



### **Where do I take the test?**

Testing services for the Ministry of Community Safety and Correctional Services, Private Security Investigator Security Guards Branch is available through an approved agency called SERCO, only. Please be cautious of other entities who suggest they can offer testing services. SERCO, operating as Ontario Security Guard and Private Investigator may be contacted through their website at <http://www.ontariosecuritytesting.ca/> or by telephone at 1-866-248-2555, 8:00 am to 5:00 pm, Monday to Friday.

### **How much does it cost? Will Paragon cover the cost of my test?**

The test cost is \$60.00 plus applicable taxes. Test costs to maintain your Security License are the responsibility of the employee.

### **Does the cost include my license cost? Or, is it two, separate costs (one for the test & one for the license)?**

The costs of licensing and test fees are two separate costs.

### **Will Paragon provide some sort of rebate if I pass the test?**

No, the cost of the test is the responsibility of the employee.

### **Do I need to take the 5 days of training before I take the test?**

If you have a valid security license as of April 15th, 2010 you do not have to take a training program. You can book a test appointment with your valid Security Guard license. If your license expires before you write the test, you will need to take the training program and pass the test before you can apply for and obtain another security license.

### **Where do I take the training?**

Initial program offerings will be at the Paragon Academy, 1210 Sheppard Avenue East, suite 106 as of April 26th. Shortly thereafter, training will also be offered in our West and Durham offices with the dates available to be announced.

### **Do you recommend I take the 5 days of training before I take the test?**

It is recommended that you familiarize yourself with the Ministry mandated content and ensure you are confident that you will pass the test. Paragon will make a study guide available to all current employees at each site and at no cost in the near future. Once you review this manual, it is recommended you objectively assess your own knowledge and book training with the Paragon Academy to attend only those modules/subjects where you need help. You may book training through Paragon Human Resources.

### **Is there a cost to the 5 days of training?**

The training will be made available to all currently employed Paragon staffs at no charge. The training will be provided to non-licensed persons who want to become security Guards at a cost of \$250.00 plus HST.

### **Do I get paid for taking the 5 days of training?**

No, training is the responsibility of the employee. You will not be charged a fee for receiving the training if you are an active Paragon employee as of 15th April, 2010.

### **Will my current shift at my site be covered?**

Arrangements to attend Basic Training must be made with your Scheduler like any other training program or absence.

### **When is the best time to renew my license?**

- If your current license expires between April 15 and July 15, 2010, you have until your next renewal date in 2011 to write and pass the test. License fees and the renewal application process still apply annually.
- If your license expires on or after July 16, 2010 you must book and pass a test prior to your next renewal in 2010 to maintain your license.
- It is recommended you book a test, well in advance of your renewal date to ensure your job and income are secured and so we may assist you in doing so. If you are in the category of employee with a renewal date on or after July 16, 2010 we recommend you book and write your test prior to mid June of this year.

**When is the best time to take the test?**

The best time to take the test is after you have had an opportunity to review the program content and gained confidence as well as when the appointment is available with SERCO, operating as Ontario Security Guard and Private Investigator.

**If I fail the test, do I have to take training to re-take the test? If not, how soon after I fail the test can I re-take it (one hour, one week, one month, etc...)?**

You do not have to take training unless you are in the category of persons without licenses on or after April 15th, 2010. If you fail the test and allow your license to expire, you will need to take a training program.

Please check with <http://www.ontariosecuritytesting.ca> or by telephone at 1-866-248-2555 regarding time restrictions.

**If I have to take the test a 2nd or 3rd time, do I have to pay again each time?**

Yes, if you fail the test you must pay to re-write the test.

**Do I have to take the test each time my license is going to expire?**

No, you only need to pass the test once to be qualified for license renewals.

**How long is the test (# of questions)?**

The test is 60 multiple choice questions with four possible answers each. The test is supervised by a SERCO "Invigilator", a person who watches over the persons who take part in the test so that the rules are adhered to. Please see the SERCO website, below for more details:

[www.ontariosecuritytesting.ca/candidate\\_protocol.html](http://www.ontariosecuritytesting.ca/candidate_protocol.html)

**How long do we have to write the test (# of minutes)?**

The time limit for the test is 75 minutes. Breaks are allowed only under strict supervision and details are available at the web site. If you finish your test early, you must remain in the testing facility a minimum of 60 minutes then you may turn over your test to the Invigilator and be excused.

**Is there a website to answer my questions?**

Yes. <http://www.ontariosecuritytesting.ca>

**Do you have any study material I can have before I write the test, where do I get such material?**

In the near future, Paragon will make a study guide available to all current employees at each site and at no cost. Once you review this manual, it is recommended you objectively assess your own knowledge and book training with the Paragon Academy to attend only those modules/subjects where you need help. You may book training through Paragon Human Resources.

**How long will it take between the time I take the test (and pass) will they issue me my new license?**

Results of the tests for each candidate will be made available within 5 business days of completion of the test at this web site: <http://www.ontariosecuritytesting.ca> Following the test results, you may apply for a license renewal with the Ministry according to their standards.

**What is the expiry date on my license - is it still one year or will this change?**

Expiry and renewal periods for licenses remain annual (one year).

**Will I be able to work if my license has expired and I haven't yet written/passed the test?**

No, regulations prohibit un-licensed Security Guards.

**List any/all important dates/deadlines that a Guard may need to know.**

- Training and testing standards are being enforced effective April 15th, 2010.
- Guards with a renewal date between April 15th and July 15th, 2010 have until their next renewal date in 2011 to write and pass the test. You must still apply for renewal this year
- Guards with renewal dates on or after July 16th, 2010 must write and pass the test before their next renewal date in 2010.