

Welcome to the October edition of PSA Watch, the ezine of the Private Security Authority.

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Changes to PSA Training

The PSA, as part of its continuing drive to improve standards in the security industry, has introduced changes to the provision of training for licensing purposes. Since the 1st September, Training Providers who wish to provide courses for licensing must be approved by the PSA. The PSA will not accept training qualifications from unapproved Training Providers, applicants who include training certificates from unapproved training providers will not have their applications accepted.

To date nineteen Training Providers have been approved by the PSA, these providers will operate under the PSA Requirements Document, TP1:2018. This Standard will improve the way in which training providers deliver their courses and will bring consistency to the delivery of training. One of the key changes is that providers are now subject to inspection by the PSA. A list of approved Training Providers is available on www.psa.gov.ie.

Enforcement Focus

Since the start of the year the PSA have commenced 983 enforcement cases. Cases can be opened for a variety of reasons such as complaints about a licence holder from the public, investigations into unlicensed activity or compliance inspections of licensed contractors. We have also interviewed 674 security employees as part of our ongoing inspection work.

The following compliance actions have been taken against licence holders.

Compliance Actions	Contractor Licences	Individual Licences	Total
Prosecutions	1	0	1
Revocations	18	17	35
Suspensions	2	2	4
Reprimands	1	0	1
Warnings	1	8	9
Cautions	0	1	1
Advices	1	0	1

Contractor Prosecuted

On the 10th July 2018, Seamus Flynn trading as Flynn Electrical & Security of Ballinalee, Co. Longford was found guilty at Longford District Court for a breach of the Private Security Services Act. The prosecution by the Private Security Authority followed the provision of an unlicensed security service by Mr. Flynn at a pharmacy in Drumlish, Co. Longford. Judge Seamus Hughes fined Mr. Flynn €250 with costs of €2,500 awarded against him.

- **New Training Requirements**
- **Enforcement Update**
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- **Security TwentyEighteen**

Employee Renewals

We are heading towards the busiest period of the employee renewal cycle with over 7,000 licences falling for renewal in the coming months. Employers are reminded that they are responsible for ensuring that their employees hold a valid licence.

All licences must be renewed online. In the coming days and weeks licence holders will receive an email with a password in advance of the expiry of their licence. They will need this password and their email address to log onto the renewal system .

How to renew your licence online

When you receive your email, do not contact the PSA, click on the link in your email to <https://renewals.psa.gov.ie>. Before you start have the following items ready:

- Credit/debit card
- Your eircode
- Foreign Criminal Record Certificate if you have spent 6 months or more in an other jurisdiction since your previous application.
- If you want to add a new sector to your current licence, you must upload evidence of your training.
- If you wish to apply for a new sector but not renew your current licence you must apply as a first time applicant - [First Time Applications](#)

When you are ready to renew go to <https://renewals.psa.gov.ie>

- Enter your email address and the password you received
- This will bring you to the first renewal screen, follow the instructions on the screens and enter your details.
- When you have completed the application you will be brought to a payment screen where you can enter your payment details.
- Your licence will issue within 10 working days.

If you do not receive an email with your password within 21 days of your expiry date you should contact the PSA at licensing@psa.gov.ie and we will arrange for an email with your renewal details to be sent out to you.

You must renew your licence before the expiry date. If you do not renew your licence you may not provide a security service.

Garda Vetting

You may have recently received a Garda Vetting Invitation . The Vetting Invitation must be completed before you apply for your licence. Failure to do so could result in your renewal application being rejected or your licence being suspended.

You must disclose all convictions as part of the vetting process. Please note that the Spent Convictions Act does not apply to PSA licensing. You must disclose **all** convictions.

Our Contact Details

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E: enforcement@psa.gov.ie

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E: standards@psa.gov.ie

Corporate Affairs Division
E: info@psa.gov.ie

Security TwentyEighteen

Our former Board member, Martin Stairs, gave an interesting presentation at the recent Security TwentyEighteen Expo in Dublin. With the kind permission of the organisers, Professional Security Magazine, we have reproduced an extract of his speech below.

What's your cover?

Martin Stairs, an expert witness in court cases, warned that installers are at risk of facing long and costly legal proceedings for disputed shortcomings over installations.

