

Guide to CBOS online licensing services

December 2020



CBOS

Consumer, Building &
Occupational Services

Promoting a fair marketplace

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Part 1: Introduction

1. Online service

Licensing services online began on 6 November 2017

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

Paper applications have been removed from the CBOS website and Service Tasmania shops.

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

Building services provider:

Builder classes

Architect

Engineer

Building designer

Building services designer

Building surveyor classes

Licensed entities (companies, partnerships and municipal council)

Permit authority

Electrical licences

Plumbing licences

Gas-fitting licences

Automotive gas-fitting licences

Security and investigation

Motor Vehicle Trader

Conveyancer

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.cbos.tas.gov.au/topics/licensing-and-registration

2. Customer care and support

Libraries 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 Libraries Tasmania. Libraries Tasmania provide Tasmanian's with access to library services. Libraries 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 local library 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 local library for more information about their literacy programs)

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

Libraries 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 [library](#) 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, automotive 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](#).

CBOS website, www.cbos.tas.gov.au has information for [Interstate and New Zealand applicants \(mutual recognition\)](#).

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, <https://www.cbos.tas.gov.au/topics/licensing-and-registration>, 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.

Libraries 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.cbos.tas.gov.au/topics/licensing-and-registration

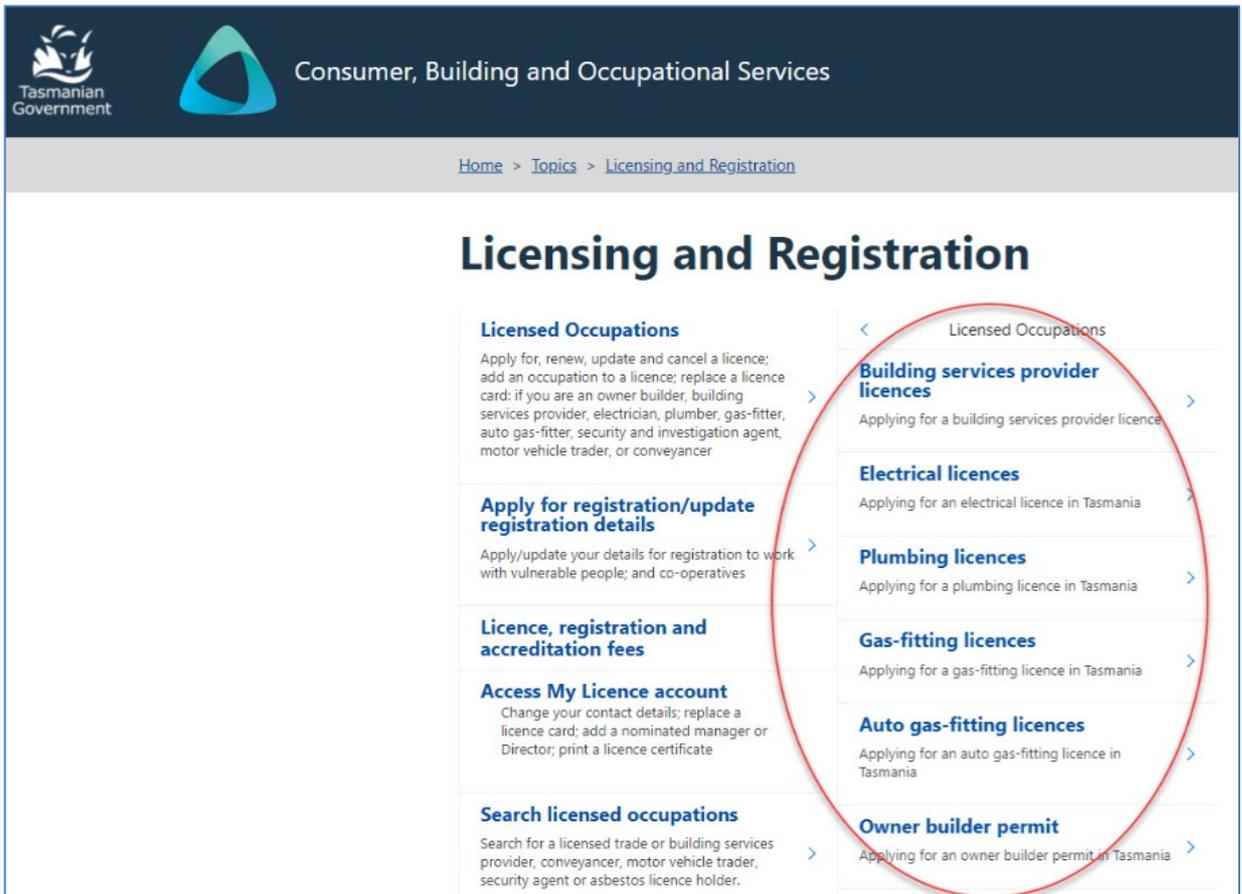


Image 1 description: the main Licensing page (circles show where to find licence pages)

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 <https://www.cbos.tas.gov.au/topics/licensing-and-registration> and select the [Start Application] button (you will be taken to an online application form)

Checklist

1. Read the information on this licence page so you know what to do and what documents to provide
2. Read the [Personal Information Protection Statement](#)
3. [Provide evidence of your identity \(new application only\)](#)
4. Have a photo taken for your licence card at any [Service Tasmania shop \(external link\)](#) (**Tasmanian applicants only**)
 - a. Interstate and overseas applicants will need to provide a passport size photo certified by a [Commissioner for Declarations or a Justice of the Peace \(JP\)](#).
5. Scan and save (computer or storage device like a USB) a digital copy of your Certificate III and/or IV Qualification (**new application only**)
6. You will need to confirm that you have undertaken Continuing Professional Development (CPD) (**renewal only**)

IMPORTANT: If your response to the licence question relating to CPD is 'No' due to COVID-19, please advise this in the Additional Information section of the online form. CBOS will contact you for more details. **Example text:** *CPD not completed due to COVID-19.*
7. Have a credit card ready to pay for your licence fee online or at any [Service Tasmania shop \(external link\)](#).

If your application is successful, you will receive confirmation within 21 days.

Declaration

If you answer 'yes' to any of the questions below, you will need to provide details and copies of all relevant documentation.

In the last 10 years have you:

1. Been refused a licence / registration / certificate to carry out any type of prescribed work?
2. Had a licence / registration / certificate relating to prescribed work disqualified, cancelled, suspended?
3. Had conditions placed on a licence / registration / certificate relating to prescribed work?
4. Been dismissed by an employer for any type of unsafe or defective prescribed work?
5. Had disciplinary action taken against you by an employer for any type unsafe prescribed work?
6. Been convicted of an offence of dishonesty or of an offence relating to prescribed work? (If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes).

Do you have any disability that will affect your ability to perform prescribed work safely?

Apply for a licence

Renew a licence

On this page

- [Eligibility](#)
- [Renewing an Expired Practitioner licence](#)
- [CPD \(Continuing Professional Development\)](#)
- [Checklist](#)
- [Declaration](#)
- [Related information](#)

Image 2 description: Apply Now option located at the bottom of every occupational licence page

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 and accept the terms and conditions.

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 is mandatory and must be filled in or document uploaded.

