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Part 1: Introduction

1. NEW online service

Licensing services online start 6 November 2017

Apply for your licence and renew your licence online 24 hours a day, 7 days a week.

Paper applications will be removed from the CBOS website and Service Tasmania shops from mid-November for those licences listed.

If you are a licence holder of the following licence types and classes, you will need to use the new online services on the CBOS website, www.justice.tas.gov.au/licensing

Building services provider:
- Builder classes
- Architect
- Engineer
- Civil designer
- Building designer
- Designer specialising in building services
- Building surveyor classes
- Licensed entities (companies and partnerships)
- Permit authority

Electrical licences

Plumbing licences

Gas-fitting licences

Automotive gas-fitting licences

Security and Investigations Agents, Motor Vehicle Traders and Conveyancers will start using online services from 6 March 2018. Paper applications will be removed from the CBOS website and Service Tasmania shops from mid-March.

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 or to have a photo taken.

For interstate applicants, please see the Interstate or New Zealand applicants (mutual recognition) on the CBOS website, www.justice.tas.gov.au/licensing
2. Customer care and support

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.

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 CBOS customers with their ‘proof of identity’ and taking photos for licence cards.

You can pay your fee at a Service Tasmania shop but you must have a copy of your tax invoice or have written down the reference number from your online application.

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

Customer service helpline

We will continue to provide you with telephone support, please call us on 1300 654 499.
Part 2: Interstate and Overseas Applicants

1. Mutual recognition

If you live interstate or in New Zealand and hold an occupational licence you can use the Licence Recognition search to find the Tasmanian equivalent for your licence.

In Tasmania, practitioners working in electrical, gas-fitting or plumbing also need a contractor’s licence if they plan to work for themselves.

For interstate and New Zealand licence holders renewing their licence, you will use your My Licence account.


2. Overseas trained applicants

If you are trained in another country (not Australia) and hold a licence you can apply for a provisional licence as an electrician, gas-fitter, auto gas-fitter and plumber.

There are important steps you must take before you can apply for a provisional licence in Tasmania.

The webpage on Overseas trained applicants has all the information you need to apply for a licence in Tasmania.

Part 3: Preparation

1. Read your licence page

We recommend that you read the relevant licence page on the CBOS website, www.justice.tas.gov.au/licensing which best describes your occupation before you start the online process in order to understand the documents that you need to scan, attach and upload when completing your application.

2. Uploading documents for your application

Save yourself time by ensuring you have all your documents ready to upload when completing online forms. Documents need to be in a digital format (saved on your computer, USB or other device) before you begin the application or renewal process online.

All documents must be in the following formats; pdf, txt, jpg, jpeg, png. No doc or xls format variations will be accepted.

LINC Tasmania have skilled staff that can show you how to use a computer, document scanner and the internet to help you get your documents into a digital format.
3. Application information

To apply, you need to

1. complete each section of the online application form
   a. contact details
   b. licence class details
   c. questions
   d. supporting documents
   e. review your application
   f. declaration
   g. confirm application
2. upload the documents that the online application requests (e.g. proof of qualifications and insurance)
3. pay online by credit card or at a Service Tasmania shop
4. Visit a Service Tasmania shop to
   a. verify your identity (new applicants only)
   b. have your photo taken (if your photo is greater than 10 years old)
   c. pay the application fee shown on your application receipt (if you have not already paid online)

Hint: Only after you have completed all stages of the application process will the form be ready for licensing staff to assess
Part 4: New Applicant

1. Application - step by step process

Step 1 – important information to read before you start

Visit the licence page that best matches your occupation to understand what information you need to complete your application online at www.justice.tas.gov.au/licensing

Hint: when you apply for your licence you will need to have your supporting documents saved on your computer or on a USB (digital) ready to upload to your online application
Step 2 – starting your application

Located at the bottom of each licensing page is information on how to apply for a licence.

1. select the [Apply Now] button on the relevant licence page, or
2. go to the main licensing page at www.justice.tas.gov.au/licensing and select the [Start Application] button (you will be taken to an online application form)

Step 3 – select the licence type

You can ask someone to complete the online application form on your behalf but you will need to go into a Service Tasmania shop to prove your identity.

