



# 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/chegs/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

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/login.do

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**CAPITA**  
RECRUITMENT VETTING SERVICE

**DISCLOSURE AND BARRING SERVICE (DBS) APPLICATION**  
The applicant completes an online application form, all the required data is captured, validated and transferred securely to the DBS for processing.  
[Start Application >>](#)

**DISCLOSURE SCOTLAND APPLICATION**  
The applicant completes an online application form, all the required data is captured, validated and transferred securely to Disclosure Scotland for processing.  
[Start Application >>](#)

**APPLICATION MANAGEMENT**  
The applicant's ID is verified and the application is checked and authorised for bulk submission for disclosure processing.  
[Manage Applications >>](#)

[Applicant Consent Form](#) [Rehabilitation of ex-offenders Policy Template](#) [Payments Cancellations Policy](#) [Payments Delivery Policy](#) [Payments Privacy Policy](#)

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

Organisation Reference – .....

Password – .....

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/applicantLogin.do?applicationType=dbs

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Please enter your reference number and password to start a new application.

**Start New Application**

Organisation Reference (\*):

Password:

[Enter](#)

[Applicant Consent Form](#) [Rehabilitation of ex-offenders Policy Template](#) [Payments Cancellations Policy](#) [Payments Delivery Policy](#) [Payments Privacy Policy](#)

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

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/declaration.do

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RECRUITMENT VETTING SERVICE

### 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

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/preWarn.do

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RECRUITMENT VETTING SERVICE

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/dbis](http://www.homeoffice.gov.uk/dbis).

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) ☐

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## Step 4: Complete the Application Form

### 4.1 All fields marked with an Asterix (\*) are compulsory

Online Disclosures x Postcode Finder | Royal Mail x

https://disclosure.capitarvs.co.uk/cheqs/application/personal.do

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**CAPITA**  
RECRUITMENT VETTING SERVICE

1) About You | 2) Address History | 3) Additional Info | 4) Employment | 5) Confirm

The application form is a simple 5 step process, please complete all fields provided.  
Mandatory fields are denoted by (\*)

**Personal Details**

Gender (\*): -- select --

Title (\*): -- select --

Forename (\*):

Middle name 1:

Middle name 2:

Middle name 3:

Surname (\*):

Date of birth (\*): -DD- -MM- -YYYY-

NI Number:

**Contact Details**

Language (\*): -- select --

To speed up the resolution of any queries with your application please provide a telephone number or email address we can use to contact you

Telephone No:

If you have an email address please supply this to allow an automated email to be sent to you to confirm your application has been submitted

Email Address:

Previous Next

**Information**

**Middle Names**  
Please supply all middle names, especially those that appear on your identity documents, e.g. passport, driving licence, birth certificate, etc.  
Failure to comply will result in delays.

**Language**  
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 contact the organisation requesting this application on you as a Welsh language application form must be completed and then submitted to the Disclosure & Barring Service.

**Minimum age for DBS checks**  
Someone who is aged under 16 at the time of application is not allowed to apply for a DBS check.

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

Online Disclosures x

https://disclosure.capitarvs.co.uk/cheqs/application/address-history.do

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**CAPITA**  
RECRUITMENT VETTING SERVICE

1) About You | 2) Address History | 3) Additional Info | 4) Employment | 5) Confirm

Please enter your current address

**Current Address**

Address Line 1 (\*):

Address Line 2:

Town (\*):

Country:

Country (\*): -- Please select --

Date from (\*): -MM- -YYYY-

Previous Next

**Information**

**Address Dates**  
There cannot be any gaps or overlaps in your address history. Please ensure that the month and year from a previous address are repeated as the same date at the start of your next address. Students who switch between their permanent residence and educational establishment must enter each address with dates consecutively e.g. parents address Dec 09-Jan 10, University address Jan 10-March 10, parents address March 10-April 10 etc. Do not run addresses/dates simultaneously as your form will be rejected by the DBS.

**Postcode**  
Please ensure you fully enter your postcode, partial postcodes will cause your form to be rejected by the DBS. If you can't remember your postcode use the Royal Mail [UK Postcode Finder](#).

**No Fixed Abode UK**  
If you were of no fixed abode within the UK please enter the nearest hostel address to the location you were based.

**Foreign Addresses**  
If you have travelled overseas and cannot supply the address for a foreign country then please enter "No fixed abode" in address line 1 and town.

[Applicant Consent Form](#) [Rehabilitation of ex-offenders Policy Template](#) [Payments Cancellations Policy](#) [Payments Delivery Policy](#) [Payments Privacy Policy](#)

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

Online Disclosures x Postcode Finder | Royal Mail x

https://disclosure.capitarvs.co.uk/cheqs/application/address-history.do

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**CAPITA**  
RECRUITMENT VETTING SERVICE

1) About You 2) Address History 3) Additional Info 4) Employment 5) Confirm

Please provide your address history covering the last 5 years

You should enter the addresses in chronological order starting with the most recent, your address history needs to include Feb 2009 - present. The dates provided must also be continuous and not contain any gaps.

Click on the 'Add Address' button below to add an Address.

Thank you, you have completed the 5 year address history. Click next to proceed.

Address	From	To	
63 YORK STREET LONDON W1H 1PS UNITED KINGDOM	Jan 1985	Present	Edit

Add Address

Previous Next

**Information**

**Address Dates**  
There cannot be any gaps or overlaps in your address history. Please ensure that the month and year from a previous address are repeated as the same date at the start of your next address. Students who switch between their permanent residence and educational establishment must enter each address with dates consecutively e.g. parents address Dec 09-Jan 10, University address Jan 10-March 10, parents address March 10-April 10 etc. Do not run addresses/dates simultaneously as your form will be rejected by the DBS.

