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| Frequently asked questions about the licensing portal for radiation licences |
| *Radiation Act 2005* |
| OFFICIAL |

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# About the licensing portal

The licensing portal is designed to manage licensing and registration functions. It allows registered users to apply for a licence, to apply to renew, or to apply to vary an existing licence. Licence holders can also download a copy of their licence and make changes to their contact details at any time.

In late 2019, we implemented the [licensing portal](https://www.health.vic.gov.au/radiation/implementation-of-new-licensing-portal) starting with use licences, approved testers, and approved assessors.

We are now aiming to implement the portal for management licences in the third quarter of 2022. You will need to register on the portal if you are a management licence holder or a person authorised to act on behalf of a management licence holder.

# How do I register on the portal for the first time?

If you have been receiving information from us via an email account, please register on the portal using that email address. Email addresses must be in lower case. Once you’ve successfully registered your account with us, you will have the ability to change your preferred email address at any time.

# Why didn’t I get a confirmation email when I first registered?

In some cases, the email may have been received in your ‘Junk’ or ‘Spam’ email folder. If it has been received here, please mark the email as ‘Not spam’.

Some email accounts, such as Hotmail and Outlook, are rejecting the emails sent by our database. Whilst we make a change to address this problem, we ask that you wait for at least 15 minutes and if you still have not received an email then please send an email to us at [radiation.safety@health.vic.gov.au](mailto:radiation.safety@health.vic.gov.au) from the email account that you used to register on the portal explaining the problem. Normally you will receive a response from the department within 2 to 3 weekdays.

# Don’t double click when you make a payment

We have experienced problems where some users have ‘double clicked’ when making the fee payment by credit card. Please only click once as you may inadvertently make a duplicate payment if you double click.

# Why can’t I complete my profile when registering?

In some internet browsers the Complete profile button may not work when completing your profile for the first time. This is a known issue in Internet Explorer 11 or earlier. If you experience this issue we recommend trying a different internet browser or even your mobile phone.

# Why is my account locked?

Your account will be locked if the wrong password is entered five times in a row. The account lockout will be removed automatically after waiting 30 minutes.

# How do I reset my password?

From the licensing portal login screen click on the ‘Forgot Password?’ link. You will be prompted for your account email address. You will then receive an email with a link to reset your password.

# Use licences

## Do I actually need a use licence?

Some licensing exemptions have been made by the Secretary of the department to exempt persons from the licensing requirements in certain circumstances.

For example, no radiation use licence is required if you use an X-ray diffraction, X-ray absorption, or X-ray fluorescence analyser.

Similarly, the following people do not need to hold a use licence if supervised by a person holding a use licence:

* A medical registrar employed by a hospital who is training in nuclear medicine, diagnostic radiology, radiation oncology or a medical discipline using fluoroscopy;
* a student medical radiation practitioner who is employed as a trainee practitioner in nuclear medicine, diagnostic radiology or radiation therapy;
* a graduate medical radiation practitioner who is employed as a trainee practitioner in nuclear medicine, diagnostic radiography or radiation therapy undertaking their professional development year and/or undertaking an internship;
* a person registered with the Medical Radiation Practitioners Board who is returning to work under supervision.

Before you apply for a radiation use licence you should read the full [exemptions](https://www2.health.vic.gov.au/public-health/radiation/licensing/use-licences-employees/do-you-need-use-licence) to check if you actually do require a use licence. We recommend that if you are unsure whether your proposed activity requires a licence that prior to lodging an application that you send an email to the department describing your situation.

We also encourage you to read the sector specific information before lodging an application to ensure that you meet the prerequisites for a licence.

## Why can’t I see my licence in the portal?

One reason is that we did not have a contact email recorded in our previous database. You will need to send an email to us at [radiation.safety@health.vic.gov.au](mailto:radiation.safety@health.vic.gov.au) from the email account that you used to register on the portal. In that email you can also include your name and licence number. Once we verify those details with our database we will link your account to your licence.

The other main reason is that some users have registered an account using a different email address to that which is recorded in our database. If you have done this, you will not see your licence until we have matched your account to your licence. You will need to send an email to us at [radiation.safety@health.vic.gov.au](mailto:radiation.safety@health.vic.gov.au) from the email account that you used to register on the portal. In that email you can also include your name and licence number. If you can recall what the other email address might have been please include that in the body of the email. Once we verify those details with our database, we will link your account to your licence.

## I hold an interstate use licence. Am I eligible to apply under mutual recognition principles?

It is likely that you will be eligible but please read the information on our web site about [mutual recognition](https://www2.health.vic.gov.au/public-health/radiation/licensing/use-licences-employees/mutual-recognition-use-licence) and if you think you may be eligible, we suggest you contact us by email at [radiation.safety@health.vic.gov.au](mailto:radiation.safety@health.vic.gov.au) to discuss the matter.

