DBS Online Process Manual

March 2014

DBS Online Process

In order to ensure a smooth and efficient DBS application, we give details of how to complete the DBS application form online. This is a fast and easy way to do the check without delay.

The process starts by you simply going to
https://disclosure.capitarvs.co.uk/cheqs/applicantLogin.do?applicationType=dbs using the **organisation reference** and **password** quoted in your offer letter. This will enable you to complete the form. Please ensure you complete all sections of the form, and avoid entering incorrect data as the system will prevent you moving forward through the form if there are errors or blanks.

Upon completion of the form you will be given a **reference number** which you should make a note of together with the **date of the online application**, and then proceed to the ID checking stage.
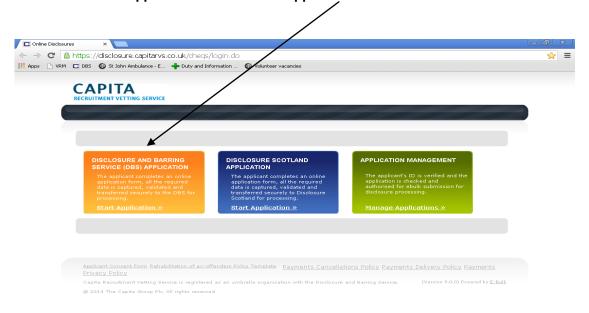
Currently, electronic ID checking can only be completed at a selection of locations across the Region. **You will need to make an appointment with your line manager** whose contact details will be in your offer letter.

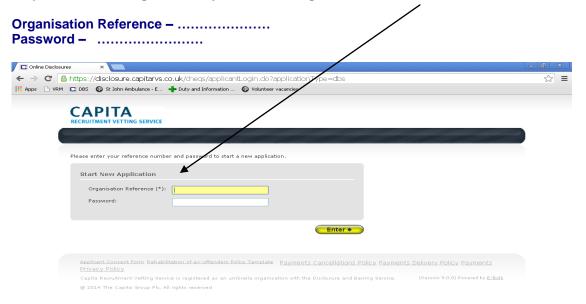A list of all valid identity documents required for ID checks is listed at the end of this document.

Please remember to quote your DBS reference number on all correspondence.
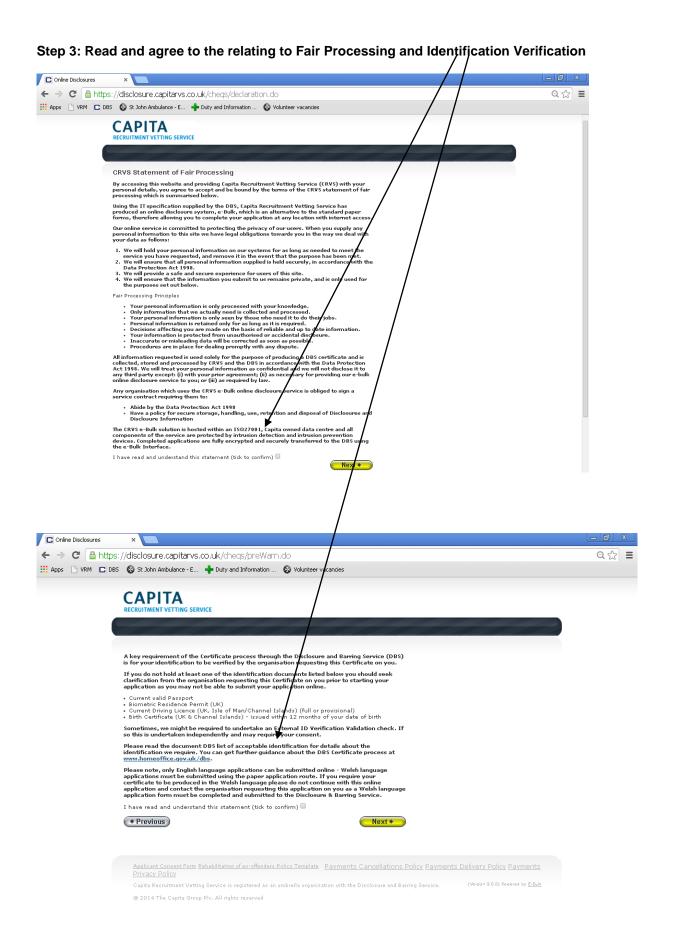
Step 1: Log In

