

**Private Security Personnel Licensing Authority COVID 19 Protocol  
Amended 23 August 2021**

1. If Covid restrictions are at Level 3 or Level 4 anywhere in New Zealand the PSPLA will continue to process all application for licences and certificates and deal with complaints in its usual manner, but with the following exceptions:
  - Licences and certificates and official IDs will be sent to the Authorities office after printing to be posted out to the applicants rather than being sent to a Post Shop for collection.
  - People who have had licences or certificates approved and their IDs printed and sent to their local Post Shop, but are unable to collect them because the Post Shop is closed, can apply to the Authority for an exemption to work without displaying their ID. Such applications are to be made by email to [PSPLA@justice.govt.nz](mailto:PSPLA@justice.govt.nz) and should contain the licence or certificate holder's full name and PSPLA application number.
  - All in person hearings will be changed to telephone or video hearings. If this is not possible they will be rescheduled to a future date.
2. If Covid restrictions are at Level 2 or lower the above exceptions will no longer apply and the PSPLA will as far as practicable operate in its usual manner
3. This Protocol applies until revoked or modified by the Authority.

Patricia McConnell  
Licensing Authority of Secondhand Dealers and Pawnbrokers  
23 August 2021