Consumer, Building and Occupational Services
Occupational Licensing

Application Start

(*) Denotes mandatory field
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 and Investigation
 Conveyancer

What licence type do you wish to apply for? *

Practitioner
 Contractor
 Practitioner (Provisional)

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

I'm not a robot  [Privacy - Terms](#)

[Start Application](#)

Tasmania Online [Service Tasmania](#) [Justice Home](#) [Site map](#) [Email](#) [Copyright & disclaimer](#) [Personal information protection](#)

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Image 3 description: the Application Start page

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

Application Start

(*) Denotes mandatory field

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 and Investigation
 Conveyancer

What licence type do you wish to apply for? *

Practitioner
 Contractor
 Practitioner (Provisional)

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

Mutual Recognition: Allows your current interstate (or New Zealand) licence to be recognised in Tasmania.

Victorian Electrical Lineworkers Note: Please **contact us prior** to applying for your licence.

Mutual Recognition Licensing Authority: *

Licence Number: *

Expiry Date: *
 / /

[Add another](#)

I'm not a robot  [Privacy - Terms](#)

[Start Application](#)

Tasmania Online [Service Tasmania](#) [Justice Home](#) [Site map](#) [Email](#) [Copyright & disclaimer](#) [Personal information protection](#)

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Image 4 description: Mutual Recognition questions within the Application Start page

Step 5 – enter the licence holder details

When entering the licence holder 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 the licence holder details
2. select the [next] button

Consumer, Building and Occupational Services
Occupational Licensing

1 Licence Holder Details | 2 Applicant Details | 3 Class Details | 4 Questions | 5 Supporting Docs | 6 Review | 7 Declaration | 8 Confirmation

(*) Denotes mandatory field

Licence holder details

Title:

Name: *

 No first given name

Date of Birth: *
 / /

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 contact? *
 Mobile Email

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

[Next](#)

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Image 5 description: the Licence Holder Details tab of the online application form

Step 6 – enter the applicant details

Make sure your address details are correct

1. enter the applicant details
2. select the [Next] button

The screenshot shows the 'Applicant Details' step of an online application form. At the top, there is a navigation bar with the Tasmanian Government logo, the text 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen Logout'. Below the navigation bar is a progress indicator with eight steps: 1. Licence Holder Details (checked), 2. Applicant Details (current step), 3. Class Details, 4. Questions, 5. Supporting Docs, 6. Review, 7. Declaration, and 8. Confirmation. A sidebar on the left shows 'My Licences' with options for 'Licence Details' and 'Apply For New Licence'. The main form area contains several fields: a question about other names with radio buttons for 'Yes' and 'No'; a 'Gender' dropdown menu; a question about presenting a Drivers/Rider Licence with radio buttons for 'Yes' and 'No, I intend to use other documents'; a 'Unique Student Identifier' text box; 'Residential Address' fields for 'Country' (dropdown with 'Australia'), 'State' (dropdown with 'TAS'), 'Address Line 1', 'Address Line 2', and 'Suburb'; and a 'Postcode' text box. A checkbox labeled 'Postal Address As Above' is checked. At the bottom of the form are 'Previous' and 'Next' buttons. The footer contains links for 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and 'Version 1.3.0'.

Image 6 description: the Applicant Details tab of the online application form

Step 7 – select your class details

Make sure the licence class/es are correct. This selection helps to calculate what fee you will be required to pay and whether the documents provided to us are correct for the licence class/es applied for

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

The screenshot shows the 'Class Details' step of an online application process. At the top, there is a header for 'Consumer, Building and Occupational Services' and 'Occupational Licensing'. A progress bar indicates the current step is 3, 'Class Details', with previous steps completed (1, 2) and subsequent steps (4-8) pending. Below the progress bar, a warning states: '(*) Denotes mandatory field. Warning: You will be asked later to provide your qualifications and statement of results to support any licence selection you make below.' The main content area contains a list of licence classes with checkboxes. 'Plumber' is selected, and under it, 'Water' is selected, with 'Certifier' selected as a sub-option. Other options include 'Backflow Prevention', 'Heated Water Temperature Control', 'Sanitary', 'Drainage', 'Mechanical Services', 'Roof (Stormwater)', 'Gas Fitter', 'Automotive Gas Fitter', and 'Electrical'. At the bottom of the form, there are 'Previous' and 'Next' buttons. The footer contains navigation links and the Tasmanian Government logo with version 1.3.0.

Image 7 description: the Class Details tab of the online application form

Step 8 – complete questions relating to your licence

You will need to answer a series of declaration type questions. If you answer ‘no’ to any of the questions, you will be prompted to provide an explanation why your answer is ‘no’.

1. answer the yes/no questions
2. select the [Next] button

The screenshot shows the 'Consumer, Building and Occupational Services' website interface. At the top, there is a navigation bar with the Tasmanian Government logo, the text 'Occupational Licensing', and a user greeting 'Welcome: John Citizen' with a 'Logout' link. A sidebar on the left contains a 'My Licences' menu with options for 'Licence Details' and 'Apply For New Licence'. The main content area features a progress indicator with eight steps: 1. Licence Holder Details, 2. Applicant Details, 3. Class Details, 4. Questions (highlighted in blue), 5. Supporting Docs, 6. Review, 7. Declaration, and 8. Confirmation. Below the progress bar, a note states '(+) Denotes mandatory field'. The main form area contains a text input field for 'Prescribed work is defined under the Occupational Licensing Act 2005. Have you, in the last 5 years:' followed by six multiple-choice questions (a-f) regarding prescribed work. Each question has 'Yes' and 'No' radio button options. At the bottom of the form are 'Previous' and 'Next' buttons. The footer includes a list of links: 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and 'Version 1.3.0'.

Image 8 description: the Questions tab of the online application form

Step 9 – upload required documents

Review the documents you need to upload 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 qualification 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 [Upload]
5. select the [Next] button

The screenshot shows the 'Supporting Docs' tab of the online application form. At the top, there is a navigation bar with the Tasmanian Government logo and the text 'Consumer, Building and Occupational Services Occupational Licensing'. A progress bar indicates the current step is 5, 'Supporting Docs', with previous steps completed (1-4) and subsequent steps (6-8) pending. The sidebar on the left contains 'My Licences', 'Licence Details', and 'Apply For New Licence'. The main content area includes instructions for uploading supporting documentation, a list of uploaded files (Identification.pdf, Interstate Licence Card.pdf, Anon.JPG), and buttons for 'Remove File', 'Choose a file to upload', 'Browse...', and 'Upload'. At the bottom, there are 'Previous' and 'Next' buttons.

