

Ministry of the Solicitor General

Public Safety Division

Private Security and
Investigative Services Branch

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Ministère du Solliciteur général

Division de la sécurité publique

Direction des services privés de
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January 11, 2021

RE: Launch of Online Testing Service for Private Security & Investigative Services Industry

Dear Discussion Table Members:

I am reaching out to announce the launch of online testing for security guards and private investigators.

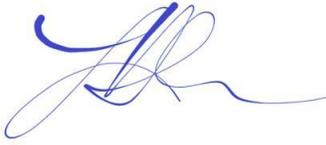
On October 20, 2020, Serco Canada Inc. (Serco) launched a pilot project for the online testing of security guards. A small number of candidates who had scheduled and paid for an in-person test at a Serco location were offered the opportunity to participate in the pilot project by completing their test online. With the completion of a successful pilot project, online testing will now be available as a standard service offering in English and French for security guards and private investigators, effective January 18, 2021. The online testing option will be available in addition to in-person testing at Serco test locations which will continue.

Similar to the in-person testing policy, candidates who pass the online test will be eligible to apply for their security guard and/or private investigator license using the online or mailed-in channels supported by ServiceOntario. Where candidates do not pass the test, they will be required to pay the test fee for any subsequent attempts to write the test. In addition to a laptop/desktop computer with reliable internet connection, please visit Serco's [website](#) for technical requirements to participate in online testing.

On December 21, 2020, the government announced a provincewide lockdown based on public health advice to slow current community transmission of COVID-19. Please note that, until further notice, Serco will continue to offer testing services that adhere to public health guidance. Candidates will continue to be required to schedule both online and in-person tests in advance and adhere to all public health measures as laid out by public health officials and put in place by Serco. Candidates who fail to comply with protocols set out at test centre locations could be denied entry and prevented from taking the test.

We encourage you to visit our [website](#) regularly for program updates. For more details on the online testing service, please visit Serco's [website](#) or [email](#) Serco directly.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Lisa Kool', with a stylized flourish extending to the right.

Lisa Kool
Director/Registrar