**HOME BUILDING LICENCE ASSESSMENT PROCESS**

**NSW FAIR TRADING HOME BUILDING SERVICE**

- **Data entry of application**
- **Determine searches to be completed**
  - Bankruptcy search requested
  - Company and associated individuals search requested
  - Criminal search requested

**EXTERNAL REQUESTS**

As part of the assessment process and/or audits, probity checks may be undertaken by third parties such as:
- Australian Securities and Investments Commission (ASIC)
- Australian Financial Security Authority (AFSA)
- Police Service
- Registered Training Organisations
- State Training Services

**ASSESSMENT**

- **Assessment Pending**
  - Application and supporting information considered and the provision of additional information is required to finalise assessment process.
  - Contact customer to request additional information/additional assessment (email, letter or phone).
  - Await for additional information to be submitted by applicant.

- **Assessment Completed**
  - Application and supporting information considered and eligibility requirements have not been met.
  - REFUSE
  - Contact customer to request additional information/additional assessment (email, letter or phone).

- **Assessment Completed**
  - Application and supporting information considered and eligibility requirements have been met.
  - GRANT
  - Letter to applicant.
  - Online Public Register updating within 24 hours.
  - Licence card issued within 2-3 weeks by post.

**FOLLOW UP REQUIRED**

- **Assessment Pending**
  - Application and supporting information considered and the provision of additional information is required to finalise assessment process.
  - Contact customer to request additional information/additional assessment (email, letter or phone).
  - Await for additional information to be submitted by applicant.

**NO**

- Consider if search results acceptable and sufficient.
- Deny grant.

**YES**

- Proceed with licence assessment.
- Licence card issued within 2-3 weeks by post.

Where additional information is required, processing time will be extended beyond 30 working-day Guarantee of Service.

**2 weeks**

**4 weeks**

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