



CBOS
Consumer, Building &
Occupational Services
Promoting a fair marketplace

GUIDE TO LICENSING SERVICES ONLINE FOR CONVEYANCERS





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W: www.cbos.tas.gov.au/topics/licensing-and-registration

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Online licensing service

Licensing services online started on 1 June 2018 for Conveyancer licences.

There are some important changes that you need to know about before you apply for or renew your Conveyancer licence.

To apply for or renew your licence online you need an internet connection. If you don't have an internet connection at home or in the workplace, then you can visit a LINC Tasmania location to use their internet connection and equipment.

If you are a licence holder you will need to use the new online services on the CBOS website, www.cbos.tas.gov.au/topics/licensing-and-registration.

What has changed?

- You now apply for and renew your licence online 24 hours a day, 7 days a week.
- Consumer, Building and Occupational Services (CBOS) no longer accepts paper applications and renewal forms.
- In future we will contact you by email or sms message to your mobile phone.
- Although most of the licensing services are online, there will be situations where some clients still need to visit a *Service Tasmania* shop; for example, to prove your identity.
- We will automatically order a national police check for you.

Uploading documents in a digital format

Save yourself some time by making sure you have all your documents ready to upload before you start applying for or renewing your licence. Documents need to be in a digital format (saved on your computer, USB or other device).

All documents must be in the following formats; pdf, text, jpg, jpeg, png.

Documents that are in a doc or xls variation formats will not be accepted and you will be unable to progress your application or renewal.

If you need help to save your documents into a digital format, then visit a LINC Tasmania (public libraries) location and their friendly staff will help you.

Online session – security time-out

A time-out period has been set to 20 minutes when you are accessing this online licensing system.

If you stop typing or touching your mouse for 20 minutes (continuous period of time), your current online session is cancelled.

A long as you have entered your details in the Licence Details screen and progressed to the next page, we will send you a reference number either by SMS message or email to access your newly created My Licence account.

To go back to your application, you will need to:

1. Logging into your My Licence account, please go to Page 9
 - a. Enter your licence number or the reference number we sent to you

You will be returned to the online form.

2. Click the Next button located at the bottom of the page until you get to the page that you have not yet completed.

To learn more about Renewing your licence, go to Page 21.

To learn more about Apply for a licence, go to Page 35.

Expiry period for a security Verification Token

You will need to request a security Verification Token when accessing your My Licence account.

To learn more about My Licence account for licence holders, please go to Page 9.

Each security Verification Token can only be used once. The token will expire 20 minutes after it is sent.

Don't worry if you don't get your token immediately. It may take a few minutes because it relies on your internet connection or mobile network.

It is best to wait for a few minutes to get the token before requesting another one.

How to use this guide

This guide has been written to give you step-by-step instructions to help you use online licensing services. We have included screen images for every step of the process so you can feel familiar with licensing services online before you need to use it.

In this guide you will learn:

1. How to get help
2. What is a My Licence account
3. How to renew your licence
4. How to apply for a licence
5. How to update your contact details
6. How to download and print a licence certificate
7. How to amend or withdraw an application or renewal

We feel that it is really important that you read the Conveyancer apply for or renew webpage before you start. The information on this page will help you get prepared so you won't experience any unnecessary delays.

You can access this information at www.cbos.tas.gov.au/topics/licensing-and-registration .

CBOS would like to hear from you

We invite you to contact us to make suggestions to improve this guide and also to let us know whether this guide has helped you.

You can contact us at cbos.info@justice.tas.gov.au .

Get help with online licensing services

LINC Tasmania

We know that some customers will need access to computers, the internet and support in accessing online services.

Support is available for you through LINC Tasmania. LINC Tasmania provide Tasmanian's with access to library services. LINC Tasmania is so much more than a public library; they also offer the following services;

- provides free access to computers and the internet and support in their use
- most locations can provide access to scanners and support for uploading documents to online services
- computing courses are available to support Tasmanians who have difficulty in accessing everyday online services (talk to your LINC for more information about their computing courses)
- literacy tutor network is available to support Tasmanians who have difficulty with everyday literacy and numeracy tasks, such as completing online forms (talk to your LINC for more information about their literacy programs)

If you are already skilled in using a computer and the internet, you can still visit a LINC Tasmania location and use their computers and internet for free.

Get ready before you visit LINC Tasmania

First make sure that you have the right documents with you when you visit a LINC Tasmania location. You can either take the paper documents with you for scanning or take the documents in a digital format (i.e. saved to a laptop or USB) for uploading. To find out more, visit the Conveyancer webpage at www.cbos.tas.gov.au/topics/licensing-and-registration.

LINC Tasmania is a statewide network operating in over 60 locations across Tasmania. Widely accessible to all Tasmanians, it provides free access to the internet through fixed public PCs at all sites and Wi-Fi across 38 sites.

Search for a [LINC Tasmania location](#) near you.

Service Tasmania shops

Service Tasmania staff will continue to help you with 'proof of identity'.

You can still pay your fee at a [Service Tasmania shop](#) but you must have a copy of your application receipt or have written down the reference number from your online application.

IMPORTANT: *Service Tasmania staff are unable to assist you with completing your online application.*

For telephone support, please call Customer Service on 1300 654 499.

My Licence account for licence holders

A My Licence account allows you to renew your licence and do a variety of other tasks. Your My Licence account also keeps a record of information you give us and that we send to you.

With your My Licence account you can:

- Renew your licence online
- Print a copy of your licence certificate
- Change your contact details
- Pay your fees
- Apply for a new licence
- View correspondence that we have sent to you

No password for your My Licence account

Your My Licence account is similar to an online bank account where you have access to it 24 hours a day, 7 days per week. You will never need to remember a password. Instead you will be sent a one-time security Verification Token that will last for 30 minutes before it expires. If your Verification Token expires, simply request another one.

As long as we have your current mobile phone number and email address, you can access your My Licence account.

You can phone Customer Service on 1300 654 499 to check that we have your correct details.

Logging into your My Licence account

To access your My Licence account you will need to enter www.cbos.tas.gov.au/topics/licensing-and-registration into your internet browser.

If you are renewing your licence, we suggest you Renew your licence from the Conveyancer licence webpage to learn what information and documents you must have ready before you renew your licence.

You will be taken to the My Licence page where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
 - a. If you do not have this number;
 - i. Click on the Don't know Reference Number link
 - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)

5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

The screenshot shows a web page titled "My Licence". Below the title, it says "To change your details:" followed by a numbered list of five steps: 1. Complete the information below – click the 'Search' button; 2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method; 3. Retrieve the code sent by SMS or email; 4. Key the 6 digit code into the field on the next screen; 5. You will then be able to amend your registered details. Below the list, it says "If you have been allocated a user account by a Licence Holder, [click here](#) to login." The form contains four input fields: "Licence Type:" with a dropdown menu showing "Conveyancer"; "Licence / Reference Number:" with the value "1000" and a link "Don't know Reference Number"; "Last Name:" with the value "Bannerman"; and "Date of Birth:" with a date picker showing "18 / 04 / 1978". At the bottom of the form is a "Search" button. Red circles with arrows point to the "Search" button, the "Don't know Reference Number" link, and the date picker.

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

The screenshot shows a web page titled "My Licence". Below the title, it says "Please choose the contact method to receive the identity verification code". There are two radio button options: "joh*****.au" (selected) and "04*****000". To the right of these options, it says "Your verification token will expire in 30 minutes." Below the options is a "Send" button. Red circles with arrows point to the "Send" button and the "04*****000" option.

You will receive a Verification Token.

In the case on the following page, the licence holder selected their email address to receive the Verification Token.

You will see a screen similar to the following.

THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL.

Dear John JAMES Citizen

Please use the following token to verify your identity.

Verification Token: 554741

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

You will see a screen similar to the following.

My Licence

We have sent verification code to (joh****.au). Please enter the code below.