At the start of the application you will need to:

1. select a licence area
2. select a licence type
3. identify who is completing the application
4. identify if you are applying under mutual recognition

Whenever you see a * it means this area/field must be filled in or document uploaded.
Step 4 – applying for mutual recognition

If you are applying for mutual recognition:

1. answer a series of questions
2. select the [Start Application] button
Step 5 – enter your personal details

When entering your personal details it is important that you enter your email address and mobile phone number accurately because this is the way CBOS will communicate with you.

1. enter your personal details
2. select the [next] button
Image description: the Licence Holder Details tab of the online application form (personal details)
Step 6 – select your occupation

Make sure your licence type details are correct. This selection helps to calculate what fee you will need to pay and whether the documents you provide us are correct for that licence type.

1. select your licence type and class
2. select the [Next] button

Image description: the Occupational Details tab of the online application form
Step 7 – complete questions related to your licence

You will need to answer a series of declaration type questions. If you answer no to any of these questions, you will be prompted to provide a reason why your answer was no.

1. answer the Yes / No questions
2. elect the [Next] button
Step 8 – upload required documents

Review the documents you need to upload to your online application in the Supporting Docs tab. The online application form will list the document types you need to upload. The form will allow you to upload multiple documents for each document type. For instance, you may wish to upload multiple qualifications documents.

All documents must be in the following formats: pdf, txt, jpg, jpeg, png. No doc or xls format variations will be accepted.

1. select [choose file]
2. select your matching document from your computer browser
3. check the file you have selected to upload to make sure it is the correct one (you can [Remove File] if it is not
4. select the [Upload] button
5. select the [Next] button

---

Image description: the Supporting Docs tab of the online application form
**Step 9 – make sure your application is correct**

Review your application in the Review tab and choose to amend it at this point or continue with your application.

1. review application
2. select the [Next] button

![Image description: the Review tab of the online application form]
Step 10 – make the declaration and select how many years you want to be licensed

Complete the declaration.

1. select the declaration tick box
2. select the duration of your licence
3. select the [Submit] button
**Step 11 – choose how you want to pay your fee**

Choose whether you want to pay online or at a [Service Tasmania shop](#).

1. pay online by credit card
2. download the application receipt OR write the application reference down, take it to a [Service Tasmania shop](#) to make your payment

---

Image description: the Confirmation tab of the online application form – pay now or download application receipt
Step 12 – making an online credit card payment

Enter your credit card details to pay for your fees in the Confirmation tab.

1. enter your credit card details
2. select the [Pay] button

Warning: To avoid paying a fee twice. Don’t use the back button or refresh the page after clicking the [Pay Now] button. Doing so may result in your credit card being charged twice.
Step 13 – your payment has been approved

When your payment by credit card has been successful you can print your receipt. Your payment has now been finalised and your application is lodged ready for assessment.

If the information you provided is correct, a decision to approve or refuse your application will be made within 21 days.

1. select ‘Click here to download receipt’
2. print receipt
3. select the [Return] button

Image description: the Confirmation tab of the online application form – download and print receipt
Part 5: Licence Holders (My Licence Account)

For those customers that already hold a licence:

1. an online My Licence account has been created for you.
2. accessing the account is similar to the process many people use to access an online banking account
3. you will need to use a My Licence account to:
   a. renew your license
   b. change your contact details
   c. pay your fees by credit card (or go to a Service Tasmania shop)
   d. request a new card
   e. download and print licensing and payment documents
4. you will receive announcements and confirmations by email or SMS text message
5. posted licence reminder letters will be phased out in 2020-21

I. Renewing your licence with your My Licence account

My Licence is a secure way of accessing your licence information and gives you the ability to renew, make payment and change details on your licence account. You do not need to do anything to sign up or create this account, we have created one for you.

To access My Licence, CBOS must have a record of either your mobile phone number or email address. If you have changed your phone or email address recently, please contact this office on 1300 654 499 and ensure you have your licence number ready.