Image 9 description: the Supporting Docs tab of the online application form

Step 10 – 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 your application
2. select the [Next] button

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Occupational Licensing

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My Licences

- ▶ Licence Details
- ▶ Apply For New Licence

1 ✓ Licence Holder Details 2 ✓ Applicant Details 3 ✓ Class Details 4 ✓ Questions 5 ✓ Supporting Docs **6 Review** 7 Declaration 8 Confirmation

(*) Denotes mandatory field

Personal Details

Full Name: Mr John Citizen

Date of Birth: 13/08/1982

Email address: john@citizen.com

Mobile: 0400 000 000

Home Phone: *Not provided*

Work Phone: *Not provided*

Preferred method of correspondence: Email

Applicant Details

Gender: Male

Image 10 description: the Review tab of the online application form

Step 11 – make the declaration and select how many years you want to pay the licence for

Complete the declaration

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

The screenshot shows the 'Declaration' step of an online application form. At the top, the header includes the Tasmanian Government logo, the text 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen Logout'. A progress bar at the top indicates eight steps: 1. Licence Holder Details, 2. Applicant Details, 3. Class Details, 4. Questions, 5. Supporting Docs, 6. Review, 7. Declaration (current step), and 8. Confirmation. Below the progress bar, there is a note: '(*) Denotes mandatory field'. A paragraph of text reads: 'Please tick to acknowledge: I state that the content of this application form is true and correct and I have not omitted any details knowingly that makes the given information false or misleading. I am aware that penalties may apply for making a false declaration.' Below this is a checkbox: ' I have read and understood this information, and I consent to the conditions above.' Underneath, the 'Requested Licence Duration:' section offers two radio button options: '1 year - Fee: \$110.16' and '3 years - Fee: \$291.60'. A link is provided: 'To confirm licence fees before submitting your application, please click on the link: [https://www.cbos.tas.gov.au/topics/licensing-and-registration/fees#Occupational licences](https://www.cbos.tas.gov.au/topics/licensing-and-registration/fees#Occupational%20licences)'. At the bottom of the form area are two buttons: 'Previous' and 'Submit'. The footer contains navigation links: 'Tasmania Online Service Tasmania Justice Home Site map Email Copyright & disclaimer Personal information protection', the Tasmanian Government logo, and 'Version 1.3.0'.

Image 11 description: the Declaration tab of the online application form – pay now or download application receipt

Step 12 – 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 number down, take to a [Service Tasmania Shop](#) to make your payment

Consumer, Building and Occupational Services
Occupational Licensing

Welcome: John Citizen Logout

My Licences

- ▶ Licence Details
- ▶ Update Contact Details
- ▶ Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(*) Denotes mandatory field

Thank you for submitting the Occupational Licensing Form.

Finalising an application

You should now either:

- Download the Application Receipt and Print it; OR
- Write down the Application Reference Number: **650440308**

Completing your Application

1. Pay outstanding fees of \$291.60
 - This can be done through My Licence or at any Service Tasmania branch
2. Attend Service Tasmania
 - Have your identity verified
 - Have your photo taken for your Licence card

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 (either print, or download to your mobile device)
- Identification

Pay Now

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Image 12 description: the Confirmation tab of the online application form – pay now or download application receipt

Step 13 – making an online payment

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

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

Pay Fee

Application Number: 650440308 (John Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner

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

John Citizen. Total amount: \$291.60
Paying for: Licence Fee - 3 Years (Plumbers): \$291.60

Accepted Card Types:  

Card Holder Name:

Card Number:

Expiry: / 2020

CVN:

Image 13 description: the Confirmation tab of the online application form – enter credit card details

Step 14 – 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

My Licences

- ▶ **Licence Details**
 - ▶ Messages (2)
 - ▶ Amend Application
 - ▶ Withdraw Application
 - ▶ Associated Licences
 - ▶ Fees / Payments
 - ▶ Qualifications
- ▶ Update Contact Details
- ▶ Apply For New Licence

Pay Fee

Application Number: 650440308 (John Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Practitioner

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details	Amount
John Citizen	Licence Fee - 3 Years (Plumbers): \$291.60	\$291.60

Receipt No: 7282920418

\$291.60 was charged to card xxxx xxxx 0004

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

[Click here to download receipt](#)

[Return](#)

Tasmania Online [Service Tasmania](#) [Justice Home](#) [Site map](#) [Email](#) [Copyright & disclaimer](#) [Personal information protection](#)

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Image 14 description: Click to download receipt and return button

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 licence 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

1. 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 **verification code** to your mobile phone or to your email address
- you will be sent your single use **verification 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.cbos.tas.gov.au/topics/licensing-and-registration.

Step 2 – starting your renewal

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

1. select the [Renew a licence] button on the relevant licence page, or
2. go to the main licensing page at www.cbos.tas.gov.au/topics/licensing-and-registration and select the [Access My Licence account] menu (you will be taken to an online renewal form)

<h4>Checklist</h4> <ol style="list-style-type: none"> 1. Read the information on this licence page so you know what to do and what documents to provide 2. Read the Personal Information Protection Statement 3. Provide evidence of your identity (new application only) 4. Have a photo taken for your licence card at any Service Tasmania shop (external link) (Tasmanian applicants only) <ol style="list-style-type: none"> a. Interstate and overseas applicants will need to provide a passport size photo certified by a Commissioner for Declarations or a Justice of the Peace (JP). 5. Scan and save (computer or storage device like a USB) a digital copy of your Certificate III and/or IV Qualification (new application only) 6. Scan and save (computer or storage device like a USB) a digital copy of your Statement of Results (new application only) 7. You will need to confirm that you have undertaken Continuing Professional Development (CPD) (renewal only) <p>IMPORTANT: If your response to the licence question relating to CPD is 'No' due to COVID-19, please advise this in the Additional Information section of the online form. CBOS will contact you for more details. Example text: <i>CPD not completed due to COVID-19.</i></p> 8. Have a credit card ready to pay for your licence fee online or at Service Tasmania shop (external link). <p>If your application is successful, you will receive confirmation within 21 days.</p> <h4>Declaration</h4> <p>If you answer 'yes' to any of the questions below, you will need to provide details and copies of all relevant documentation.</p> <p>In the last 10 years have you:</p> <ol style="list-style-type: none"> 1. Been refused a licence / registration / certificate to carry out any type of prescribed work? 2. Had a licence / registration / certificate relating to prescribed work disqualified, cancelled, suspended? 3. Had conditions placed on a licence / registration / certificate relating to prescribed work? 4. Been dismissed by an employer for any type of unsafe or defective prescribed work? 5. Had disciplinary action taken against you by an employer for any type unsafe prescribed work? 6. Been convicted of an offence of dishonesty or of an offence relating to prescribed work? (If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes). <p>Do you have any disability that will affect your ability to perform prescribed work safely?</p> <div style="display: flex; justify-content: space-around;"> Apply for a licence Renew a licence </div>	<h4>On this page</h4> <ul style="list-style-type: none"> Eligibility Renewing an expired practitioner's licence CPD (Continuing Professional Development) Checklist Declaration Related information
---	---

Image 15 description: Renew a licence option located at the bottom of every occupational licence page

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

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:

Licence Number / Reference Number: [Don't know Reference Number](#)

Last Name:

Date of Birth: / /

I'm not a robot  [Privacy - Terms](#)

Image 16 description: the My Licence page – personal identification

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

Please choose the contact method to receive the identity verification code.

Your verification token will expire in **30 minutes**.

joh*****.com

04*****000

Image 17 description: the My Licence page – select your email address or mobile phone number

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.

