and criminal record check results in findings, the applicant will be required to return to the police service for further review of the findings. At that time fingerprints will be required and the applicant must wait until they are issued a document with the findings before submitting the application for licensing. Processing times for the findings portion of the police information and criminal record check vary and applicants should be prepared for delays in submitting their application package and commencing work.

Applicants or licensees renewing a licence must submit a new original police information and criminal record check to the Security Programs within **90 days** of the final results being issued by police. *Applicants will be required to redo their police information and criminal record check if submitted beyond the 90 days.*

Alternative Service Providers

Companies wishing to provide criminal record checks to the industry in Alberta may do so with prior written approval from the Registrar. Approval will be granted to companies that can demonstrate their ability to provide services and searches similar to those provided by police services for the police information and criminal record check.

Since many service providers are located outside the province of Alberta, applicants will still be required to complete the local database search at a local police service and have their photograph signed by a police officer, peace officer employed by a police service, or police service employee who is a commissioner for oaths.

Out-of-Province Criminal Record Checks

Applicants for out-of-province criminal record checks may be asked to justify the need for a Vulnerable Sector Search. A letter explaining the requirements for the provincial program is available on the program website at www.securityprograms.alberta.ca and may be printed off and provided to the police service.

If the police service of jurisdiction is not willing to provide this service applicants will be required to attend a police service in Alberta for the necessary documentation prior to submitting an application for licensing.

3.6.4 English Fluency

Security and investigative services workers are expected to be sufficiently fluent in the English language to converse with the public while carrying out their duties. Specifically, applicants and licensees must be able to communicate effectively with the public and emergency services personnel during emergency situations.

The standards for English fluency will be based on the Canadian Language Benchmark, **level five**, as established by Citizenship and Immigration Canada.

- Applicants will be required to swear an affidavit on the application form attesting to fluency. A licence suspension or cancellation will result in cases where the affidavit was determined to be sworn falsely.
- If an individual's language competency is called into question, the applicant or licensee will be required to undergo testing to determine if they meet the standards as prescribed above, at the individual's own expense (new immigrants may have free access to this service).

For information on language assessment and Canadian Language Benchmarks, contact:

Centre for Canadian Language Benchmarks
Phone: 613-230-7729
Email: info@language.ca
Website: www.language.ca

3.7 Licensing Application Process

See section 3.8 for information on the licence renewal process.

3.7.1 Individual Licence

Individuals applying for licensing must complete their application package and submit to the Security Programs. A licence will not be issued until all licensing qualifications and requirements are met.

- Individuals are responsible for submitting their applications and fees.
- Incomplete packages will be mailed back to the return address with a list showing the deficiencies that must be remedied.
- Individual licences are non-transferable to another person.
- Individual licences are portable and remain with the individual regardless of employer.
- Individual licences may be utilized with multiple employers.
- Individual licences are valid for two years unless otherwise stated*.
**Licence expiry dates will be adjusted to match the expiry date of the work permit.*
- All fees are for a two year licence and are non-refundable.

Mail licence applications to:

Security Programs
Ministry of Justice and Solicitor General
PO Box 1023 Station Main
Edmonton AB T5J 2M1

When submitting for licensing all applicants must provide the following:
Incomplete or illegible application packages will be returned with a list of deficiencies and will not be processed until an amended package is submitted.

- Completed Application for Individual Licence Form (PS3723)
- One colour, passport-size photo taken within the last three months
 - Must be signed by a police officer, peace officer employed by a police service, or police service employee who is a commissioner for oaths

- **Original** police-issued documents with the results of the police information and criminal record check and subsequent original reports stating the details of any findings
- Proof that applicant has reached the age of majority (i.e. birth certificate, Native Status card, valid Canadian Passport)
- Baptismal certificates or Quebec birth certificates issued before January 1, 1994, will not be accepted as proof of Canadian citizenship as per federal government guidelines. If you are holding one of these documents you will be required to provide new documentation.
- Any applicant who was not born in Canada must submit a copy of the following (photocopy both sides):
 - Canadian citizenship document–Canadian Passport or Certificate of Canadian Citizenship
 - Permanent Resident Card (PRC) or Confirmation of Permanent Residence, or
 - Canada Immigration Work Permit, Study Permit or other proof of being legally entitled to work in Canada
- Proof of applicable training (certificates of completion or letters) – see *section 9.0 for information on training requirements*
- Any additional requirements as per the *Security Services and Investigators Act* and Regulations
- Payment by bank draft, certified cheque, money order or credit card only. Visa/MC-Debit, cash and non-certified personal cheques are not accepted. Cheques must be made payable to the GOVERNMENT OF ALBERTA.

Links to the necessary forms are included in Appendix A, are available on the Security Programs website at www.securityprograms.alberta.ca or by calling the Security Programs at 1-877-462-0791. **Forms are subject to change.**

Locksmiths and Tow Truck Operators

Licenses issued prior to June 1, 2010 are void as of June 1, 2010 and these individuals must apply for a new licence under the *Security Services and Investigators Act*.

New Hires with Licences Issued Under the Old Legislation

Licences issued under the *Private Investigators and Security Guards Act* are no longer valid. Individuals must apply for a new licence under the *Security Services and Investigators Act*.

Work Permits

To ensure ongoing licensing and avoid any disruption in ability to perform duties as defined in the Act and Regulations, individual licensees must ensure they have a current work permit on file at all times. Work permits should be renewed prior to expiry and a copy of the new work permit submitted to the Security Programs immediately. Licence expiry dates will be adjusted to match the expiry date of the work permit as per section 9(3) of the *Ministerial Regulation*.

Study Permits

Full-time foreign students with valid study permits may be issued an individual licence to work for an employer on-campus. "On-campus" is defined as employment facilities within the boundaries of the campus of the educational institution at which the student is registered and attends full-time. If the educational institution has more than one campus, the individual licensee may work at different locations on those campuses provided they are within the same municipality. Students may not work at locations off campus, at other educational institution campuses or campuses outside the municipality. See section 5.20, *Immigration and Refugee Protection Act (Canada)* for more details.

3.7.2 Business Licence

Businesses applying for or renewing licensing must complete their application package and submit to the Security Programs. A licence will not be issued until all licensing qualifications and requirements are met.

Incomplete packages will be mailed back to the return address with a list showing the deficiencies that must be remedied.

- Business licences are valid for a term of one, two, or three years.
- Two or more breaches of legislation or policy in a calendar year will result in a business licensee having to renew on an annual basis. A business licensee demonstrating 12 months of successful compliance will have the three year renewal term reinstated.
- All fees are assessed at a yearly rate and are non-refundable.
- Sole Proprietors must complete both a business and individual application form. Only the business licence fee will be charged if the applications are submitted and renewed at the same time (see section on Sole Proprietorships below for more information).

Mail licence applications to:

Security Programs
Ministry of Justice and Solicitor General
PO Box 1023 Station Main
Edmonton, AB T5J 2M1

When submitting for licensing, all applicants must provide the following:
Incomplete or illegible application packages will be returned with a list of deficiencies and will not be processed until an amended package is submitted.

- Completed Application for Business Licence Form (PS3725)
 - The business must identify whether they will be acting as a contract business or a registered-user business
 - Provide the name of a primary contact who can address all questions and issues relating to the operation of the business
- Original police-issued documents with the results of the police information and criminal record check and subsequent original reports stating the details of any findings, if applicable
 - Original police information and criminal record check is required for each of the owners, partners, or Board of Directors of Contract Business applicants—CPIC and local database searches only
 - The owners, partners, or Board of Directors of a registered-user business licence are not required to complete these checks
- List of the directors/officers of registered-user businesses (does not apply to contract businesses)
- Proof of \$1 million General liability insurance
- Proof that the business is registered/incorporated in Canada
- Proof of mailing address in the province of Alberta
- Proof of a business licence or permit, in the municipality within which the business licensee operates. If your municipality does not issue this document, provide a letter from the municipality stating as such.
- Basic description of services provided on agency letterhead
- Copies of business cards and proposed advertisements, if applicable
- Front, back and side photos of all uniforms for review upon application or where changes are being proposed, if applicable
- Front, back and side photos of all marked vehicles for review upon application, if applicable
- Sample of agency shoulder crest for uniforms, if applicable
- List of all equipment carried and used by individual licensees
- List of all branch operations (store locations or other offices where services are performed)

- Copy of Code of Conduct as defined in section 20 of the *Security Services and Investigators (Ministerial Regulation)*
- Copy of policy and process for managing and responding to public complaints against individual licensees that meets the minimum standards of the Act and Regulations
- Copy of internal policy for use, training, and storage of batons if the business licensee proposes to allow employees the use of batons
- Copy of policy on storage of client's personal information, Security Alarm Responders only
- Copy of policy on care, handling and training of patrol dogs, Patrol Dog Services only
- Payment by certified corporate cheque, bank draft, certified personal cheque, money order or credit card. Visa/MC-Debit, cash and non-certified cheques are not accepted. Cheques must be made payable to the GOVERNMENT OF ALBERTA.

Links to the necessary forms are included in Appendix A, are available on the Security Programs website at www.securityprograms.alberta.ca or by calling the Security Programs at 1-877-462-0791. **Forms are subject to change.**

Locksmiths and Tow Truck Operators

Licences issued prior to June 1, 2010 are void. As of June 1, 2010 companies and individuals working for these companies must apply for a new licence under the *Security Services and Investigators Act*.

Governments, School Boards and Post-Secondary Institutions

These organizations may be required to licence under the *Security Services and Investigators Act*. Due to the unique structure by which they are established, they will not be able to provide the same incorporation/registration documents as requested of most business applicants. Instead, these organizations will be required to provide documentation that demonstrates the establishment of the organization.

These organizations will be applying for a Registered-User Business Licence and the elected officials, board members and senior managers are not required to undergo police information and criminal record checks for the purposes of licensing.

Sole Proprietorships

Business licences for sole proprietorships include the fee for the individual licence for the owner. Sole proprietors are only assessed the business licence fee and are not required to pay the individual licence fee as long as both licences are renewed at the same time.

For the purposes of the *Security Services & Investigators Act*, sole proprietorships are defined as companies owned and operated by the same individual.

The business licence will be valid for a term of one, two or three years and the individual licence will be valid for a term of two years. The sole proprietor must undergo a police information and criminal record check every two years and submit an original with the individual licence renewal form. *Fees will only be assessed with the business licence renewal form.*

If the sole proprietor decides to expand the business and hires licensed individuals, the Employee Update Form (PS3755) must be submitted to our office within 30 days. Subsequently when the sole proprietor renews his/her personal and business licences, the sole proprietor will be charged for both his/her business and individual licenses.

Branch Offices/Multiple Stores

For businesses with branch or satellite operations, one business licence will be issued for all operations in the Province of Alberta. The primary business office or head office must apply on behalf of all branch offices.

The business licence certificate will be issued to the primary business office. The primary business office is responsible for photocopying the business licence certificate and issuing copies to all branch operations. The business certificate licence must be displayed at all offices.

Franchise Businesses

Franchise businesses are not considered branch operations; therefore, each franchisee must hold a business licence for their franchise. The franchisor's business licence does not cover franchise operations.

The franchisor is responsible for ensuring that all uniform and vehicle standards meet the minimum requirements under the Act and Regulations. The franchisor must ensure that all franchise operations adopt and maintain the uniforms, shoulder flashes and vehicles markings as approved by the Ministry.

Associations, Societies and Unions

Businesses of this nature may be required to license under the *Security Services and Investigators Act*. They have unique organizational structures that may impact the licensing process. Contact Security Programs for assistance with the licensing process.

3.7.3 Photo Requirements

Applicants for licensing must submit a photo with the original licensing application that has been signed by a police officer, peace officer employed by a police service, or police service employee who is a commissioner of oaths, at the time the criminal record check is requested.

The photo must be:

- Recent, within three (3) months
- Passport-size (2" wide x 2¾" high)
- Colour
- Should **not** include sunglasses, hats, hair pieces or other accoutrements that may alter the appearance of the individual

Photos may be professionally produced or produced in-house using a digital camera and printer. All images must be clear, include head and shoulders and have minimal pixilation to ensure the re-produced image on the licence ID card is easy to inspect. Please ensure backgrounds are a solid colour (i.e. blue) and free of clutter.

Photos must be the correct size and contain a clear image or the application will be returned without processing, requesting a new photo. A signature is not required on the back of the new photo if the old photo is attached.

As per Section 5(c) of the *Ministerial Regulation*, the photograph must be submitted with the signature of a police officer, peace officer employed by a police service, or police service employee who is a commissioner for oaths. Applicants should have the back of their photo signed at the time the police information and criminal record check is completed, attesting to the fact that the applicant is adequately depicted in the photo.

Police services may refuse to sign photos submitted after the initial request for the criminal record check. In the event this occurs, applicants may have their photo signed by a commissioner of oaths. Fees may apply.

3.7.4 Licensing Fees

Once an application is received and reviewed, fees are not refundable for any reason. Payments for both individual and business licences are based on the licence term. All licensing fees are GST exempt. The amount shown is the total payment required.

Business Licence Fees

Business licence fees will be assessed based on the primary function of the business and are assessed at a yearly rate based on a three year licence term, unless otherwise determined by the Registrar. Additional licence classes can be added to a business licence at no additional cost.

	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
Investigator	\$500	\$1000	\$1500
Locksmith	\$500	\$1000	\$1500
Locksmith Equipment Sales/Promotions	\$400	\$800	\$1200
Contract Security Services Response,	\$500	\$1000	\$1500
Registered-user business (in-house)	\$400	\$800	\$1200
Automotive Lock Bypass Services	\$400	\$800	\$1200

Sole proprietor businesses will be assessed the business licence fee only. An individual licence application form must also be submitted but no additional fees are required.

Individual Licence Fees

Individual and training licence* fees are payable based on a two (2) year licence term. One (1) year terms are not available.

	<u>2 Years</u>
Investigator	\$160
Locksmith	\$160
Security Services Automotive Lock Bypass, Locksmith Equipment Sales/Promotions	\$100

Locksmith Apprentice Training Licences will be issued for a 4 year term, with option to extend, and no fees will be assessed.

*Training Licence fees will be payable at the above rates. Upon successful completion of training and testing a regular licence will be issued at no additional cost provided training requirements are met within two (2) years of the date of issue of the training licence.

3.7.5 Payment Options

Payments can be made by:

- certified company cheque
- bank draft
- certified personal cheque
- money order
- credit card: Visa, MasterCard and American Express (must provide an email address to receive a request for payment). Visa/MC-Debit cards are not accepted.

Cash and non-certified cheques will not be accepted. Payments to be made payable to the GOVERNMENT OF ALBERTA.

3.8 Licensing Renewal Process

Individuals are required to renew licences every 2 years. Depending on the licence term, businesses are required to renew licences every one, two or three years with some exceptions. Renewal will require completion of the prescribed forms, attaching supporting documents not already on file and paying the required fees. In most cases renewal packages will be emailed directly to the licensee. Additional documentation may be requested by the Registrar.

Renewals **must** be returned to the Security Programs prior to expiry of existing licences. Failure to renew prior to expiry of existing licences may result in a business not being able to provide services or an individual not being able to work until such time as their licence renewal has been processed.

3.8.1 Business Licence Renewals

Business licences are valid for a period of one, two or three years depending on the applicant's selection, unless otherwise stated or it is suspended or cancelled by the Registrar. See section 3.6.2 for information on business licence terms. The licence expiry date is printed on the licence.

Business licence renewal packages will be forwarded to the licensee at least two months prior to expiration.

All companies are required to complete the full application process first time they apply under the *Security Services and Investigators Act*, even if previously licensed under the *Private Investigators and Security Guards Act*.

The licensee must review the application for confirmation of information, note any changes in information on the necessary forms and attach the following:

- ✓ **Original** police-issued documents with the results of the police information and criminal record check and subsequent original reports stating the details of any findings, if applicable
 - **Original** police information and criminal record check is required for each of the owners, partners, or Board of Directors of Contract Business applicants – CPIC and local database searches only
 - The owners, partners, or Board of Directors of a registered-user business licence are not required to complete these checks
- ✓ Contact information for all senior officials for the business
- ✓ Proof of \$1 million general liability insurance (must be provided at each renewal)
- ✓ Proof of a business licence or permit, if such is required, in the municipality within which the business licensee operates
- ✓ List of all current licensed employees with full names and licence numbers

PLUS any of the following documentation, if changes have occurred since the original application or last renewed:

- ✓ Proof that the business is registered/incorporated in Canada or name of the business has changed
- ✓ Basic description of services provided on agency letterhead
- ✓ Copies of business cards and proposed advertisements
- ✓ Front, back and side photos of all uniforms for review upon application or where changes are being proposed
- ✓ Front, back and side photos of all marked vehicles for review upon application
- ✓ Sample of agency shoulder crest for uniforms
- ✓ List of all equipment carried and used by individual licensees
- ✓ List of all branch operations (store locations or other offices where services are performed)
- ✓ Copy of Code of Conduct as defined in section 20 of the *Security Services and Investigators (Ministerial Regulation)*

- ✓ Copy of policy and process for managing and responding to public complaints against individual licensees that meets the minimum standards of the Act and Regulations
- ✓ Copy of internal policy for use, training, and storage of batons if the business licensee proposes to allow employees the use of batons
- ✓ Copy of policy on storage of client's personal information, Security Alarm Responders only
- ✓ Copy of policy on care, handling and training of patrol dogs, Patrol Dog Services only
- ✓ Payment by certified cheque, bank draft, certified personal cheque, money order or credit card. Visa/MC-Debit cards, cash and non-certified cheques will not be accepted. Cheques must be made payable to the GOVERNMENT OF ALBERTA.

3.8.2 Individual Licence Renewals

Individual licences are valid for a period of **two years***, unless otherwise stated or the licence is suspended or cancelled by the Registrar.

**Licence expiry dates are adjusted to match the expiry date of the work permit.*

Individual licence renewal notices will be forwarded to the individual licensees at least two months prior to expiration. The licensee is responsible for obtaining the renewal form and any information related to the application process from the website.

Incomplete or illegible application packages will be returned with a list of deficiencies and will not be processed until an amended package is submitted.

The individual must complete the renewal form and attach the following:

- ✓ One colour, passport-size photo taken within the last three months
 - Must be signed by a police officer, peace officer employed by a police service, or police service employee who is a commissioner for oaths
- ✓ **Original** police-issued documents with the results of the police information and criminal record check and subsequent original reports stating the details of any findings

PLUS any of the following documentation if changes have occurred since application or last renewal:

- ✓ Proof that applicant has reached the age of majority (i.e. birth certificate, Native Status card, valid Canadian Passport)
- ✓ Any applicant who was not born in Canada must submit a copy of the following (photocopy both sides):
 - Canadian citizenship document—Canadian Passport or Certificate of Canadian Citizenship

- Permanent Resident Card (PRC) or Confirmation of Permanent Residence, or
- Canada Immigration Work Permit, Study Permit or other proof of being legally entitled to work in Canada
- ✓ Proof of applicable training and baton training (if required) including certificates or letters – see *section 9.0 for information on training requirements*
- ✓ Any additional requirements as per the *Security Services and Investigators Act* and Regulations
- ✓ Payment by certified corporate cheque, bank draft, certified personal cheque, money order or credit card. Visa/MC-Debit cards, cash and non-certified cheques are not accepted. Cheques must be made payable to the GOVERNMENT OF ALBERTA.