With My Licence you don’t need to remember passwords or answers to questions that identify who you are.

My Licence uses the same security technology as online banking. When you wish to access My Licence to change details, make payments or renew your licence you will be asked to request a single use verification code.

• you choose to receive the code to your mobile phone or to your email address
• you will be sent your single use code to gain access to your My Licence account
• if your code expires you can request a new code anytime (each code expires after 24 hours)
Your renewal is lodged when your online form has been completed and the fee is paid. My Licence will let you know if you need a new photo.

If you are a licence holder returning to access your My Licence account, you can select the [My Licence] button to start the process of logging onto your account.

2. **Accessing your My Licence account**

   **Step 1 – important information to read before you start**

   Visit the licence page that best describes your occupation to read and understand what you need to do and what information you need to provide in your online application at [www.justice.tas.gov.au/licensing](http://www.justice.tas.gov.au/licensing).

   ![Image description: the main Licensing page (circles shows where to find information)
Step 2 – starting your renewal
Located at the bottom of each licensing page is information on how to renew your license.

1. select the [Renew Now] button on the relevant licence page, or
2. go to the main licensing page at www.justice.tas.gov.au/licensing and select the [My Licence] button (you will be taken to an online renewal form)

Step 3 – matching your identity to your My Licence account
Your My Licence account prompts you to enter details that identify who you are.
To start the renewal process you will need to:

1. select your licence type
2. enter your licence number
3. enter your last name
4. enter your date of birth
5. select the [Search] button
Step 4 – getting your verification code

You will need a 6 digit verification code to access your My Licence account. You get to choose the way you receive your single use verification code.

1. select your email address or mobile phone number
2. select the [Send] button
**Step 5 – receiving your one-time verification code**

You will receive the verification code within a few seconds to your mobile or email address, depending on which one you selected.

![Verification code email]

**Step 6 – security to access your My Licence account**

You have 24 hours to enter the verification code from the email or mobile text you received before it expires.

1. enter the 6 digit verification code
2. select the [Verify] button
Step 7 – make sure your details are correct

You will now have access to your My Licence account.

Make sure your personal details are correct before you select the [Next] button.

Checking your personal details at this stage will reduce the amount of time you spend on correcting your details after you have confirmed your renewal.

Under ‘Actions’ (located under your photo) you will have the option to renew your licence.

1. check your details are correct and select [View Full Details] button
2. select ‘Renew’ in the Actions list to start your renewal application

Hint: When the ‘Renew’ action is not listed it means you are not due to renew your licence.
Image description: this is your licence page (your photo and identity) and where you renew your licence

**Step 8 – your personal details**

When entering your personal details it is really important that your details are current.

If we don’t have your current email address and mobile phone number we won’t be able to alert you of changes and when your licence is due for renewal.

*Hint: Whenever you see a * next to text, it means that you must write in this section. If you don’t, you will not be able to complete the process to renew your licence.*
### Personal Details

**Licence Holder Details**

- **Title:**
  - (Please select)
- **Name:**
  - First Given Name
  - Middle Name
  - Last Name
- **Have you ever been or are you currently known by any other names?**
- **Gender:**
  - (Please select)
- **Date of Birth:**
  - DD/ MM/ YYYY
- **Do you intend to present your Driver/Rider Licence to confirm your identity? (current or expired within the last 2 years)**
  - Yes
  - No
  - I intend to use other documents
- **Unique Student Identifier:**
- **Residential Address:**
- **Country:**
  - Australia
- **State:**
  - TAB
- **Address Line 1:**
- **Address Line 2:**
- **Suburb:**
  - Postal Address As Above
  - Postcode
- **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:
  - 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.

- [Previous](#)
- [Next](#)
Step 9 – make sure your occupation is correct

Make sure your occupational details are correct. Making the right selection relates to what fee you will need to pay and whether the documents you provide us are correct for that licence type.

1. select your licence type and class
2. select the [Next] button

![Image description: the Occupation Details tab of the online renewal form](OccupationDetails.png)

Step 10 – complete questions related to your licence

You will need to answer a series of declaration type questions. If you answer no to any of these questions, you will be prompted to provide a reason why your answer was no.

