

Frequently Asked Questions (FAQs): Gaming Worker Online Registration

This document provides information for gaming workers applying to be registered by the Province of BC.

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General

1. How does someone become a Gaming Worker?

By submitting a Gaming Worker online application (at <https://www.gaming.gov.bc.ca/gw-online/ShowGW.x>), a \$45 non-refundable application fee and supporting documentation to the Gaming Policy and Enforcement Branch (GPEB). If/when approved by GPEB, a Gaming Worker Confirmation of Registration letter will be sent to the applicant providing further instructions to contact the employer for the final steps and confirmation of registration.

2. Where is a Gaming Worker able to work once they are registered?

A Gaming Worker's registration will be valid for employment at any gaming services provider company that is registered with GPEB, including casinos, bingo halls, community gambling centres, or gambling suppliers, manufacturers, and/or distributors.

3. Can a Gaming Worker work in multiple locations?

Yes. Once you are registered as a Gaming Worker you are eligible to work in any Gaming Facility or for any third-party vendor contracted by a Gaming Facility. Gaming Facilities and third-party contracted vendors have their own hiring practices for employment purposes.

Application

4. What documentation does someone need to become a Gaming Worker?

Within the online application, applicants are required to provide the following documentation:

- Residential addresses for the last 5 years;
- Two valid pieces of scanned, colour identification, both primary and secondary;
- Legal name change documentation (if applicable);
- Work/Study permit or permit exemption if not a Canadian Citizen or Permanent Resident (if applicable);
- Permanent resident card/record of landing (if applicable);
- Country of residence Police Certificate or Criminal Record Check if not currently living in Canada (if applicable); and,
- Passport style photograph taken within the last 3 months. The photo must be a clear head and torso image submitted in a digital photo format (e.g. JPEG, TIF, GIF.)
Note: PDF format will not be accepted.

For detailed photo and ID requirements, see: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#id>

5. Is an applicant required to provide their own background check if they are a non-Canadian resident?

Yes. Applicants for gambling (gaming) registration in the Province of British Columbia that reside outside of Canada at the time of application must provide a copy of the police certificate, or US State checks if from the US, with their Gaming Worker application. All documentation must not be older than three (3) months from the date of application for GPEB registration.

Gaming Worker applicants that reside in the United States must provide an authenticated local police check document (Police Certificate) and an authenticated FBI identification records check (Identity History Summary).

For more information, see “Non-Resident Criminal Record Requirements” at:
<https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#criminal-record-requirements-us-foreign>

6. How does the application fee get paid?

The \$45 non-refundable application fee is payable online by Visa, Visa Debit, Mastercard, or Amex, at the same time the application is submitted. When making payment, the applicant’s information must be on top while the bottom card holder information may be either the applicant’s or the gaming services provider’s, depending on who is paying for the application. The required email address is where the payment receipt is sent to.

Should the applicant not possess their own credit card to pay online, they may purchase a pre-paid credit card to use online. These cards are widely available to purchase and are available in many different denominations.

7. Is the application fee refundable?

No.

8. Can applications be mailed or couriered to GPEB?

The fastest way to become registered is through the online application process. An alternative process using hardcopy applications is available in extraordinary circumstances and only with preapproval from GPEB. Please email GPEB.Preg.Ext@gov.bc.ca if you wish to inquire about hardcopy applications. Please note that hardcopy applications may be subject to delays and will take longer to process than online applications.

9. How long does it take to process a Gaming Worker application?

It takes approximately 3 to 5 business days for processing and approval of online applications. However, this may vary depending on the results of the background check and/or incomplete application submissions.

10. How does an applicant learn if their Gaming Worker registration application was successful?

Once an application is processed and a decision is rendered, applicants will receive a letter, via email if they have provided one or Canada Post if no email was provided, indicating the results of their application. Successful applicants will receive a Gaming Worker Confirmation of Registration letter that contains information regarding the applicant's registration and directions to contact their gaming services provider as part of the process to confirm their registration. Unsuccessful applicants will receive a letter with reasons for denial of their application. This letter will include instructions for the applicant to request a review of the decision.

11. How can an applicant get a copy of their application?

To receive a copy of their application, applicants must print their application using their web browser's print functionality prior to submitting. Applications submitted online become property of GPEB and cannot be released unless a Freedom of Information (FOI) application request is made.

Find out more about the FOI process here:

<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/submit-a-general-freedom-of-information-request>

12. Are paid passport-certified photos required when submitting the application?

Paid passport-certified photos are not required and there is no requirement for applicants to visit a professional photo studio to pay for a passport-certified photograph.

As long as the submitted photo meets the requirements listed in the following link, the photograph is acceptable: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#id>.

Registration & Renewal

13. What is involved in an applicant's background investigation?

Applicants are required to submit to and co-operate in background investigations which may include an interview. Background investigations include, but are not limited to, credit history, criminal record, Police Information, Internet searches and other indices.

The Canadian Police Information Centre (CPIC) database records will be queried for the disposition of all charges for which a person has been fingerprinted (Criminal Record) and all outstanding charges currently before the courts.

Police indices checks will be conducted through the Public Safety Portal (PSP), Police Reporting and Occurrence System (PROS), Police Records Information Management Environment (PRIME) and any other RCMP, City, Municipal, Provincial, or Federal police databases in Canada. These databases record all complaints investigated by the respective police departments and include information related to non-convictions and charges regardless of disposition.