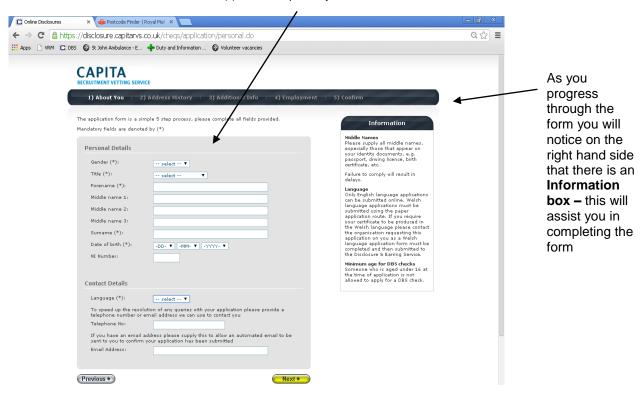**1.1 Click on DBS Application Form – Start Application**

Step 2:   Enter the login Details you have been given and click Enter

Organisation Reference – …………………
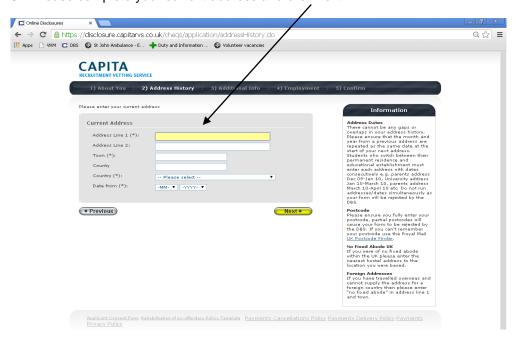**Password –   ……………………**

Step 3: Read and agree to the relating to Fair Processing and Identification Verification

CRVS Statement of Fair Processing

By accessing this website and providing Capita Recruitment Vetting Service (CRVS) with your personal details, you agree to accept and be bound by the terms of the CRVS statement of fair processing which is summarised below.

Using the IT specification supplied by the DBS, Capita Recruitment Vetting Service has produced an online disclosure system, e-Bulk, which is an alternative to the standard paper forms, therefore allowing you to complete your application at any location with internet access.

Our online service is committed to protecting the privacy of our users. When you supply any personal information to this site we have legal obligations towards you in the way we deal with your data as follows:

1. We will hold your personal information on our systems for as long as needed to meet the service you have requested, and remove it in the event that the purpose has been met.
2. We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.
3. We will provide a safe and secure experience for users of this site.
4. We will ensure that the information you submit to us remains private, and is only used for the purposes set out below.

Fair Processing Principles

- Your personal information is only processed with your knowledge.
- Only information that we actually need is collected and processed.
- Your personal information is only seen by those who need it to do their jobs.
- Personal information is retained only for as long as it is required.
- Decisions affecting you are made on the basis of reliable and up to date information.
- Your information is protected from unauthorised or accidental disclosure.
- Inaccurate or misleading data will be corrected as soon as possible.
- Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose of producing a DBS certificate and is collected, stored and processed by CRVS and the DBS in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our e-bulk online disclosure service to you; or (iii) as required by law.

Any organisation which uses the CRVS e-Bulk online disclosure service is obliged to sign a service contract requiring them to:

- Abide by the Data Protection Act 1998
- Have a policy for secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information

The CRVS e-Bulk solution is hosted within an ISO27001, Capita owned data centre and all components of the service are protected by intrusion detection and intrusion prevention devices. Completed applications are fully encrypted and securely transferred to the DBS using the e-Bulk Interface.

I have read and understand this statement (tick to confirm) ☐

Next ◆

A key requirement of the Certificate process through the Disclosure and Barring Service (DBS) is for your identification to be verified by the organisation requesting this Certificate on you.

If you do not hold at least one of the identification documents listed below you should seek clarification from the organisation requesting this Certificate on you prior to starting your application as you may not be able to submit your application online.

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK, Isle of Man/Channel Islands) (full or provisional)
- Birth Certificate (UK & Channel Islands) - issued within 12 months of your date of birth

Sometimes, we might be required to undertake an External ID Verification Validation check. If so this is undertaken independently and may require your consent.

Please read the document DBS list of acceptable identification for details about the identification we require. You can get further guidance about the DBS Certificate process at www.homeoffice.gov.uk/dbs.

Please note, only English language applications can be submitted online - Welsh language applications must be submitted using the paper application route. If you require your certificate to be produced in the Welsh language please do not continue with this online application and contact the organisation requesting this application on you as a Welsh language application form must be completed and submitted to the Disclosure & Barring Service.