**Postcode**  
Please ensure you fully enter your postcode, partial postcodes will cause your form to be rejected by the DBS. If you can't remember your postcode use the Royal Mail [UK Postcode Finder](#).

**No Fixed Abode UK**  
If you were of no fixed abode within the UK please enter the nearest hostel address to the location you were based.

**Foreign Addresses**  
If you have travelled overseas and cannot supply the address for a foreign country then please enter "no fixed abode" in address line 1 and town.

5.5 Click Next

## Step 6: Birth Details

6.1 Enter the details of your place of birth

Online Disclosures x Postcode Finder | Royal Mail x

https://disclosure.capitarvs.co.uk/cheqs/application/additionalInfo.do

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RECRUITMENT VETTING SERVICE

1) About You 2) Address History 3) Additional Info 4) Employment 5) Confirm

Please complete the following additional information

**Place of Birth**

Town (\*):

County:

Country (\*): -- Please select --

Nationality at birth (\*): -- Please select --

Have you changed your nationality since birth? (\*) -- Please select --

Have you changed your birth surname? (\*) -- Please select --

**Other Names**

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename and surname separately using the 'Add Name' button below.

Name	Type	From	To
No records have been created			

Add Name

Previous Next

**Information**

**Change of name(s)**  
Please ensure that where names change they run in date order and with no gaps.

**Other names**  
If you have used any other names at any time during your lifetime please provide them.

**Aliases**  
Please supply details of any alias names you may have used including dates from and to, e.g. William known as Bill etc within the Other Names section. Failure to do so could cause your application to be delayed or rejected by the DBS.

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)

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/application/employment.do

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**CAPITA**  
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1) About You | 2) Address History | 3) Additional Info | 4) Employment | 5) Confirm

Please complete the fields below

**Employment Details**

Position Applied For (\*):

Employer Name (\*): ST JOHN AMBULANCE LON

**Conviction History**

Please refer to: **Rehabilitation of the Offenders Act**. The DBS can no longer remove convictions, cautions and reprimands held on the Police National Computer\*

\*For exceptions to this legislation or for more information please refer to **Rehabilitation of Offenders Act 1974** at:  
[www.legislation.gov.uk/ukcsi/2013/1198/pdfs/ukcsi\\_20131198\\_en.pdf](http://www.legislation.gov.uk/ukcsi/2013/1198/pdfs/ukcsi_20131198_en.pdf)

Do you have any convictions, cautions, reprimands or final warnings that are not defined as 'protected' by the Rehabilitation of Offenders Act 1974? (\*): -- select --

Previous Next

**Information**

**Position Applied For**  
Please insert the correct job role as supplied to you by your current/new employer.  
No abbreviations or acronyms are permissible, e.g. Nursery Asst should read Nursery Assistant or SMSA should read School Meals Supervisory Assistant.  
If volunteer do not enter just volunteer, please enter in which capacity your job role is e.g. Coach.

**Employer Name**  
This has been defaulted to the organization you are applying through but can be amended if required.

**Conviction History**  
If you have ever been convicted of a criminal offence or received a caution, reprimand or final warning that is not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198 you must select Yes.  
For more information see [Rehabilitation of Offenders Act](#)

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

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/application/confirm.do

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**CAPITA**  
RECRUITMENT VETTING SERVICE

1) About You | 2) Address History | 3) Additional Info | 4) Employment | 5) Confirm

**Application Confirmation and Consent**

To complete this application, please review the details entered, tick the consent box at the bottom of this page and click the Complete button.

**Personal Details**

Title:	MISS	<a href="#">Edit</a>
Forename:	TEST	
Middle Names:		
Surname:	APPLICATION	
Date of birth:	06/06/1976	
Gender:	FEMALE	

**Contact Details**

Language:	ENGLISH	<a href="#">Edit</a>
Telephone No:		
Email Address:		

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

**Employment Details**

Position Applied For: VOLUNTEER FIRST AIDER [Edit](#)

Employer Name: ST JOHN AMBULANCE LON

**Conviction History**

Unspent convictions: No [Edit](#)

**Applicant Consent**

By completing this form I consent to the transfer of my information to the Disclosure and Barring Service for the purpose of a Disclosure Application.

I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence.

Please tick this box to indicate your consent: ☐

[Previous](#) [Complete](#)

### 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.

Online Disclosures

https://disclosure.capitarvs.co.uk/cheqs/application/thankyou.do

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**Application Complete**

☒ Your reference number is 795APL620788

Make a note of this reference and arrange to visit your employer or registered body to have your identification verified, you will need to bring evidence of your identity from the list shown on the right.

**ID Document Rules**

You will now be required to have your identity verified by the organization requesting this Application on you in accordance with the DBS ID guidelines. In the event that your identity cannot be verified via the documents you hold (for example, valid Passport, UK Driving Licence, Birth Certificate, UK Residence permit) you will be required to complete a paper application and give your consent to have your fingerprints taken.

For a full list of acceptable forms of identification please read the document [DBS list of acceptable identification](#).

If your fingerprints are required this will require attendance at a Police Station at an appointed time and will add delay into the overall Application and recruitment process. The DBS will contact you directly and explain this process in more detail if required.

Further guidance about the DBS Application process can be accessed at [www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs).

[Exit](#)

**Information**

**Identity Documents**  
For suitable forms of identification, please read document [DBS list of acceptable identification](#).

### 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