

## Security Licensing & Enforcement Directorate (SLED)

# Security Doors & Roller Shutters

### WHAT ARE SECURITY DOORS?

A security door is any door that is designed or adapted to provide or enhance the security or protection of property. In NSW, any door, or indeed any form of barrier equipment (such as roller shutters, window grilles, security fencing, etc), that performs such a function is considered to be security equipment under the provisions of the *Security Industry Act 1997* ("the Act").

### HOW DOES SLED DETERMINE IF A PRODUCT IS SECURITY EQUIPMENT?

SLED may take into account a range of matters, such as the product's specifications and the way in which it is marketed. For example, a door, roller shutter, etc, that has no particular security features but is advertised as providing security or protection, is as relevant to the provisions of the Act as a product that is made of high strength material and incorporates sophisticated locking mechanisms.

The fact that a product may, or may not, comply with Australian Standards that refer to minimum design specifications, installation or testing methods is not a significant consideration in determining whether it is security equipment.

### DO I NEED A SECURITY LICENCE TO SELL OR INSTALL SECURITY EQUIPMENT?

Generally, yes. With some exceptions (see over), individuals who sell or install security doors, roller shutters or other forms of security equipment, or who provide advice about such equipment (eg. by assessing customers' needs and recommending appropriate products), are required to hold a Class 2B and/or a Class 2C security licence.

#### Class 2B – Security Seller

Authorises the licensee to:

- sell, and provide advice in relation to, security equipment,
- sell the services of persons to carry on any security activity,
- act as an agent for, or otherwise obtain contracts for, the supply of persons to carry on any security activity, the supply of any security equipment or the supply of any security activity, and
- broker any security activity, by acting as an intermediary to negotiate and obtain any such activity for a person in return for a commission or financial benefit.

#### Class 2C – Security Equipment Specialist

Authorises the licensee to sell, install, maintain, repair and service, and provide advice in relation to, security equipment (including electronic security equipment and barrier equipment) and to act as a locksmith.

### WHY IS THERE A LICENSING REQUIREMENT?

You wouldn't want your security doors, shutters, grilles, alarms or locks installed by a criminal who can gather information about your house or business as a potential target. SLED conducts probity checks on all security licence applicants and holders, with the aim of ensuring only the right people are licensed to sell and install security equipment.

## DO I NEED A SECURITY LICENCE TO CHANGE OR REPAIR A LOCK?

Yes. Although there are some exemptions from the licensing requirements (see below), you must hold a Class 2C security licence if you install, maintain, repair or service locks in the course of conducting a business or in the course of your employment.

## DOES A BUILDER NEED A SECURITY LICENCE TO INSTALL BASIC SECURITY EQUIPMENT WHEN BUILDING A PROPERTY?

No. The *Security Industry Regulation 2016* ("the Regulation") exempts from licensing requirements people who are engaged in the building and construction industry or provide basic home maintenance services who, in the course of their building activities or maintenance services, install, or engage other people to install, basic security equipment such as locks.

## I HOLD A SECURITY MASTER LICENCE. DO MY EMPLOYEES ALSO NEED SECURITY LICENCES?

Yes, if those employees are carrying on security activities.

Businesses that employ or subcontract people to carry on security activities must hold a Master licence. A Master licence authorises the holder to provide a specific number of persons on any one day to carry on security activities, each of whom must be the holder of a Class 1 or Class 2 security licence (Refer to the SLED website for more information on licence classes).

There is a common misconception by Master licence holders that their licence covers all their employees. This is not the case. Any employee selling, installing, repairing or maintaining security equipment must (unless covered by one of the exemptions in the Act or the Regulation) hold their own Class 2B and/or Class 2C licence.

It is also a misconception that a self-employed person who sells or installs security equipment is only required to hold the appropriate Class 2 licence. A Class 2 licensee must be employed by the holder of a Master licence or, if self-employed, hold their own Master licence.

## WHY CAN SOME PEOPLE SELL SECURITY EQUIPMENT WITHOUT HOLDING SECURITY LICENCES?

The risks associated with the sale and installation of security equipment arise mainly from people potentially gaining access via these activities to information about their customer's assets and vulnerabilities.

These risks do not apply in circumstances where the salesperson does not need to attend, or even know, the location at which the equipment is to be installed. For this reason, both wholesalers and retail staff at hardware or department stores are generally exempt from the licensing requirements.

If you operate a business that simply sells security doors, roller shutters or other security equipment, in such a manner that a customer can self-select their desired product, pay for it at a cashier and leave with the product to independently arrange its installation, the Regulation generally provides an exemption for this type of activity.

## SECURITY LICENSING & ENFORCEMENT DIRECTORATE

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## WHERE CAN I FIND MORE INFORMATION?

The information provided in this Fact Sheet is for general guidance only and does not limit the activities requiring security licences. Applicants and licensees should familiarise themselves with the amended *Security Industry Act 1997* and the *Security Industry Regulation 2016*, which are available on the NSW Legislation website ([www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)).