As installers, he asked the audience, are you protected from insurance claims? Most will have terms and conditions in contracts; but are they enough? The final arbiter of that could be a court; and as Martin said, it's a long time, several years, from a disputed claim ending in a court ruling. That means cost and strain. He posed another question; what does your insurance cover you for? Most will have cover for the failure of an alarm; but that assumes that the alarm was properly working, before it failed. Knowing your cover is important, he said, because it can get a claim cut off early, if you can set out your defence clearly.

Turned out expensive

He gave examples of installations that seemed simple; yet turned out expensive. Take-overs of systems happen regularly. Someone suggests ringing the monitoring station, only without the engineer's code. Six months on, still no code. Two months later, a break-in, and an unhappy client and insurer. About 20 of the 40 alarm zones were programmed as unused. Why did the client get rid of the previous installer? Because it had said it needed to upgrade, because birds and rodents were causing false alarms, and each time zones were being disconnected; yet the client was never told. The new installer never knew.

The insurance company in the name of the client put in a recovery claim; which the installer had to settle; several hundred euros of business can lead to such a 100,000 euro claim. Martin offered another case, of a thorough testing job by an engineer. But the site had a fire months later, that did six-figure damage by the time firefighters arrived. The fire insurance company sued the alarm company, to recover loss, based on the time that, had the signal gone through to the monitoring centre when it should have, the damage would have been less. The next year, that installer's insurance premium was drastically increased. "There's lots of cases like that."

Job done?

He made the point that your liability as an installer starts from the sale, whether you have sales people or if you're a one-man band. The stereotypical salesman says 'this is the greatest thing since sliced bread'. Martin said: "The problem that arises in many cases; it



Martin Stairs

You can read more about the Security TwentyEighteen Expo in the October issue of Professional Security Magazine

might be a new technology, it might be the first time the company installs it, and may not be fully familiar with it.” Clients now, Martin suggested, are far more knowledgeable, able to read of products online. A product may have many features and programmable options, and if not programmed fully at commissioning, that can lead to a loss of service. Even a certificate to say an install complies with a standard is not enough, if you have to defend that install in court. Can you prove you have walk-tested for a signal to go to a central monitoring station; or is all you have in your file, the original quotation? This need for documents to prove work matters even more with sub-contracted work. What if the sub-contractor says ‘job finished’ and no-one has checked? You, the installer, are taking on that sub-contractor’s potential risk as your own, ‘because you are the one that sold to the client’. Do you have indemnity from the sub-contractor? Most people don’t.

CCTV Monitoring

Martin went on to what the client thinks he has bought. He gave the example of CCTV monitoring; a client may believe someone is looking at a screen with their site’s cameras, 24 hours. “We all know that isn’t the case, it’s reactive, something has to happen for a signal to be processed at a monitoring station; and the client doesn’t understand that.” The installer is relying on the manufacturers and the telecoms channel, and the monitoring station he uses. Now, the developers of apps, too. What if an app fails or needs an upgrade to work properly, and the client cannot view his premises remotely by camera? “It’s important these things are spelt out.” If you are selling a complete package to the end user, a charge for an app or monitoring, the client will think you are the point of call.

Your home at risk

If there’s no alarm activation, and 20 laptops are stolen from premises, are you, the installer of the alarm, covered for that loss? Ultimately, Martin warned, the claim is more likely against you, rather than the manufacturer of the product. You are never going to stop anyone suing you, he added. The claim might be ridiculous; but by an insurer with deep pockets, and if you are a sole trader, your personal liability could risk your home. Martin went on to if an installer takes over work. In North America, when a firm takes over an alarm contract, burglary or fire loss is strictly the home owner’s affair. Under British and Irish law that won’t work.

The morals of the story, then? It doesn’t matter how good your relationship with the client is; insurers have profits to make, and so will make claims. If you over-sell a system, or it doesn’t deliver, a client can feel aggrieved. A 10,000-euro alarm in a building may be protecting 1m euros of stock; in a loss, the claim may be for 1m. A system may be perfect, but if you can’t back that up with documents, you have a problem. Martin’s advice was to keep records; it’s a pain, ‘but I have had many an installer that’s turned around and said to me, if only we had spent 20 minutes we would not be where we were today’. Knowledge is power. The more details you gather on the systems you fit, the better. Technology is a useful servant, but a dangerous master, Martin summed up.



**Martin Stairs at Security
TwentyEighteen, Dublin**

Feedback

We welcome your feedback on our ezine and its contents. We also welcome any suggestions for future issues. You can contact us at info@psa.gov.ie.

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Thank You

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