

Timeframes and processing summary

New CAPI Master Licence 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 returned application - where the application is incorrect / incomplete and it cannot be accepted, it is returned to the applicant for correction. The application is not considered to be lodged if it is returned to the applicant.
 - b. If the applicant is a sole trader and 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 **90 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 letter of 'Conditions and Authority' is mailed. This letter contains information about the authority conferred by the licence and conditions of the licence.
6. A Master Licence certificate is usually mailed within eight weeks (assuming no additional delays).
 - a. If the applicant also applied for an Operator licence, the Master Licence certificate is usually mailed about a week after the applicant has had their photo taken (at the Service NSW office or agency) for their Operator licence.
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.