Verification Code:

614032

Verify

You now have access to your My Licence account. The image below shows you the renewal your licence option.

You will see an image similar to the following.

Licence Details

Licence Holder: Bradley James Bannerman

Licence Number: 1000

Type: Conveyancer

Status: Licensed

Application Number: 961746047

Application Date: 6/3/2018

Commencement Date: 7/3/2018

Expiry Date: 31/3/2018

Primary Contact: Bradley James Bannerman

Mutual Recognition: The original application was made under mutual recognition.

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Actions

[Download Licence Certificate](#)

[Renew](#)

Update your contact details

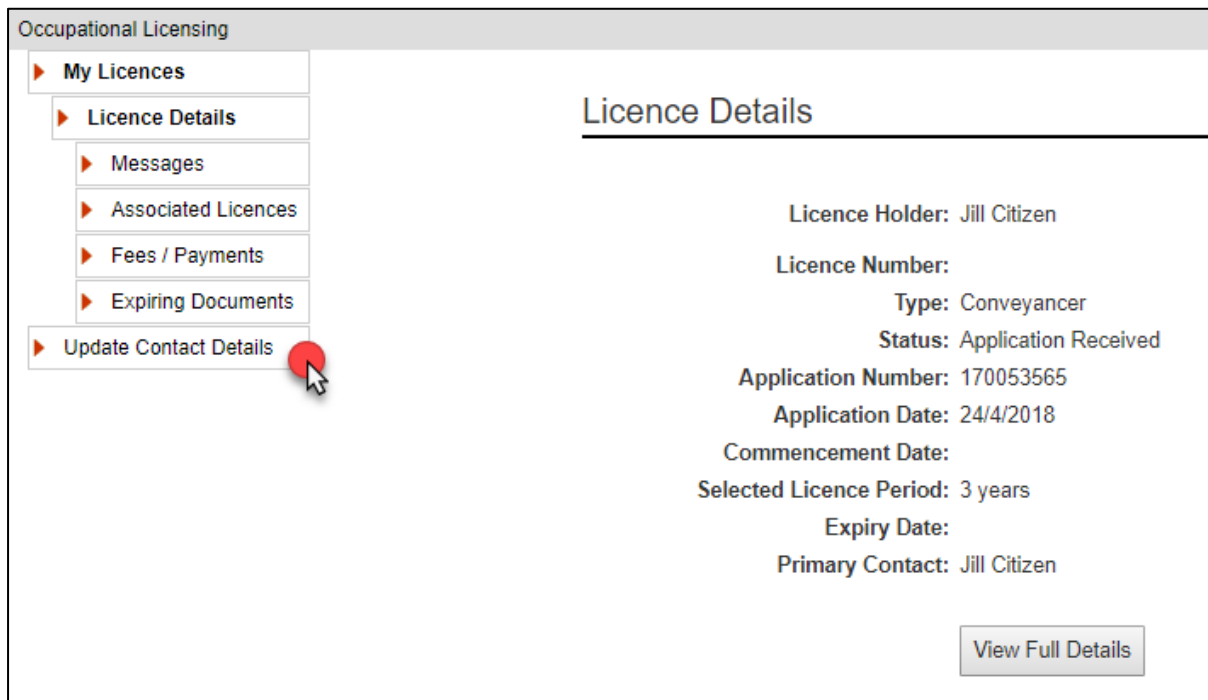
If you hold a licence you can change your contact details through accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Click on the Update Contact Details tab located on the left hand side of the screen

You will see a screen similar to the following.



Occupational Licensing

- ▶ **My Licences**
 - ▶ **Licence Details**
 - ▶ Messages
 - ▶ Associated Licences
 - ▶ Fees / Payments
 - ▶ Expiring Documents
 - ▶ **Update Contact Details**

Licence Details

Licence Holder: Jill Citizen

Licence Number:

Type: Conveyancer

Status: Application Received

Application Number: 170053565

Application Date: 24/4/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: Jill Citizen

[View Full Details](#)

You will need to:

2. Click the Edit button

You will see a screen similar to the following.

Update Contact Details


Full Name:	Ms Jill Citizen
Gender:	Female
Date of Birth:	20/06/1969
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 01/01/2001
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Email



You will need to:

3. Change the details you wish to update
4. Click the Save button

You will see a screen similar to the following.



Department of Justice

Occupational Licensing

My Licences

Update Contact Details

Update Contact Details

Full Name:

Ms Jill Citizen

Have you ever been or are you currently known by any other names?

☐ Yes
☒ No

Gender:

Female

Date of Birth:

20/06/1969

Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)

☒ Yes
☐ No, I intend to use other documents

Drivers/Rider Licence Issuing Authority:

Tasmania

Drivers/Rider Licence Number:

123456

Unique Student Identifier:

Residential Address

Country:

Australia

State:

TAS

Address Line 1:

1 Citizen Street

Address Line 2:

Suburb:

HOBART

Postcode:

7000

I have resided at this address since:

01

/

01

/

2001

(Please provide at least the year)

☒ Postal Address As Above

Either Email Address or Mobile Number is mandatory.

Email address:

john.citizen@justice.tas.gov.au

Confirm email address:

john.citizen@justice.tas.gov.au

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

0400000000

Home Phone:

(please include area code)

Work Phone:

(please include area code)

What is your preferred method of correspondence?

☐ Mobile
☒ Email

Save

Cancel

You will return to the Licence Details screen.

You will receive a notification via your preferred method of contact confirming the changes you made.

Download and print a licence certificate

You can download a PDF copy of your licence certificate by logging into your My Licence account. It is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Click on the Download Licence Certificate link located on the right-hand-side of the screen under Actions
2. Print the licence certificate

You will see a screen similar to the following.

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Guide to licensing services online for Conveyancers

Licence Details	
Licence Holder: Bradley James Bannerman	
Licence Number: 1000	
Type: Conveyancer	
Status: Licensed	
Application Number: 961746047	
Application Date: 6/3/2018	
Commencement Date: 7/3/2018	
Expiry Date: 31/3/2018	
Primary Contact: Bradley James Bannerman	
Mutual Recognition: The original application was made under mutual recognition.	
View Full Details	
If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the Apply link.	
	Actions Download Licence Certificate Renew

Amend or Withdraw an application or renewal

You do have the opportunity to amend or withdraw your application or renewal.

You will know if these options are still available to you when you log into your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Click on the Amend Application or Withdraw Application options located on the right-hand-side of the screen under Actions

You will see a screen similar to the following.

Licence Details	
Licence Holder: Jill Citizen	
Licence Number:	
Type: Conveyancer	
Status: Application Received	
Application Number: 170053565	
Application Date: 24/4/2018	
Commencement Date:	
Selected Licence Period: 3 years	
Expiry Date:	
Primary Contact: Jill Citizen	
View Full Details	
	Actions Amend Application Withdraw Application Pay Outstanding Fees

Your online application form will open for you to make changes.

You will need to:

1. Click the Next button located at the bottom of the page until you get to the page of the application that you need to make the changes
2. Progress to the Declaration tab by clicking the Next button
3. Click on each box to place a tick inside for the Declaration screen
4. Click the Submit button

You will receive a message via your preferred method of contact confirming the changes you made

Check the status of your application or renewal

You can check the status of your new application or renewal.

There are several statuses that are given to describe the stage that your application or renewal is currently at and these are listed below.