Image description: your verification code

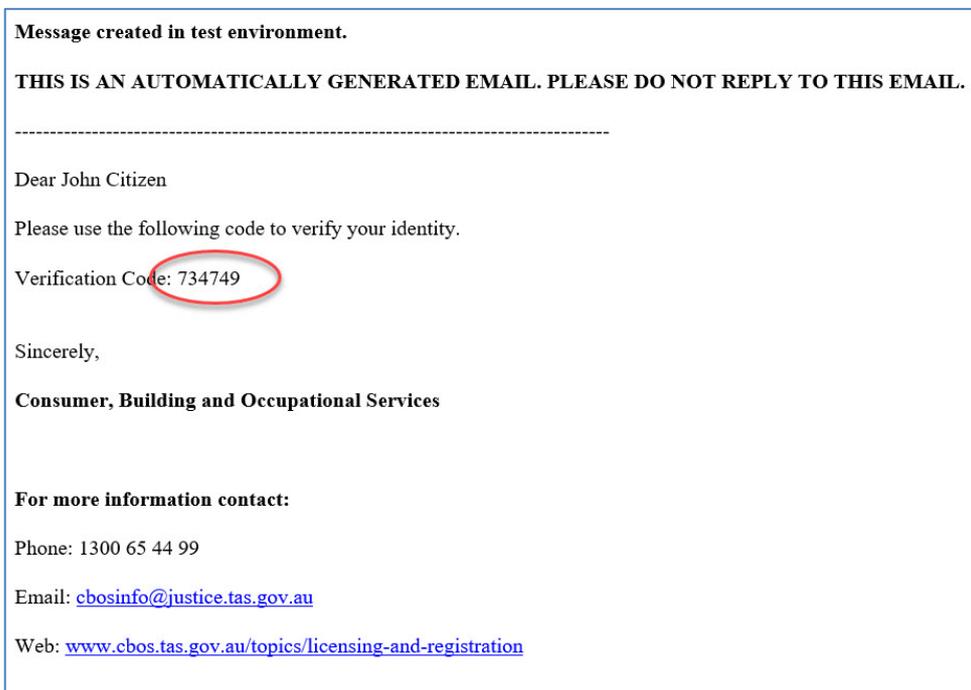


Image 18 description – automatically generated verification code

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

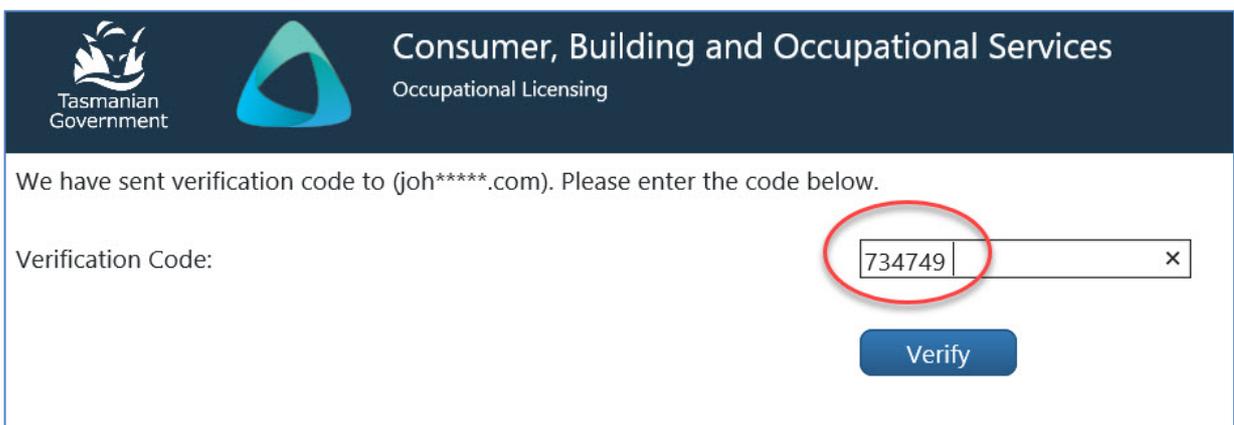


Image 19 description: the My Licence page – verification code

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

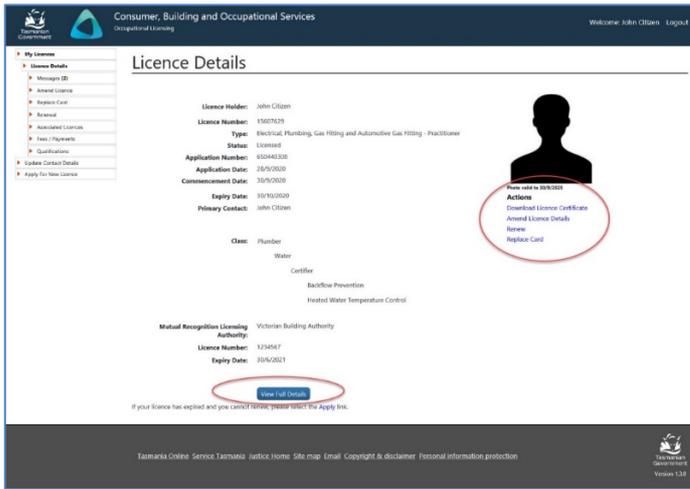


Image 20 description: this is your licence details page (your photo and identity) and where you renew your licence

Hint: When the 'Renew' action is not listed it means you are not due to renew your licence.

Step 8 –confirm you would like to renew

1. Select [Continue] to renew your licence or;
2. Select [Return] if you do not want to renew

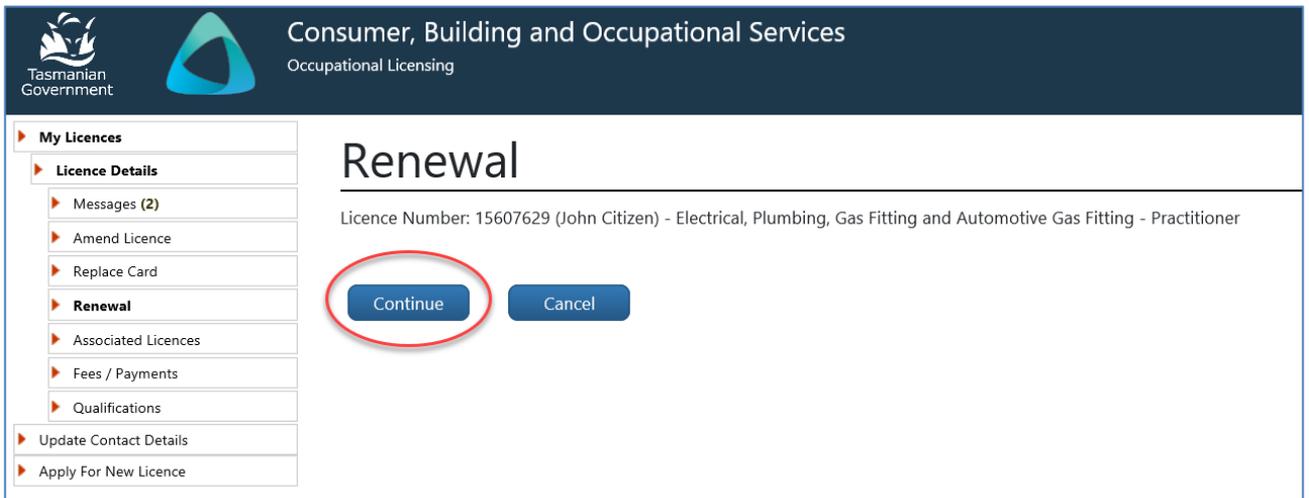


Image 21 description: the Renew Confirmation of the online renewal form

Step 9 – your licence holder details

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

If we do not have your current email address and mobile phone number we will not be able to alert you of any changes and when your licence is due for renewal.

Consumer, Building and Occupational Services
Occupational Licensing

Welcome: John Citizen Logout

My Licences

- Licence Details
- Update Contact Details
- Apply For New Licence

1 Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(*) Denotes mandatory field
Please review your information and update any information that may have changed when you last applied for your Licence. Proceed through the steps by selecting the "Next" button at the bottom of each screen.