I have read and understand this statement (tick to confirm) ☐

◆ Previous   Next ◆

Applicant Consent Form Rehabilitation of ex-offenders Policy Template Payments Cancellations Policy Payments Delivery Policy Payments Privacy Policy

Capita Recruitment Vetting Service is registered as an umbrella organisation with the Disclosure and Barring Service.   (Version 9.0.0) Powered by E-Bulk

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Step 4: Complete the Application Form
4.1 All fields marked with an Asterix (*) are compulsory

As you progress through the form you will notice on the right hand side that there is an **Information box –** this will assist you in completing the form
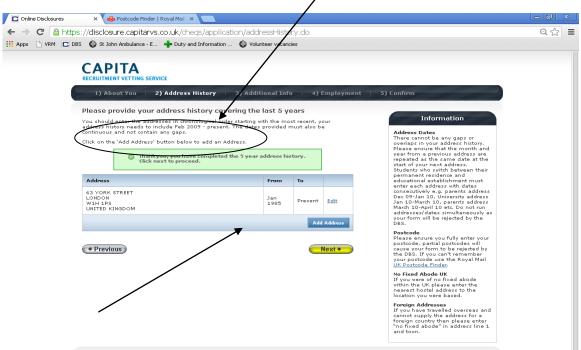
4.2 If any information is not correct you will be shown an error message. You will be required to amend the information before moving onto the next screen

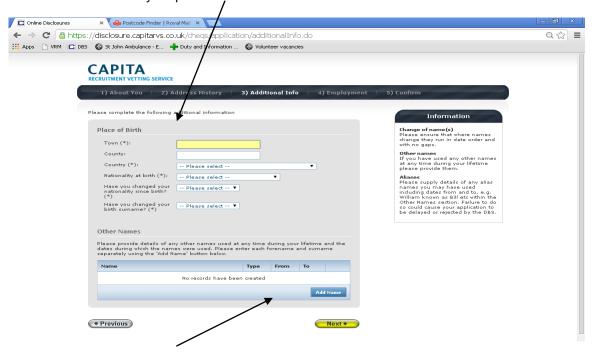## Step 5: Address Details
5.1 Please complete your current address and click next

5.2 You need to enter your address history for the past 5 years

5.3 Click on Add Address to keep adding on new addresses

5.4 The system will confirm once you have entered a full 5 years history

5.5 Click Next

Step 6: Birth Details

6.1 Enter the details of your place of birth

6.2 Enter the details of any other names you have used during your lifetime

Step 7: Employment Details

7.1 Please enter the position that you have applied for with St John Ambulance (i.e. Patient transport attendant, First aider, Regional ambulance services manager

7.2 Confirm if you have any convictions by selecting 'yes' or 'no' from the drop down menu

Step 8: Confirmation

8.1 You will be asked to check all the details entered

8.2 Should you wish to make any changes, click the Edit button that is displayed next to each section

8.3 Tick the box at the bottom of the page to consent to the information being sent to DBS

8.4 Click on COMPLETE

Step 9: Confirmation Number

9.1 Once you have completed the application form, the following screen will appear.

9.2 You must keep a note of the reference number in the Green Block as you will need this when your evidence is checked.

9.3 Click 'exit' to end the session

Valid identity documents required for ID check:

Three (3) documents in total must be seen: (One document MUST verify the applicant's current address).

* ONE document MUST come from Group 1
* A further TWO documents from Group 1, 2a or 2b

Group 1 - Primary Trusted Identity Credentials
Current valid Passport
Biometric Residence Permit (UK)
Current Driving Licence (UK, Isle of Man /Channel Islands) (Full or provisional)
A photo card is only valid if the individual presents it with the associated counterpart licence (except Jersey)
Birth Certificate (UK and Channel Islands) - issued at the time of birth;
Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)

Group 2a - Trusted Government/State Issued Documents
Current UK Driving licence (old style paper version)
Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars - Photocopies are not acceptable)
Marriage/Civil Partnership Certificate (UK and Channel Islands)
Adoption Certificate (UK and Channel Islands)
HM Forces ID Card (UK)
Fire Arms Licence (UK and Channel Islands)

Group 2b - Financial/Social History Documents
Mortgage Statement (UK or EEA)** (Non-EEA statements must not be accepted)
Bank/Building Society Statement (UK or EEA)* (Non-EEA statements must not be accepted)
Bank/Building Society Account Opening Confirmation Letter (UK)
Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted)
Financial Statement ** - e.g. pension, endowment, ISA (UK).
P45/P60 Statement **(UK & Channel Islands)
Council Tax Statement (UK & Channel Islands) **
Work Permit/Visa (UK Residence Permit)(valid up to expiry date) **
Utility Bill (UK)* - Gas ; Electricity; Water or Phone (landline only)
Benefit Statement* - e.g. Child Allowance, Pension
A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security
EU National ID Card
Cards carrying the PASS accreditation logo (UK and Channel Islands)
Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK (only used in exceptional circumstances when all other documents have been exhausted))

Please Note: All documents need to be ORIGINALS – photocopies cannot be accepted.

If a document in the List of Valid Identity Documents is denoted with:
* it should be less than three months old
            ** it should be issued within the past 12 months
                Not denoted - it can be more than 12 months old