

**Private Security Personnel Licensing Authority COVID Omicron Protocol  
As from 7 March 2022**

1. While Omicron is within the community and New Zealand is in the red level of the Covid 19 Traffic Light system the PSPLA will continue to process all application for licences and certificates and deal with complaints as far as possible in its usual manner but with the following exceptions:
  - All hearings will be held by telephone or video rather than in person.
  - The requirement to appoint or engage new security workers urgently because of Omicron will be accepted as an emergency for the purpose of emergency appointments.
  - Third temporary certificates of approval will be granted but only if the applicant can provide very good reasons why they have been unable to complete their training before their second temporary COA expires, their employer confirms they are an essential worker and they have a confirmed booking to complete their training.
  - Exemption certificates will be issued on request if applicants have not received their IDs in the mail within 10 days of their COA or temporary COA being granted.
  
2. If we are unable to continue with business as usual due to unavailability of staff because of Omicron, work will be prioritised and all new applications, including emergency appointments and applications for temporary certificates, will be given the highest priority.

Patricia McConnell  
Licensing Authority of Secondhand Dealers and Pawnbrokers  
4 March 2022