

## Timeframes and processing summary

### New Security Operator Application

The timeframes stated below are approximate and may vary, representing the time since the day the application is received.

1. The application is deemed lodged on the day it is received by SLED.
2. Data entry and payment processing takes place within a couple of days.
3. A letter is mailed within two or three weeks (assuming no additional delays). It may be;
  - a. A **Further Payment / Information** letter that explains what must be provided for the application to proceed. There is a **21 day deadline** on this letter, after which the application is withdrawn. If the request is for training qualifications, these must be lodged within 42 days. (The time taken to provide additional payment / information will add to the processing timeframe.)
  - b. Where the applicant has not been previously fingerprinted (for SLED licensing purposes), a **Finger / Palmprint Advice** letter is mailed. The letter is the receipt for payment of the application fee and contains information about the application process, including timeframes. Additionally it contains instructions and paperwork regarding the taking of fingerprints and a list of participating NSW police stations. There is a **42 day deadline** to have fingerprints taken.
  - c. An **Acknowledgement Advice** letter is mailed. The letter is the receipt for payment of the application fee and contains information about the application process, including timeframes.
4. Criminal history checks are done.
5. Should the licence be granted, a **Photograph Advice** letter is mailed within eight weeks (assuming no additional delays). These letters are only mailed once a week.
6. The applicant takes the Photograph Advice letter to a Service NSW office or agency to have their photograph taken. The licence photo card is mailed to the applicant's postal address within 10 working days.
7. If an application is refused, a **Refusal letter** is mailed to the applicant to advise the reasons and explain the appeal process.
8. There is a **28 day deadline** to appeal a refusal. For more information, refer to the 'Refusal, Revocation and Right of Review' webpage.