Depending on which jurisdiction issued your interstate licence you may also be eligible for [automatic mutual recognition](https://www.health.vic.gov.au/radiation/automatic-mutual-recognition).

## I have paid my licence renewal fee but have not received my updated licence

In some cases the licensing portal and public register may not display your updated licence after your renewal application has been approved. A fix to the system will be implemented soon. Please allow up to 10 business days for your licence renewal to be processed. If you have still not received your updated licence, please contact us at [radiation.safety@health.vic.gov.au](mailto:radiation.safety@health.vic.gov.au).

# Management licences

## Can I apply for a management licence using the portal?

Not yet. During the third quarter of 2022, we will be implementing our new radiationmanagement licence portal.

## How will the portal work for management licences?

The management licence portal will be similar to our radiation use licence portal but will have a different structure to cater for the more complex management licences. We will confirm the exact launch date in the coming months.

The management licensing portal will allow registered management licence holders and their authorised representatives to:

* Apply for a management licence.
* Apply to renew a management licence.
* Apply to vary an existing management licence.
* Download a copy of the management licence.
* Make notifications of the acquisition, disposal, or relocation of a radiation source.
* Apply for authorisation to dispose of radiation source.
* Apply to transfer a licence.
* Update contact details.

In addition to the licensing functions, the management licence portal is designed to:

* Prompt the user to attach specific documents or answer specific questions relating to the application the user is submitting.
* Require the user, in some circumstances, to enter the manufacturer and model of equipment to ensure that the user is applying for the appropriate authorisation.
* Send messages to the preferred email of the ‘authorised contact person’ to advise of key issues such as:
* The need to provide additional information to support the application.
* The payment of required fees.
* The status of the application.

## Who needs to register to use the portal?

A management licence applicant or holder often needs to nominate an ‘authorised contact person’. This person can act on behalf of the licence holder to lodge applications to vary an existing licence or make any notifications required by the licence. The authorised contact person also has the authority, among other things, to discuss matters relating to the radiation management licence with the department.

Leading up to the implementation of the portal for management licences, the department will email the ‘authorised contact persons’, inviting them to pre-register on the portal. However, you are welcome to register now.

If you wish to use the portal but are not yet authorised, then you will be able to pre-register on the portal. You will, however, be prompted to provide the [letter of authorisation](https://www.health.vic.gov.au/publications/sample-letter-of-authorisation) and if applicable, a copy of the current Company Extract issued by the Australian Securities and Investments Commission (ASIC) as evidence before being granted access to the management licence portal when it is implemented.

Where the department already has a record of that authorisation, no additional evidence of authorisation will be required.

It is important that ‘authorised contact persons’ register on the portal using their preferred email address. The email address must be unique. We strongly recommend that you do not use a shared email address.

A reminder that if you are applying for a management licence on behalf of a company director, then you must provide the department with a [letter of authorisation](https://www.health.vic.gov.au/publications/sample-letter-of-authorisation) signed by the company director and a copy of the current Company Extract issued by the Australian Securities and Investments Commission (ASIC). If you are applying for a management licence on behalf of another person, then you must provide the department with a [letter of authorisation](https://www.health.vic.gov.au/publications/sample-letter-of-authorisation) signed by that person.

## Can you have two authorised contact persons for the same management licence?

Yes.

## Will a person who holds a use licence, but is also an authorised contact person for their employer, need to register for a second time?

No. We will be aiming to have the portal match their account with the licence for which they are authorised to act on behalf. However, there may be issues where they have used a different email to register on the portal for their use licence than they might want to use for their work as an authorised contact person.

If they want to have a different email for their work with management licences then yes, they will need to register for a second account to see the management licence. However, we suggest that they consider changing their use licence account email to their work email in that example. This would mean that they don’t need to register a second time. If they are going to change their employer, then can change their email address immediately before they leave that role.

## How will the portal deal with management licence fees?

Due to the complexity of large management licences, the department has decided to retain the current two‑stage application process for the present. This two-stage application process means that no fee will be payable at the time of lodging the application. You will receive a request to pay the required fee after your application has been assessed. The portal will allow users to pay the fee either directly by credit card or at a later time via BPay.

## Do I need to be registered on the portal to renew my management licence?

Yes. Only a person with a registered portal account who is either a management licence holder or an authorised contact person for that licence will be sent an email advising them to log onto the portal to renew the management licence.

## Will applications to transfer an existing management licence be available on the portal?

Applications to transfer an existing management licence will not be available on the portal for some time.

An application to transfer applications will be processed via a new Smartform that will be uploaded on our website when the new management licensing portal is implemented. The portal will eventually be enhanced to include this transfer application function.

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