Licence holder details

Full Name: Mr John Citizen

Date of Birth: 13/08/1982

Either Email Address or Mobile Number is mandatory. *

Email address: * john@citizen.com

Confirm email address: * john@citizen.com

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

Mobile: 0400 000 000

Home Phone: (please include area code)

Work Phone: (please include area code)

What is your preferred method of contact? * Mobile Email

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

Next

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Version 1.3.0

Image 22 description: the Licence Holder Details tab of the online renewal form

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.

Step 10 – your applicant details

When entering your applicant details it is really important that all your details are current

Consumer, Building and Occupational Services
Occupational Licensing

Welcome: John Citizen Logout

My Licences

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details 2 Applicant Details 3 Class Details 4 Questions 5 Supporting Docs 6 Review 7 Declaration 8 Confirmation

(*) Denotes mandatory field

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

Yes
 No

Gender: Male

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

Unique Student Identifier:

Residential Address

Country: *

State: *

Address Line 1: *

Address Line 2:

Suburb: * Postcode:

Postal Address As Above

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

Tasmanian Government
Version 1.3.0

Image 23 description: the Applicant Details tab of the online renewal form

Step 11 – make sure you classes are correct

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

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

The screenshot shows the 'Class Details' step of an online application form. At the top, there is a navigation bar with the Tasmanian Government logo, the text 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen Logout'. Below the navigation bar is a progress indicator with eight steps: 1. Licence Holder Details, 2. Applicant Details, 3. Class Details (current step), 4. Questions, 5. Supporting Docs, 6. Review, 7. Declaration, and 8. Confirmation. A sidebar on the left contains 'My Licences' with options for 'Licence Details', 'Update Contact Details', and 'Apply For New Licence'. The main content area includes a note: '(*) Denotes mandatory field. Please review your Licence Classes below. If you have gained new qualifications from an RTO since your last renewal, select the extra licence class in the list below. You will be asked to supply your certificate and statement of results from your RTO in the Supporting Documentation step.' Below this, there is a list of licence classes with checkboxes: 'Plumber' (checked), 'Water' (checked), 'Certifier' (radio button selected), 'Backflow Prevention' (checked), 'Heated Water Temperature Control' (checked), 'Sanitary', 'Drainage', 'Mechanical Services', 'Roof (Stormwater)', 'Gas Fitter', 'Automotive Gas Fitter', and 'Electrical'. At the bottom of the form are 'Previous' and 'Next' buttons. The footer contains links for 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and 'Version 1.3.0'.

Image 24 description: the Class Details tab of the online application form

Step 12 – complete the questions related to your licence

You will need to answer a series of declaration type questions. If you answer ‘yes’ to any of the questions, you will be prompted to provide an explanation as to why your answer was ‘yes’.

You will need to answer the CPD questions. If you answer ‘no’ to either of the CPD questions, if you will be prompted to provide an explanation as to why you’re answer was ‘no’.

1. answer the yes/no questions
2. select the [Next] button

Consumer, Building and Occupational Services
Occupational Licensing

Welcome: John Citizen Logout

My Licences

- Licence Details
- Update Contact Details
- Apply For New Licence

1 ✓ Licence Holder Details

2 ✓ Applicant Details

3 ✓ Class Details

4 Questions

5 Supporting Docs

6 Review

7 Declaration

8 Confirmation

(*) Denotes mandatory field

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

a) Been refused, on application, a licence/registration/certificate to carry out any type of prescribed work?

Yes

No

b) Had a licence/registration/certificate relating to prescribed work disqualified, cancelled or suspended?

Yes

No

c) Had conditions placed on a licence/registration/certificate relating to prescribed work?

Yes

No

d) Been dismissed by an employer for any type of unsafe or defective prescribed work?

Yes

No

e) Been convicted of an offence of dishonesty or of an offence relating to prescribed work?

(If you have been issued with an Infringement Notice relating to prescribed work, you should tick yes)

Yes

No

f) Do you have a disability that will affect your ability to perform prescribed work safely?

Yes

No

g) Have you undertaken Continuous Professional Development during the last licence period?

Yes

No

h) Is there a record that Continuous Professional Development has been completed?

Yes

No

You will be asked to provide this evidence of CPD over the next three years and it is important that you regularly undertake CPD to ensure that you are meeting the annual requirements. For more detailed information about Continuous Professional Development go to www.justice.tas.gov.au/licensing.

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Version 1.3.0

Image 25 description: the Questions tab of the online renewal form

Step 13 – upload required documents

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

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

With a renewal application you will only be required to upload documents if you are adding any additional classes to your licence or your licence requires an updated insurance document. The online renewal application form will prompt you to upload a type of document if it is required.

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 [Upload]
5. select the [Next] button

The screenshot shows the 'Supporting Docs' tab of the online application form. At the top, there is a navigation bar with the Tasmanian Government logo, the text 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen Logout'. Below the navigation bar is a 'My Licences' sidebar with options like 'Licence Details', 'Update Contact Details', and 'Apply For New Licence'. The main content area features a progress bar with 8 steps. Step 5, 'Supporting Docs', is the active step. Below the progress bar, there is a section for 'Licence - Supporting Documentation' with instructions on how to upload documents and a 'Next' button.

Image 26 description: the Supporting Docs tab of the online application form

Step 14 – make sure your renewal application is correct

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

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

Consumer, Building and Occupational Services
Occupational Licensing

Tasmanian Government

My Licences

- ▶ Licence Details
- ▶ Update Contact Details
- ▶ Apply For New Licence

1 ✓ Licence Holder Details

2 ✓ Applicant Details

3 ✓ Class Details

4 ✓ Questions

5 ✓ Supporting Docs

6 Review

7 Declaration

8 Confirmation

(*) Denotes mandatory field

Personal Details

Full Name: Mr John Citizen

Date of Birth: 13/08/1982

Email address: john@citizen.com

Mobile: 0400 000 000

Home Phone: *Not provided*

Work Phone: *Not provided*

Preferred method of correspondence: Email

Applicant Details

Gender: Male

Image 27 description: the Review tab of the online renewal form – pay now or download application receipt

Step 15 - make the declaration and select licence duration

Complete the declaration and select how many years you want to pay your licence for

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

The screenshot displays the 'Declaration' step of an online licensing renewal process. At the top, the header includes the Tasmanian Government logo, the text 'Consumer, Building and Occupational Services Occupational Licensing', and a user greeting 'Welcome: John Citizen Logout'. A progress bar shows eight steps: 1. Licence Holder Details, 2. Applicant Details, 3. Class Details, 4. Questions, 5. Supporting Docs, 6. Review, 7. Declaration (highlighted in blue), and 8. Confirmation. Below the progress bar, a note states '(*) Denotes mandatory field'. A disclaimer reads: 'Please tick to acknowledge: I state that the content of this application form is true and correct and I have not omitted any details knowingly that makes the given information false or misleading. I am aware that penalties may apply for making a false declaration.' A red oval highlights a checkbox with the text 'I have read and understood this information, and I consent to the conditions above.' Below this, another red oval highlights the 'Requested Licence Duration' section, which contains two radio button options: '1 year - Fee: \$110.16' and '3 years - Fee: \$291.60'. At the bottom of the form are 'Previous' and 'Submit' buttons. The footer contains navigation links: 'Tasmania Online Service Tasmania Justice Home Site map Email Copyright & disclaimer Personal information protection' and the Tasmanian Government logo with 'Version 1.3.0'.