1. answer the Yes / No questions
2. select the [Next] button
### Licence Related Questions

Prescribed work is defined under the Occupational Licensing Act 2005. Have you, in the last 5 years:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a)</strong></td>
<td>Been refused a licence/registration/certificate to carry out any type of prescribed work?</td>
</tr>
<tr>
<td>☐</td>
<td>Yes</td>
</tr>
<tr>
<td>☐</td>
<td>No</td>
</tr>
<tr>
<td><strong>b)</strong></td>
<td>Had a licence/registration/certificate relating to prescribed work disqualified, cancelled or suspended?</td>
</tr>
<tr>
<td>☐</td>
<td>Yes</td>
</tr>
<tr>
<td>☐</td>
<td>No</td>
</tr>
<tr>
<td><strong>c)</strong></td>
<td>Had conditions placed on a licence/registration/certificate relating to prescribed work?</td>
</tr>
<tr>
<td>☐</td>
<td>Yes</td>
</tr>
<tr>
<td>☐</td>
<td>No</td>
</tr>
<tr>
<td><strong>d)</strong></td>
<td>Been dismissed by an employer for any type of unsafe or defective prescribed work?</td>
</tr>
<tr>
<td>☐</td>
<td>Yes</td>
</tr>
<tr>
<td>☐</td>
<td>No</td>
</tr>
<tr>
<td><strong>e)</strong></td>
<td>Been convicted of an offence of dishonesty or of an offence relating to prescribed work?</td>
</tr>
<tr>
<td>(If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes)</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Yes</td>
</tr>
<tr>
<td>☐</td>
<td>No</td>
</tr>
<tr>
<td><strong>f)</strong></td>
<td>Do you have a disability that will affect your ability to perform prescribed work safely?</td>
</tr>
<tr>
<td>☐</td>
<td>Yes</td>
</tr>
<tr>
<td>☐</td>
<td>No</td>
</tr>
</tbody>
</table>
Step 11 – upload required documents

Review the documents you need to upload to your online application in the Supporting Docs tab. The online application form will list the document types you need to upload. The form will allow you to upload multiple documents for each document type. For instance, you may wish to upload multiple qualifications documents.

All documents must be in the following formats; pdf, txt, jpg, jpeg, png. No doc or xls format variations will be accepted.

1. select [choose file]
2. select your matching document from your computer browser
3. check the file you have selected to upload to make sure it is the correct one (you can [Remove File] if it is not
4. select the [Upload] button
5. select the [Next] button
### Supporting Docs

<table>
<thead>
<tr>
<th>Licence Holder Details</th>
<th>Occupation Details</th>
<th>Questions</th>
<th>Supporting Docs</th>
<th>Review</th>
<th>Declaration</th>
<th>Confirmation</th>
</tr>
</thead>
</table>

Upload your supporting documentation here.

**Uploaded Files**

| Training Certificate.pdf |

Choose a file to upload: [Choose File] [No file chosen] [Upload]

| Statement of Results.pdf |

Choose a file to upload: [Choose File] [No file chosen] [Upload]

Are you having trouble uploading your documents or don’t have access to a scanner or imaging device?

**LINC Tasmania (Libraries and Online Access Centres)** will provide assistance with this.

Take your documents and your application reference number in to your local **LINC Tasmania** and staff can assist.

---

**Step 12 – make sure your application is correct**

Review your application in the Review tab and choose to amend it at this point or continue with your application.

1. review application
2. select the [Next] button
**Review**

<table>
<thead>
<tr>
<th>Licence Holder Details</th>
<th>Occupation Details</th>
<th>Questions</th>
<th>Supporting Docs</th>
<th>Review</th>
<th>Declaration</th>
<th>Confirmation</th>
</tr>
</thead>
</table>

**Licence holder details**

<table>
<thead>
<tr>
<th></th>
<th>Mr John F Citizen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>20/01/1980</td>
</tr>
</tbody>
</table>

You intend to use documents other than Drivers/Rider Licence for identity confirmation.

