



**Justice**

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To all Security Guard Contract Service Providers, Registered Employers of Security Guards and Approved Training Providers for the Manitoba Security Guard Training Program (MSGTP)

Re: Manitoba Security Guard Training Program Exam Schedule for 2020

**Booking Exams:**

Exam administrations will continue to be scheduled approximately twice per month, at set locations, dates and times. Exam seats are limited and will be provided on a first come, first serve basis.

Please see below for the pre-scheduled dates and locations.

*Exam times available are 9:00 a.m. and 11:00 a.m. If necessary, a third session at 1:00 p.m. may be arranged at the discretion of the Private Investigators and Security Guards Program (PISG Program).*

*In some instances a fourth session may be arranged for a given exam date. This will be at the discretion of the program and dependent upon operational considerations. This additional session will be considered only if all three of the exam sessions noted above are at full capacity. Trainers will be advised when submitting exam booking requests whether this is an available option and what the start time will be.*

It is the responsibility of the Approved Training Provider to submit, no less than 48 hours in advance of the selected exam date, an exam request and full list of candidates. Exam requests received by the PISG Program after this deadline may not be booked.

Trainers are encouraged to submit requests and candidate lists well in advance of the exam date they are choosing. PISG Program staff require adequate notice and time to process exam requests and fee payment.

Exam requests and candidate lists must be submitted by e-mail to [pisg@gov.mb.ca](mailto:pisg@gov.mb.ca). Submission must be made using the digital template provided by the PISG Program. If

you are an approved trainer and do not yet have the template, please e-mail a request to the program and it will be provided to you.

Some trainers may deliver the training course in locations where there is no ready access to e-mail. If a trainer is unable submit their request and candidate list according to the format noted above, a typed request letter and candidate list faxed to 204-945-2217 will be accepted.

*Please note that illegible or hand written exam requests and candidate lists will not be accepted.*

An exam request must indicate which scheduled date and time the candidate(s) wants to sit the exam, and confirm that each candidate listed has completed the mandatory training program. As noted above, the digital exam booking template provided by the PISG Program must be completed and attached to the e-mail sent by the trainer.

Should the selected exam date fall on the day immediately after a weekend or statutory holiday, the request and accompanying candidate list must be submitted no later than two business days prior to that weekend or holiday.

Candidates are required to present one piece of valid photo identification when attending for their scheduled exam session. This must display their picture, date of birth and name. Pictures of photo identification (passports, driver's licences, etc.) are not acceptable for this purpose. Candidates must bring their own pens to the exam session.

Before submitting a candidate's name for exam booking, trainers are asked to confirm name spellings by reviewing the individual's identification. This will help reduce delays and conflicting information at the time of exam attendance. Inaccurate information on a submitted exam list may lead to confusion resulting in the student being turned away at the time of the exam.

Attendees unable to present valid photo identification will not be permitted to sit the exam. If a candidate does not possess current photo identification, their trainer must assist them in making alternate arrangements to identify themselves when attending.

Candidates must arrive for their scheduled exam at least fifteen minutes prior to the exam start time. Candidates are responsible for planning for any delays related to travel and parking arrangements. Candidates who arrive late for their exam may be refused entry to the testing session at the invigilator's discretion.

Exam candidate lists submitted by approved trainers must continue to include the following information for each candidate:

- First name
- Last Name
- Date of Birth
- Address
- Postal Code
- City
- Province

**Payment of Fees:**

Payment information for exam fees must be received by the PISG Program office the same day the approved trainer submits the related exam booking request. If exam fee payment is not received same day, candidates may not be booked.

**Important:**

*Please do not e-mail financial transaction or credit card payment information. Completed credit card authorization forms can be faxed to 204-945-2217 with an appropriate cover letter advising to what the payment applies and listing the exam candidates. Alternatively, the letter can be faxed and credit card information provided to PISG Program staff by calling 204-945-2825.*

*Recent changes in security measures for credit card transactions taken by phone, fax or authorization form require the card's CVV2 number (normally three digits located on the back of the credit card). This number should never be included with the card's other information (such as the number on the front of the card and the expiry date).*

*If a credit card is being used to make payment and the card holder is not present at the PISG Program office, the card information should be faxed or phoned in (not e-mailed). As noted above, if faxing the information or submitting a credit card authorization form, please do not include the CVV2 number.*

*A phone number should always be provided where the card holder may be easily reached. Program staff will then contact the card holder to obtain the CVV2 number and complete the payment transaction.*

Exam fees continue to be non-refundable. This applies to all requisite exam fees, including situations where attendance is cancelled by a candidate or their trainer after an exam seat has been reserved and the applicable fee paid. Exam fees are not transferable from one exam administration to another.

**Exam Dates and Locations for 2020:**

**Basement Level Auditorium of the Norquay Building (401 York Ave.)**

January 9 <sup>th</sup> and 23 <sup>rd</sup>	May 7 <sup>th</sup> and 21 <sup>st</sup>
June 4 <sup>th</sup> and 18 <sup>th</sup>	July 3 <sup>rd</sup> , 16 <sup>th</sup> and 30 <sup>th</sup>
August 13 <sup>th</sup> and 27 <sup>th</sup>	September 10 <sup>th</sup> and 24 <sup>th</sup>
October 8 <sup>th</sup> and 22 <sup>nd</sup>	November 5 <sup>th</sup> and 19 <sup>th</sup>
December 3 <sup>rd</sup> and 17 <sup>th</sup>	

**Strathcona Boardroom of the Manitoba Archives Building (Lower level at 200 Vaughan Street)**

February 7 <sup>th</sup> and 21 <sup>st</sup>	March 6 <sup>th</sup> and 20 <sup>th</sup>
April 3 <sup>rd</sup> and 17 <sup>th</sup>	

**Distance Exam Administrations:**

Exam administrations which are not scheduled for delivery within the City of Winnipeg will be addressed on a case by case basis at the discretion of the PISG Program office.

The availability of a third party invigilator approved by the Registrar is a factor which must be considered when proposing or arranging distance exam administrations.

If you have any questions regarding the schedule or the exam process, please contact the Private Investigators and Security Guards Program support line at (204) 945-2825 or e-mail [pisg@gov.mb.ca](mailto:pisg@gov.mb.ca)

Yours truly,

Tom Horn  
Registrar  
Private Investigators and Security Guards Program