Image 28 description: the Declaration tab of the online renewal form

Step 16 – payment choices

The confirmation page of your renewal application means that all the information has been provided.

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

1. pay online by credit card and select [Pay Now] button
2. select 'Download the renewal receipt' OR write the renewal application reference or licence number down and take to a [Service Tasmania Shop](#)
3. If you choose to visit a [Service Tasmania Shop](#) to make your payment, log out of your My Licence account session (log out is located at the top of the right hand 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.

The screenshot shows the 'Confirmation' step of an online renewal application. At the top, it says 'Consumer, Building and Occupational Services Occupational Licensing' and 'Welcome: John Citizen' with a 'Logout' button. A progress bar shows 8 steps: 1. Licence Holder Details, 2. Applicant Details, 3. Class Details, 4. Questions, 5. Supporting Docs, 6. Review, 7. Declaration, and 8. Confirmation (highlighted). Below the progress bar, it says '(*) Denotes mandatory field'. The main content area says 'Thank you for submitting the Occupational Licensing Form. **Finalising an application**. You should now either: • Download the Renewal Receipt and Print it, OR • Write down the Application Reference Number: 650440308'. Under 'Completing your Renewal', it lists '1. Pay outstanding fees of \$110.16' with a sub-point 'This can be done through My Licence or at any Service Tasmania branch'. It also says 'We cannot begin to process your application until these steps have been completed. Fact Sheet: Proof of Identity'. Under 'What should I take to Service Tasmania?', it lists 'Your application receipt (either print, or download to your mobile device)' and 'Identification'. A 'Pay Now' button is highlighted with a red circle. The footer contains 'Tasmania Online Service Tasmania Justice Home Site map Email Copyright & disclaimer Personal information protection' and the Tasmanian Government logo with 'Version 1.3.0'.

Image 29 description: the Confirmation tab of the online renewal form – pay now or download renewal receipt

Hint: The Confirmation page will inform you if you are due to have a photo taken at a Service Tasmania shop.

Step 17 – paying your fee(s) online

Enter your credit card details to pay for 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.

Image 30 description: the Confirmation tab of the online renewal form – making a payment

Step 18 – 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 renewal application is lodged ready for assessment.

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

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

Fees Paid	Applicant / Card Holder Name	Details	Amount
	John Citizen	Licence Fee - 1 Year (Plumbers): \$110.16	\$110.16

Image 31 description: the Confirmation tab of the online renewal form – download receipt

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 a replacement licence 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

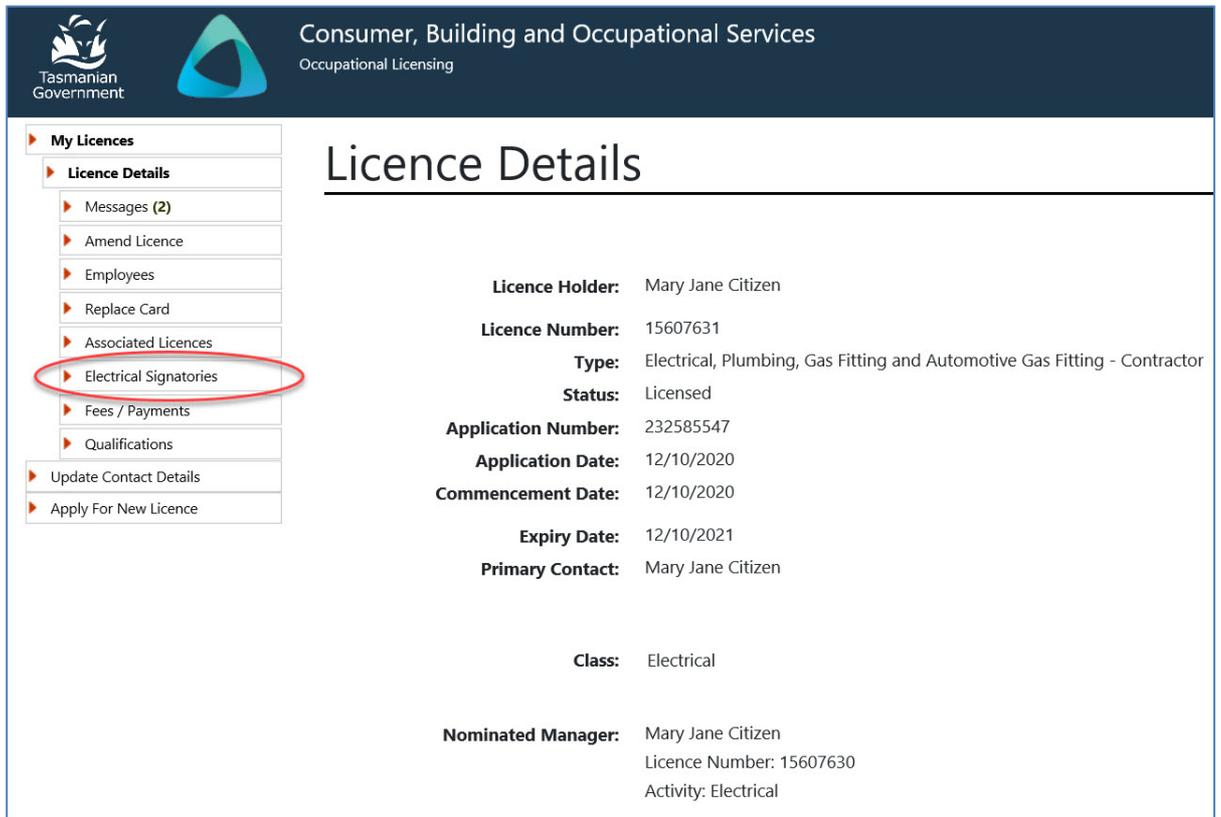


Image 32 description: selecting Electrical Signatories tab on your My Licence account

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

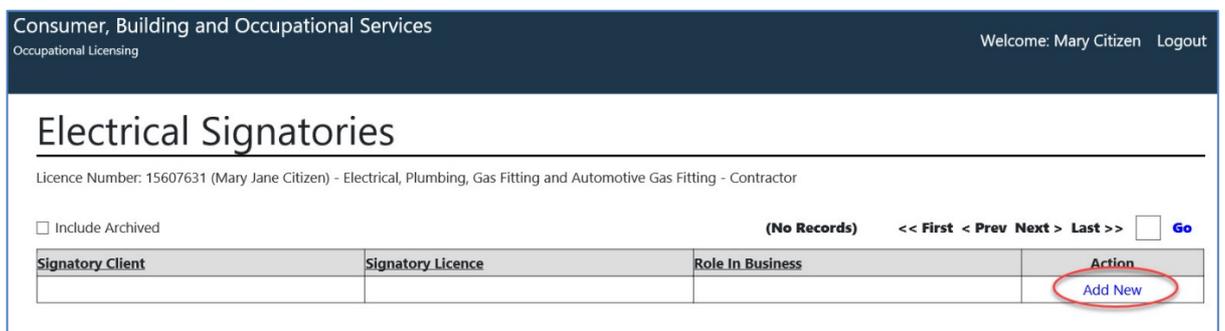


Image 33 description: Electrical Signatories page on your My Licence account - the 'Add New' link