3.8.3 Request a Review of the Decision of the Registrar

When an application or renewal is denied, a licence is suspended or cancelled, or terms and/or conditions are applied to a licence, the applicant or licensee may, in writing and within 30 days of being notified of the Registrar's decision, request that the Director of Law Enforcement review the decision of the Registrar. The Director may confirm, reverse, or modify the Registrar's decision.

The request for review must be submitted in writing, within 30 days of being notified of the Registrar's decision, and include all necessary supporting documentation. The request must be sent to:

Director of Law Enforcement
 Ministry of Justice and Solicitor General
 9th Floor, 10365-97 Street
 Edmonton, AB T5J 3W7

The Director of Law Enforcement will review the internal file along with all supporting documents. The Director will issue a written finding to the applicant or licensee confirming, over-turning or modifying the Registrar's decision. The Director's decision is final.

3.8.4 Alternative Dispute Resolution

Applicants and licensees are encouraged to speak to the Security Programs before pursuing a review to the Director of Law Enforcement. In some instances the issues may be resolved without requesting a formal review. For example, if additional supporting documentation could change the outcome, staff can recommend the Registrar review the application.

4.0 IDENTIFICATION

For the protection of the public, licensees are issued a formal licence in the form of a licence certificate for business licensees and a licence ID card for individual licensees. The licence represents the authorities and responsibilities of the licensee under the *Security Services and Investigators Act* and is the only formal identification for licensees. A badge is not a legal document and is not sufficient for legally identifying a licensee to the public.

Training licensees will be issued a letter of authorization from the Registrar that contains the same information as the licence ID card, except locksmith apprentices who will be issued a licence ID card for durability. Upon successful completion of all training requirements, the Registrar will issue a licence ID card.

A licensee shall not:

- Possess, display or permit to be displayed an altered or fraudulently obtained licence.
- Transfer a licence to another individual or business or permit another individual or business to use the licence.
- Display or represent a licence as the individual's or business' own licence if that licence was not issued to the individual or business.
- Display or represent as a valid a licence that has expired, been suspended or cancelled.

Licence certificates and licence ID cards are the property of the Ministry of Justice and Solicitor General and must be returned upon request or when a licence is suspended or cancelled.

4.1 Business Licence Certificate

Business licensees will be issued paper licence certificates listing the approved licence classes with terms/conditions or other provisions printed on the document.

- Business licence certificates **must** be prominently displayed in the office at all times.
- Each branch office **must** prominently display a photocopy of the original certificate in the branch office at all times.
- New licence certificates will be issued if there is a change in: renewal, status for a licence class, terms and/or conditions, reinstatements after suspensions, and change of company name and/or ownership.
- Lost or stolen licence certificates must be reported to the Security Programs within 24 hours using the Update to Business Licence Form (PS3747).
- Business licensees working without a licence certificate are subject to fines and penalties.

4.1.1 Business Licence Certificate

The business licence certificate will contain:

- Company name
- Licence number
- Expiry date
- Approved licence class(es)
- Terms and conditions

4.1.2 Return of Licence

Business licence certificates are the property of the Ministry of Justice and Solicitor General and must be returned to the Security Programs upon request, expiry or when a licence is suspended or cancelled.

4.2 Individual Licence ID Card

Individuals who are successful in obtaining a licence will be issued a licence ID card showing their photo, name, licence number, authorized licence class(es) and expiry date, with terms/conditions and other provisions appearing on the reverse.

- Individual licensees **must** carry their licence ID card with them at all times, while on duty.
- New licence ID cards will be issued if there is a change in: renewal, status for a licence class, terms and/or conditions, reinstatements after suspensions, and lost or stolen cards.
- Lost or stolen licence ID cards must be reported to the Security Programs within 24 hours using the Update to Individual Licence Form (PS3746).
- Individual licensees working without a licence ID card are subject to fines and penalties.
- If a badge is carried, the licence ID cards must be in a wallet carrier with the badge.

4.2.1 Licence ID Card

The licence ID card will contain:

- individual's first initial and last name*
- licence number
- expiry date
- approved licence class(es)
- approved equipment
- date issued
- photo
- terms and conditions (will appear on reverse)

Duplicate or replacement licence ID cards may be requested using the Update to Individual Licence Form (PS3746)

***Note:** Only legal names as identified from official government ID will appear on the licence ID card. Middle names and preferred names may not be used.

4.2.2 Return of Licence

Licence ID cards are the property of the Ministry of Justice and Solicitor General and must be returned to the Security Programs upon request, or when a licence is suspended or cancelled. Expired licence cards are to be destroyed by the licensee.

4.3 Use of Badges

Business licensees may choose to issue badges to individual licensees in their employ. Badges **must** be carried in a wallet carrier with licence ID cards.

ONLY the badge depicted in Appendix B is approved by the Registrar for use of licensees. The use of any other badge is a contravention of the section 23 of the *Ministerial Regulation* and may result in a charge being laid.

The badge image is for sole use as a badge and may not be reproduced for use on vehicles, crests, letterhead, business cards, media promotion or for any other purpose.

A badge is not a formal form of identification. **ONLY** licence ID cards may be presented as formal identification under the Act and Regulations.

Badges may only be issued by the business licensee. Business licensees are responsible for tracking distribution of badges and collecting badges upon termination of an individual licensee's employment.

4.4 Proof of Licensing

Individual licensees are required to carry their Ministry issued licence ID card at all times while working.

As required by the Regulations, licensees are required to show proof of licensing upon request by a member of the public, except where doing so may impede an individual licensee's ability to effectively perform their duties. Members of the public are entitled to know your name, licence number and the name of your employer in the event they wish to file a complaint.

For example, loss prevention workers may work undercover and identification by the public may hamper their ability to effectively perform their duties. ID is only required to be produced where there is a reasonable rationale for the request (i.e. arrest or questioning).

In the event a public complaint is made about a licensee failing to produce a licence as required, the Registrar will consider the following circumstances as mitigating when assessing what, if any, action will be taken.

- In the Registrar's opinion, the production of the licence under the circumstances described by the licensee may have reasonably presented a threat to the individual licensees personal safety, and
- In the Registrar's opinion, the request made to produce a licence by a member of the public could reasonably be shown to be connected to the facilitation of a criminal offence (i.e. asking a loss prevention worker for ID while others take advantage of the distraction to commit the offence of theft).

Example:

If, during the process of arresting a suspect, the suspect demands to see ID, the licensee may defer presenting their ID card until the suspect has been handcuffed and does not pose a physical threat to the licensee.

5.0 ENFORCEMENT AUTHORITY

5.1 Citizens' Arrest

Section 494 of the Criminal Code of Canada specifies the authority under which a licensee in Alberta has authority to protect themselves and the property of those for whom they are working.

Individual licensees are not police officers or peace officers and are prohibited from holding out to the public that they are a police officer or peace officer under the *Police Act* and *Peace Officer Act*.

Authority under which an individual licensee may take enforcement action is found within section 494 of the Criminal Code which reads as follows:

- (1) Any one may arrest without warrant
 - (a) a person whom he finds committing an indictable offence; or
 - (b) a person who, on reasonable grounds, he believes
 - (i) has committed a criminal offence, and
 - (ii) is escaping from and freshly pursued by persons who have lawful authority to arrest that person.
- (2) The owner or person in lawful possession of property, or a person authorized by the owner or by a person in lawful possession of property, may arrest a person without a warrant if they find them committing a criminal offence on or in relation that that property and
 - (a) they make the arrest at that time; or
 - (b) they make the arrest within a reasonable time after the offence is committed and they believe on reasonable ground that it is not feasible in the circumstances for a peace officer to make the arrest.
- (3) Any one other than a peace officer who arrests a person without warrant shall forthwith deliver the person to a peace officer.
- (4) For greater certainty, a person who is authorized to make an arrest under this section is a person who is authorized by law to do so for the purposes of section 25.

Business licensees may choose to implement more restrictive internal policies for their employees who encounter criminal offences, regardless of the provisions found within section 494 of the Criminal Code of Canada.

5.2 Verbal Identification Prior to Arrest

Prior to making an arrest, individual licensees must verbally identify themselves as security or an investigator. A licence ID card must only be shown subsequent to arrest if requested.

5.3 Search and Seizure

Licensees under the *Security Services and Investigators Act* have very limited authority with regard to search and seizure. Search and seizure authorities are largely restricted to police officers or other recognized authorities, and the use of warrants.

Licensees intending to undertake this authority should ensure they are fully familiar with the legal requirements and limitations as prescribed in the Criminal Code of Canada and other federal and provincial statutes.

The most common circumstances under which licensees will be required to address search and seizure are during arrest and response to a witnessed theft.

During arrest, a licensee may search an individual for:

- anything that may cause injury to either the individual or licensee,
- anything that may facilitate the escape of a detainee, or
- anything, if destroyed, would result in the destruction of potential evidence.

Loss prevention workers and their employers should familiarize themselves with the appropriate requirements to ensure successful prosecution.

6.0 SECURITY SERVICES AND INVESTIGATORS PROGRAM PARAMETERS

6.1 Code of Conduct

To ensure program integrity all participants are held to a common standard as it relates to a Code of Conduct. In developing a common standard that encompasses all aspects of licensee conduct, the legislation will ensure consistency in service delivery and strengthen the integrity of the program.

Business licensees are directly responsible for ensuring internal human resource documentation incorporates the Code of Conduct required by section 20 of the *Ministerial Regulation*.

The Code of Conduct found in section 20 of the *Ministerial Regulation* is designed to ensure minimum standards and is not exhaustive. Business licensees are encouraged to add to this Code of Conduct to meet agency or corporate needs.

While on duty, every licensee (business or individual) shall abide by the following Code of Conduct:

A licensee will:

- Act with honesty and integrity,
- Comply with all federal, provincial and municipal laws,
- Respect the privacy of others by treating all information received while working as a licensee as confidential, except where disclosure is required as part of such work, by law, or under the *Personal Information Protection Act*,
- Abide by their employer's Code of Conduct in addition to the provisions of this Code of Conduct.

A licensee will not:

- Engage in disorderly or inappropriate conduct,
- Use unnecessary force,
- Withhold or suppress information, complaints or reports about any other licensee,
- Willfully or negligently make or sign false, misleading or inaccurate statements,
- Consume alcohol,
- Consume controlled drugs or controlled substances under the *Controlled Drugs and Substances Act (Canada)*,
- Possess controlled drugs or controlled substances the possession of which is prohibited by the *Controlled Drugs and Substances Act (Canada)*.

6.2 Record Keeping

Licensed businesses must possess the necessary infrastructure and business processes to safeguard personal or sensitive information and ensure proper monitoring of business processes, human resources, equipment, complaints and incidents. The types of records kept will vary depending on licence class.

A business or registered-user business licensee must maintain the records prescribed in sections 19 and 32 of the Act and section 5 and 12 of the *Security Services and Investigators Regulation* at each location from which the business is permitted under the licence to carry on the business.

Records must:

- Be provided to the Registrar on request and be made available to investigators/auditors for review.
- Be kept a minimum of 2 years. Records should be kept longer if the records are needed for court or administrative proceedings. If the records are needed for such proceedings, they must be kept until a decision is rendered and all appeals are exhausted.
- Adhere to all record keeping standards imposed by Revenue Canada and other government agencies.

Records will include:

- A personnel file for each individual licensee employed or engaged by the business. The file must contain:
 - job application
 - criminal record check (if available)

- photocopy (back and front) of the individual's licence ID card and other relevant government documents such as work visas and citizenship or immigration documents
- record of the locations she/he provided services during the course of employment
- copies of training certificates and/or record of in-house training
- start-up package including benefits and emergency contact information
- any complaints against an individual employee and reports pertaining to the outcome of the complaint
- records of criminal investigations involving the employee
- Security alarm response business licensees are also required to conduct police information and criminal record checks on all non-licensed staff every three years. Records must be retained for three (3) years and be made available to investigators/auditors for review.
- Client files should be established for each client and must contain:
 - copies of agreements or contracts with clients
 - copies of invoices and proof of payments in relation to work a licensee is approved to undertake
- General business records pertaining to management of the business, including financial records.
- Files detailing all information reportable to the Registrar as specified in section 19 and 32 of the Act and section 4 of the *Security Services and Investigators Regulation*.
 - Incident reports including any situation where an individual licensee employed by or engaged for services by the business licensee used "material" force under section 32 of the Act and section 12(5) of the *Security Services and Investigators Regulation*.
 - "Material" use of force is viewed as an action beyond compliant removal from premises or compliant arrests, i.e. baton use, physical altercations or attempted/actual assaults (in most cases these situations require a report to the Registrar – see section 6.3).
 - When handcuffs are used by a licensee, a report must be generated and kept by the employer. *The simple use of handcuffs by a licensee is not reportable to the Registrar.*

Investigator services must also retain the following records:

- All notes, reports, research and interviews prepared by the investigator employed by the business licensee.

- All photographs and video, audio or other electronic records, including electronic surveillance, produced or obtained in the course of providing the service.

Loss prevention licensees must also keep the following records:

- Documentation of all notes, reports, research and interviews, plus keep copies of all electronic surveillance and other visual documentation.

Patrol dog services must also retain the following records as per section 12(7) *Security Services and Investigators Regulation*:

- Policies and procedures on the care and handling of dogs, including policies and procedures on the dog's feeding, housing, transportation, veterinary care, retirement and euthanasia.
- Incident reports related to the dog including dog bites and situations where the dog was aggravated by a member of the public.

6.3 Reporting Requirements

Individual and business licensees will be required to report, in writing, on the approved forms or suitable alternative, specific information to the Registrar, within specified time frames.

Forms are available on the Security Programs website at www.securityprograms.alberta.ca, by email at ssia.registrar@gov.ab.ca or by contacting the Security Programs' office at 1-877-462-0791.

6.3.1 Individual Licensees Reporting

Section 18 of the Act requires individual licensees to report the following to the Registrar within the prescribed timelines.

Failure to meet reporting requirements may result in charges being laid, terms and/or condition being added to a licence or, in cases where there are ongoing issues with compliance, suspension or cancellation of a licence.

Within 24 hours:

- Any event in which the licensee has been charged or convicted of an offence under the Criminal Code, *Controlled Drugs and Substances Act* or any other enactment of Canada (use Incident Report Form PS3750).
- Loss of a licence ID card (use Update of Individual Licence Form PS3746).

Within 30 days:

- Any changes to the information provided to the Registrar at the time of application or renewal, including training, change of address or contact information, change of name (use Update of Individual Licence Form PS3746 or send an email with the specific information and quote the licence number).

6.3.2 Business Licensee Reporting

Section 19 of the Act requires business licensees to report the following to the Registrar within the prescribed timelines using the appropriate forms.

Failure to meet reporting requirements may result in charges being laid, terms and/or condition being added to a licence, a shorter licensing term or, in cases where there are ongoing issues with compliance, suspension or cancellation of a licence.

Within 24 hours (use Incident Report Form PS3750):

- The use of a weapon by an individual licensee employed or engaged for services by the business licensee in the course of the individual licensee's duties,
- Any allegation that an individual licensee employed or engaged for services by the business licensee has committed a criminal offence (this includes public complaints alleging criminal acts such as excessive force),
- A criminal charge or any conviction of a criminal offence against the business licensee or an employee of the business licensee,
- Any incident allegedly involving a breach by a licensee of the Code of Conduct established pursuant to the Regulations,
- Any incident involving serious injury to or the death of an individual licensee employed or engaged for services by the business licensee,
- Any incident involving serious injury to or the death of another person alleged to have resulted from the actions of an individual licensee employed or engaged for services by the business licensee.

Within 30 days:

- A change of address of the principal office of the business or any of its branch offices. Revised documents such as municipal business licences/permits, registry documents and revised insurance documents must be submitted with the Update to Business Licence Form (PS3747).
- A change of any of the information provided to the Registrar at the time of application or renewal. Revised documents such as policy, municipal business licences/permits, registry documents and revised insurance documents must be submitted with the Update to Business Licence Form (PS3747).
- The names and licence numbers of individual licensees newly hired by or engaged for services by the business licensee (use Employee Update Form PS3755).
- The names and licence numbers of individual licensees ceasing to work for the business licensee (use Employee Update Form PS3755).
- The names and licence numbers of individual licensees dismissed for cause and the reasons for the dismissal. Section 14(4) of the Regulation authorizes the employer to provide this information to the Registrar (use Employee Update Form PS3755).

General (as required):

- Front, back and side photos of all proposed uniform changes prior to a change in uniform being implemented.
- Front, back and side photos of all proposed changes to vehicle markings prior to a change in vehicle markings being implemented.

The Registrar will issue written approval for any modifications to uniforms or vehicles.

Strike Security

Business licensees must notify the Registrar prior to start of the event when their employees will be working on a strike site. Provide site address and client name by fax or email to:

Fax: Security Programs @ 780-427-4670
Email: ssia.registrar@gov.ab.ca

[6.3.3 Renewal Returns - deleted 2015]

6.3.4 Use-of-Force Incident Reports

As required under section 4 of the Regulation, all licensed businesses must submit (where required by the Act and Regulations) and maintain reports of incidents where an individual licensee employed or engaged by the business uses any type of force against another person. These types of reports are necessary to determine whether the use-of-force was appropriate in the circumstances and, if required, provide additional training to workers in the appropriate use-of-force. The reports also allow the Registrar to review the details of an incident if a complaint is received. Finally, use-of-force reports enable the Security Programs to monitor trends and statistics within the industry.

For the purposes of section 32(c) of the Act, use-of-force includes material use-of-force.

'Material' is defined as force that goes beyond normal restraint such as escorting a person from or to a location. Physical altercations in which a person had to be forcefully restrained, arrested or in which handcuffs are applied are considered material in nature and a record must be kept. However, unless the thresholds detailed in section 19 of the Act are met licensees are not required to submit a report to the Registrar. *For example*, if handcuffs are used without incident the licensee must keep a record but is not required to submit a report to the Registrar.

Use Incident Report Form PS3750 when reporting use-of-force incidents.

Every individual licensee **must** submit use-of-force reports to the Registrar detailing incidents for:

1. Any incident in which the licensee uses a baton or other weapon,
2. Any incident in which the individual licensee or another is seriously injured or where the incident results in the death of an individual licensee or another, and
3. Any incident where a patrol dog used by a licensee for security work attacked or bit a person, including the handler.

