

ONLINE CLEARANCES
BOOKING REQUEST

To request your booking for your biometrics, please follow all the steps below. **We can only book your appointment and submit once all steps are completed:**

Complete these 2 steps so we can book your appointment

Step 1 - Request your Booking Online

Click **HERE** to request your booking.

Step 2 – Sign the Guardian Consent Form and email it through

Fill in and sign the Guardian consent form which is attached to this email in a separate attachment.

Email the form to roxy@theguardian.co.za

(You are permitted to digitally fill in and sign this form only as it is not going to the government.

Electronic signatures are permitted, however, typing your name in the document is not a valid form of “Electronic Signature”)

Courier the following so we can complete the submissions

Step 3 – Certify 2x ID Copies

Certify 2 copies of your ID – ID copies must be clear and legible including the picture, which must be visible. Front and back of ID card to be copied and certified.

Both these copies must show the original “certified” stamp on them, and certification must have been done within the last 3 months

DRIVERS LICENSE IS NOT ACCEPTED

Step 4 – Fill in and sign FORM 7, FORM 30 and SOR Authorisation Form

THIS FORM MUST BE FILLED IN IN BLACK PEN. THE DEPARTMENTS DO NOT ACCEPT TYPED OUT OR COPIED FORMS

- Fill in and sign the attached form 7.

This form makes provision for “Type of Sexual Offence” – this applies only if you have offended against a child. If not, leave this all blank.

You Must fill in the reason why you are applying.

- Fill in the SOR Authorisation form authorizing us to drop off your SOR application and collect your certificate once it is ready.
- Fill in and sign the attached form 30

THIS FORM MUST BE FILLED IN IN BLACK PEN. THE DEPARTMENTS DO NOT ACCEPT TYPED OUT OR COPIED FORMS

Step 5 – Courier these documents to us

YOU ONLY NEED TO COURIER DOCUMENTS IF YOU ARE DOING SEXUAL OFFENDERS REGISTER CLEARANCES AND/OR CHILD PROTECTION CLEARANCE, and ARE NOT IN DURBAN

- a. Form 7 (Original signed in black pen)
- b. SOR Authorisation form for our individual to drop off an collect your SOR application on your behalf
- c. Form 30 (Original signed in black pen)
- d. 2x Certified ID copies

The above must be no older than 3 months

There are 3 ways in which you can get your documents to us if you are outside of Durban

1. Pudo Locker

We collect from the following lockers:

Pudo Locker: Sunningdale Centre (Sunningdale Shopping Centre, Village Way, Sunningdale, uMhlanga, South Africa)

Pudo Locker: Overport City (Overport City, Peter Mokaba Ridge, Essenwood, Durban, South Africa)

2. Postnet to Postnet

Postnet to Postnet Glen Ashley – ATT Roxy (068 365 7134)

3. Courier to door

Unit 5; 378 Peter Mokaba Ridge; Berea ATT Roxy



#SaferTogether

PLEASE CONFIRM THE TRACKING NUMBER SO WE CAN FOLLOW UP

We can only book your appointment once all the steps have been completed, and you have send through your proof of payment to us.

We cannot submit any sexual offenders or child protection applications for results until the original paperwork has been received.

ADDITIONAL ASSISTANCE

If you have any questions, please contact roxy@theguardian.co.za

Frequently Asked Questions

1. Fingerprint Centers are not authorized to take any payments. If you are asked to make payment, please contact us immediately.
2. Some centers update and change all the time, sometimes without notice. We cannot guarantee appointments, however, will do our best to accommodate you to the best of our abilities.
3. The only document you need to take with you on the day of fingerprinting is your **original** ID or Passport (Whichever document you used to register your online booking).

Certified copies of the above or an affidavit will not be accepted. You must present the original identity document to the technician.

4. Appointments must be booked at least 24 hours in advance to allow us the authority to access your fingerprints once they have been taken
5. Fingerprinting should not take you more than 5 minutes to complete
6. If, for whatever reason, you miss your appointment, or cannot make it, please let us know on email at least 24 hours in advance so that we can rebook. **All appointments need to be booked. even when rescheduling.** Failure to notify us of the cancellation, will result in a no show charge of R 260 excl VAT for each missed appointment.
7. Once your prints are captured, The Guardian will process the required checks and you will receive results (either electronically or on Safeguard) as follows
 - a. Criminal Check – 24-48 hours from submission (provided you do not have any previous convictions)
 - b. Sexual Offenders Check Submission – We will submit within 7-14 Working Days from receiving your documents, and you will receive confirmation thereof from us. The return of the results is completely dependent on the operational capacity at the Department of Justice at the time of the submission. We cannot control this, unfortunately, but will continue following up once the submission is completed.
 - c. Child Protection Submission – We will submit within 7-14 Working Days from receiving your documents, and you will receive confirmation thereof from us. The return of the results is completely dependent on the operational capacity at the Department of Social Development at the time of the submission. We cannot control this, unfortunately, but will continue following up once the submission is completed.