- Application status
- Renewal status
- Amendment status
- Inactive status

APPLICATION status	Description
Application in progress	The applicant has started their online application but has not submitted it.
Application Received	The licensing unit has received your application but there are still outstanding actions (i.e. prove your identity, fee payment), so the application has not progressed to the assessment stage.
Assessment in Progress	The licensing unit has started assessing your application.
Further Information Requested	A request for further information has been sent to the applicant and the assessment cannot be completed until this information has been received by the licensing unit.
Licence Approved	The licence has been approved and is pending certificate production.
Licensed	The applicant has been issued with a new licence certificate.
Licence Rejected	The applicant has been refused a licence.
RENEWAL status	Description
Renewal in progress	The licence holder has started their online renewal but has not submitted it.
Renewal Received	The licensing unit has received your renewal but there are still outstanding actions (i.e. prove your identity, fee payment), so the licence holder has not progressed to the assessment stage.
Assessment in Progress	The licensing unit has started assessing your renewal.
Further Information Requested	A request for further information has been sent to the licence holder and the assessment cannot be completed until this information has been received by the licensing unit.
Licence Approved	The licence has been approved and is pending certificate production.

Licensed	The licence holder has been issued with a new licence certificate.
Licence Rejected	The licence holder has been refused a renewal of their licence.
AMENDMENT status	Description
Amendment in progress	The applicant has started to amend their application / renewal but has not submitted it.
Amendment Received	The licensing unit has received your amended application / renewal but there are still outstanding actions (i.e. prove your identity, fee payment), so the application has not progressed to the assessment stage.
Assessment in Progress	The licensing unit has started assessing your amended application / renewal.
Further Information Requested	A request for further information has been sent to the applicant or licence holder. The assessment cannot be completed until this information has been received by the licensing unit.
Licence Approved	The licence has been approved and is pending certificate production.
Licensed	The applicant or licence holder has been issued with a new licence certificate.
Licence Rejected	The applicant or licence holder has been refused a licence.
INACTIVE status	Description
Licence Surrendered	The licence holder has returned their licence to the licensing unit.
Licence Cancelled	CBOS has cancelled a licence.
Licence Suspended	CBOS has suspended a licence pending an investigation outcome.
Licence Expired	The licence has expired.

To check the status of your application, it is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Log into your My Licence account
2. View the Status of your application

You will see a screen similar to the following.

▶ My Licences

▶ Licence Details

▶ Messages

▶ Associated Licences

▶ Fees / Payments

▶ Expiring Documents

▶ Update Contact Details

Licence Details

Licence Holder: John Citizen

Licence Number:

Type: Conveyancer

Status: Assessment in progress

Application Number: 165664335

Application Date: 1/3/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: John Citizen

View Full Details

Expired licence

After 60 days, from the Expiry Date of your licence, the option to renew your licence will be removed from your My Licence account.

If your licence has expired you will need to complete a new application and upload the relevant documents to your new application.

How will I know if my licence has expired

To renew your licence you need to access your My Licence account.

To learn more about My Licence account for licence holders, please go to page 9.

When you have logged into your My Licence account successfully you will see the Licence Details page that contains your details, including the **Expiry Date** of your licence.

The option to 'Renew Now' is located under the heading **Actions**. If 'Renew Now' does not appear, then you have missed the 60 day period to renew your licence.

You will see a screen similar to the following.

Licence Details

Licence Holder: Bradley James Bannerman
Licence Number: 1000
Type: Conveyancer
Status: Licensed
Application Number: 961746047
Application Date: 6/3/2018
Commencement Date: 7/3/2018
Expiry Date: 31/3/2018
Primary Contact: Bradley James Bannerman

Mutual Recognition: The original application was made under mutual recognition.
[View Full Details](#)

Actions
[Download Licence Certificate](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Applying for a licence through your My Licence account

When your licence has expired you need to complete a new application and upload the relevant documents to your new application through your My Licence account.

To learn more about My Licence account for licence holders, please go to page 9.

We recommend you go www.cbos.tas.gov.au/topics/licensing-and-registration to view what documents you need to give us when submitting a new application for a Conveyancer.

You will need to:

1. Click on the link 'Apply'

You will see a screen similar to the following.

Licence Details

Licence Holder: Bradley James Bannerman

Licence Number: 1000

Type: Conveyancer

Status: Licensed

Application Number: 961746047

Application Date: 6/3/2018

Commencement Date: 7/3/2018

Expiry Date: 31/3/2018

Primary Contact: Bradley James Bannerman

Mutual Recognition: The original application was made under mutual recognition.

View Full Details

Actions

Download Licence Certificate

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply link](#).

You will be taken to an Application Start screen.

You will need to:

- Click the Yes option
- Click the Login to My Licence button

You will see a screen similar to the following.

Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

Important: Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

Type of application

☒ Yes
 ☐ No

Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?

In order for you to manage all of your licence activity together, you will need to first log into My Licence and select the option to apply for a new licence there.

Login to My Licence

To learn more about Apply for a licence, please go to page 35.

Renewing your licence

To renew your licence, you will need an internet connection.

If you already hold a Conveyancer licence, then you will be given a My Licence account.

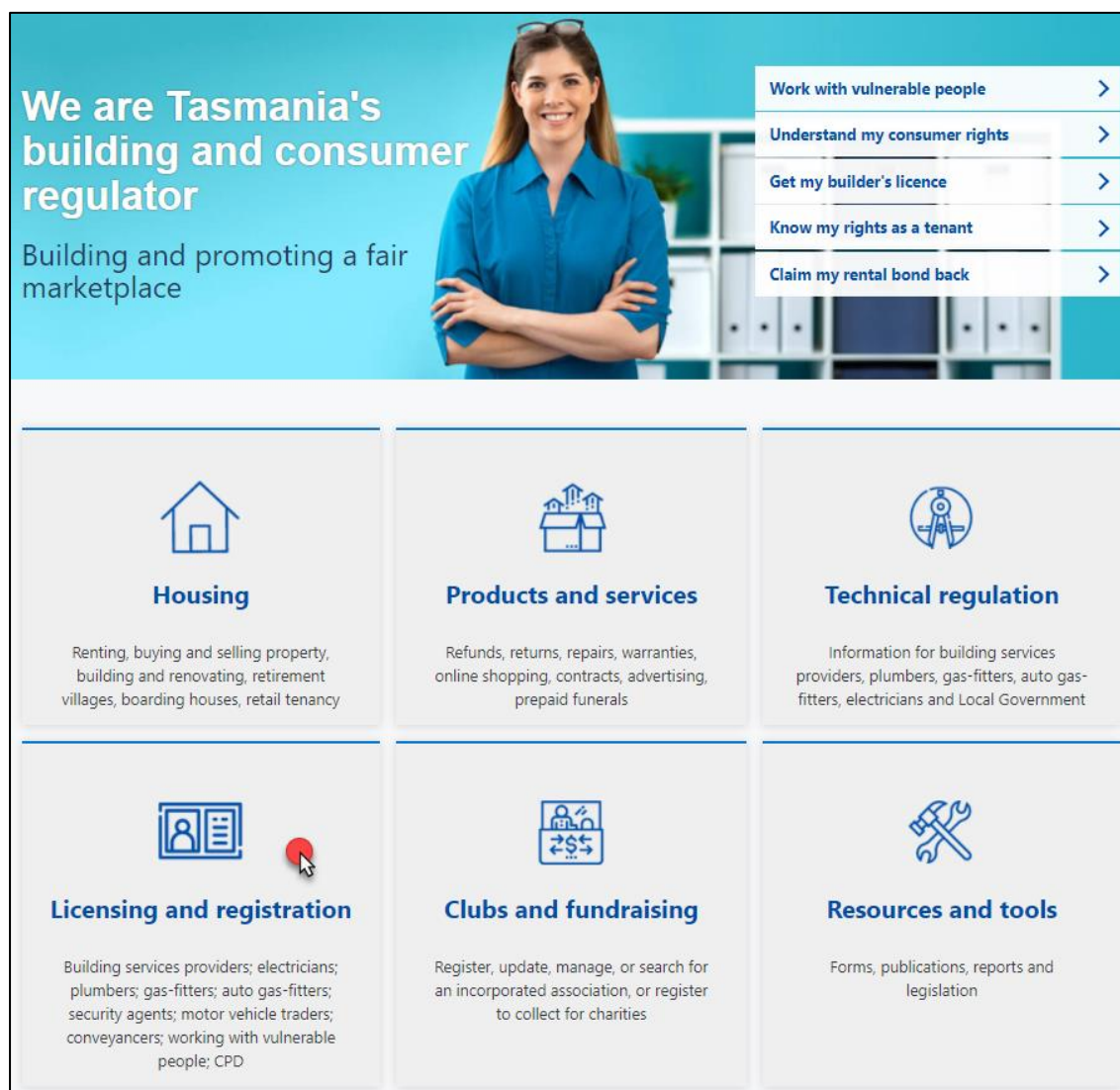
It is assumed that you have already read the section on My Licence account for licence holders on Page 9.

Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and Registration option.

You will see a screen similar to the following.



You will need to:

3. Click on Licensed Occupations

4. Click on Conveyancers licence

You will see a screen similar to the following.

Licensing and Registration

Licensed Occupations

Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration

Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account

Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations

Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)

CPD - Continuing Professional Development

Building Accreditation Scheme

Proving your identity in Tasmania

Licensed Occupations

Building services provider licences

Applying for a building services provider licence

Electrical licences

Applying for an electrical licence in Tasmania

Plumbing licences

Applying for a plumbing licence in Tasmania

Gas-fitting licences

Applying for a gas-fitting licence in Tasmania

Auto gas-fitting licences

Applying for an auto gas-fitting licence in Tasmania

Owner builder permit

Applying for an owner builder permit in Tasmania

Security and investigation agent licences

Applying for a security and investigation agent licence in Tasmania

Motor vehicle trader licence

Applying for a motor vehicle trader licence in Tasmania

Conveyancer licence

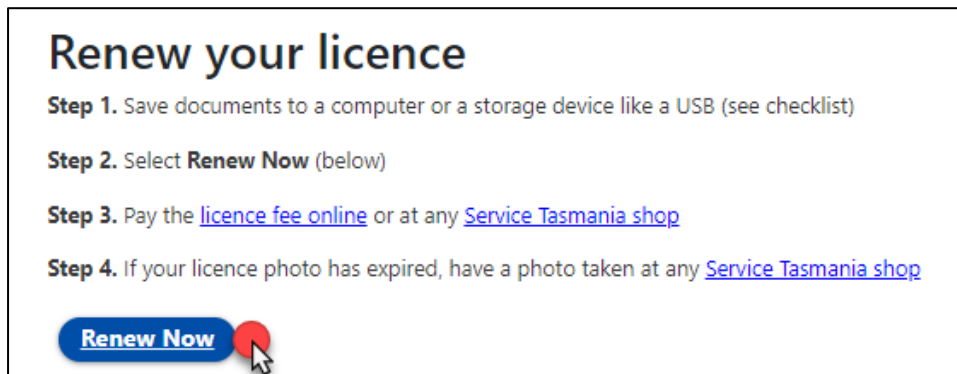
You will be taken to the information page for Conveyancers.

You will need to:

5. View and read what information you need to provide and the questions you will need to answer.

6. View and read the Checklist and what documents you need to save into a digital format and upload to your electronic application as supporting evidence of your licence application.
7. Select the 'Renew Now' button located at the bottom of the Conveyancer Licence page.

You will see the following option located at the bottom of the page.



Accessing your My Licence account

You will be taken to the My Licence screen where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
 - a. If you do not have this number;
 - i. Click on the Don't Know Reference Number link
 - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

My Licence

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type:	<input type="text" value="Conveyancer"/>	
Licence / Reference Number:	<input type="text" value="1000"/>	Don't know Reference Number
Last Name:	<input type="text" value="Bannerman"/>	
Date of Birth:	<input type="text" value="18"/> / <input type="text" value="04"/> / <input type="text" value="1978"/>	
	<input type="button" value="Search"/>	

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

My Licence

Please choose the contact method to receive the identity verification code

☒ joh*****.au

☐ 04*****000

You will receive a Verification Token.

In the case below, the licence holder selected the email option to receive their Verification Token.

You will see a screen similar to the following.

THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL.

Dear John JAMES Citizen

Please use the following token to verify your identity.

Verification Token: 554741

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

My Licence

We have sent verification code to (joh*****.au). Please enter the code below.

Verification Code:

614032

Verify

You now have access to your My Licence account.

To renew your licence you need to:

10. Click the 'Renew' link located on the lower right side of your screen

You will see an image similar to the following.

Licence Details

Licence Holder: Bradley James Bannerman

Licence Number: 1000

Type: Conveyancer

Status: Licensed

Application Number: 961746047

Application Date: 6/3/2018

Commencement Date: 7/3/2018

Expiry Date: 31/3/2018

Primary Contact: Bradley James Bannerman

Mutual Recognition: The original application was made under mutual recognition.

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

Actions

[Download Licence Certificate](#)

[Renew](#)

Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to:

1. Check your Licence Holder Details to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button

You will see an image similar to the following.



Personal Details

[Licence Holder Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

(*) Denotes mandatory field

Licence holder details

Title:

* Name:
☐ No first given name

* Have you ever been or are you currently known by any other names? ☐ Yes ☒ No

* Gender:

* Date of Birth: / /

* Country of Birth:

* State:

* Birthplace/Town:

* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years) ☒ Yes ☐ No, I intend to use other documents

* Drivers/Rider Licence Issuing Authority:

* Drivers/Rider Licence Number:

Unique Student Identifier:

Residential Address

* Country:

* State:

* Address Line 1:

Address Line 2:

* Suburb: Postcode:

* I have resided at this address since: / / (Please provide at least the year)

☒ Postal Address As Above

* Either Email Address or Mobile Number is mandatory.

Email address:

Confirm email address:

What phone numbers can we contact you on? A minimum of one number must be provided.

* Mobile:

Home Phone: (please include area code)

Work Phone: (please include area code)

* What is your preferred method of correspondence? ☒ Mobile ☐ Email

Please check you have listed accurate Mobile Phone/Email Address details.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

5. Click the Yes or No options
6. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details **Questions** Supporting Docs Review Declaration Confirmation

Licence Related Questions

Have you become an undischarged bankrupt or have you entered into any composition or arrangement with their creditors that is still continuing?

☐ Yes
☒ No

Have you been convicted of ANY offence anywhere in the world? (not traffic charges)

☐ Yes
☒ No

Have you any matters still to be dealt with in any country?

☐ Yes
☒ No

Have you been found guilty (without a conviction recorded) anywhere in the world? (not traffic offences)

☐ Yes
☒ No

Previous Next

Renewal for
Conveyancer

Licence Holder Details
Bradley James Bannerman

You will be taken to the Supporting Docs screen where you **may** need to upload documents to your renewal.

If you need to upload a document it will be listed and named on the screen.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg, text)

To find out what documents you need to give us as supporting evidence, read the Conveyancing licence page at www.cbos.tas.gov.au/topics/licensing-and-registration/licensed-occupations/

You will need to:

7. Click the Choose File button

You will see a screen similar to the following.

Tasmanian Government | Department of Justice | Bradl

Occupational Licensing

My Licences | Licence Details

Supporting Docs

Licence Holder Details | Questions | **Supporting Docs** | Review | Declaration | Confirmation

Licence - Supporting Documentation

Bankruptcy Report (mandatory)

Choose a file to upload: Bankruptcy report.pdf

Letter from the Property Agent's Board of Tasmania (mandatory)

Please supply correspondence from the Property Agents Board certifying you are not a licence holder under the Property Agents and Land Transactions Act 2005.

Uploaded Files

Property Agents Board Letter TEST.pdf

Professional Indemnity Insurance (mandatory)

Uploaded Files

Insurance Test.pdf

Qualifications (mandatory)

Please provide a copy of your Training Certificate from a Registered Training Organisation.