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

Image 34 description: Electrical Signatories page – select Yes or No

Step 4 – entering your selection

1. enter the new signatories details
2. check their 'Role in Business'
3. select the [Save] button

Image 35 description: the Electrical Signatories page of your My Licence account – entering selection

Step 5 – selection confirmed and saved

The electrical signatory that was entered has now been saved and will appear on the Electrical Signatories tab of My Licence

Electrical Signatories			
Licence Number: 15607631 (Mary Jane Citizen) - Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor			
<input type="checkbox"/> Include Archived		Page 1 of 1 (1 Record) << First < Prev Next > Last >> <input type="checkbox"/> Go	
Signatory Client	Signatory Licence	Role In Business	Action
Title: Mr Name: Sam Citizen Email: sam@citizen.com Mobile: 0400 000 000		Signatory	Edit Remove
			Add New

Image 36 description: the Electrical Signatories page of your My Licence account – Electrical Signatories details

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 on your contractor licence’ – option located under Actions

The screenshot shows the 'Licence Details' page for a contractor licence. The page header includes the Tasmanian Government logo and 'Consumer, Building and Occupational Services'. The main content area displays the following details:

- Licence Holder:** Mary Jane Citizen
- Licence Number:** 15607631
- Type:** Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting - Contractor
- Status:** Licensed
- Application Number:** 232585547
- Application Date:** 12/10/2020
- Commencement Date:** 12/10/2020
- Expiry Date:** 12/10/2021
- Primary Contact:** Mary Jane Citizen
- Class:** Electrical
- Nominated Manager:** Mary Jane Citizen (Licence Number: 15607630, Activity: Electrical)

A yellow box on the right side of the page indicates 'No Photo Available'. Below this, a red circle highlights the 'Actions' menu, which contains the following options:

- Download Licence Certificate
- Amend Licence Details
- Replace Card

At the bottom of the page, there is a 'View Full Details' button and a note: 'If your licence has expired and you cannot renew, please select the Apply link.'

Image 37 description: the Licence Details page in your My Licence account

Step 2 – adding and deleting a Nominated Manager

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

1. select [Next] to reach 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

The screenshot shows the 'Nominated Manager Details' tab in a web application. At the top, there is a navigation bar with the Tasmanian Government logo and the text 'Consumer, Building and Occupational Services Occupational Licensing'. A user is logged in as 'Mary Citizen'. A progress bar shows 10 steps: 1. Licence Holder Details, 2. Applicant Details, 3. Business Details, 4. Class Details, 5. Nominated Manager Details (highlighted), 6. Questions, 7. Supporting Docs, 8. Review, 9. Declaration, 10. Confirmation. Below the progress bar, there is a section for 'Nominated Manager' with a 'Remove Nominated Manager' button. Below that, there is a form with a 'Licence Number' field and an 'Add Nominated Manager' button. At the bottom, there are 'Previous' and 'Next' buttons. The footer contains links for 'Tasmania Online', 'Service Tasmania', 'Justice Home', 'Site map', 'Email', 'Copyright & disclaimer', and 'Personal information protection', along with the Tasmanian Government logo and version number '1.3.1'.

Image 38 description: the Nominated Manager tab in your My Licence account

Step 3 – submit the amendment

You will have to select 'next' through the remainder of the amendment to reach the end of the online form to be able to submit it. It is really important you submit the amendment otherwise the amendment is not complete and will not be lodged.

1. select [Next] through the remaining tabs until you reach the 'Declaration' tab
2. tick the box to acknowledge the application form is true and correct
3. select the [Submit] button

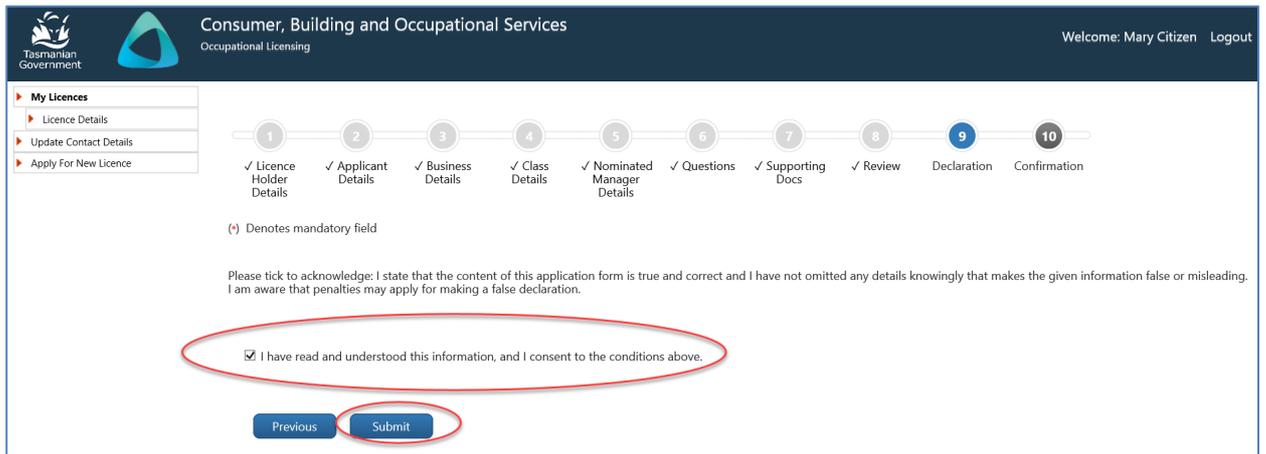


Image 39 description: the Declaration tab in your My Licence account

Step 4 – confirmation of amendment

The amendment application has been finalised and lodged ready for assessment.

1. select 'download the amendment receipt' if required
2. log out of your My Licence account