6.3.5 Methods for Reporting

To meet the 24 hour time requirement for some reporting, licensees may, in writing and on the appropriate form, submit reports to the Registrar by email, fax or courier, as follows:

Fax:	Complaints Coordinator @ 780-427-4670
Email:	ssia.registrar@gov.ab.ca (signatures required)
Mailing Address:	Complaints Coordinator, Security Programs Alberta Justice and Solicitor General 9th Floor, 10365-97 Street Edmonton, AB T5J 3W7

Electronic signatures are accepted on email documents.

6.4 Supervisory Requirements for Business Licensees

6.4.1 Direct Supervision of Training Licensees

Training licensees must be directly supervised at all times by a licensee with no less than 2 years' experience. Training licensees must be in uniform (where applicable), may not drive a company vehicle and are not permitted to carry handcuffs, batons or other equipment, except locksmith apprentices and automotive lock bypass training licensees who are permitted to carry trade tools and drive company vehicles.

6.4.2 Verification of Individual Licence Status

Business licensees are required to verify the licence status of each licensed employee on an annual basis. This can be accomplished by obtaining a current copy of the individual's licence ID card or entering the individuals licence number in the verification tool on the website at www.securityprograms.alberta.ca.

6.4.3 Responsibility for Employee Compliance

Business licensees are responsible for ensuring all of their employees are compliant with the Act and Regulations while on duty. The business licensee may dictate which licence classes an individual licensee may use while in their employ as well as what equipment or weapons may be carried and use while working for the business licensee. For example, an individual licensee may have the training to carry a baton but may only do so if company policy permits the use of batons.

6.5 General Administrative Requirements

Various forms and processes have been put in place to assist with administration of the *Security Services and Investigators Act*. All forms are available on the Security Programs website at www.securityprograms.alberta.ca, by email at ssia.registrar@gov.ab.ca or by contacting the Security Programs office at 1-877-462-0791.

As per the Act and Regulations, business and individual licensees are required to keep their records current. The timelines for reporting requirements vary. Reports and forms may be submitted by:

Mail: Registrar, Security Programs
Ministry of Justice and Solicitor General
9th Floor, 10365 – 97 Street
Edmonton AB T5J 3W7

Email: ssia.registrar@gov.ab.ca

Fax: 780-427-4670

6.5.1 Forms

Forms have been developed to assist licensees with reporting requirements and communication with the Registrar, Deputy Registrar, Security Programs and Complaints Coordinator. The forms listed below are available online at www.securityprograms.alberta.ca with auto fill options and a standard size format to ensure ease of use. You can also request these forms by emailing ssia.registrar@gov.ab.ca. Forms are amended and replaced from time to time. The online version of forms should be used at all times.

Pending Implementation: Many of the reporting forms will be modified in the near future to accept electronic signature to allow for email submission. Notification will be provided when this service is available.

[Individual Application/Renewal Form & Guide PS3723](#)

[Business Licence Application/Renewal Form & Guide PS3725](#)

[Complaint Against a Business Licensee Form PS3748](#)

[Consent for Disclosure for Application Form PS0031](#)

[Employee Update Form PS3755](#)

[Incident Report Form PS3750](#)

[Disposition of Public Complaint Form PS3749](#)

[Update to Business Licence PS3747](#)

[Update to Individual Licence PS3746](#)

A licensee must, in accordance with the section 3 of the Regulation, report in writing to the Registrar within 30 days using the Update to Business Licence Form (PS3747) a change of address or a change in any information provided to the Registrar when the application or renewal was made. A new licence certificate or licence ID card will be issued for name changes.

When the business licensee's physical address includes a change to the municipality, a new licence certificate will be issued. Business licensees must attach a copy of their business permit/licence if they relocate to a new municipality or town.

6.5.2 Business Contact Changes

The primary contact for the business may change during the course of the licensing term. The business must notify the Registrar of this change using the Update to Business Licence Form (PS3747) within 30 days.

6.5.3 Change in Business Ownership

A business is considered a legal entity separate from its owners, members or shareholders. As such, the business holds the licence issued under the *Security Services and Investigators Act*, not the owners of the business. A business licence issued under the Act is not an asset and is therefore non-transferable as per section 17 of the Act.

Change in Ownership by Sale or Transfer of Shares

If the ownership of a company changes due to sale or transfer of its shares, then the licence remains with the business and a new business licence is not required. The business licensee must complete the following and submit to the Security Programs within 30 days:

- Update to Business Licence Form (PS3747)
- Original police information and criminal record check for each new owner, partner or board member (with signed photo), if a Contract Business

Change in Ownership by Transfer of Business Assets

If the assets of the business are sold or transferred to another legal entity, then the existing licence must be cancelled and the new business entity must apply for a licence under the Act, providing the following documentation within 30 days:

- Update to Business Licence Form (PS3747)
- Old licence certificate (if possible)
- List of all current licensed employees on the Employee Update form (PS3755)
- Completed Business Licence Application Form (PS3725) with all applicable attachments

A new licence certificate will be issued upon approval of the application.

6.5.4 Change in Business Name

If a business licensee legally changes the name of the business, they must submit an Update to Business Licence Form (PS3747) with the following attachments displaying the new name within 30 days:

- Business registration
- Municipal business permit or licence, if applicable
- Amended proof of liability insurance

Prior to change of business name, the licensee must submit proposed uniform and vehicle marking changes to the Security Programs for approval.

6.5.5 Cancellation by the Licensee – Business or Individual

If a licensee no longer wishes to hold a licence, the licence certificate or licence ID card must be returned to the Registrar along with the prescribed Update Form (PS3747 or PS3746) for cancellation within 30 days. Refunds will not be issued.

Failure to renew a licence will result in the licence being cancelled. Should the licensee wish to re-activate the licence, a new licence application package must be submitted for the Registrar's approval.

6.5.6 Termination of Business

Upon termination of a business, the business licensee must submit the Update to Business Licence Form (PS3747) to cancel the business licence plus the following documentation within 30 days:

- List of all current licensed employees
- List of all incidents that have taken place since last reporting
- List of all complaints that have been filed since last reporting
- New contact information for the owner(s) of the business

6.5.7 Changes to Licence Class, Equipment or Terms/Conditions

Individual or business licensees that wish to request a change in licence classes, authorized equipment or terms and conditions listed on their licence certificate or licence ID card, may do so using the applicable Update Form (PS3747 or PS3746).

Any changes to the business type (i.e. contract, registered-user) will require a new application package.

6.5.8 Replace Lost/Stolen Licences

A lost or stolen licence must be reported to the Security Programs within 24 hours. Applicants must request a new licence certificate or licence ID card immediately to remain in compliance with the Act using the applicable Update Form (PS3747 or PS3746).

6.6 Checking the Validity of a Licence

To verify the status of business or individual licence, use the self-verification tool on the website at www.securityprograms.alberta.ca or email ssia.registrar@gov.ab.ca.

6.6.1 Individual Licences

Business licensees are required to ensure all employees are licensed and to verify annually that employee licenses are current. You can request a copy of the individual licensee's current licence ID card from your employees or verify the status of each licence using the self-verification tool on the website at www.securityprograms.alberta.ca. Requests must include the employee's licence number. Responses will state 'active' or 'inactive'.

An 'active' licence means the individual is fully licensed and able to perform licensed services.

An 'inactive' licence means the individual has failed to renew their licence, is under suspension or the licence has been cancelled. The individual is considered to be not licensed and therefore not able to perform licensed services.

6.6.2 Business Licence

An individual may need to validate the status and/or physical location of a business. This information is available by the following methods:

- A complete list of business licensees is available on the website at www.securityprograms.alberta.ca. The list is current as of the time of request.
- Inquire in writing to the Security Programs at ssia.registrar@gov.ab.ca (provide the company name and city or location if possible).
- Phone the Security Programs at 1-877-462-0791.

Responses may include the following information:

- Name of Licensee
- Physical Location (if the address is a private residence the address will not be released)
- Approved Licence Class(es)
- Approved Equipment
- Licence Status (active/inactive)
- Licence Expiry date

7.0 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

The Public Security Division, Security Programs, shall comply with the provisions of the *Freedom of Information and Protection of Privacy Act* (FOIP) regarding the collection, use and disclosure of personal information.

All records submitted to the Public Security Division, Security Programs, become the property of the Minister of Justice and Solicitor General (the Minister) and are governed by the access and privacy provisions of FOIP.

While FOIP allows persons a right of access to records in the custody or under the control of the Minister, FOIP also prohibits the Minister from disclosing information that would significantly harm business interests or would be an unreasonable invasion of the personal privacy of a third party. Specific records or specific portions of records submitted by an applicant for a licence under the *Security Services and Investigators Act* that are identified as confidential will be treated by the Minister as having been supplied in confidence and will not be released unless required by law.

If the Minister receives a request under FOIP for access to records or information, the effected parties will be consulted prior to any possible disclosure and given the opportunity to explain why the disclosure would significantly harm a business' interests or would be an unreasonable invasion of personal privacy.

Requests for information collected for the purposes of administering the *Security Services and Investigators Act* must be submitted to the Minister in writing. An applicant may make an oral request for access to a record if:

- a) The applicant's ability to read or write English is limited, or
- b) The applicant has a physical disability or condition that impairs the applicant's ability to make a written request.

Requests may be submitted on a request form or with a letter to:

FOIP Coordinator
Ministry of Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7

For forms and additional information on FOIPA visit www.foip.alberta.ca.

7.1 Confidentiality of Personal Information

The Registrar collects a significant amount of personal information from applicants and licensees for the purposes of determining suitability and eligibility for licensing and as part of the complaints process under the Act and Regulations, including police information and criminal record checks. The information is considered confidential and may not be released to a third party, unless stipulated in legislation or required under FOIP.

7.2 Informing Employers of Changes to Individual Licence Status

Business licensees will be informed when there is a change of licence status related to an individual licensee in their employ. The Registrar will advise business licensees about changes to an employee's licence classes, terms/conditions or in the event of suspension/cancellation of an employee's licence, as per section 14 of the Regulation.

Employers are responsible for ensuring that Employee Update Forms are submitted every 30 days, where applicable, to ensure they are notified appropriately.

8.0 REGISTRAR AND PUBLIC SECURITY DIVISION RESPONSIBILITIES

The primary function of the Public Security Division as it pertains to the *Security Services and Investigators Act* is the licensing of businesses, in-house departments and individuals providing security, investigation, and locksmith services in the province of Alberta.

The Security Programs unit is comprised of the Registrar's office, which is responsible for the Audit and Enforcement Department, and the Security Programs, which is responsible for processing licence applications.

8.1 Duties of the Registrar, Deputy Registrar, Senior Licensing Clerk and Complaints Coordinator

8.1.1 The Registrar

The Registrar is responsible for:

- Administering and enforcing the *Security Services and Investigators Act, Regulations* and Policy
- Licensing, regulating and auditing the activities of all licensees
- Reviewing public complaint decisions by employers related to the SSIA
- Investigating and enforcing offenses under the SSIA
- Providing guidelines and policy to the industry
- Providing information to the public and police concerning the SSIA
- Maintaining records on registered businesses and individuals

8.1.2 Deputy Registrar

The Deputy Registrar is responsible for the day-to-day operations of the Security Programs unit and reports directly the Registrar. In the absence of the Registrar, the Deputy Registrar will assume the responsibilities of the Registrar.

8.1.3 Senior Licensing Clerk

The Senior Licensing Clerk is responsible for the intake and processing of application forms and renewal forms, review of uniforms and vehicle markings and collection of data relevant to management of the program. Supervises licensing staff.

8.1.4 Public Complaints Coordinator

The Public Complaints Coordinator provides administrative oversight, direction and advice to external and internal stakeholders to ensure that effective management of public complaints is exercised. This position is directly responsible for administrative oversight of the public complaints process for all licensees.

8.2 Issuing or Denying a Licence

Holding a licence under the *Security Services and Investigators Act* incurs responsibility and accountability. The Act and Regulations contain a number of requirements that must be adhered to and assigns specific authorities to the Registrar and staff to ensure licensees are held accountable for their actions.

The Registrar may deny a licence to an individual or business if the applicant has:

- Failed to meet the qualifications and screening requirements outlined in the Act and Regulations
- A criminal record for which a pardon has not been issued
- Contravened the Act or Regulations
- Provided false or misleading information to the Registrar
- Acted in a manner that reflects poorly on the character of the applicant
- Failed to comply with a direction of the Registrar under this Act or Regulations
- In the opinion of the Registrar, is not a fit and proper person to hold a licence

8.3 General Exemptions

8.3.1 Out-of-Province Exemption from Licensing

Exemptions from licensing may be considered under the following conditions:

- A person who resides in a jurisdiction outside Alberta and is employed or engaged for services in good faith in that jurisdiction by or on behalf of an employer or client who resides outside Alberta, to carry out an investigation or inquiry partly outside Alberta and partly in Alberta.
- A person who wishes to carry out a temporary investigation or inquiry in Alberta solely for the purpose of an investigation or inquiry on behalf an employer or client who resides outside Alberta, to carry out an investigation or inquiry partly outside Alberta and partly in Alberta.

Persons or companies wishing to conduct temporary work in Alberta must notify the Registrar in writing, in advance of visiting Alberta and provide the following information:

- timeframe
- nature and scope of the work they wish to carry out while in Alberta
- location(s) of work
- other province's licensee(s) number
- name of employer
- full name of licensee(s)
- rental vehicle information and where the licensee(s) is staying

If sufficient rationale exists the Registrar may grant an exemption to an out-of-province investigator. The Registrar will provide notification in writing and this notification must be produced upon demand.

Out-of-province investigators or other individuals who fail to comply with this process may face charges under the legislation.

8.3.2 Exemptions from Sections of the Act and Regulations

The Registrar may grant exemptions from the following requirements should a reasonable justification for the exemption be presented, in writing:

- Uniforms
- Vehicle markings

Requests for exemption must be sent to:

Registrar, Security Programs
Ministry of Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7
Fax: 780-427-4670
Email: ssia.registrar@gov.ab.ca

8.4 Suspension/Cancellation of a Licence

The Registrar may suspend or cancel a licence under *Security Services and Investigators Act* and Regulations. The licensee will be notified in writing and the licence certificate or licence ID card must be returned to the Security Programs forthwith. A letter will be forwarded to the licensee advising of the reasons for suspension or cancellation and providing them with information on how to have the decision reviewed and the process for having a licence reinstated upon completion of the suspension.

In the case of a suspension or cancellation of an individual licence, the employer, or employers, will also be notified of the change in licence status of its employee.

If a review is successful and a Registrar decision overturned, a new licence certificate or licence ID card will be issued to the licensee listing any new terms and/or conditions. In the event the licence expires while under suspension, the licensee will be required to submit the renewal application form and necessary attachments prior to receiving a new licence.

A licence or a licence class may be suspended by the Registrar as a result of contraventions of the *Security Services and Investigators Act*. Upon review of investigative reports and meetings with the licensee, it may be the decision of the Registrar to suspend a licence or suspend a licence class, an equipment type, or the entire licence.

The Registrar may suspend a licence based on:

- Conviction for a criminal offence,
- Conviction for an offence under this Act or Regulations,

- Failure to comply with a term or condition of the licensee's licence,
- Failure to comply with the Code of Conduct established pursuant to the Regulations,
- Making untrue or misleading statements,
- Failure or refusal to submit a report or annual return or to provide to the Registrar any information required under this Act or the Regulations,
- In the opinion of the Registrar, the licensee is not a fit and proper person to hold a licence, or
- In the opinion of the Registrar, it is in the public interest to suspend or cancel the licence.

Under section 23 of the Act, the licensee may request a review of the Registrar's decision.

- The request for review must be made to the Director of Law Enforcement in writing within 30 days of receipt of notification from the Registrar,
- The Director of Law Enforcement, in reviewing the Registrar's decision, must inform the licensee within 30 days of the results of the review or extension of the review process, and
- If required the Director of Law Enforcement may take more than 30 days to consider a review. In these cases the requestor will be notified in writing.

8.5 Terms/Conditions

Upon application or renewal of a licence, or after an inspection or investigation of a licensee, the Registrar may vary the terms and/or conditions of a licence as deemed necessary, as per the Act and Regulation.

The Registrar will inform the licensee of any changes to the terms and/or conditions of a licence in writing with reasons. In the case of a change to the terms or conditions of an individual licence, the employer will be notified of the change in licence status of its employee.

Terms or conditions may include but are not limited to:

- (a) enhanced reporting requirements
- (b) prohibitions against carrying specific weapons or equipment
- (c) specific class requirements, i.e. authorization to use a patrol dog
- (d) prohibited from working at specific sites or from engaging in specific work duties
- (e) approval to use specific weapons or equipment, i.e. authorization to carry a baton
- (f) uniform exemption

- (g) use of first initial only, specific to loss prevention workers (personal security issue for workers in this sector)
- (h) training designations
- (i) any other authorizations or restrictions deemed necessary by the Registrar

8.5.1 Acknowledgement of Training on Licence ID Cards

To accommodate requirements under the interprovincial trade and labour mobility agreements, licence ID cards will document whether an applicant has completed an approved government training program or been 'grandfathered' into the *Security Services and Investigators Act*. When applying for licence in another province, 'grandfathered' applicants may have to undergo additional training in that province. The standards for each province may vary.

- "Training: Registered" represents a licensee with 'grandfathered' training qualifications.
- "Training: Certified" represents a licensee with training that meets the Ministry's standard for mandatory training. This includes Ministry developed courses, accredited training courses and approved equivalencies.

8.5.2 Request for Review of Imposed Terms and Conditions

Under section 23 of the Act, the licensee may request a review of the Registrar's decision to impose terms or conditions.

- The request for review must be made to the Director of Law Enforcement in writing within 30 days of receipt of notification from the Registrar.
- The Director of Law Enforcement, in reviewing the Registrar's decision, must inform the licensee within 30 days of the results of the review or extension of the review process.
- If required, the Director of Law Enforcement may take more than 30 days to consider a review. In these cases the requestor will be notified in writing.

8.6 Inspections, Investigations and Enforcement

8.6.1 Inspection and Investigation Process

Under the legislation, the Registrar or the Registrar's delegate has authority to conduct inspections or investigations to ensure that requirements of the Act, Regulations, and policy are being properly exercised. The primary focus of this process is to work with the business or individual licensee to correct any issues and/or deficiencies.

Authority for Business Licensee Inspections

Inspections and audits are a legislated process permitted pursuant to section 30 of the Act. They may occur randomly or as required based on analysis of reported information (i.e. high number of public complaints based on agency size, business difficulties in compliance with the Act and Regulations).

Inspections are carried out by Security Programs investigators under the direction of the Deputy Registrar.

Business Licensee Inspection Process

The business licensee will be notified in writing, 30 days in advance of an inspection taking place. The date and time will be suitable to both parties involved and, except in unusual circumstances, occur during normal business hours.