**Unique Student Identifier:**

<table>
<thead>
<tr>
<th>Residential Address:</th>
<th>1 Citizen Street</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HOBART</td>
</tr>
<tr>
<td></td>
<td>TAS 7000 Australia</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Postal Address:</th>
<th>Same as Residential Address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email address:</th>
<th><a href="mailto:john.citizen@justice.tas.gov.au">john.citizen@justice.tas.gov.au</a></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Mobile:</th>
<th>0400000000</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Home Phone:</th>
<th>0400000000</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Work Phone:</th>
<th>0400000000</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Preferred method of correspondence:</th>
<th>Mobile</th>
</tr>
</thead>
</table>

*Image description: the Review tab of the online renewal form*
Step 13 – make the declaration and select how many years you want to be licensed

Complete the declaration.

1. select the declaration tick box
2. select the duration of your licence
3. select the [Submit] button

Step 14 – payment choices

The Confirmation page of your renewal means that all information is provided. Choose whether you want to pay online or at a Service Tasmania shop.

1. pay online by credit card and select the [Pay Now] button
2. select ‘Download the Renewal Receipt’ OR write the renewal reference number down and take it to a Service Tasmania shop to make your payment
3. If you choose to visit a Service Tasmania shop to make payment, logout of your My Licence session (logout is located at the top right of the screen).

Hint: A renewal receipt is NOT a payment receipt, it is a receipt that acknowledges you have completed the first stage of applying and informs of what needs to happen next to complete your application.
Step 15 - paying your fee(s) online

Enter your credit card details to pay for your fees in the Confirmation tab.

1. enter your credit card details
2. select the [Pay] button

Warning: To avoid paying a fee twice. Don’t use the back button or refresh the page after clicking the Pay Now button. Doing so may result in your credit card being charged twice.
Step 16 – your payment has been approved

When your payment by credit card has successfully been made you can print your receipt. Your payment has now been finalised and your application is lodged ready for assessment.

If the information you provided is correct, a decision to approve or refuse your application will be made within 21 days.

1. select ‘Click here to download receipt’
2. print receipt
3. select the [Return] button
Part 6: Licence Photos

Licence photos are valid for 10 years.

Renewing your licence and paying online through My Licence takes less time for licensees. For example, you will not need to visit a Service Tasmania shop unless your photo has expired or unless you wish to pay your fees by something other than credit card.

If your licence photo has expired at the time of renewal, the Confirmation page of your online renewal will inform you that you need to visit a Service Tasmania shop to have a new photo taken.

You will never need to remember when your licence photo is due because your My Licence account records the date of when your photo was taken and we will let you know when it is time to have a new photo taken.

Part 7: Licence Holders - Adding and changing details using My Licence

1. Viewing, adding and deleting your contact details

You can view, add, delete and change your details anytime using My Licence. It is your responsibility to make sure your contact details are current.

These are some of the changes you can make in your My Licence account:

- residential and postal address details
- contact person
- application to add occupations (classes)
- application for replacement card
- telephone and mobile number
- email address
2. Adding electrical signatories

**Step 1 – accessing the Electrical Signatories tab**

There may be a need for you to add an electrical signatory to your My Licence account.

1. log in into your My Licence account (refer to Part 5, Item 2, Step 2)
2. select the Electrical Signatories option from the left hand side navigation bar

Image description: selecting Electrical Signatories tab on your My Licence account
Step 2 – adding an Electrical Signatory

1. the Electrical Signatories screen will be displayed
2. To add a new signatory, click ‘Add New’ under the Action header

Step 3 – provide the details of the Electrical Signatory

1. if the person is already a licence holder, select the [Yes] option
2. enter their ‘Role in Business’
3. select the [Save] button
Step 4 – confirming your selection

1. check the new signatories details
2. check their ‘Role in Business’
3. select the [Save] button
3. Change a Nominated Manager

Changing a Nominated Manager can only be done after a licence has been issued.