Uploaded Files

Qualifications Test.pdf

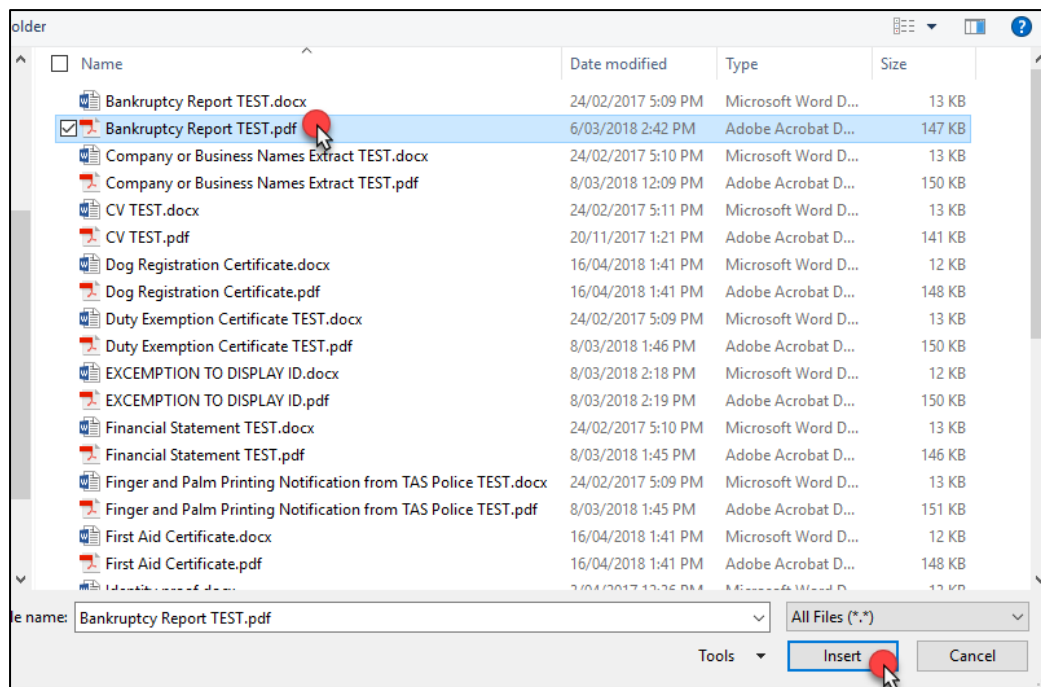
Tasmania Online | Service Tasmania | Justice Home | Email
Copyright & disclaimer | Personal information protection

You need to select the appropriate document from your computer or USB device.

You will need to:

8. Click on the document
9. Click the Insert or Open button

You will see a screen similar to the following.

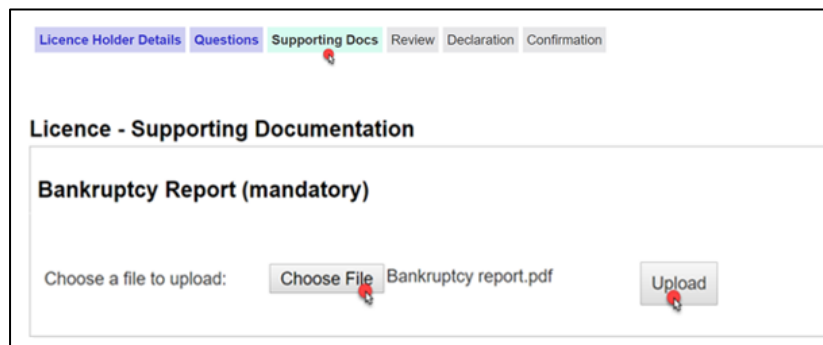


You will be returned to the Supporting Docs screen.

You will need to:

10. Click on the Upload button to save the document to your renewal
11. Repeat this process until you have uploaded all documents
12. Click the Next button

You will see a screen similar to the following.



You will be taken to the Review screen.

You now get the opportunity to review all of the information you gave us and the documents you uploaded.

If you want to make changes then you will need to select the previous page until you get to the one that you need to make changes.

If you want to make changes, you will need to:

13. Click the Previous button until you get to the page where you need to make the changes.

If you are OK with the information on the Review screen, you will need to:

14. Click the Next button

You will see a screen similar to the following.

My Licences
Licence Details

Review

[Licence Holder Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Licence holder details

Full Name: Mr Bradley James Bannerman
Gender: Male
Date of Birth: 18/04/1978
Place of Birth: Burnie, TAS, Australia
Drivers/Rider Licence Issuing Authority: Tasmania
Drivers/Rider Licence Number: 123456
Unique Student Identifier:
Residential Address: 1 Citizen Street
HOBART
TAS 7001 Australia
From 01/01/2000
Postal Address: Same as Residential Address
Email address: john.citizen@justice.tas.gov.au
Mobile: 0400000000
Home Phone: Not provided
Work Phone: Not provided
Preferred method of correspondence: Email

Mutual Recognition Details

Mutual Recognition Licensing Office of Fair Trading
Authority:
Licence Number: 123456
Expiry Date: 1/1/2019

Questions

Licence Related Questions

Have you become an undischarged bankrupt or have you entered into any composition or arrangement with their creditors that is still continuing?
Answer: No

Have you been convicted of ANY offence anywhere in the world? (not traffic charges)
Answer: No

Have you any matters still to be dealt with in any country?
Answer: No

Have you been found guilty (without a conviction recorded) anywhere in the world? (not traffic offences)
Answer: No

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

15. Click on each box to place a tick inside

16. Click the Submit button

When you click the Submit button you will receive a notification that your renewal has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your renewal receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached renewal receipt.

When you print out your renewal receipt it will include all of the outstanding actions that you need to complete before we can start assessing your application.

You will see a screen similar to the following.

Declaration

Licence Holder Details
Questions
Supporting Docs
Review
Declaration
Confirmation

☒ Please Note: It is an offence to provide information on this form knowing it to be false or misleading or to omit any details know to you that makes the given information false or misleading. Penalties may apply.

☒ I state that the content of this application form is true and correct.

☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.

Previous
Submit

Paying your fees

You will be taken to the first Confirmation screen of the online form.

We are unable to start processing your renewal until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Renewal Receipt and take this to Service Tasmania to make payment; or
- Write down the Renewal Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity at Service Tasmania

You will need to:

1. Download, print or write down the Renewal Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

Confirmation

Licence Holder DetailsQuestionsSupporting DocsReviewDeclarationConfirmation

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

- [Download the Renewal Receipt](#) and Print it; OR
- Write down the Application Reference Number: **961746047**

Completing your Renewal

1. Pay outstanding fees of \$292.95
 - This can be done through My Licence or at any Service Tasmania branch

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

Pay Now

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

Confirmation

Licence Holder Details
Questions
Supporting Docs
Review
Declaration
Confirmation



Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

Payment Summary

Bradley James Bannerman. Total amount: \$292.95

Paying for: Licence Fee: 292.95

Accepted Card Types:  

Card Holder Name:

Card Number:

Expiry: /

CVN:

Amount: \$292.95

Pay
Cancel

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your renewal has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

If you click the Return button you will be returned to the screen that lists the outstanding tasks that you need to complete before the licensing unit can assess your application.

You will see a screen similar to the following.

