



Paperless online e-certificates

RSHQ offers gas fitters the option to complete and issue certificates online. e-certificates are a faster, easier way to issue a certificate. Once issued, you will instantly receive a PDF document that you can send onto your customer, the network provider and keep for your own records.

Access to e-certificates depends on the scope of your licence or authorisation. Available options include:

- Gas system compliance certificate
- Gas system defect notice
- Vehicle / vessel gas system inspection certificate.

How to complete an e-certificate

1. You don't need to register to use the system. Scan the QR code on the back of your licence card and follow the 'Complete an e-certificate' link. Enter your licence or authorisation number and check the details that populate the certificate are correct – if the registered email address on your gas work licence file is incorrect, you won't receive the certificate when it's issued.
2. You can also register a second email address on the form if you want a backup.
3. If you need the certificate number to write on a compliance plate, ensure that you have access to one of the email accounts entered on the form.
4. Tap on each section to open and complete that field. The form will guide you about what information to include and you can attach photos if you wish. Items marked with a red asterisk * are compulsory.
5. Once you have submitted the certificate, your certificate will be emailed to your registered email.
6. You can then forward the e-certificate to the gas system owner by email - or print and post.
7. Email a copy of the certificate to the [network operator](#) within 5 days.
8. You do **not** need to send a copy of the certificate to the Petroleum and Gas Inspectorate.
9. Save all compliance certificates issued in a safe place and keep them for 3 years. You must be able to provide them to an inspector on request.

Resources Safety & Health
Queensland

Online certificates
Reference code: 9WJYTFDB

Getting started

Fields marked with * are required

Use this form to complete online:

- Gas System Compliance Certificates (GSCC)
- Gas System Defect Notices (GSDN)
- Vehicle/Vessel Inspection Certificates (VVIC)

Contact:

- +61 (0)7 3330 4249
- gaslicence@rshq.qld.gov.au

Do you hold a **current** Gas Work Licence or Authorisation?
*

Yes No

Continue

Example of an online gas system form.

[Complete an e-certificate](#) (click to follow this link):

Purchasing e-certificates

All eligible gas fitters will receive an initial **10 free** gas system compliance certificates. You do not need to purchase gas system compliance certificates to use your 10 free certificates.

e-certificates are available to purchase in bundles of 50 at the same cost as hard copy books. You will save money on postage costs by using e-certificates instead of carbon copy books.

e-certificates will be available to issue within 30 mins of purchase. The online certificate system will track how many certificates you have available for use.

[Purchase a bundle of 50 e-certificates](#) (click to follow this link):

Compliance and privacy

- Compliance certificates must be stored securely for 3 years from the date of issue.
- You must provide a gas system owner with a copy of their e-certificate when the gas work has been completed and you must be able to provide them to an inspector on request.
- A copy of the e-certificate will be automatically sent to Resources, Safety and Health Queensland. Your personal information will be stored and used in accordance with RSHQ's obligation under Information Privacy Act 2009. This includes the personal information of the gasfitter and the gas system owner.
- The Petroleum and Gas Inspectorate does not store individual e-certificates on your behalf.
- Gas work licence holders must issue their own e-certificates – you are not permitted to use another gas fitters licence number to issue e-certificates on their behalf.
- Gas work authorisation holders may have approved staff under their authorisation who are permitted to complete compliance certificates. Completed e-certificates will be emailed to the email address on the authorisation file and the secondary email address if entered on the online form.

Troubleshooting

- If you don't receive a copy of your e-certificate once its lodged, check your spam or junk mail folder first.
- If you still don't see your e-certificate, check the email address that is registered to your gas work licence or authorisation. Email gaslicence@rshq.qld.gov.au to update your contact details, including your name, licence number and email address in the email. You will receive an email confirmation once contact details have been updated.
- If you receive an e-certificate that has been issued using your licence or authorisation number **that you did not complete**, contact the Petroleum and Gas Inspectorate on: gassafe@rshq.qld.gov.au or gaslicence@rshq.qld.gov.au

Use of carbon copy certificate books

- Carbon copy certificate books can be used to use up existing stock or provide certificates in locations that do not have an internet connection.
- Carbon copy certificate books are still available for purchase.