**Step 1 – amending licence details**

Located under your photo on the Licence Details page of your My Licence account is ‘Actions’. The ‘Actions’ area allows you to do a variety of different things and these options do change from time to time.

1. log into your My Licence account (refer to Part 5, Item 2, Step 2)
2. select ‘Amend Licence Details’ – option located under Actions

---

![Image description: the Licence Details page in your My Licence account](image-url)
Step 2 – adding and deleting a Nominated Manager

You will have the option to add or delete a Nominated Manager

1. select the Nominated Manager Details tab
2. select ‘Remove Nominated Manager’
3. enter licence number of new Nominated Manager
4. select ‘Add Nominated Manager’
5. select the [Next] button
Part 8: Order a Replacement Licence Card

A replacement licence card can only be ordered if you have not received a notification to renew your licence. When you renew your licence you will be issued with a new card automatically.

**Step 1 – ordering a replacement card**

Located under your photo on the Licence Details page of your My Licence account is ‘Actions’. The 'Actions' area allows you to do a variety of different things and these options do change from time to time.

1. log into your My Licence account (refer to Part 5, Item 2, Step 2)
2. select ‘Request Card’ - option located under Actions

![Image description: selecting the Replace Card option from your My Licence account]
Step 2 – confirm that you do want a replacement card

1. select the [Confirm] button

Image description: the ‘Replace Card’ page of your My Licence account

Step 3 – pay for your replacement card

You will be asked to pay a fee by credit card online or you can pay at a Service Tasmania shop. You should receive your licence card within 14 days of the payment date.

1. enter credit card details
2. select ‘Pay Now’ (you will be able to print the receipt on the next page)
Part 9: Licence Approval or Refusal

1. Approval

If you are applying for a licence for the first time, your application will be assessed and either approved or refused.

When your application is granted you will receive a text message to your mobile phone or an email to let you know that your licence application has been approved and that your licence card has been ordered from the supplier.

A My Licence account is created when your licence has been granted. You can then access your My Licence account and print off a copy of your licence and use this until your licence card arrives in the mail.

It should take up to 21 days to process your licence application as long as your application is complete. You should receive your card within 14 days from notification that your licence has been granted.
2. Refusal

If one of the following situations applies to you, your licence may not be granted or renewed:

- you fail to provide particulars requested by CBOS.
- you fail to satisfy continuing professional development requirements.
- your licence was surrendered or cancelled before the expiry date.
- you have been disqualified from holding a licence.
- you owe money for fines from TechSafe or CBOS
- you hold a provisional licence or certificate
- you are an apprentice or trainee
- you have not complied or are unable to comply with insurance requirements
- your licence has been suspended
- you are bankrupt or were bankrupt within 3 years prior to your application for renewal
- you are or were a director or a person concerned in the management of a company:
  - that is or was the subject of a winding up order
  - when a controller or administrator has been appointed or
  - when a controller or administrator was appointed (within 3 years prior to your renewal application)*
- you are subject to an unsatisfied Tribunal order
- you have had an unreasonable number of:
  - complaints
  - penalty notices
  - formal cautions
  - paid insurance claims
- your application is made using false or misleading information
- a close associate (who is not a fit and proper person to hold a licence) exercises a significant influence over you or your business
- you are deemed to be an unfit or improper person to hold a licence.

*Note: This includes where you ceased being a director or a person concerned in the management of a company within 12 months prior to the external administration
Part 10: System Details

1. 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.

2. 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.

3. Access details CBOS keeps

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

- your user id
- the date and time that you logged in to a licence record
- the actions performed by you while accessing the licence record

4. Terms of use

By logging into licensing 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.
5. Document expiry date

We will release a new version of the Guide to Licensing Services Online before 6 March 2018 to include licensing information for Security and Investigations Agents, Motor Vehicle Traders and Conveyancers.

Part 11: Contact Us

Please contact us if you need help.

Department of Justice
Consumer, Building and Occupational Services
Phone: 1300 654 499
Email: cbosinfo@justice.tas.gov.au
Visit: www.justice.tas.gov.au

Search for a LINC Tasmania location near you.