If necessary, an applicant will be required to provide fingerprints to verify whether they have a criminal record.

Applicants residing outside of Canada must provide a police certificate or criminal record document from the jurisdiction they reside in. All police certificates, United States local and state criminal record documents and FBI Identification records checks must not be older than three (3) months from the date of application for GPEB registration. For more information, see "Non-Resident Criminal Record Requirements" at <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#criminal-record-requirements-us-foreign>

14. Can someone get registered if they have a criminal record?

All applications for registration are assessed individually and are dependent on full disclosure being made by the applicant as well as the results of the background investigation. If an applicant has been convicted of an offence, either inside or outside of British Columbia, that in the opinion of the general manager calls into question the honesty or integrity of the applicant, their registration may be refused.

15. How long does it take to get registered?

It takes approximately 3 to 5 business days for processing and approval of online applications. However, this may vary depending on the results of the background check and/or incomplete application submissions.

Once an application is processed and a decision is rendered, applicants will receive a letter, via email if provided in the online application or by Canada Post, indicating the results of their application. Successful applicants will receive a Gaming Worker Confirmation of

Registration letter that contains information regarding the applicant's registration and directions to contact their gaming services provider employer as part of the process to confirm their registration.

16. How does a Gaming Worker get a replacement Registration Letter?

A replacement letter may be requested by emailing GPEB at GPEB.Preg.Ext@gov.bc.ca.

17. Does someone need to be employed in order to register as a Gaming Worker?

No.

18. Does a Gaming Worker need to re-register to change work venues or to work at additional venues?

No. Once an applicant is registered with GPEB, a letter of registration is valid until the expiration date unless the registration is cancelled or suspended. Existing registered Gaming Workers will need to request a Registration Letter from GPEB in order to work at other venues. There is no fee for this, and the request can be sent to GPEB.Preg.Ext@gov.bc.ca.

19. How does a Gaming Worker know when their registration expires?

The registration expiration date is documented in the Gaming Worker Confirmation of Registration letter, which is emailed or sent by Canada Post to the applicant once the application is approved. The registration period is typically 3 years from the date of approval. However, this may differ as the expiry date will also coincide with the expiry dates of certain documents such as Work/Study permits.

20. When do registration renewals need to be submitted?

A registrant should submit a complete renewal application 6 to 8 weeks before their Registration expiry date. If an employee's registration expires, they are not permitted to work until their registration has been approved.

21. How does a Gaming Worker registration get renewed?

By submitting a complete Renewal application online (at <https://www.gaming.gov.bc.ca/gw-online/ShowGW.x>) 6 to 8 weeks prior to the Registration expiry date.

22. Does GPEB communicate the results of Gaming Worker applications directly with employers (i.e. gaming facilities, service providers, contracted third-party vendors)?

No. Registration results are only communicated to applicants. Applicants are to provide any needed information to their employers.

Assistance

23. Where can an applicant or gaming services provider go for assistance?

Any questions or enquiries can be submitted by email to GPEB.Preg.Ext@gov.bc.ca or by phone: 250-387-5311, select option #2 (in Victoria) or Toll Free within Canada/USA: 1-800 663-7867 and ask to be transferred to the number above.

Gaming Worker Process Overview

1. Go to the Gaming Worker Online application (<https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers>) and click “Apply Now” in the “Start and submit your application” section.
2. Enter all required information and upload all required documentation.
3. Once all sections have been completed and required documents uploaded, click on “Submit” to submit the application. If you want a copy of your application, use the browser print option before clicking “Submit”.
4. Pay the \$45 application fee using credit card or Visa Debit. The application won't be processed until GPEB receives your application fee. Click “Pay for Application”.
5. GPEB will receive the application and payment and verify that all required information and documents have been submitted.
 - a. If information is missing, GPEB will contact the applicant to request the information be supplied. Instructions for sending in the information will be provided at this time.
 - b. Supply the missing information to GPEB in the manner prescribed.
6. Once all information has been received, GPEB will process the application, including any required background investigations.
7. Based on the information received and background information, GPEB will make a decision to approve the application or not.
 - a. If approved, GPEB will send the Registration Letter to the applicant via email. If no email was provided during the application process, the Registration Letter will be sent via mail. Please note that mailed Registration Letters may be delayed in transit. Applicants are encouraged to supply an email address.

- b. The applicant will need to take the Registration Letter to the prospective employer so they can validate registration and ID. In the case of a contracted third-party vendor, the Gaming Worker takes the Registration Letter to the Gaming Service Provider facility for confirmation of Registration.
 - c. If the application is not approved, GPEB will send a denial letter that includes an explanation for not being approved.
8. The gaming services provider will validate the registration and ID, including cross-referencing with GPEB's secure online Gaming Worker registration tracking tool.
9. Based on the validation, the gaming services provider will complete the registration process.
 - a. If validated, the gaming services provider will create the official ID tag and provide it to their newly registered staff or employee of the third-party vendor.
 - b. If there are discrepancies between the Registration Letter, registrant ID, and GPEB's online Gaming Worker registration tracking tool, the gaming services provider will contact GPEB to confirm the registration. If discrepancies remain, employment and/or site access will be denied.