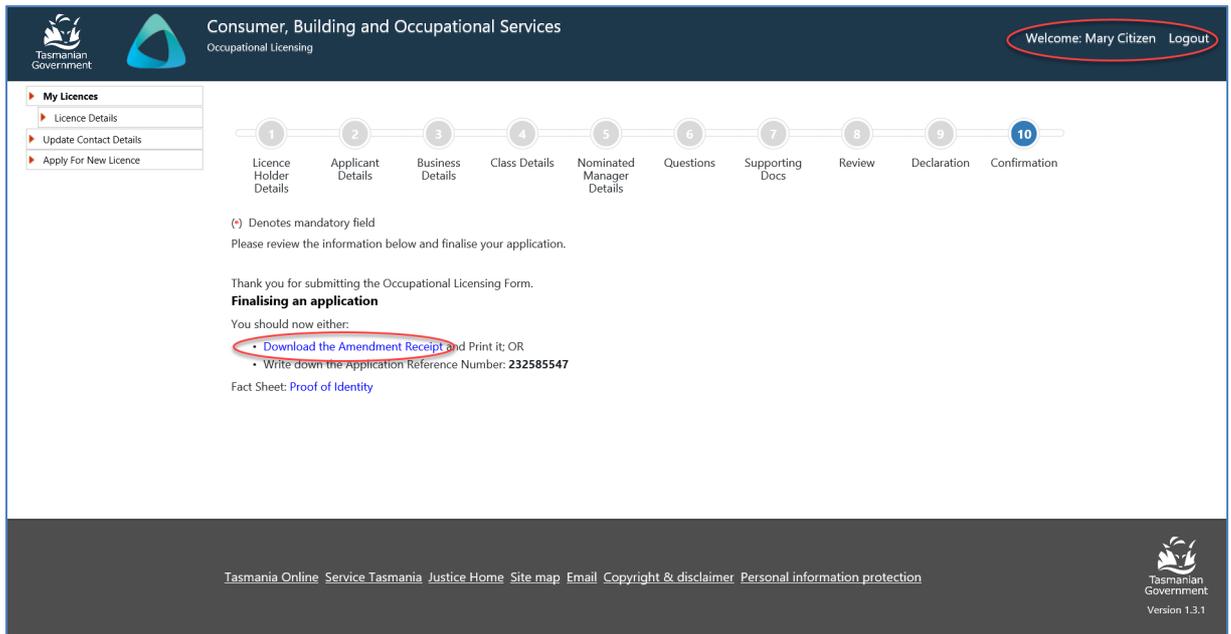


Image 40 description: the Confirmation tab in your My Licence account

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

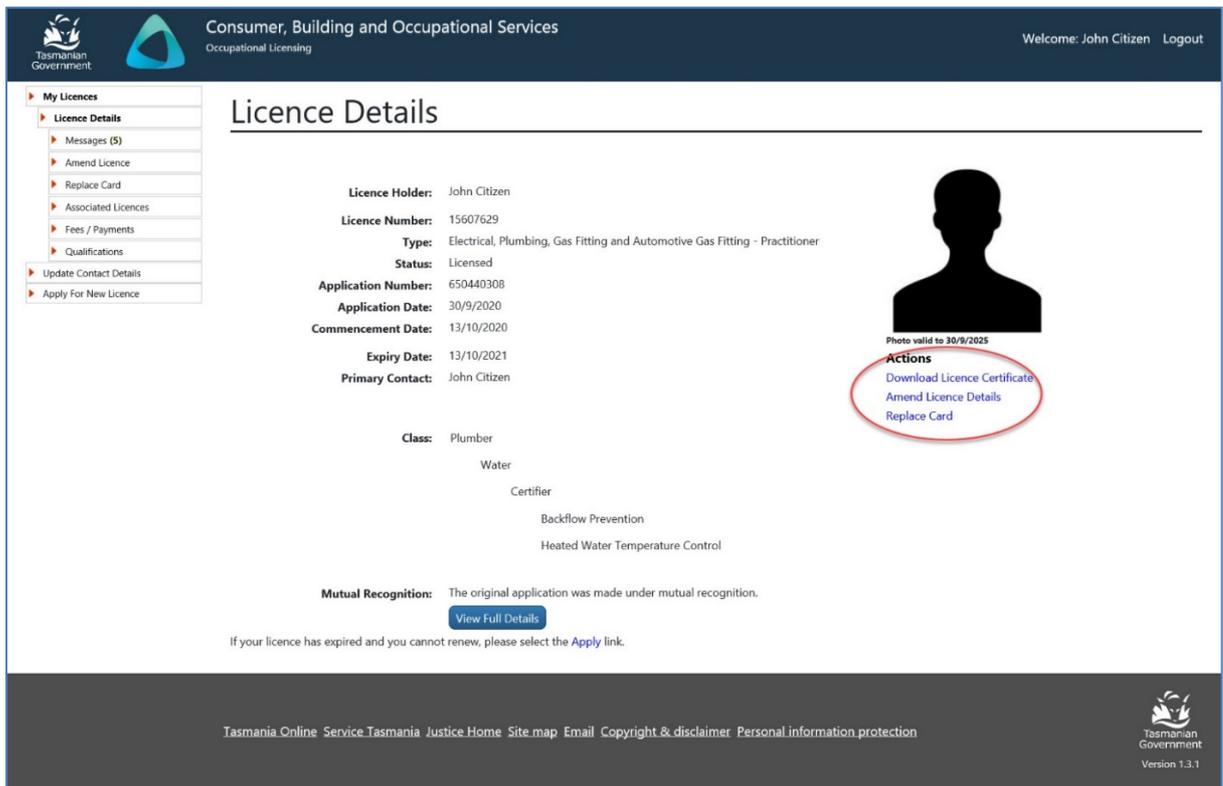


Image 41 description: selecting the Replace Card option from your My Licence account

Step 2 – confirm that you do want a replacement card

1. select the [Confirm] button



Image 42 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)

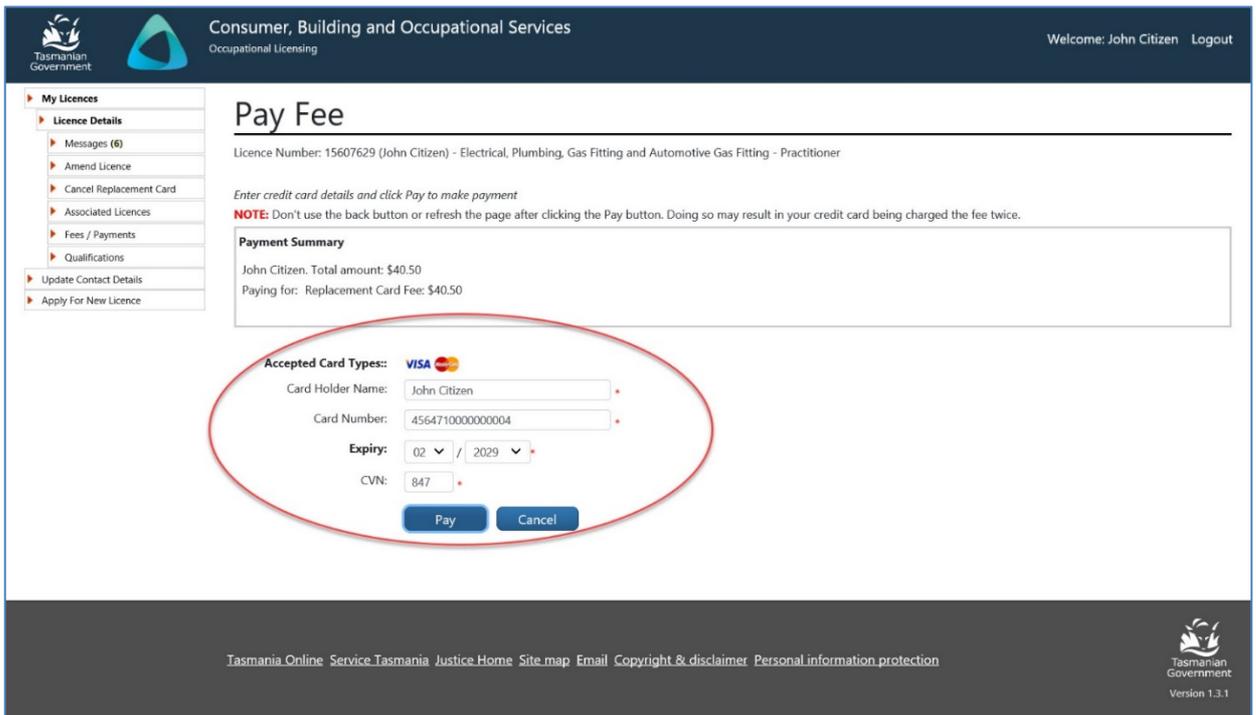


Image 43 description: the payment screen of your My Licence account

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; Microsoft Explorer, Microsoft Edge, Firefox, Chrome or Safari

[Libraries 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: cbos.info@justice.tas.gov.au

Visit: www.cbos.tas.gov.au

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