Confirmation

Licence Holder Details
Questions
Supporting Docs
Review
Declaration
Confirmation

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details	Amount
Bradley James Bannerman	Licence Fee: 292.95	\$292.95

Receipt No: 7060843376

\$292.95 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (john.citizen@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

Return

Apply for a licence

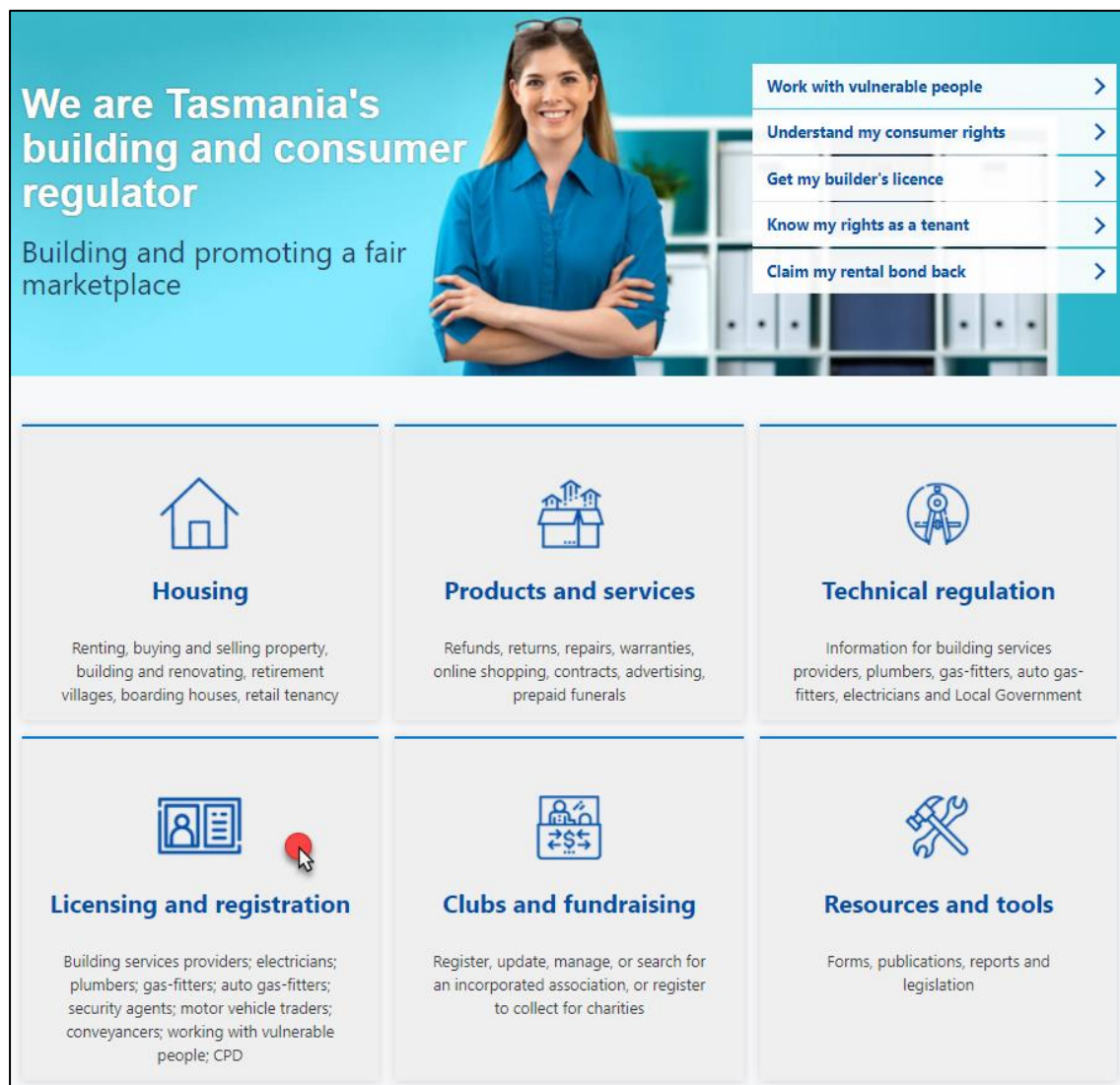
To apply for your licence, you will need an internet connection.

Start your application

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address <https://www.cbos.tas.gov.au/> into the browser
2. Click on Licensing and registration

You will see a screen similar to the following.



You will need to:

3. Click on Licensed Occupations
4. Conveyancer Licence

You will see a screen similar to the following.

Licensing and Registration

Licensed Occupations

Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

Apply for registration

Apply to register to work with vulnerable people; and co-operatives

Licence and registration fees

Access My Licence account

Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

Search licensed occupations

Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

CPD (Continuing Professional Development)

CPD - Continuing Professional Development

Building Accreditation Scheme

Proving your identity in Tasmania

Licensed Occupations

Building services provider licences

Applying for a building services provider licence

Electrical licences

Applying for an electrical licence in Tasmania

Plumbing licences

Applying for a plumbing licence in Tasmania

Gas-fitting licences

Applying for a gas-fitting licence in Tasmania

Auto gas-fitting licences

Applying for an auto gas-fitting licence in Tasmania

Owner builder permit

Applying for an owner builder permit in Tasmania

Security and investigation agent licences

Applying for a security and investigation agent licence in Tasmania

Motor vehicle trader licence

Applying for a motor vehicle trader licence in Tasmania


Conveyancer licence

You will be taken to the information page for Conveyancers.

You will need to:

5. View and read what information you need to provide and the questions you will need to answer.
6. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

7. Select the 'Apply Now' button located at the bottom of the Conveyancer Licence page.
You will see the following option located at the bottom of the page.

Apply for your licence
Step 1. Save documents to a computer or a storage device like a USB (see checklist)
Step 2. Select **Apply Now** (below)
Step 3. Pay the [licence fee online](#) or at any [Service Tasmania shop](#)
Step 4. Have a photo taken for your licence card at any [Service Tasmania shop](#) and [prove your identity](#).


Fill out the online form

You will be taken to Application Start screen of the online form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to make a selection:

1. Click on Yes or No to answer whether you hold a Tasmanian Occupation Licence
 - a. If you Click Yes you will be prompted to log into your My Licence account
2. Click on the Conveyancer as the licence type
3. Click on Yes or No in response to the ABN question
 - a. If you Click Yes you will need to provide your ABN number
4. Click on the intended licence holder or if someone is filling in the application form on your behalf
5. Click on Yes or No to answer whether you are applying under Mutual Recognition

In the case below, the licence holder is not applying for mutual recognition.

They will see a screen similar to the following.


Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania.
Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

Important: Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

Type of application

- Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?
 - ☐ Yes
 - ☒ No
- Choose a licence area:
 - ☐ Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting
 - ☐ Building Services Provider
 - ☐ Motor Vehicle Trader
 - ☐ Security Licence
 - ☒ Conveyancer
- Does the intended Licence Holder have an ABN?
 - ☐ Yes
 - ☒ No
- Are you:
 - ☒ The intended Licence Holder.
 - ☐ Someone filling in the application on behalf of the intended Licence Holder.
- Are you applying under Mutual Recognition?
 - ☐ Yes
 - ☒ No

Start Application


You will need to:

6. Enter your details and tick the appropriate boxes
 - a. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
7. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you. If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account on Page 9. You will need to use the reference number we sent you to log into your My Licence account and continue your application.

You will see a screen similar to the following.



Personal Details

[Licence Holder Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

(*) Denotes mandatory field

Licence holder details

Title: * Name:
☐ No first given name* Have you ever been or are you currently ☒ Yes ☐ No
known by any other names?* Gender: * Date of Birth: / / * Country of Birth: * State: * Birthplace/Town: * Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years) ☒ Yes ☐ No, I intend to use other documents* Drivers/Rider Licence Issuing Authority: * Drivers/Rider Licence Number: Unique Student Identifier:

Residential Address

* Country: * State: * Address Line 1: Address Line 2: * Suburb: Postcode: * I have resided at this address since: / / (Please provide at least the year)☒ Postal Address As Above

* Either Email Address or Mobile Number is mandatory.

Email address: Confirm email address:

What phone numbers can we contact you on? A minimum of one number must be provided.

* Mobile: Home Phone: (please include area code)Work Phone: (please include area code)* What is your preferred method of correspondence? ☒ Mobile ☐ Email

Please check you have listed accurate Mobile Phone/Email Address details.

Application for

Conveyancer

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

8. Click the Yes or No options
9. Click the Next button

You will see a screen similar to the following.

