

## **Private Security Personnel Licensing Authority COVID 19 Protocol for Levels 2, 3 & 4**

1. This protocol is to come into effect should the country, or any region of the county move back to levels 2,3 or 4.
2. Private security services are classified as essential services and previous experience is that in levels 3 and 4 some aspects of the workload of the PSPLA increases. Therefore, under Alert levels 2, 3 and 4:
  - All applications for certificates of approval and licences of all types and for all classes will be accepted and processed. However, if NZ Post Shops close the distribution of licences and certificates will be brought back in house.
  - All complaints will be accepted and forwarded to the Licensing Authority for directions as to whether they should be put on hold and if not, how they should proceed.
  - Hearings on complaints and objections will be scheduled as directed by the Licensing Authority. Any hearings that take place during alert levels 3 and 4 will be by telephone, zoom or VMR and any in person hearings already scheduled will be rescheduled as telephone, zoom or VMR hearings.
  - Registers will be updated and maintained.



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