Upon completion, a letter detailing what immediate steps must be taken to deal with significant issues, if any, will be sent to the business licensee by registered mail within three (3) business days. Within 120 days, a formal report of the findings will be sent to the business licensee and may include recommendations and directions to assist in complying with the Act, Regulations, and Policy.

Charges under the Act and Regulations may result from an inspection.

The business licensee will facilitate this process by providing a private working space and photocopier if possible. Access to all records pertaining to legislative requirements shall be made available upon request. This includes access to all data recorded in electronic format. In the event books, records, reports, documents, or other items need to be removed, a receipt for those items will be issued and they shall be returned within a reasonable period of time. Photographs of equipment or any other relevant items may be taken. Interviews with licensees or other staff may be conducted.

Business Inspection Objectives

- Ensure that business licensees, as well as individual licensees employed by them, are in compliance with the *Security Services and Investigators Act*, *Security Services and Investigators Regulation*, *Security Services and Investigators (Ministerial) Regulation* and program policy.
- Review business records that must be kept in accordance with sections 31 and 32 of the Act:
 - 31 (1) A business licensee must display the business licence in a conspicuous location in each office of that business and in any other place in Alberta where the business licensee is engaged in or carries on the business in respect of which the business licence is held.
 - (2) Each individual licensee employed by a business licensee must provide a copy of the individual licensee's licence for filing in the principal office of the business licensee.
 - (3) Every individual licensee must carry his or her licence and produce it to any person on request.
 - 32 A business licensee must keep complete records
 - (a) of the names and addresses of all persons acting for or employed by the business licensee in the carrying on of the business in respect of which the business licence is held,
 - (b) in accordance with the Regulations, of all security or investigative work undertaken, and
 - (c) in accordance with the Regulations, of any incident where an individual licensee employed or engaged for services by the business licensee used force, and must produce those records for inspection at any time on the request of the Registrar.

- Review copies of incident reports, the subject of which is required to be reported to the Registrar under section 19 of the Act and Regulations, to ensure they have been reported to the Registrar.
- Review all public complaints made to the business licensee for compliance with legislative and policy requirements.
- Areas to be reviewed may include, but are not limited to the list below. Normally, the material reviewed will date back two years prior to the inspection. The exact time frame may change based on the volume and complexity of files held by the authorized employer.
 - Business records (related to names of licensed employees, locations of work, payroll records for comparison to licensee names, etc.)
 - Personnel files (relating to training, qualifications, etc.)
 - Details and files on public complaints made against licensees
 - Vehicles and equipment
 - Duty equipment
 - Licensee Interviews
 - Other material as required

Site Inspections (Individual Licensee Inspections)

Site inspections of individual licensees are random and do not require prior notification by the Registrar.

A site inspection is where investigators visit locations in Alberta where individual licensees may be working to check for compliance with the legislation. The primary purpose of a site inspection is to ensure a person is licensed in accordance with the Act although all compliance elements of the legislation will be assessed (i.e. carrying permitted equipment, proper uniform).

Charges under the Act and Regulations against a business or individual licensee may result from a site inspection.

In situations where site access is restricted for a legitimate reason such as safety, the investigator will work with the business licensee or business licensee's client to facilitate site access for the purposes of a site inspection.

Holding/Detention Rooms

The Alberta Safety Code and the Alberta Building Code have requirements for contained use areas, commonly referred to as “cells” or “lock ups”. The Ministry may inspect these facilities during a regular investigation, audit or site field inspection but does not have the expertise to make any findings with respect to these facilities. Where concerns are raised, the Ministry will refer issues to the Safety Codes Officer in the jurisdiction where the facility is situated. Specific requirements for these facilities may be obtained from the Ministry of Municipal Affairs.

See Appendix C for more information.

8.6.2 Investigations

The Registrar may initiate investigations under section 26, 28 or 30 or the *Security Services and Investigators Act* or with respect to any issue that the Registrar is responsible for in the Act as follows:

- Where a complainant has requested the Registrar review a business licensee’s decision on a public complaint made against an individual licensee.
- Where a business licensee has not completed the investigation of a complaint in accordance with section 25 of the Act and the complainant has requested the Registrar review the complaint.
- Where a complaint has been made to the Registrar about a business licensee.
- To ensure that all legislative requirements are or have been met with respect to a specific issue (e.g. the accuracy of a license application has been called into question).
- Where there is a perceived risk to the public.

Investigation Process

Investigations will follow a protocol similar to that shown in the inspection sections above, with the exception of a thirty (30) day notification period. It is recognized that investigations are usually serious in nature and, as it is in the interest of both parties to deal with the matter quickly, the Deputy Registrar shall make reasonable efforts to provide as much notice as possible prior to arriving at a site.

Upon commencement of an investigation, written updates will be provided to the complainant and licensee(s) involved, every forty-five (45) days. A disposition letter will be sent to the complainant and licensees by the Deputy Registrar upon conclusion of the investigation.

The form of an investigation conducted may include, but is not limited to:

- Review of any internal investigation that may have already been conducted,
- Interview(s) with licensee(s) involved,
- Interview with witnesses or complainants,

- Review of any reports created relating to the incident, and
- Any other information deemed to be relevant to the investigation.
- The Registrar is required to report any criminal matters to the police service of jurisdiction.

Registrar's Findings for Inspections or Investigations

At the conclusion of an inspection or investigation, the Registrar will work with the licensee(s) to correct any detected issues unless there are opposing circumstances concerning the public interest, failure to comply with the legislation, or considerations pertaining to serious or sensitive issues.

Where concerns exist about the public interest, failure to comply with the legislation, considerations pertaining to serious or sensitive issues, or where a licensee is unable to implement changes to the Registrar's satisfaction, the Registrar may impose a sanction.

A sanction may include any of the following:

- (a) verbal warning
- (b) written warning
- (c) issuance of a violation ticket
- (d) imposition of conditions on a licence
- (e) suspension of a licence
- (f) cancellation of a licence
- (g) prosecution for an offence under the Act or Regulations

9.0 TRAINING REQUIREMENTS, COURSES AND ACCREDITATION

Security services workers, investigators and locksmiths must possess the appropriate skills, training and/or experience to safely and properly perform the kind of work they wish to be licensed for. The qualifications for each class of licence vary because of the skills required and the possible public safety impacts of the work. Training is a key component in determining if applicants possess the skills necessary to perform the kind of work they wish to be licensed for.

Training requirements vary by industry sector and have been developed to meet the Government of Alberta's obligations under the Trade Investment Labour Mobility Agreement (TILMA), the New West Partnership Trade Agreement (NWPTA) and the Agreement on Internal Trade (AIT). These agreements support the transferability of skills between provinces, not the ability to transfer a licence between provinces.

9.1 Deleted (2012)

9.2 Equivalent Training

The program, in seeking to establish reasonable minimum standards for the industry, recognizes that individuals seeking licensing in Alberta may have received training in another jurisdiction or acquired other training that meets the standards for the province. Upon review by the Registrar, alternative training courses in combination with experience may be approved as an equivalent to training and a licence may be issued. Applications will be reviewed on a case-by-case basis. Applicants should contact Security Programs for more information prior to application.

Applicants will be required to submit all supporting documents including certificates, transcripts, and in the case of job-based equivalencies, letters from employers, pay stubs or other supporting documents indicating the number of hours of employment in the field.

Personal experience alone in a field, in the absence of formal training, will not be considered equivalent to training required under the legislation.

9.3 Training Requirements by Licence Class

9.3.1 Training Requirements for Security Services Workers

Effective June 1, 2011, mandatory basic security training is a requirement for all applicants applying for a licence. Persons with grandfathered training prior to June 1, 2011, are not required to complete mandatory training unless they allow their licence to lapse or it is required by the Registrar (see below for additional information).

Workers in the following licence classes will be required to complete basic security training:

- security services workers/security guards/security agents
- loss prevention workers
- executive protection personnel/bodyguards
- alarm responders
- patrol dog handlers

An applicant for the above licences must meet the following training requirement:

- Successful completion of the 40-hour Alberta Basic Security Training Course or an equivalent course approved or accredited by the Ministry, and
- Completion of the provincial examination with a score of not less than 80%.

Equivalencies

Applicants who have not completed the Alberta Basic Security Training Course or an accredited training course may qualify for an equivalency exemption if they have alternative training and/or experience such as:

- A post-secondary certificate, diploma or degree in security, law enforcement or corrections.
- Canadian police, military police, or peace officer basic training (includes provincial and federal correctional officer).
- Mandatory provincial training completed in British Columbia, Ontario, Saskatchewan, or Manitoba (other provinces may be included at a later date, call Security Programs for more information). Training Certificates must accompany submitted applications. Applications with Ontario training must submit both the training certificate and proof of passing the provincial exam in that province.

Other training may also qualify for equivalency if the applicant can demonstrate proof of knowledge obtained through other training or courses in the following areas:

- powers of arrest
- Charter of Rights and Freedoms
- use-of-force theory
- legal issues and responsibilities
- conflict resolution skills
- evidence collection
- giving testimony in court
- note-taking
- report writing
- patrol and observation skills

Applicants may be required to challenge the provincial exam to demonstrate adequate knowledge for licensing. An applicant with substantial experience but unable to provide adequate proof of knowledge, may apply to the Registrar in writing to challenge the provincial exam. See section 9.6.2 of this Manual for more information.

To determine if alternative training courses will meet the requirements for licensing, contact Security Programs or email solgps.training@gov.ab.ca.

Transition (deleted 2015)

Grandfathered Training

Persons holding a valid licence when mandatory training came into effect on June 1, 2011 were 'grandfathered' for the purposes of training and will not be required to take the basic training course or challenge the exam unless they allow their new *Security Services and Investigators Act* licence to expire and wish to renew at a later date. "Training: Registered" on the back of a licence ID card represents a licensee with 'grandfathered' training qualifications.

All applicants for licensing on or after the date mandatory training came into effect, will be expected to provide proof of training.

9.3.2 Training and Equivalency Requirements for Investigators

Mandatory training for investigators came into effect June 1, 2012. Persons holding a valid licence prior to August 1, 2011, are not required to complete mandatory training unless they allow their licence to lapse or it is required by the Registrar (see below for additional information).

Workers in the following licence classes will be required to complete basic investigator training:

- investigators

An applicant for an investigator licence must meet the following requirements:

- Successful completion of a 60 hour investigator training course approved or accredited by the Ministry, and
- Completion of the provincial examination with a score of not less than 80%.

Equivalencies

Applicants, who have not completed an accredited training course, may apply for an equivalency exemption if they have alternative training and/or experience such as:

- A post-secondary certificate, diploma or degree in law enforcement or related disciplines (corrections designations are not accepted for this licence class).
- Canadian police officer basic training (including military police) or Alberta Peace Officer Level 2 training.

Other training may also qualify for equivalency if the applicant can demonstrate proof of knowledge obtained through other training or courses in the following areas:

- | | |
|--|---|
| <input type="checkbox"/> criminal law | <input type="checkbox"/> presentation and protocols |
| <input type="checkbox"/> civil law and process | <input type="checkbox"/> interviewing techniques |
| <input type="checkbox"/> human rights legislation | <input type="checkbox"/> report writing |
| <input type="checkbox"/> information and privacy legislation | <input type="checkbox"/> documentary research |
| <input type="checkbox"/> evidence recognition | <input type="checkbox"/> surveillance techniques |

An applicant with substantial experience but is unable to provide adequate proof of knowledge, may apply to the Registrar to challenge the provincial exam to demonstrate adequate knowledge for licensing. See section 9.6.2 of this Manual for more information.

To determine if alternative training courses will meet the requirements for licensing, contact Security Programs or email solgps.training@gov.ab.ca.

Transition (deleted 2015)

9.3.3 Locksmiths

Effective June 1, 2011, all locksmith licence applicants in Alberta must complete mandatory training and hold a Journeyman Certificate or equivalent.

Locksmithing is a profession requiring technical knowledge and skill and the use of specialized tools regulated under the Criminal Code of Canada. The necessary knowledge and skill can be obtained in a variety of ways, including Alberta's Locksmith Apprenticeship Program plus on-the-job training under the supervision and tutelage of a qualified locksmith.

An applicant for a Locksmith Licence must hold:

- A Locksmith Journeyman Certificate issued under the *Apprenticeship and Industry Training Act*, or
- A recognized journeyman or trade certificate from another jurisdiction.
- Alberta Journeyman Equivalency Document issued by the Ministry of Innovation and Advanced Education.
- Qualification Certificate issued by the Ministry of Innovation and Advanced Education to individuals with more than 9,360 hours and 72 months experience in the trade and successful completion of the necessary exams.

Equivalencies

Additional locksmith training courses and experience may be considered for approval by the Registrar as an equivalency to training if they meet the training outcomes, as prescribed for the Alberta Locksmith Apprenticeship Program, or requirements negotiated under TILMA, NWPTA and AIT (see section 9.3.6 of this Manual).

If the validity of a journeyman or trade certificate from another jurisdiction is questioned, the Registrar will consult with the Ministry of Innovation and Advanced Education to determine if the training qualifications have been met.

Transition (deleted 2015)

Locksmith Apprentices

Individuals enrolled in or entering into employment that will sponsor them through the Locksmith Apprenticeship Program are not required to provide proof of training. Where an applicant has been accepted into the Apprenticeship Program, proof of acceptance in the form of a letter or copy of the log book must be submitted. Individuals awaiting approval must submit proof of intent to register in the Apprenticeship Program in the form of a payment receipt or letter to the Registrar.

In both cases, the proof acceptance or intent must be accompanied by a letter from the employer stating the following:

- the employers sponsorship of the individual and intent to have them complete the Apprenticeship Program,
- timeline for application to the Apprenticeship Program, if known, and
- the name and licence number of the licensed locksmith that will be supervising the apprentice.

9.3.4 Training Requirements for Automotive Lock Bypass Workers

Individuals working in this industry sector typically use specialized tools regulated under the Criminal Code of Canada.

This licence class may include the following professions:

- tow truck drivers
- automotive road side assistance vehicle operators
- automotive mechanics and technicians
- auto body technicians
- any other profession that possess or operates tools designed to operate the switches or locks of a motor vehicle

While there are no specific training requirements for this licence class, it is highly recommended that applicants and licensees acquire the necessary proficiency with the tools. Significant damage can occur if the tools are not used properly.

9.3.5 Trade Investment Labour Mobility Agreement (TILMA), New West Partnership Trade Agreement (NWPTA) and Agreement on Internal Trade (AIT)

The Trade Investment Labour Mobility Agreement (TILMA), New West Partnership Trade Agreement (NWPTA) and the Agreement on Internal Trade (AIT) are intergovernmental agreements implemented to reduce or eliminate barriers to trade, investment and the ability to work in other provinces. New mandatory training requirements have been developed in consultation with other provinces and territories to ensure compliance with TILMA, NWPTA and AIT.

Individual licensees who have not completed mandatory training in Alberta may be required to undergo additional training when applying for licensing in another province.

Applicants with licensing from outside Alberta may be required to undertake mandatory training in Alberta.

The Ministry has currently negotiated agreements with British Columbia, Saskatchewan, Ontario, and Manitoba whereby the mandatory training course in these provinces will be accepted as approved training in Alberta. Proof of training must accompany all submitted applications. To verify if a training course has been approved in Alberta, contact Security Programs at 1-877-462-0791 or email the training program at solgps.training@gov.ab.ca.

9.4 Baton Training

Effective June 1, 2010, licensees who wish to carry a baton must provide proof of successful completion of an accredited or approved use-of-force course. A term/condition will be added to the licence ID card indicating appropriate training has been obtained.

Licensees may only use a baton if permitted to do so by their employer.

Approved courses include:

- PPCT
- Monadnock
- Counter Blade Concepts
- Controlled FORCE Level 1
- Setcan Principle Based Subject Control Instructor Course
- ASP Tactical Baton
- Peacemaker Expandable Baton

Recertification in use of batons will be required every 36 months.

Other courses may be deemed suitable for the issuance of a baton if they are at a minimum 32 hours in length and approved, in writing, by the Registrar.

Training requirements for use of baton came into effect upon proclamation of the Act.

9.5 Training Courses and Provider Accreditation

The Ministry will develop the curriculum and courses for basic security and investigator training based on essential learning outcomes for each industry sector. These courses can be licensed at no cost from the Ministry and offered to students through colleges, universities, independent training centres and contract trainers or in-house training programs. Additionally, the curriculum can be used to develop independent programs that meet the standards for licensing under the Act. These courses and their instructors must be accredited by the Ministry.

Students will be required to successfully complete a provincial exam to qualify for their training certificate. Upon successful completion of the provincial exam, the Registrar will issue training certificates to each student. Students must achieve a grade of no less than 80% on the provincial exam in order to be considered for licensing under the Act.

9.5.1 Government Training Courses

Companies or in-house departments wishing to offer government certified training courses for security workers and investigators can licence the courses for use. These courses are subject to regular audits to ensure they continue to meet the curriculum standards established by the Ministry.

Locksmith training is offered through Alberta Innovation and Advanced Education's Apprenticeship Program. All training requirements, curriculum, examinations and certification are administered through the Apprenticeship Program. Students are not required to complete additional exams administered through the Ministry.

All accredited training courses and trainers will be subject to periodic audits by program staff to ensure the approved training course continues to meet Ministry standards. All participants in accredited training courses are required to successfully complete the provincial examination to meet training requirements.

The forms required to licence the SSIA training courses may be found on the website in the 'SSIA Forms & Documents' section.

Basic Security Services Training

The Ministry's certified training course is called the Alberta Basic Security Training (ABST) Course. Companies and in-house departments can licence the course and be provided with the necessary training manuals and support documents by the following process:

- Complete the Request to Licence for Alberta Basic Security Training Course (PS0010)
- Attach proof of minimum \$1 million liability insurance

There is no fee for this product.

The ABST Course may be used in two ways:

1. As a primary training course offered directly to individuals applying for licensing under SSIA.
2. As the basis for development of alternative training courses that meet the requirements for licensing under SSIA. Alternative courses must be accredited by the Ministry prior to implementation.

Investigator Training

The Ministry's certified training course is called the Alberta Professional Investigator Training Course (AIT). The delivery process will be the same as the Alberta Basic Security Training Course in that the Ministry of Justice and Solicitor General does not intend to be the sole source provider of training programs for the investigation services industry. Any college, university, private training school, contract trainer or in-house training program may develop a training course that meets Government of Alberta standards and submit the course for accreditation by the Ministry.

Only the government-owned course, accredited courses or approved equivalencies may be applied toward an applicant's training requirement.

Locksmith Training

The Locksmith Apprenticeship Program and journeyman equivalency certification is offered by the Ministry of Innovation and Advanced Education.