The screenshot shows the 'Questions' screen of an online application form. At the top, there is a navigation bar with tabs: 'Licence Holder Details', 'Questions' (highlighted in green), 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. Below the navigation bar, the section is titled 'Licence Related Questions'. It contains four questions, each with 'Yes' and 'No' radio button options. The first question is 'Have you become an undischarged bankrupt or have you entered into any composition or arrangement with their creditors that is still continuing?'. The second is 'Have you been convicted of ANY offence anywhere in the world? (not traffic charges)'. The third is 'Have you any matters still to be dealt with in any country?'. The fourth is 'Have you been found guilty (without a conviction recorded) anywhere in the world? (not traffic offences)'. On the right side of the screen, there is a sidebar with two sections: 'Renewal for' showing 'Conveyancer' and 'Licence Holder Details' showing 'Bradley James Bannerman'. At the bottom left, there are 'Previous' and 'Next' buttons.

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.


You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Conveyancing licence page at www.cbos.tas.gov.au/topics/licensing-and-registration/licensed-occupations/

You will need to:

10. Click the Choose File button

You will see a screen similar to the following.


Department of Justice
Bradley Bannerman
Logout

Occupational Licensing

My Licences
Licence Details

Supporting Docs

Licence Holder Details
Questions
Supporting Docs
Review
Declaration
Confirmation

Licence - Supporting Documentation

Bankruptcy Report (mandatory)

Choose a file to upload:
Choose File
Bankruptcy report.pdf
Upload

Letter from the Property Agent's Board of Tasmania (mandatory)
Please supply correspondence from the Property Agents Board certifying you are not a licence holder under the Property Agents and Land Transactions Act 2005.

Uploaded Files
Property Agents Board Letter TEST.pdf
Remove File

Professional Indemnity Insurance (mandatory)

Uploaded Files
Insurance Test.pdf
Remove File

Qualifications (mandatory)
Please provide a copy of your Training Certificate from a Registered Training Organisation.

Uploaded Files
Qualifications Test.pdf
Remove File

Previous
Next

Application for
Conveyancer

Mutual Recognition
Details

Mutual Office of Recognition Fair Licensing Trading Authority:
Licence Number: 123456
Expiry Date: 1/1/2019

Licence Holder Details
Bradley James Bannerman

Questions
Completed

Supporting Documents
Bankruptcy Report
• Bankruptcy Report TEST.pdf
Letter from the Property Agent's Board of Tasmania
• Property Agents Board Letter TEST.pdf
Professional Indemnity Insurance
• Professional Membership TEST.docx
Qualifications
• Qualifications Test.pdf

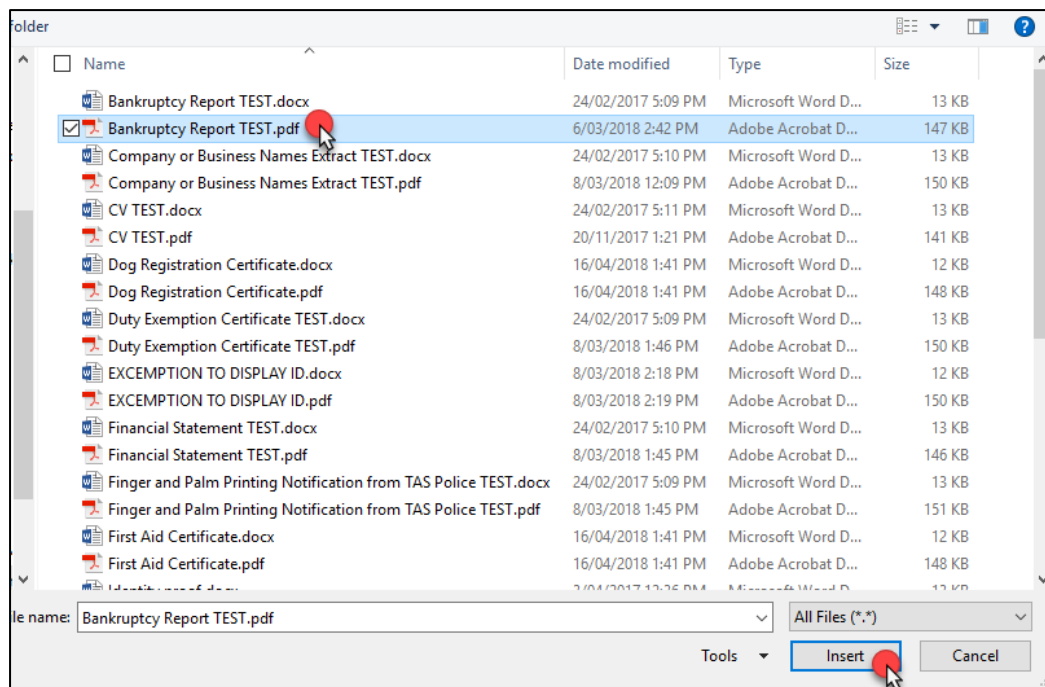
Tasmania Online | Service Tasmania | Justice Home | Email
Copyright & disclaimer | Personal information protection

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

11. Click on the document
12. Click the Insert or Open button

You will see a screen similar to the following.

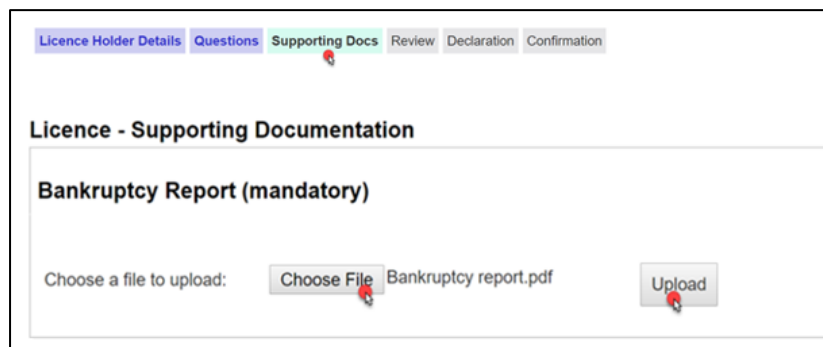


You will be returned to the Supporting Docs screen.

You will need to:

13. Click on the Upload button to save the document to the form
14. Repeat this process until you have uploaded all related documents

You will see a screen similar to the following.



You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

15. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

16. Click the Next button

You will see a screen similar to the following.

Department of Justice

Bradley Bannerman Logout

Occupational Licensing

My Licences

Licence Details

Review

Licence Holder Details

Questions

Supporting Docs

Review

Declaration

Confirmation

Licence holder details

Full Name:

Mr Bradley James Bannerman

Gender:

Male

Date of Birth:

18/04/1978

Place of Birth:

Burnie, TAS, Australia

Drivers/Rider Licence Issuing Authority:

Tasmania

Drivers/Rider Licence Number:

123456

Unique Student Identifier:

Residential Address:

1 Citizen Street

HOBART

TAS 7001 Australia

From 01/01/2000

Postal Address:

Same as Residential Address

Email address:

john.citizen@justice.tas.gov.au

Mobile:

0400000000

Home Phone:

Not provided

Work Phone:

Not provided

Preferred method of correspondence:

Email

Mutual Recognition Details

Mutual Recognition Licensing Office of Fair Trading

Authority:

Licence Number: 123456

Expiry Date: 1/1/2019

Questions

Licence Related Questions

Have you become an undischarged bankrupt or have you entered into any composition or arrangement with their creditors that is still continuing?

Answer: No

Have you been convicted of ANY offence anywhere in the world? (not traffic charges)

Answer: No

Have you any matters still to be dealt with in any country?

