

## Direct supervision for restricted licence holders

### – a compliance guide (security providers)

People who work within the security industry play a vital role in protecting community safety and property.

The *Security Providers Act 1993* (Act) regulates the security industry in Queensland.

The Act helps protect both the industry and the general public by setting out the minimum obligations and requirements for the industry to follow.

### Which class does direct supervision apply to?

Direct supervision applies only to restricted licence holders of a class 1 licence.

### What is a class 1 licence?

A licence to perform one or more of the following functions:

- bodyguard
- crowd controller
- security officer
  - security officer – unarmed
  - security officer – cash in transit
  - security officer – dog patrol
  - security officer – monitoring
- private investigator.

### What is a restricted licence?

From 1 July 2008, anyone entering the industry prior to completing the required training can apply for a restricted licence to perform one or more of the following functions:

- bodyguard
- crowd controller
- security officer
  - security officer – unarmed
  - security officer – cash in transit
  - security officer – dog patrol
  - security officer – monitoring
- private investigator.

Restricted licence holders must be under the direct supervision of a licensed security provider who holds an unrestricted or open licence to perform the same function.

**For example** an unrestricted or open crowd controller licence holder would be suitable to supervise a restricted licensee intending to take up crowd controlling functions.

### What are the security firm's duties relating to direct supervision?

The security firm must ensure the restricted licensee is appropriately and directly supervised.

### What must a liquor licensee do?

The liquor licensee must include the name of the licensed supervisor in the crowd controller register and keeps it up-to-date.

**Please note:** if you do not meet the above requirements, fines apply (up to a maximum of \$1,500 for individuals and \$7,500 for corporations).

### What are the conditions for direct supervision?

The information below provides a guide on direct supervision requirements for restricted licence holders.

#### Crowd controller

The supervisor must:

- be on the same premises as the restricted licensee
- be as far as practical in the line of sight of the restricted licensee
- be able to render immediate assistance to restricted licensee if required
- provide detailed written instructions to the restricted licensee on the work to be performed
- document the tasks carried out by the restricted licensee that are part of an overall work routine
- provide regular personal progress checks to the restricted licensee and document these.

**Please note:** there should be no more than three restricted licence holders for each licensed supervisor (3 to 1) for a restricted crowd controller licence.



## Security officer – cash in transit and dog patrol

The supervisor must:

- be on the same premises as the restricted licensee
- be as far as practical in the line of sight of the restricted licensee
- be able to provide immediate assistance to restricted licensee if required
- provide detailed written instructions to the restricted licensee on the work to be performed
- document the tasks carried out by the restricted licensee that are part of an overall work routine
- provide regular personal progress checks to the restricted licensee and document these.

**Please note:** there must be no more than one restricted licence holder for each licensed supervisor (1 to 1) for the licence classes above.

## Security officer – unarmed and monitoring

The supervisor must:

- provide detailed written instructions to the restricted licensee on the work to be performed
- document the tasks carried out by the restricted licensee that are part of an overall work routine
- provide regular personal progress checks to the restricted licensee and document these.

## Bodyguard

The supervisor must:

- provide detailed written instructions to the restricted licensee on the work to be performed
- document the tasks carried out by the restricted licensee that are part of an overall work routine
- provide regular personal progress checks to the restricted licensee and document these.

## Private investigator

The supervisor must:

- provide detailed written instructions to the restricted licensee on the work to be performed
- document the tasks carried out by the restricted licensee that are part of an overall work routine
- provide regular personal progress checks to the restricted licensee and document these.

## When does this come into effect?

Restricted licences are scheduled to come into effect on 1 July 2008. Direct supervision requirements commences at the same time.

## For more information

To keep up-to-date about security industry changes sign up to the department's monthly *TradeSmart Update* at [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au).

You can also download a copy of the following factsheets from the fair trading website or by calling 13 13 04:

- *Changes to legislation affecting security providers*
- *Identification for crowd controllers*
- *Information for the electronic security sector*
- *In-house security officers*
- *Inspections and compliance checks*
- *Refusing or cancelling a security provider's licence*
- *Restricted licences*
- *Security providers licensing categories*
- *Security provider register and register of crowd controllers.*

## Disclaimer

This factsheet aims to provide businesses and their employees with a general understanding of their rights and obligations in the Queensland marketplace. It is not a comprehensive statement of the law.

The laws referred to in this factsheet are complex and various qualifications may apply to the provisions in different circumstances. You are encouraged to obtain independent legal and financial advice if you are unsure how these laws apply to your situation.

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