For more information on locksmith training, visit the Ministry of Innovation and Advanced Education's apprenticeship website at www.tradesecrets.gov.ab.ca, or contact a regional Client Services Office:

Bonnyville	Tel: (780) 826-4175
Calgary	Tel: (403) 297-6457
Edmonton	Tel: (780) 427-8517
Fort McMurray	Tel: (780) 743-7150
Grande Prairie	Tel: (780) 538-5240
Hinton	Tel: (780) 865-8293
Lethbridge	Tel: (403) 381-5380
Medicine Hat	Tel: (403) 529-3580
Peace River	Tel: (780) 624-6529
Red Deer	Tel: (403) 340-5151
Slave Lake	Tel: (780) 849-7228
Vermilion	Tel: (780) 853-8150

9.5.2 Accredited Training Courses

The Ministry of Justice and Solicitor General does not intend to be the sole source provider of training programs for the security and investigation services industry. Any college, university, private training school, contract trainer or in-house training program may develop a training course that meets Government of Alberta standards and submit the course for accreditation by the Ministry. Only the government owned course, accredited courses or approved equivalencies may be applied toward an applicant's training requirement.

All accredited training courses and trainers are subject to periodic audits by program staff to ensure the approved training course continues to meet Ministry standards.

All participants in accredited training courses are required to successfully complete the provincial examination to meet training requirements.

The forms required to apply for accreditation of training courses may be found on the website in the 'SSIA Forms & Documents' section.

Accredited Basic Security Services Training

Accredited basic security training courses have been reviewed and approved by the Ministry. These courses meet the same standards as the ABST. See Appendix D for the expected learning outcomes and content.

Companies offering Accredited Basic Security Training Courses (AccBST) will be issued a certificate of accreditation by the Ministry. Companies and in-house departments may request accreditation by the following process:

- Complete the Training Program Outline Form and attach all requested documentation including curriculum, learning outcomes, manuals, videos or other materials used in instruction
- Attach proof of minimum \$1 million liability insurance

There is no fee for course accreditation (subject to change). Review timelines will vary.

Course accreditation is valid for five (5) years and all accredited courses are subject to audit by the Ministry.

Course accreditation is considered an interactive process and Ministry staff will contact the course provider with questions and direction to assist in successful accreditation. Additional guidelines are available at www.securityprograms.alberta.ca.

Accredited Investigator Training

Accredited basic investigator training courses have been reviewed and approved by the Ministry. These courses meet the same standards as the Alberta Professional Investigator Training Course. See Appendix D for the expected learning outcomes and content.

Companies offering Accredited Investigator Training Courses (AccIT) will be issued a certificate of accreditation by the Ministry. Companies and in-house departments may request accreditation by the following process:

- Complete the Training Program Outline Form and attach all requested documentation including curriculum, learning outcomes, manuals, videos or other materials used in instruction
- Attach proof of minimum \$1 million liability insurance

There is no fee for course accreditation (subject to change). Review timelines will vary.

Course accreditation is valid for 5 years and all accredited courses are subject to audit by the Ministry.

Course accreditation is considered an interactive process and Ministry staff will contact the course provider with questions and direction to assist in successful accreditation. Additional guidelines are available at www.securityprograms.alberta.ca.

Accredited Baton/Use-of-Force Training

Accredited baton/use-of-force training courses have been reviewed and approved by the Ministry. The course must meet the standards for the JSG Training Academy for use-of-force training and be consistent with common programs available to law enforcement in Canada. The Pressure Points Control Tactics (PPCT) course has been recognized as a standard for baton training in Alberta but this is **not** the only option. See section 9.4 for a list of accepted programs.

Companies offering Accredited Baton/Use-of-Force Training Courses will be issued a certificate of accreditation by the Ministry. Companies and in-house departments may request accreditation by the following process:

- Complete the Training Program Outline Form and attach all requested documentation including curriculum, learning outcomes, instructor manuals and visual representation of the elements being taught
- Attach proof of minimum \$1 million liability insurance

There is no fee for course accreditation (subject to change). Review timelines will vary.

PPCT course providers authorized by Human Factor Research Group (formerly PPCT Management Systems Inc.) are not required to accredit courses if they meet the training requirement. These training providers may wish to seek accreditation for the purpose of inclusion in the list of approved Ministry training courses and may do so by following the accreditation process listed above. Email solgps.training@gov.ab.ca for more information.

9.6 Provincial Examinations

Upon completion of an accredited training course for security or investigation services, applicants must pass a provincially administered or approved final exam with a score of not less than 80%, in order to qualify for licensing under the Act.

- An official training/examination certificate will be issued by the Registrar upon successful completion of the exam.
- Exams can be written as many times as necessary for up to two years from the date the original training course commenced.

9.6.1 Cheating

Any individual caught cheating on a provincial examination will be ineligible for licensing under the *Security Services and Investigators Act*.

Individuals caught cheating will be immediately expelled from the examination session by the proctor. Request to review the decision to expel and prohibit licensing must be forwarded to the Registrar in writing and will be reviewed on a case-by-case basis. The Registrar's decisions will be final.

9.6.2 Challenge Exams

Applicants with substantial work experience but limited formal training, or alternative training not recognized in section 9.3 of this Manual, in all licence classes, except locksmiths and automotive lock bypass workers, may apply to the Registrar for consideration to write a challenge exam. Applications will be reviewed on a case-by-case basis and approval is at the discretion of the Registrar.

Locksmiths with substantial work experience or training from a non-accredited source have the opportunity to obtain a Certificate of Qualification through Ministry of Innovation and Advanced Education.

See section 9.6.3 for information on the challenge exam process.

9.6.3 Examination Process

For assistance with or information on Government Exams email solqps.training@gov.ab.ca.

An official training certificate will be issued by the Ministry to all examinees upon successful completion of the provincial exam. Certificates will be issued directly to the examinee unless otherwise requested. A copy of the certificate must accompany the application for licensing.

Government Exams

The Ministry will oversee all final exams for Alberta Training Courses and Accredited Training Courses. A Ministry proctor or certified proctor will attend the exam at the date, time and location agreed to. The proctor will distribute and collect the exams, monitor the participants during the exam, mark the exams and provide the final grades to the Ministry.

Costs associated with securing the services of a Ministry or certified proctor must be born by the training provider. Proctors may not be direct employees of the training provider.

The Ministry will issue the official Training Certificates to applicants.

Marked final exams are the property of the Ministry and will be retained for 30 days and then destroyed.

Marking keys and completed exams will not be provided to the course trainer, provider or participants, except during the scheduled exam session, in order to maintain the integrity of the examination process. Examinees and trainers may review completed exams at the discretion of and under the supervision of the proctor or Ministry staff.

Challenge Exams

Applicants with substantial work experience but limited formal training or alternative training not recognized in section 9.3 of this Manual may request the opportunity to challenge the final exam. Requests must be made in writing to the Registrar. Upon approval, the examinee will be scheduled into the next available exam in their area or may be required to make alternate proctoring arrangements. Fees may apply.

Course providers may be asked to accommodate challenge exam participants during a scheduled examination session (no more than two challenge participants per session).

In the event that a large number of requests for challenge exams are received or there is no examination session scheduled within a reasonable timeframe, the Registrar may schedule a special examination session to accommodate the requests. Date, time and location will be at the discretion of the Registrar.

If an individual challenging the exam fails they will be required to complete the training program before being granted permission to rewrite the exam.

To request a challenged exam, fax or email the following to the Accreditation Analyst for review and consideration by the Registrar:

1. Request for a challenge exam and why the individual believes they qualify. Also include phone and email contact information.
2. Attach any certificates or documents that demonstrate relevant training and experience (training certificates for other training such as first aid are not accepted for this purpose).

An email will be issued by the Deputy Registrar or designated staff outlining the Registrar's decision and further instructions. Examination results will be available from the training program staff 2 business days after the scheduled exam. The Ministry will issue a training certificate directly to the examinee.

Rewrites for Provincial Exams

Individuals that have not successfully passed the provincial examination may rewrite the exam as many times as necessary for up to 2 years from the date of the original course commencement.

The examinee will be scheduled into the next available exam in their area or may be required to make alternate proctoring arrangements. Fees may apply.

Course providers may be asked to accommodate rewrite exam participants during a scheduled examination session (no more than two challenge/rewrite participants per session).

To arrange to rewrite the provincial examination:

1. Contact the training provider for the course to determine when the next exam is available.
2. If the training provider does not have a suitable exam date, contact the training program at solgps.training@gov.ab.ca to request a rewrite. Include your name and phone number, the date of your original exam and the name of the course provider, and the city or town in which you reside. The training program staff will contact individuals requesting rewrites to finalize the details for an exam session.

Examination results will be available from the training program staff 2 business days after the scheduled exam. The Ministry will issue a training certificate directly to the examinee.

Course Provider Responsibilities

The training course provider is responsible for requesting the exam proctor, providing the examination facility and submitting a list of exam participants to the Ministry in advance of the exam.

To request a proctor that is employed by the Ministry:

1. Submit Request to Schedule Examination Proctor Form (PS0011) with fee to the Deputy Registrar at least 30 days prior to the proposed exam date to request an exam proctor. Ministry staff will provide written confirmation by email that a proctor has been assigned.
2. Complete and submit the SSIA Provincial Exam Reporting Sheet to the training program at solgps.training@gov.ab.ca by email no less than 48 hours prior to the exam date. The proctor will need this document to record exam attendance and provide marks to the Ministry. The SSIA Provincial Exam Reporting Sheet will be forwarded to the proctor by Ministry staff prior to the exam date.

To schedule certified proctors:

1. Contact the certified proctor directly to schedule (certified proctors must be pre-approved by the Registrar).
2. Submit the Request to Schedule Proctor Form (PS0011) to the Ministry and the proctor at least 2 business days prior to the scheduled examination date. The proctor will make all arrangements to ensure exams are available for the scheduled examination date.
3. Complete and submit the SSIA Provincial Exam Reporting Sheet to the proctor and the training program at solgps.training@gov.ab.ca by email no less than 48 hours (2 business days) prior to the exam date. The proctor will need this document to record exam attendance and provide marks to the Ministry.

9.6.4 Final Exam Proctors

Proctor Role and Responsibilities:

- The proctor is responsible for maintaining the integrity of the examination process and will not share or distribute marking keys or other information that may influence a participant's ability to pass the exam.
- The proctor will create and track all exam inventories.
- The proctor will verify the identity of all exam participants by checking photo identification.
- The proctor will distribute and collect all exams on the examination date.
- The proctor is authorized to expel any participants caught cheating or disrupting the examination process.
- The proctor will mark all exams and submit grades to the training program, within 2 business days of completion of the exam. The Ministry will issue official Training Certificates to successful examinees and letters to unsuccessful examinees.
- The proctor will return all marked exams to the Ministry within 7 days for storage.

See the 'Training & Testing' section at www.securityprograms.alberta.ca for additional documentation related to proctoring and the exam process. Proctor instructions and process requirements are distributed to proctors at the time of certification and updates are emailed periodically.

Proctor Cost

Ministry Proctors: The cost for contracting proctoring services if a government employee is used is \$250.00 per assigned Ministry proctor.

Certified Proctors: Cost for contracting alternate proctoring services will be established by agreement between the proctor and the company retaining the proctor. Proctors may not be direct employees of the training provider.

Ministry and Certified Proctors

Proctors are tasked with administering and marking the Provincial Final Exam and providing the grades to the training program, within 2 business days of the exam. The Ministry will issue the official Training Certificates directly to the examinees unless otherwise requested.

All exam proctors and markers must be approved by and registered with the Ministry in writing prior to being permitted to proctor an exam. A confidentiality agreement must be signed by the parties directly responsible for administering and marking the exams to ensure the integrity of the exams and examination process.

Ministry proctors will be off-duty Ministry employees. In the event that an employee is not available, an SSIA Investigator may proctor the exam. Proctors will have a Ministry ID Card and an email from the Ministry as proof of assignment.

A training course provider may also use an independent, certified proctor to administer and mark the final provincial exams if approved in advance by the Registrar. Requests to certify a proctor must be made in writing to the Registrar at least 30 days prior to the first scheduled examination date using the Request to Certify Proctor Form (PS0009). Visit the website at www.securityprograms.alberta.ca for more information.

Certified proctors may include:

- testing centres
- accredited post-secondary schools
- academics or teachers (retired or active)
- licensed professions such as doctors, lawyers, accountants (CA, CGA, CMA), engineers (retired or active)
- police officers, peace officers or other law enforcement representatives (retired or active)
- other options may be considered

Organizations registered under the *Post-Secondary Learning Act* or equivalent legislation will be permitted to proctor their own exams.

To certify a proctor, training providers or candidates must submit the following documentation to the Accreditation Analyst for approval:

1. Completed and signed Request to Certify Proctor Form (PS0009).
2. Proof of professional credentials.

A letter of certification will be issued to the proctor. A copy of this letter must be provided to training providers on commencement of proctoring services.

9.6.5 Training Certificates

Security Programs staff will prepare and issue official Training Certificates based on the grades provided by the proctor or designated marker. Training Certificates will be mailed directly to the examinees unless other arrangements have been made with the training provider.

If an examinee fails to achieve a grade of 80% or higher, a letter will be issued to the applicant advising that they have failed the exam.

A copy of the SSIA Provincial Exam Reporting Sheet, with final grades, will be emailed to the course provider prior to Training Certificates being issued. This document should be kept on file as part of the course records, as per the training providers Licensing or Accreditation Agreement with the Ministry.

Training providers and employers may be able to coordinate the issuing of Training Certificates and the processing of individual applications. Contact the Security Programs Senior Licensing Clerk for instructions.

9.6.6 Request for Review of Examination Grade

An examinee may request a review of their examination grade if they believe the grade is inappropriate or inaccurate. Requests for review must be made, in writing within 30 days of being notified of the failing grade, and state the exam date and training provider. Only the examinee may submit a request for review. Reviews will be at the Registrar's discretion.

Submit requests for review to:

Registrar, *Security Services and Investigators Act*
Ministry of Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7
Email: ssia.registrar@gov.ab.ca
Fax: 780-427-4670

The Registrar may assign the exam to a third party reviewer. The reviewer will make a recommendation to the Registrar to maintain or change the grade. The Registrar will issue a written decision to the individual requesting the review.

If the Registrar's decision alters the grade originally issued, the Registrar may:

- issue or rescind a Training Certificate; and
- issue or rescind a SSIA licence issued as a result of that Training Certificate. The Registrar's decision is final.

9.7 Accreditation for Instructors and Trainers

Only Ministry-accredited trainers and instructors may deliver approved basic training for the purposes of the SSIA. Any trainer or instructor with the appropriate qualifications may apply to be accredited for training programs approved or accredited under the *Security Services and Investigators Act*, including:

- Alberta Basic Security Services Training
- Accredited Basic Security Services Training
- Baton/Use-of-Force Training
- Alberta Professional Investigator Training
- Accredited Investigator Training

9.7.1 Qualifications for Trainers for Security or Investigator Training Programs

Applications for trainer accreditation must demonstrate both experience in the security or investigation industries and experience and certification as a trainer/instructor as follows:

- Security training: Experience in the security services industry
- Investigator training: Minimum 2 years' experience as an investigator in any field

Plus

- Training or teaching certification from a recognized institution, or
- Experience as a police or military trainer, or
- Approved trainer accreditation/certification for approved provincial security or investigator training programs in British Columbia, Ontario, Saskatchewan or Manitoba, or
- Experience as a trainer or instructor for a similar type of training program.
- Other experience or certification as required by the Registrar.

9.7.2 Qualifications for Trainers for Baton/Use-of-Force Training Programs

Applications must demonstrate both experience in the security or investigation industries or law enforcement and experience and certification as a baton/use-of-force instructor as follows:

- Experience in the security services and/or investigation industries or law enforcement, and
- Experience as a trainer in the use of batons

Plus

- Certification as an instructor for a recognized baton/use-of-force training program, i.e. PPCT, Monadnock.
- Other experience or certification as required by the Registrar.

9.7.3 Trainer Accreditation Process

Individuals requesting trainer accreditation must complete and submit the following to the Registrar for approval:

- Completed and signed Application for Trainer Accreditation Form (PS0008)

Plus, any of the following:

- Training certificates (instructor level)
- Transcripts, Diplomas or Certificates from trainer certification programs
- CVs/Resumes/List of employers with contact information (trainer related positions only)
- Letters or other proof from employers demonstrating how long you were employed as a trainer
- Other documentation that proves experience or qualifications as a trainer

Trainers approved for accreditation will be issued a certificate and accreditation number by the Ministry and be placed on the list of approved trainers posted on the Security Programs website.

10.0 VISUAL IDENTITY

10.1 Uniforms

Unless exempt, a licensee shall wear a uniform while on duty as prescribed by section 34 of the Act and section 21 of the Regulation. Exemptions have been allowed for licence classes where uniforms are deemed unnecessary or inappropriate.

Uniforms must be approved at application and renewal or in advance of any changes, by the Registrar. Licensees must submit photographs, front, back and side, of proposed uniforms plus a sample of the shoulder crest, to demonstrate that uniforms meet the requirements listed below.

Individual licensees must wear the approved uniform for the employer they are on duty for. Wearing another company's uniform is strictly prohibited.

The following requirements apply to all uniforms:

- Uniforms may be of any color desired by the business licensee.
- Uniforms may not have any color of stripe on a pant or hat band, unless that stripe is reflective white in color.
- Must bear a shoulder flash on the upper sleeve of all shirts, sweaters, coveralls and jackets clearly displaying, at a minimum, the employing company's name, or alternately must bear shoulder epaulettes clearly displaying, at a minimum, the employing company's name. Shoulder flashes must not resemble a police or peace officer agency shoulder flash.

- Uniforms may, at the discretion of the business licensee, bear rank insignia of any style.
- Badges may not be affixed to any part of a uniform (see section 10.2 for more information on the use of badges).
- Uniforms must have the term “SECURITY”, “SECURITY GUARD” or “SECURITY AGENT” in upper case letters not less than 1.5 centimeters high in a color that contrasts with the dominant color of the uniform permanently affixed to the chest and both shoulders of all shirts, sweaters, vests, coveralls and jackets.
- Uniforms must have the term “SECURITY”, “SECURITY GUARD” or “SECURITY AGENT” in upper case letters not less than 5 centimeters high and in a color that contrasts with the dominant color of the uniform permanently affixed to the back of all shirts, sweaters, vests, coveralls, and jackets.
- If a vest is worn it must be worn with a shirt or sweater marked in the manner prescribed above.
- In some work environments it may be desirable for licensees to wear business attire in the form of a suit or blazer. Those licensees desiring to utilize suits or blazers must ensure that an ID tag is worn on the lapel or breast pocket of the blazer or suit. The ID tags must include the licence class (i.e. security, loss prevention) and the name of the company/employer.
- For special or unique events, it may be desirable to have simpler uniforms such as t-shirts and hats. Those licensees desiring to utilize these types of uniforms can seek permission from the Registrar in writing. Shoulder flashes are optional under these circumstances, however, the company name must appear somewhere on the uniform.

Exemptions apply to the following classes and sub-classes:

- Investigators
- Executive Protection
- Loss Prevention
- Locksmiths
- Automotive Lock Bypass

Dual licensees: Licensees must adhere to the uniform regulations that apply to the licence class while performing the duties in relation to that licence class.