Answer: No

Have you been found guilty (without a conviction recorded) anywhere in the world? (not traffic offences)

Answer: No

Licence - Supporting Documentation

Bankruptcy Report (mandatory)

Uploaded Files

Bankruptcy Report TEST.pdf

Letter from the Property Agent's Board of Tasmania (mandatory)

Please supply correspondence from the Property Agents Board certifying you are not a licence holder under the Property Agents and Land Transactions Act 2005.

Uploaded Files

Property Agents Board Letter TEST.pdf

Professional Indemnity Insurance (mandatory)

Uploaded Files

Insurance Test.pdf

Qualifications (mandatory)

Please provide a copy of your Training Certificate from a Registered Training Organisation.

Uploaded Files

Qualifications Test.pdf

Application for

Conveyancer

Mutual Recognition Details

Mutual Office of Recognition Fair Licensing Trading Authority:

Licence 123456

Number:

Expiry Date: 1/1/2019

Licence Holder Details

Bradley James Bannerman

Questions

Completed

Supporting Documents

Bankruptcy Report

Bankruptcy Report TEST.pdf

Letter from the Property Agent's Board of Tasmania

Property Agents Board Letter TEST.pdf

Professional Indemnity Insurance

Insurance Test.pdf

Qualifications

Qualifications Test.pdf

Previous

Next

Tasmania Online | Service Tasmania | Justice Home | Email

Copyright & disclaimer | Personal information protection

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Guide to online licensing for Conveyancers

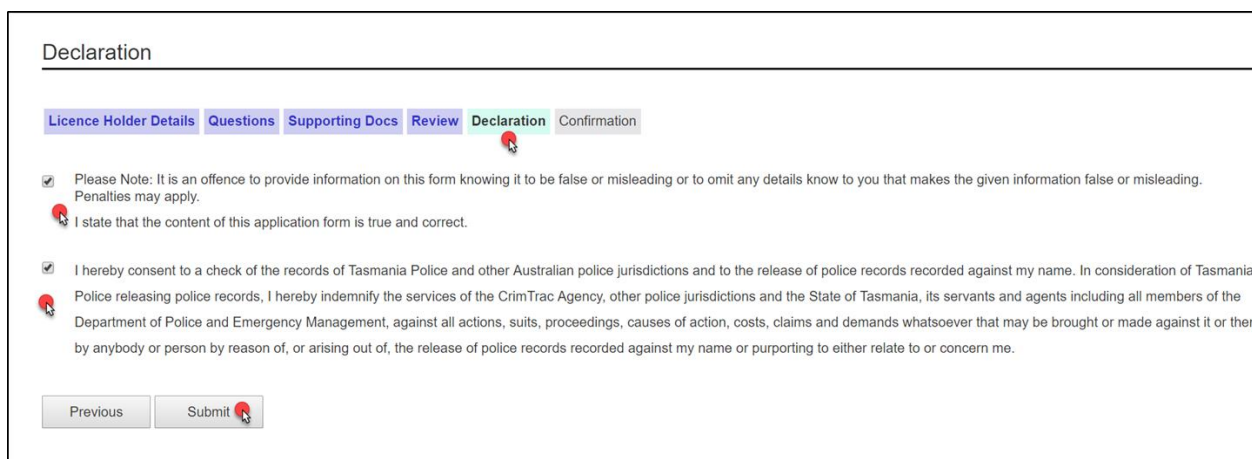
You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

17. Click on each box to place a tick inside
18. Click the Submit button

You will see a screen similar to the following.



The screenshot shows a web form titled "Declaration". At the top, there is a navigation bar with tabs: "Licence Holder Details", "Questions", "Supporting Docs", "Review", "Declaration" (which is highlighted in green), and "Confirmation". Below the tabs, there are two sections, each starting with a checkbox and a red mouse cursor icon. The first section has a checkbox labeled "Please Note: It is an offence to provide information on this form knowing it to be false or misleading or to omit any details know to you that makes the given information false or misleading. Penalties may apply." and a text input field with the placeholder "I state that the content of this application form is true and correct." The second section has a checkbox labeled "I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me." At the bottom of the form, there are two buttons: "Previous" and "Submit".

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

Paying your fees

You will be taken to the first Confirmation page.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

The screenshot shows a web interface for confirming an application. At the top, there's a header 'Confirmation'. Below it is a navigation bar with tabs: 'Licence Holder Details', 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation' (which is highlighted in green). The main content area starts with a thank you message: 'Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.' followed by a request to 'Please record the application reference number below.' Below this is a section titled 'Finalising an application' with the instruction 'You should now either:'. It provides two options: 'Download the Application Receipt and Print it; OR' followed by a bullet point 'Write down the Application Reference Number: 961746047'. A 'Completing your Renewal' section follows, listing '1. Pay outstanding fees of \$292.95' with a sub-point 'This can be done through My Licence or at any Service Tasmania branch'. It then states 'We cannot begin to process your application until these steps have been completed.' and provides a 'Fact Sheet: Proof of Identity'. Below this, it asks 'What should I take to Service Tasmania?' and lists 'Your application receipt' and 'Identification'. At the bottom left, there is a 'Pay Now' button.

Confirmation

[Licence Holder Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

Finalising an application

You should now either:

[Download the Application Receipt and Print it; OR](#)

- Write down the Application Reference Number: **961746047**

Completing your Renewal

1. Pay outstanding fees of \$292.95
 - This can be done through My Licence or at any Service Tasmania branch

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

[Pay Now](#)

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

Confirmation

Licence Holder Details
Questions
Supporting Docs
Review
Declaration
Confirmation



Enter credit card details and click Pay to make payment

NOTE: Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

Payment Summary

Bradley James Bannerman. Total amount: \$292.95

Paying for: Licence Fee: 292.95

Accepted Card Types:  

Card Holder Name:

Card Number:

Expiry: /

CVN:

Amount: \$292.95

Pay
Cancel

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

If you click on the Return button you will be taken back to the screen that lists the outstanding tasks that you must complete before your application can be assessed by the licensing unit.

You will see a screen similar to the following.

Confirmation

Licence Holder Details
Questions
Supporting Docs
Review
Declaration
Confirmation

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details	Amount
Bradley James Bannerman	Licence Fee: 292.95	\$292.95

Receipt No: 7060843376

\$292.95 was charged to card xxxx xxxx xxxx 0004

You will receive your payment receipt shortly by email (john.citizen@justice.tas.gov.au). Alternatively you can use the following link to download it now.

[Click here to download receipt](#)

Return

Technical information

Technology needed

You will need some technology to complete the online process.

- A computer
- Adobe Acrobat Reader or Open Office software for your computer
- An internet connection
- A scanner
- A printer
- Recommended access to a computer with an internet browser software; Explorer, Firefox, Chrome or Safari.

LINC Tasmania locations have the equipment you need to access the new online licensing service.

Glossary

Term	Definition
CBOS	Consumer, Building and Occupational Services
ITGCC	Integrated Telephone Government Contact Centre. Switchboard or Publics initial form of contact
CSO	Client Services Officer
Licence Holder	A Licence Holder may be a person, business entity or Municipal Council
My Licence	This is an account that CBOS has created for you that contains your contact details and documents that you upload when you renew your licence. My Licence does not contain documentation that was lodged with CBOS prior to 1 June 2018. It does keep information though that you lodge after this date.
Digital format	Documents used as evidence for your application need to be in a digital format such as PDF, Jpg, Jpeg; text Formats that are not accepted are Word, Excel and

Privacy and security

Your privacy online

Your personal information is protected under the *Personal Information Protection Act 2004*. We will ensure that your personal information will not be used or disclosed to other State institutions and authorities except if required or allowed by law.

Access details CBOS keeps

When accessing your online account, the following information is recorded for statistical purposes:

- Your user id
- The date and time you logged into a licence record
- The actions performed by you while accessing the licence record

Terms of use

By logging into licensing services online you declare that any updates you provide in relation to the following are true and correct:

- You are the authorised account owner
- You are the authorised officer representing a business

Penalties may be imposed for giving false or misleading information.