If an exempt licence class wishes to wear a uniform, it must comply with the uniform requirements described herein.

Locksmiths and automotive lock bypass licensees may wear a uniform as directed by their employer or company policy but it may not resemble a law enforcement or security services licensee’s uniform (i.e. coveralls, or shirt with company name).

The Registrar may, if in the Registrar’s opinion it is appropriate, exempt any licensee who is required to wear a uniform on a case-by-case basis by adding a term and/or condition to the licensee’s licence ID card (i.e. security guards performing bodyguard services).

10.2 Badges

The Ministry has developed a police-style badge for use by all licensees. Only the approved style may be used. See section 4.3 of this policy manual and Appendix B for specifications and production information.

Production, issuing and retrieval of badges are the responsibility of the business licensee.

A badge may be used by an individual licensee only if issued by the business licensee. Individuals may only be in possession of a badge, permitted under this legislation, while on duty.

A badge may not be worn on a uniform or otherwise displayed. Badges must be encased in a wallet carrying both the badge and the licence ID card. A badge is not a legal document and is not sufficient for legally identifying a licensee to the public.

10.3 Titles and Terminology

A licensee shall not use the expression “private detective”, “law enforcement officer”, “protection officer” or “security officer” in connection with a business or employment, or hold out in any manner that the person is a private detective, law enforcement officer, protection officer or security officer or use any derivation of these terms that is likely to confuse the public.

Licensees may use the terms investigator, private investigator, security guard, security services, security agent, protection services, bodyguard, executive protection services, loss prevention worker, locksmith, automotive lock bypass worker or any other derivative of the licence class title as long as it does not contravene sections 40 and 41 of the Act.

10.4 Vehicles

Vehicle markings are a key element of establishing corporate images for business licensees and a safety feature for licensees during the course of their duties. Vehicle markings only pertain to licence classes that perform security services. Locksmith, automotive lock bypass, investigator and executive security licensees are not required to mark their vehicles in accordance with this section.

Vehicle markings are not mandatory, however, where vehicle markings are utilized they must be done in accordance with the standards and the requirements prescribed below:

- Vehicles may have color stripes of any combination provided they do not, in the Registrar’s opinion, resemble the color system of the RCMP, any Alberta municipal police agency, Alberta sheriff, or a community peace officer agency.
- The word ‘SECURITY’, ‘SECURITY SERVICES’ or ‘SECURITY AGENT’, in upper case letters, must be prominently displayed in a color that contrasts with the color of the vehicle,
 - On both sides of the vehicle in letters not less than 10 centimeters high
 - On the front and back (includes visors, windows, bumpers and bug screens) of the vehicle in letters not less than 8 centimeters high

- The name of the business licensee must be displayed on the vehicle.
- The agency crest or logo must appear on the both sides of the vehicle. The crest must clearly display, at a minimum, the employing agency name.

10.4.1 Sirens, Flashing Lights and Search Lights

Vehicles may not be equipped with sirens, flashing lights or search lights without the written approval of the Alberta Ministry of Transportation. Business licensees wishing to use this equipment on company vehicles must apply for permission under the *Traffic Safety Act*. If a business licensee has been authorized by Ministry of Transportation to use lights, a copy of the approval letter must be submitted to the Registrar. For approval to use flashing lights on vehicles, submit a request in writing to:

Department of Transportation
TSS-Vehicle Safety & Carrier Services
Main Floor 4999 – 98 Avenue
Edmonton, AB T6B 2X3

Agencies who solely operate on private property where the public has no access may utilize a removable flashing yellow light for safety purposes. The light must be removed when the vehicle leaves private property (i.e. if you leave the site for an oil change you have to remove the lights).

10.5 Equipment

Individuals licensed under the Act and Regulations have access to specialized equipment to assist them in undertaking their duties safely. Employers are responsible for ensuring individual licensees have adequate training in the proper use of this equipment.

A business licensee, at their discretion, may limit or restrict the equipment an individual licensee may carry or use, regardless of the individual's training. Restrictions on the type of equipment an individual licensee may use may be restricted by the Registrar if it is deemed in the best interest of the public.

Sections 6, 7 and 9 of the *Security Services and Investigators Regulation* provide specific descriptions and requirements for equipment.

10.5.1 Locksmith and Automotive Bypass Tools

Locksmith

Locksmith tools include any instruments designed or that can be modified or adapted to manipulate manual, electronic, computerized or other locking systems. Locksmith tools do not include common devices utilized for duplicating non-master keys.

Automotive Lock Bypass

ALB tools include any instruments designed, or that can be modified or adapted, to operate the locks, ignition, or other switches on motor vehicles.

10.5.2 Internal/External Body Armor

Internal or external body armor is permitted for use in the program at the discretion of the business licensee. If external body armor is worn, it must be marked according to the standards set out for uniforms.

10.5.3 Handcuffs

Handcuffs may be utilized by any licensee, except locksmiths or automotive lock-bypass licensees. Employers must ensure adequate training is provided on the use of this equipment.

10.5.4 Flashlights

Flashlights shall be no longer than 18 inches in length. Flashlights are not to be used as a baton or weapon.

10.5.5 Other Equipment

Other equipment is available to licensees that may be regulated by other provincial and federal legislation. Licensees are responsible for obtaining the necessary licences or approvals for use of this equipment.

Two-way Radios

Two-way radios are licensed under the *Radio Communication Act of Canada*. Anyone using or renting two-way radios is required to have a radio communications licence through Industry Canada.

Police Scanners

Police scanners are prohibited under the *Radio Communication Regulations* unless you have written permission from the police service you are monitoring and have a radio licence through Industry Canada.

10.5.6 Weapons

In the interest of public safety, the Act and Regulations clearly identify which weapons may be used by licensees and applicable restrictions and training.

Batons

Batons may be used by all licensees, except locksmith and automotive lock bypass licensees, if authorized by the Ministry and indicated on the Licence ID Card. Licensees must successfully complete an approved 40-hour use-of-force training course to be approved for baton use. Recertification in use of batons will be required every 36 months. Use of batons while on duty is at the discretion of the employer. Business licensees may restrict the use of batons, regardless of whether an individual licensee has the appropriate training.

Batons shall be no longer than 26 inches in length when fully extended.

Please be advised that batons shall not be carried in a concealed manner or in a way so as to hide the baton from the public's view as this may contravene elements of the Criminal Code of Canada with respect to carrying a concealed weapon.

Firearms

Firearms will not be approved for use under the provisions of this legislation except in rare situations where the Federal Chief Firearms Officer for the Province of Alberta approves the issuance of a firearm to a licensee through Federal Legislation (section 20 of the *Firearms Act (Canada)*). In this event the Registrar will conduct a review including consultation with the licensee and the Chief Firearms Officer, to determine if it would be appropriate to add a term and/or condition to an individual's licence allowing for the carrying of a firearm.

Prohibited Weapons

Firearms, OC spray, SAP gloves, PR 24 nightsticks, shock sticks, conducted energy weapons or any other weapon prohibited by the Criminal Code of Canada will not be permitted. Use of any prohibited weapon while on duty will result in immediate suspension or cancellation of a licence.

Bear Spray

While OC Spray is prohibited, the use of bear spray is acceptable, provided the environmental conditions warrant the carrying and possible use of this product. It is only appropriate to carry and possibly use this product where the likelihood of running into a bear or other wildlife exists, i.e. remote wilderness security sites. As with all equipment, the business licensee may establish policy about the use of this product, including prohibiting use by its employees.

11.0 COMPLAINTS AGAINST LICENSEES

Accountability and responsibility are major components of the *Security Services and Investigators Act*. The professional handling of complaints in regards to actions taken by individuals and businesses licensed under the Act has a direct impact on public confidence in the program.

A complaint is captured under the auspices of the Act and Regulations if it is made in writing to the appropriate party. Upon notification of disposition of the complaint, and the complainant is dissatisfied with the findings, the complainant may request a review of the complaint and disposition.

If a complainant is unable to provide a written document due to a valid reason such as language barrier or disability, the recipient of the complaint shall take the necessary steps to have the complaint recorded in writing on behalf of the complainant.

Based on the outcome of a complaint or review, the Registrar or Director of Law Enforcement (the Director) may take any number of actions including varying the terms and/or conditions of, suspending or canceling an individual or business licence.

Questions concerning complaints and the complaint process should be directed to:
Complaints Coordinator, Security Programs
Ministry of Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7
Phone: 780-638-3704
Fax: 780-427-4670
Email: ssia.registrar@gov.ab.ca

11.1 Complaint About an Individual Licensee

Sections 24, 25, 26 and 27 of the Act outline the process for making a complaint against an individual licensee.

1. Complaints against individual licensees must be made in writing to the licensee's employer* **within 90 days of the action or circumstances that prompted the complaint.**

* For the purposes of the Act and Regulations, the employer is the business entity who directly employs the individual. (i.e. if a mall hires a contract security company to provide services, that company is the employer, not the premises upon which the security person works)

2. Within 30 days of receiving the complaint the employer must acknowledge receipt, in writing, to the complainant (as per section 26 of the *Ministerial Regulation*).
3. In acknowledging the complaint, the employer must notify the individual licensee who is subject of the complaint, if the Registrar deems it appropriate (see section 11.2).
4. The employer must, within 90 days,
 - investigate and dispose of the complaint, and
 - notify the complainant, the individual licensee who is the subject of the complaint and the Registrar (use Public Complaint Outcome form PS3749), in writing, of the disposition of the complaint with reasons.

A complainant may request a review of the employer's findings if they are not satisfied with the outcome. See section 11.6 for information on the complaint review process.

11.2 When Appropriate to Notify Individual Licensee About Complaints

It is recognized that in the majority of cases it is appropriate and necessary to inform a licensee about a complaint made to facilitate the principles of due process and fairness. However, in circumstances where such notification may unduly have a negative impact on an internal investigation or place the complainant in an unfavourable position, the notification may be delayed for a period of time.

In the following general circumstances, consideration must be given to delay informing the licensee about a complaint when it may reasonably be suspected that:

1. The complainant may be placed in danger,
2. The complainant may face other inappropriate action by the licensee should the licensee be informed,
3. The notification may impede the gathering of evidence during an internal investigation,
4. A reasonable likelihood exists that the complaint may lead to charges under federal or provincial legislation and that notification could impede any resulting police or other investigative agency investigation, or
5. Any other situation identified by the employer or Registrar in which it may be appropriate to delay informing the licensee about the complaint.

In any case where the authorized employer is uncertain as to the appropriateness of informing a licensee about a complaint, the Registrar should be contacted.

11.3 Anonymous Complaints

Anonymous complaints are occasionally submitted to an employer of an individual licensee or the Registrar. Anonymous complaints do not allow the employer or the Registrar to discharge required legal responsibilities and therefore they are not considered a complaint under the Act.

However, if the nature of any complaint is serious, the employer or Registrar shall review the matter and consider what, if any further action should or can be taken. In the event some element of substance to the allegation is uncovered, the employer must report to the Registrar as per section 25(4) of the Act.

11.4 Criminal Matters

1. Employers are responsible for reviewing complaints to determine if there are allegations of criminal misconduct. Any allegations of criminal misconduct must be reported to the police service of jurisdiction for investigation and the complainant and the Registrar notified forthwith.
2. The employer may continue to conduct a concurrent internal investigation provided they interact/cooperate with the police service and take such steps that are necessary to avoid contaminating the criminal investigation.
3. If a concurrent investigation is conducted it must be completed within 90 days as per section 25(4) of the Act.
4. In allegations of criminal misconduct business licensees may consider the obligation to reach a conclusion within 90 days, as per section 25(4) of the Act, fulfilled if they have notified the police service of the allegation **and** provided written notification to the complainant and Registrar that this action has occurred.

5. Please note that complaints that contain allegations of excessive force are considered to be criminal allegations. All complaints of excessive force must be reported to the police service of jurisdiction for investigation.

11.5 Complaints Not Requiring Investigation

Section 25(3) recognizes that some complaints will be made under circumstances in which an investigation is not required. The legislation has included four circumstances under which an employer may choose not to investigate a complaint. The employer is required to notify the complainant of the decision not to investigate within 90 days of receipt of the complaint. *In all cases where this option is used the complainant **must** be notified in writing of their right to request a review by the Registrar.*

1. Frivolous: a complaint intended merely to harass or embarrass.
2. Vexatious: a complaint that has no basis in fact or reason, with its purpose to bother, annoy, and embarrass the individual or business licensee.
3. Bad Faith: filing a complaint with intentional dishonesty or with intent to mislead.
4. Having regard of all the circumstances, no investigation, in the option of the employer or Registrar, is deemed necessary.

11.5.1 Non Exhaustive List of Reasons Why an Investigation May Not be Required Under Section 11.5(d) Above

- Employer utilizes an informal resolution process (see 11.5.2 below).
- Employee no longer works for the employer.
- Contact with complainant after submission of initial complaint cannot be made (documentation showing this is the case should be kept in case of appeal).

11.5.2 Informal Resolutions of Complaints

1. Section 25(2)(b) of the Act allows for an employer not to investigate a complaint if, in the employer's opinion and having regard to all of the circumstances, no investigation is necessary. Successful informal resolution allows an investigation to be discontinued.
2. There are many formats in which to informally resolve complaints. Business licensees should develop one format and ensure that it is used throughout the company.
3. Business licensees are encouraged to obtain the complainant's signature, where possible, to show that a matter has been informally resolved. This would preclude the complainant from claiming duress or that they did not agree with the outcome.
4. Without clear documentation, complaints that are informally resolved by the employer may, in some circumstances, be eligible for appeal to the Registrar and subsequently the Director.

11.6 Complaint Review Process

Pursuant to sections 26, 27 and 29 of the Act, if a complainant is dissatisfied with the outcome of a complaint, they may request a review of:

- An employer's disposition of a complaint against an individual licensee, by the Registrar.
- The Registrar's review of an employer's disposition of a complaint, by the Director of Law Enforcement.
- The Registrar's disposition of a complaint against a business licensee, by the Director of Law Enforcement.

Requests for review must be submitted in writing within 30 days of notification of the disposition of the complaint to:

Complaints Coordinator, Security Programs
Ministry of Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7
Fax: 780-427-4670

11.6.1 Review of Employer's Disposition of Complaint Against an Individual Licensee

There are two levels of review available to complainants dissatisfied with the disposition of a complaint against an individual licensee.

11.6.2 First Level of Review - Registrar

1. A request for review of a complaint against an individual licensee must first be submitted to the Registrar, in writing, within 30 days from the date the complainant receives notification of the employer's disposition.
2. Within 30 days of receiving the request for review the Registrar will acknowledge receipt, in writing, to the complainant.
3. Not all review requests will be reviewed by the Registrar. See section 11.6.3 below. If the Registrar refuses to conduct a review or discontinues a review, the complainant will be notified and provided reasons within 90 days.
4. In acknowledging the request for review, the Registrar will notify both the business and individual licensee about the request for review, if the Registrar deems it appropriate (see section 11.2).
5. There is no timeframe in which the Registrar is required to complete a review.
6. Pursuant to section 26 of the Act, after completing a review of the complaint, the Registrar must notify the complainant, the individual licensee who is the subject of the complaint and the individual licensee's employer, of the Registrar's decision and the reasons for the decision.

7. Following a review, the Registrar will determine:
 - (a) whether the conduct that formed the basis of the complaint was a contravention of the Act and Regulations or a condition of a licence, and
 - (b) in the event of a contravention, whether to proceed with a sanction.
A sanction may include any of the following:
 - (a) verbal warning
 - (b) written warning
 - (c) issuance of a violation ticket
 - (d) imposition of conditions on a licence
 - (e) suspension of a licence
 - (f) cancellation of a licence
 - (g) prosecution for an offence under the Act or Regulations

If the complainant is dissatisfied with the outcome of the Registrar's review, they may request further review by the Director.

NOTE: *Violation tickets or prosecution sanctions against a licensee cannot be appealed to the Director. They must be disputed in court.*

11.6.3 Complaints Not Requiring Review by Registrar (Individual or Business)

The Act recognizes that some requests for review will be made under circumstances in which a review is not required. The legislation has included four circumstances under which the Registrar may choose not to complete a review. The Registrar is required to notify the complainant of the decision not to investigate within 90 days of receipt of the request, in writing.

1. Frivolous: a complaint intended merely to harass or embarrass.
2. Vexatious: a complaint that has no basis in fact or reason, with its purpose to bother, annoy, and embarrass the individual or business licensee.
3. Bad Faith: filing a complaint with intentional dishonesty or with intent to mislead.
4. Having regard of all the circumstances and in the opinion of the Registrar, no investigation is deemed necessary.

Non Exhaustive List of Reasons Why a Review May Not be Required

- Registrar utilizes an informal resolution process (see 11.6.5 below).
- Contact with complainant after submission of request for review cannot be made.
- Individual licensee's licence expires and is not renewed (Registrar loses jurisdiction).
- Individual licensee's licence is cancelled in relation to another matter (Registrar loses jurisdiction).

- The Registrar may choose not to conduct a review with respect to allegations of disrespectful or inappropriate language by a licensee, except in those circumstances where the language is alleged to be discriminatory or racist.
- The Registrar may choose not to conduct a review if an investigation has or will be carried out through another enactment that would duplicate the efforts of the Registrar. In these cases the Registrar is entitled to utilize the results of these investigations as if they were the Registrar's when assessing what, if any, further action should be taken and if this information can be made available to the Registrar (i.e. investigation of a security worker at a hospital under the *Protection of Persons in Care Act*).
- The Registrar may choose not to conduct a review with respect to minor allegations that would not result in any sanctions against the licensee.
- Any other matter in which a review will not benefit the complainant.

11.6.4 Continuity of Reviews

1. Unless otherwise stipulated in this manual, Registrar reviews will continue even if the individual has left the employment of the business for whom they worked when the complaint was initially made.
2. Rationale: Individual licensees may move between employers and should not be able to avoid dealing with complaints by changing employers. Conduct under some circumstances may lead to action being taken against the licence under provisions of the Act, regardless of the individual's employer at the time the Registrar's decision is made.

11.6.5 Informal Resolution of Requests for Review by Deputy Registrar

The Deputy Registrar has the authority to informally resolve issues either personally or through investigative staff. This shall be accomplished by meeting with the complainant, individual licensee and business licensee to discuss their concerns, circumstances, facts and any information pertaining to the complaint. If a mutually agreeable solution can be reached by all parties involved, the complaint shall be deemed to be resolved and no review is necessary.

Review Process

In some matters, the most expeditious and effective manner in which to handle a request for review may be for the Deputy Registrar or investigator to attempt to resolve the issue in the first instance. With the consent of the complainant, the Deputy Registrar or investigator may resolve the complaint by:

1. Personally bringing the complainant's concerns to the attention of the licensee and the licensee's employer,
2. Following up with the complainant once contact has been made with the licensee and the licensee's employer to determine a course of action, or
3. Should the complainant, licensee, and the licensee's employer be satisfied with the resolution, the complainant will be advised that they will receive a disposition letter within 30 days, confirming that their complaint has been concluded to their satisfaction.

11.6.6 Second Level of Review – Director of Law Enforcement (Section 27 of the Act)

1. A request for review of the Registrar's decision must be submitted to the Director, in writing, within 30 days from the date the complainant receives notification of the Registrar's disposition.
2. Within 30 days of receiving the request for review, the Director will make a decision and notify the complainant, individual licensee, and business licensee of the decision to reverse, vary or confirm the Registrar's decision.
3. If additional time to consider the request is required, the Director may extend the 30 day period to any timeframe required by notifying the complainant, individual licensee, and business licensee in writing.
4. The Director may direct the Registrar to levy a sanction available to the Registrar noted in section 11.6.3.
5. The decision of the Director is final.

11.7 Complaint About a Business Licensee

Complaints against all business licensees are managed by the Registrar.

1. Complaints against business licensees must be made in writing to the Registrar **within 90 days of the action or circumstances that prompted the complaint.** Use Complaint Against a Business form PS3748.
2. Within 30 days of receiving the complaint the Registrar will acknowledge receipt, in writing, to the complainant.
3. Not all complaints will be investigated by the Registrar. See section 11.6.3 above. If the Registrar refuses to conduct an investigation or discontinues an investigation the complainant will be notified and provided reasons within 90 days.
4. In acknowledging the complaint, the Registrar will notify the business licensee about the complaint, if the Registrar deems it appropriate.
5. There is no timeframe in which the Registrar is required to complete an investigation.
6. Pursuant to section 29 of the Act, after completing an investigation the Registrar must notify the complainant and the business licensee, of the Registrar's decision and the reasons for the decision.
7. Following an investigation, the Registrar will determine:
 - (a) whether the conduct that formed the basis of the complaint was a contravention of the Act and Regulations or a condition of a licence, and

- (b) in the event of a contravention, whether to proceed with a sanction.
A sanction may include any of the following:
 - (a) verbal warning
 - (b) written warning
 - (c) issuance of a violation ticket
 - (d) imposition of conditions on a licence
 - (e) suspension of a licence
 - (f) cancellation of a licence
 - (g) prosecution for an offence under the Act or Regulations

8. If the complainant is dissatisfied with the outcome of the Registrar's investigation, they may request further review by the Director.

11.7.1 Review of Registrar's Disposition of Complaint Against a Business Licensee

A request for review of a complaint against a business licensee must be submitted to the Director of Law Enforcement. The process that will be followed is shown in section 11.6 above.

12.0 OFFENCES AND PENALTIES

Offences under the Act and Regulations are outlined in the Alberta Procedures Regulation as follows. Fines and penalties range from \$100 to \$500 for first offences with maximum fines of \$5,000 for individuals and \$250,000 for business and may include jail time.

Part 20.4 Security Services and Investigators Act

- Section: 18(a), (b) or (c)
- 19(a), (b), (c), (d), (e), (f), (g), (h), or (i)
- 21
- 31(1), (2) or (3)
- 32(a), (b) or (c)
- 34(1)
- 36(a) or (b)
- 38
- 39(a), (b), (c), (d) or (e)
- 40
- 41
- 44(1) or (2)

Part 20.5 Security Services and Investigators Regulation

- Section: 3(1) or (2)
- 4(2)
- 5(a) or (b)
- 6(1) or (2)
- 7(1)
- 8(1) or (2)
- 12(1)(a), (c) or (d), (2), (3), (5), (6) or (7)
- 13

Part 20.6 *Security Services and Investigators (Ministerial) Regulation*

Section: 14(3)
16(4)
18(1) or (2)
21(1), (2), (3) or (4)
23(1), (2), (3), (4) or (5)
24(2)
25(1), (2), (4) or (5)
26
27(1) or (2)
28(2) or (3)

Visit www.qp.alberta.ca/Laws_Online.cfm to view the Procedures Regulation.

APPENDIX A - Forms

Forms are routinely amended and subject to change. Visit the website for the most current version at www.securityprograms.alberta.ca, under the 'SSIA Forms & Documents' section.

[Individual Application/Renewal Form & Guide PS3723](#)

[Business Licence Application/Renewal Form & Guide PS3725](#)

[Complaint Against a Business Licensee Form PS3748](#)

[Consent for Disclosure for Application Form PS0031](#)

[Employee Update Form PS3755](#)

[Incident Report Form PS3750](#)

[Disposition of Public Complaint Form PS3749](#)

[Update to Business Licence PS3747](#)

[Update to Individual Licence PS3746](#)

APPENDIX B – Badges – Production Standards and Guidelines

The Ministry has designed a badge for use by the security services industry in Alberta. Business Licensees are responsible for production of badges for use by licensed staff. Badges must meet the specifications and image supplies by Security Programs staff.



Badge Production Specifications

- Die struck in full 3D with extra polished Nickel (silver) plating
- Approx 3” tall
- Finish of the badge is entirely in silver
- The word “security services” may be replaced by any approved licence class
- The words “Alberta” and “Security Services” are engraved and filled with black
- Flat ribbon part of the badge allows for engraving of the specific company name; this is the first layer and should stand out above other layers
- Badge ID numbers may be added to the back of the badge or under the company name on the ribbon
- Font: Gotham Bold
- Back must be suitable for wallet carrier

Artwork will be provided in an EPS format file

To request a copy of the design specification and graphics, contact Security Programs at 1-877-462-0791 or email ssia.registrar@gov.ab.ca.

See section 4.3 on for information on use and tracking of badges.

APPENDIX C – Guidelines on Safety and Construction of Facilities Used for the Detention of Arrested Persons

This Guideline is intended to provide direction to licensed businesses on the permitted use of what are commonly called 'cells' or 'lock ups'. This guideline applies only to businesses licensed under the *Security Services and Investigators Act*.

Investigators may, on behalf of the Registrar, conduct inspections of these facilities during the regular inspection process. Investigators do not have the expertise to make any findings with respect to cells or holding facilities and will refer all issues of concern to the appropriate Safety Codes Officer for that jurisdiction.

Requirements:

The issue of private holding/detention rooms is addressed in legislation, specifically the *Safety Codes Act*. The Alberta Building Code, which is adopted under the *Safety Codes Act*, has very strict requirements for buildings that possess "contained use areas." A contained use area is defined as, "a supervised area containing one or more rooms in which occupant movement is restricted to a single room by security measures not under the control of the occupant." The Code requires that:

- Contained use area is separated from the remainder of the building by a fire separation having a fire resistance rating not less than one hour.
- Buildings that include a contained use area be sprinklered throughout. However, if the contained use area is in a building that is not otherwise required to be protected by an automatic sprinkler system, then the requirement for sprinklering throughout is waived provided:
 - that the building be designed so that during a period of two hours after the start of a fire in the contained use area other fire compartments will not contain more than 1 percent by volume of contaminated air from the contained use area,
 - that the building be designed so that during a period of two hours after the start of a fire in another part of the building the contained use area will not contain more than 1 percent by volume of contaminated air from the other part of the building,
 - that all doors are designed to be remotely released, and
 - the contained use area does not contain any rooms lined with combustible padding.
- A building that includes a contained use area have a fire alarm system that is provided with an emergency power supply, has separate zone indication of the actuation of the alarm initiating devices in each contained use area and automatic activation of all alarms when one is activated (for single-stage systems). Additionally, smoke detectors must be installed in each room in a contained use area and corridors serving those rooms.
- If individuals cannot leave the contained space area on their own (i.e. they have a key or the door is kept unlocked) then the door serving the room must either be equipped with a local locking device operable by key from both sides of the door or with a locking device released remotely from an area readily available by security staff. Those locking devices that are electrically operated must be designed to operate on emergency power and also be capable of manual release by security personnel.

For more information please contact your local Municipal Safety Codes Officer or the Ministry of Municipal Affairs.

APPENDIX D – Subject Matter and Learning Outcomes for Basic Security Training in Alberta

The Ministry has developed a core curriculum, standards and learning outcomes for basic security training in Alberta. Companies may develop independent training courses using the learning outcomes and requirements prescribed by the Ministry. Courses must be accredited by the Ministry to be considered to meet the training requirements for individual licensing under the Security Services and Investigators Act. Information on the minimum content and learning outcomes expected for all accredited basic security training courses is subject to change. Current content requirements are available on the website at www.securityprograms.alberta.ca under the 'Training & Testing' section or by emailing solpgs.training@gov.ab.ca. For more information see section 9.0 of the Policy Manual, visit the web site at www.securityprograms.alberta.ca or contact the Accreditation Analyst at 780-427-6896.

ALBERTA BASIC SECURITY TRAINING COURSE

Course Learning Outcomes

1. Describe the components of dress, deportment, and behaviour required of a security professional
2. Explain federal and provincial legislation relevant to the work of a security professional
3. List the knowledge and skills required to perform basic patrol duties
4. Apply a professional and effective communication style for managing and controlling incidents
5. Demonstrate proficiency and accuracy in note-taking and report writing
6. Explain how to manage an emergency situation
7. Maintain personal safety and wellness while working as a security professional

This course is delivered in seven modules; each module deals with specific topic areas and there are learning outcomes associated with each. The modules which make up the Alberta Basic Security Training course are:

Introduction to the Security Industry

1. Describe the various roles and responsibilities of security professionals
2. Identify circumstances and explain how security professionals protect persons
3. Identify circumstances and explain how security professionals protect property
4. Define the process through which security professionals are licensed in the province of Alberta
5. State the main provisions of the Security Services and Investigators Act
6. Describe the main provisions of the Security Services and Investigators Regulations
7. State the responsibilities and restrictions of a security professional under the Act
8. Describe the complaints process as identified under the Security Services and Investigators Act
9. Define and demonstrate professional conduct for security professionals
10. Define and demonstrate professional appearance and deportment for security professionals

The Canadian Legal System and Security Professionals

1. Describe how the Criminal Code of Canada and the Canadian Charter of Rights and Freedoms relate to the work of a security professional
2. Identify the legal authorities, rights, and limitations of an on-duty security professional
3. Discuss and provide examples of a citizen's power of arrest under the Criminal Code

4. Identify the types of offenses in the Criminal Code of Canada and provide examples of each
5. Discuss and provide examples of the following:
 - a. Use of force in the line of duty
 - b. Provisions for search and seizure in the performance of duties
 - c. Legal powers of security professionals in situations of trespassing or vandalism
 - d. Legal powers of security professionals in loss prevention and theft
6. Describe the consequences when a security professional exceeds his/her authority
7. Identify and explain additional legislation with respect to security professionals, including:
 - a. Gaming and Liquor Act and Regulation
 - b. Trespass to Premises Act
 - c. Petty Trespass Act
 - d. Employment Standards Code and Regulation

Basic Security Procedures

1. Explain and demonstrate the observation skills utilized by a security professional
2. Explain and demonstrate the various techniques used to
 - a. Control access to sites or venues, and areas within
 - b. Carry out surveillance
 - c. Control crowds
 - d. Describe the signs and behaviours associated with substance abuse
 - e. Identify drug paraphernalia
 - f. Interact with media personnel
 - g. Control traffic in emergency and non-emergency situations
3. Describe shift-related responsibilities, such as
 - a. Interpreting shift posting orders
 - b. Starting a new shift
 - c. Transferring responsibility at the end of a shift
4. Explain best practices when working with a partner
5. Explain and provide examples of an appropriate use of force response for a security professional

Communication for Security Professionals

1. Describe effective verbal and non-verbal communication strategies for security professionals
2. Identify and demonstrate methods of communication which are free from bias, discrimination, or harassment
3. Identify strategies for effective verbal and non-verbal communication in situations where communication barriers exist
4. Explain and demonstrate verbal and non-verbal communication skills when interacting with individuals who show signs of being
 - a. uncooperative
 - b. violent
 - c. impaired
6. Identify and develop strategies to control your personal triggers in situations of conflict or anxiety
7. Conduct an effective interview

Documentation and Evidence

1. Describe the importance and legal implications of maintaining an accurate and complete notebook
2. Describe the correct use of a notebook
3. Maintain an accurate and complete notebook

4. Obtain and record an accurate and complete statement
5. Prepare accurate and complete written reports
6. Preserve and protect evidence and a potential crime scene
7. Prepare for the process of giving testimony in court

Emergency Response Procedures for Security Professionals

1. Identify emergency alarm calls and required follow-up response
2. Identify required assistance upon responding to an emergency alarm
3. Describe precautions for maintaining the safety of self and others at the scene of an emergency
4. Monitor emergency scene for status changes and advise additional resources as required

Health & Safety for Security Professionals

1. Describe best practices for personal safety while on duty in the areas of
 - a. Communication
 - b. Duties
 - c. Emergency response
2. Identify potential hazards at security sites and venues
3. Discuss strategies for dealing with the effects of shift work on
 - a. Health
 - b. Personal fitness
 - c. Sleep
 - d. Social life

ALBERTA PROFESSIONAL INVESTIGATOR COURSE

Course Learning Outcomes

1. Describe the roles of professional investigators, the knowledge and skills required, and the types of investigations typically conducted
2. Explain the licensing rules, regulations and processes for investigators in Alberta
3. Identify the limitations imposed by law on investigative functions, notably the Security Services and Investigators Act, the Criminal Code of Canada, federal and provincial privacy legislation, occupational health and safety legislation and the Canadian Charter of Rights and Freedoms
4. Explain basic principles of professionalism and ethical conduct, including client confidentiality and privacy of information within an investigation
5. Explain the following concepts: prejudice, discrimination, stereotyping, harassment
6. Describe the signs and dynamics of abuse in relationships
7. Describe the Ministry's *Code of Conduct and Complaints* process
8. Identify potential hazards in a workplace and industry-accepted control measures that can mitigate identified hazards
9. Describe typical response measures regarding unsafe workplaces/conditions and/or work practices
10. Discuss and provide examples of a citizen's power of arrest under the Criminal Code
11. Identify the differences between civil law and criminal law
12. Articulate legal, tactical and situational considerations in the decision to use force
13. Explain the Use of Force Continuum and how it applies to professional investigators
14. Assess client needs, plan an investigation and explain how an investigation is managed, including risk management
15. Describe various investigative techniques, including research, surveillance, evidence collection and maintenance, file management and cognitive interviewing

16. Identify legal requirements and client/agency rules impacting electronic surveillance of premises and people
17. Demonstrate the key components of effective verbal communication, including techniques in challenging, aggressive and/or threatening situations
18. Describe the differences between types of reports and demonstrate the ability to write a detailed investigative report and accurate field notes
19. Demonstrate appropriate techniques for providing testimony
20. Identify basic elements of planning and operating a professional investigation business.

This course is delivered in nine modules; each module deals with specific topic areas and there are learning outcomes associated with each. The modules which make up the Alberta Professional Investigator Training course are:

Introduction to the Investigation Industry

1. Describe the role of professional investigators.
2. List the types of investigations typically conducted by investigators.
3. Explain the licensing rules, regulations and processes for investigators in Alberta.
4. Identify the limitations imposed by law on the investigative functions that apply to investigators compared to the police.
5. List unique areas of professional investigations, including such areas as fraud, loss prevention, intellectual property protection and the role of an investigator within such investigations.
6. Explain the investigative process.

Professionalism and Ethics

1. Explain basic principles of professionalism and ethical conduct, including client confidentiality and privacy of information within an investigation
2. Describe the differences between ethical and unethical industry-specific investigative procedures and behaviours
3. Define the importance of maintaining appropriate ethics
4. Explain the following concepts: prejudice, discrimination, stereotyping, harassment
5. Describe the signs of abuse in relationships and the dynamics indicating why abuse victims may be reluctant to share information about their abuse
6. Describe the Ministry's Code of Conduct and complaints process
7. Describe how federal and provincial privacy legislation impacts investigations and how they relate to professionalism and ethical conduct

Health and Safety

1. Describe health and safety regulations that may be applicable to private investigators
2. Identify potential hazards that may be encountered in a workplace
3. Know about industry-accepted control measures that can be implemented to mitigate identified hazards
4. Describe typical response measures regarding unsafe workplaces/conditions and/or work practices
5. Describe what constitutes a "reportable incident," investigation requirements and typical report components

Law and the Canadian Legal System

1. Describe how the *Criminal Code of Canada* and the *Canadian Charter of Rights and Freedoms* relate to the work of a professional investigator.
2. Identify the legal authorities, rights and limitations of a professional investigator as compared to a peace/police officer.
3. Discuss and provide examples of a citizen's power of arrest under the *Criminal Code*.

4. Identify the differences between civil law and criminal law.
5. Discuss and provide examples of the following:
 - a. Sections of the *Criminal Code* which affect surveillance
 - b. Tort law
 - c. Burden of proof in criminal court
 - d. Burden of proof for civil court
6. Describe the consequences when a security professional exceeds his/her authority
 - a. under the *Alberta Security Services and Investigators Act*
 - b. Under the *Criminal Code of Canada*
 - c. Civilly
7. Identify and explain additional legislation with respect to security professionals, including:
 - a. *Alberta Human Rights Act* and related legislation
 - b. Privacy Acts
 - c. *Alberta Petty Trespass Act*
8. Identify the requirements of an investigator under the *Alberta Security Services and Investigators Act*.

Use of Force

1. Articulate legal and practical considerations in the use of force
2. Explain the Use of Force Continuum Model and how it applies to professional investigators
3. List tactical and situational considerations in the decision to use force.

Investigations

1. Describe how to access open source information
2. Determine whether a potential file falls within an organization's investigative mandate (occupational jurisdiction)
3. Be able to describe the scope of an investigation
4. Demonstrate how to use publicly accessible open sources of information as part of an investigation
5. Explain the fundamental concepts of investigation file management
6. Demonstrate how to correctly identify file objectives and goals
7. Demonstrate how to develop an operational plan for an investigation
8. Determine potential sources of information
9. Describe how policies and legislation impact investigative scope
10. Interpret and apply legislation, policies and procedures as they apply to case studies
11. Describe the proper strategies for locating persons or assets
12. Using a case study, determine relevant and irrelevant facts pertaining to an investigation
13. Describe the proper strategies for conducting background information checks on premises and people
14. Demonstrate appropriate techniques for case management
15. Explain appropriate technical and legal techniques for using video and audio recording devices
16. Describe how to manage confidential sources
17. Using a case study, identify appropriate documentary evidence using administrative/regulatory and criminal standards
18. Interpret specialized analytical reports (e.g. financial, medical) relevant to an investigator's industry
19. Explain the importance of maintaining evidence continuity
20. Describe how to seize and store relevant types of evidence
21. Describe the key elements of a cognitive interview
22. Demonstrate how to plan for interviews

23. Demonstrate how to conduct a non-suggestive, non-leading interview with a suspect or respondent to an investigation
24. Describe the proper technique for taking a formal statement
25. Describe the appropriate techniques for using recording equipment while conducting interviews
26. Identify uses and components of technology for lawful covert surveillance purposes in a private investigation, and what laws apply and the limitations of such activities
27. Describe the appropriate strategies for conducting in-person surveillance of premises, vehicles and people
28. Identify client/agency rules for surveillance that may direct how surveillance is conducted
29. Demonstrate how to conduct covert, moving surveillance of people

Communications and Report Writing

1. Demonstrate the key components of effective verbal communication
2. Demonstrate how to apply tactical communication techniques in challenging, aggressive and/or threatening situations
3. Demonstrate effective communication skills
4. Demonstrate effective defusing skills
5. Describe the differences between types of reports such as administrative, client-directed, investigative and Crown Counsel
6. Demonstrate the ability to write a detailed investigative report
7. Demonstrate how to write accurate field notes
8. Describe the proper use of the International Phonetic Alphabet (e.g. Alpha, Bravo, Charlie etc.)
9. Demonstrate appropriate techniques for providing testimony at administrative, regulatory and/or criminal proceedings

Specialized Investigations

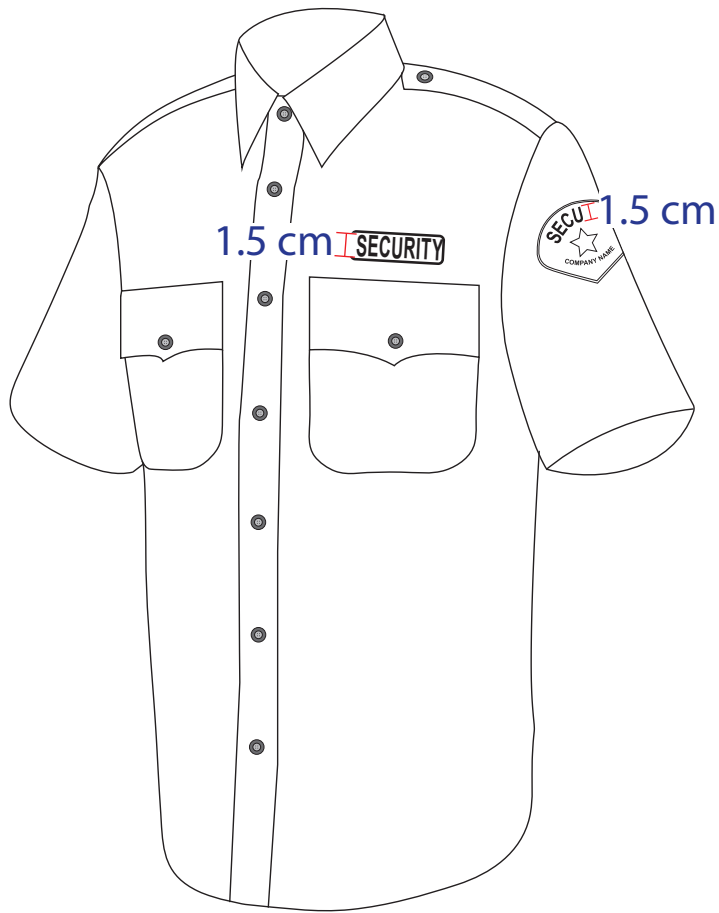
1. List and describe the various types of specialty investigations
2. Explain the focus and purposes of each specialty investigation

Business of Investigations

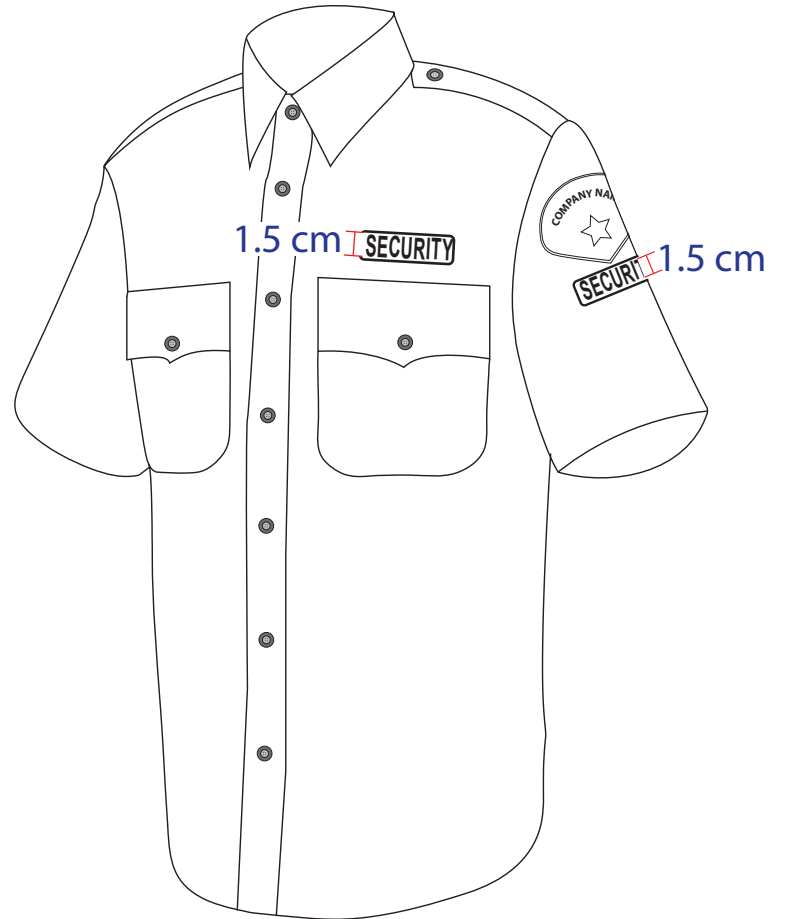
1. Identify basic elements of planning and operating a professional investigation business
2. List professional responsibilities and obligations in operating a professional investigation business, especially as they relate to the mitigation of risk

APPENDIX E - Visual Identity - Uniforms

Shoulder flash/crest with the term "SECURITY" displayed on the crest itself.



Shoulder flash/crest with the term "SECURITY" not displayed on the crest itself.

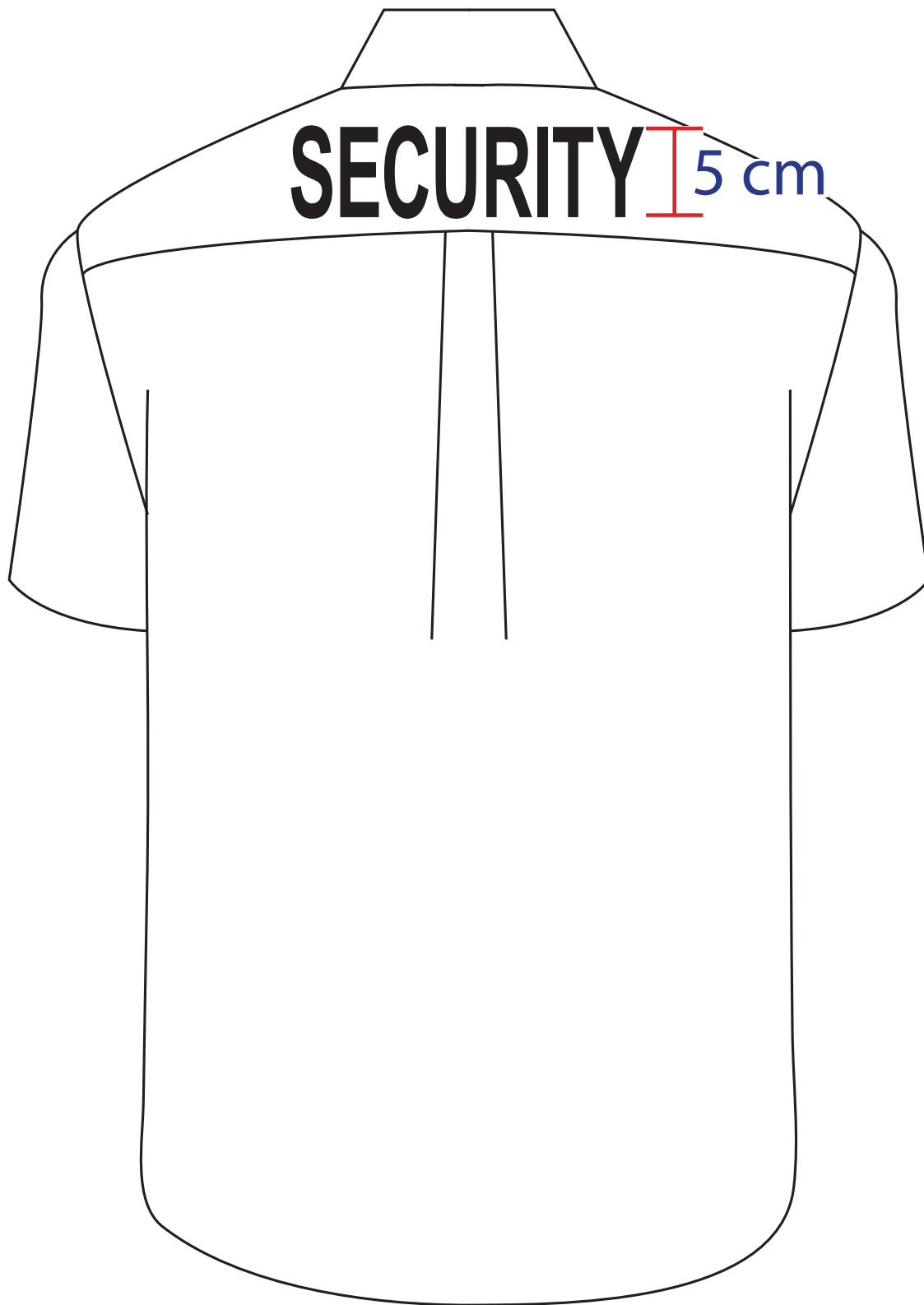


Shoulder epaulettes used alternately



Uniforms must have the term "SECURITY", "SECURITY GUARD" or "SECURITY AGENT" in upper case letters not less than 1.5 centimeteres high in a color that contrasts with the dominant color of the uniform permanently affixed to the chest and both shoulders of all shirts, sweaters, vests, coveralls and jackets.

* Note:
Star symbol on crest is a generic example of a crest design and not a requirement.



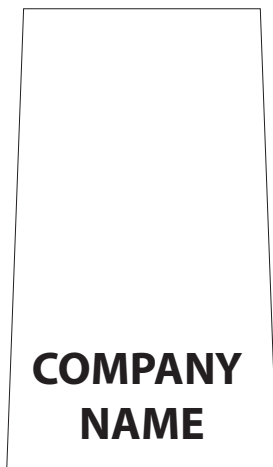
Uniforms must have the term "SECURITY", "SECURITY GUARD" or "SECURITY AGENT" in upper case letters not less than 5 centimeters high and in a color that contrasts with the dominant color of the uniform permanently affixed to the back of all shirts, sweaters, vests , coveralls and jackets.



If shoulder flash/crest displays the term "SECURITY" on the crest itself, the "SECURITY" lettering must be in upper case letters not less than 1.5 centimeters high.

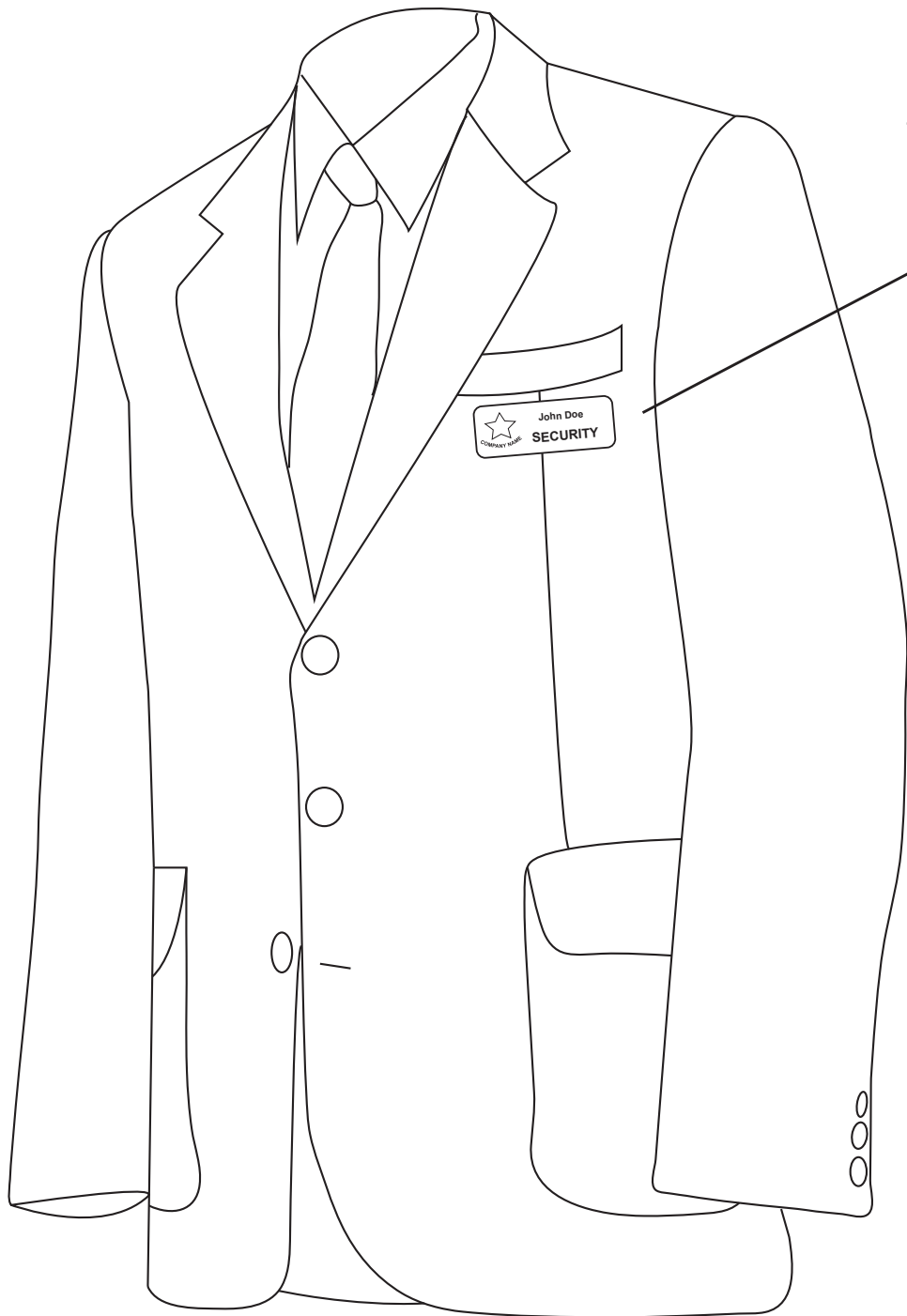


If Shoulder flash/crest does not display the term "SECURITY" on the crest itself, another patch with the term "SECURITY" is to be attached under the crest in upper case letters not less than 1.5 centimeters high.



Shoulder epaulettes must clearly display, at a minimum, the employing company's name.

* Note:
Star symbol on crest is a generic example of a crest design and not a requirement.



Those licensees desiring to utilize suits or blazers must ensure that an ID tag is worn on the lapel or breast pocket of the blazer or suit.

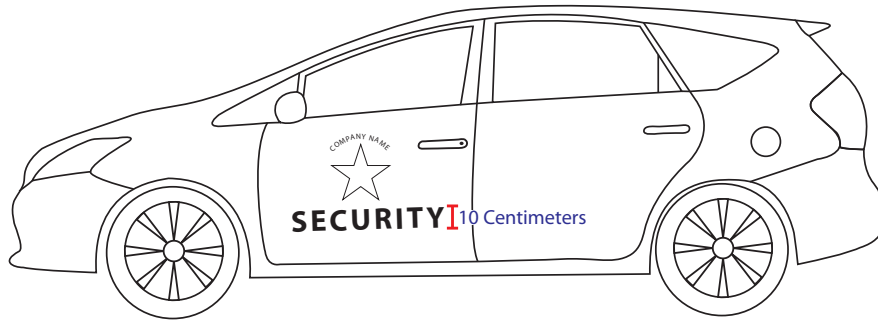


ID tag must include the license class (i.e. security, loss prevention) and the name of the company/employer

* Note:
Star symbol on ID tag is a generic example of a design and not a requirement.

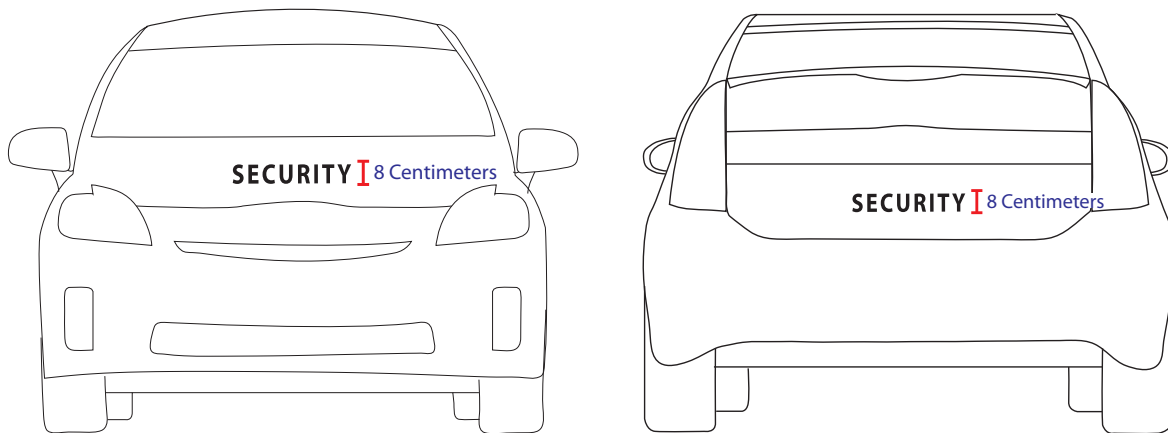
APPENDIX F - Visual Identity - Vehicles

- The name of the business licensee must be displayed on the vehicle
- The agency crest or logo must appear on the both sides of the vehicle. The crest must clearly display, at a minimum, the employing agency name



* Note:
Star symbol on crest/logo is a generic example of a crest/logo design and not a requirement.

- The word 'SECURITY', 'SECURITY SERVICES' or 'SECURITY AGENT', in upper case letters, must be prominently displayed in a color that contrasts with the color of the vehicle
 - On both sides of the vehicle in letters not less than 10 centimeters high
 - On the front and back (includes visors, windows, bumpers and bug screens) of the vehicle in letters not less than 8 centimeters high



- Vehicles may have color stripes of any combination provided they do not, in the Registrar's opinion, resemble the color system of the RCMP, any Alberta municipal police agency, Alberta sheriff, or a community peace officer agency