DBS Application Process
Club/ Centre ID Verifier Guidance

DBS APPLICATION PROCESS
CLUB/ CENTRE ID VERIFIER GUIDANCE

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The following guidelines are written for a registered* Club/Centre ID Verifier. (*You must have registered with ONLINE DISCLOSURES, through British Canoeing in order to carry out this role)

Please note:

- **You can only verify the DBS Applications of Club/Centre members.**
  (If you do not have a registered Club/Centre ID Verifier please read the Guidance Notes for Verification by Post Office).

- **A Club/Centre ID Verifier cannot verify their own application.**
  If the Club/Centre ID Verifier holds a role at the club/centre which requires a DBS Check, they have two options for their application to be verified 1- Via the Post Office or 2- Via a British Canoeing Development Officer.

- **It is also <u>not</u> best practice to verify an application for a spouse/partner or family member.**

(The role of ID Verifier does not meet the requirements for a DBS check; however a Club/Centre Welfare Officer, for example, would.)

How to register to verify DBS Applications for your Club/ Centre

The Club/Centre must have registered the individual responsible for verifying an applicant's identity with ONLINE DISCLOSURES before they are able to verify a Club/Centre member's DBS application. The registration process is done through British Canoeing via a short online form. Once registered, ONLINE DISCLOSURES will send an email to the registered verifier providing details on how to activate their account.

The Club/Centre Welfare Officer should be the person who is registered as the Club/Centre ID Verifier and must have the approval of the Club/Centre Committee to carry out this role.

To request the online Club/Centre ID Verifier registration form contact Helen Laywood. Email: helen.laywood@britishcanoeing.org.uk Tel: 0845 370 9525.

How to Log in to your Account

Once registered, you will receive an email containing login details and a link to the ONLINE DISCLOSURES online service.

(Please note that this British Canoeing guidance document is based on the ONLINE DISCLOSURES guidance, but made more specific to you and British Canoeing. Therefore although it may be useful to refer to both, we recommend following the British Canoeing document as it will include additional information you need to be aware of).
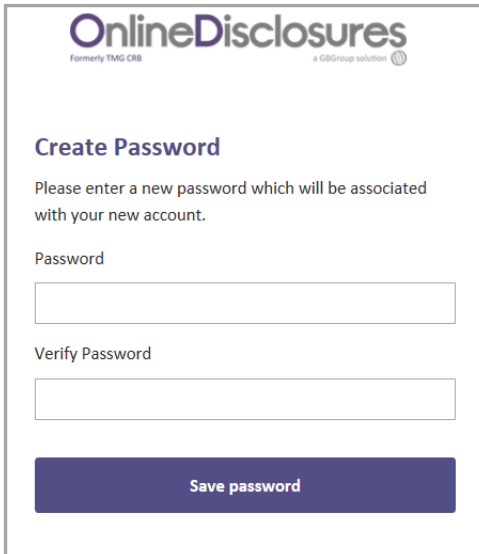
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- You will be asked to create a password. This should be at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9).
- Verify the password by entering it again. Click *'Save Password'*.
- Once you have confirmed your password you are automatically logged into the system. Follow the on-screen instructions to go to the home page.
- Click on the link to the online service. This will open up a web browser asking you to enter and confirm your password.
- The activation email will contain your Club/ Centre unique PIN reference (Org PIN), which will be required when accessing the service.
- Future logins will require your Club/ Centre PIN number (Org PIN), password and email address.

Logging into the system takes you to the 'Applications' dashboard. From the dashboard you will be able to register club/centre applicants and track the progress of applications you have submitted for your club members.

Overview of the DBS Application process

1. Applicant contacts Club/Centre ID Verifier.
2. Club/Centre ID Verifier confirms applicant is eligible to apply for DBS check and which level of check is required.
3. Club/Centre ID Verifier registers the applicant on the ONLINE DISCLOSURES system.
4. Once registered, the applicant receives an email with details on how to log in to complete their application. The applicant will need to:

   - Open the activation email and click on the relevant link. They will be asked to create a password.
   - The password should be something memorable and will be used to Sign In to Online Disclosures in the future.
   - The password has to be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). Special characters (@!%$£) can be added to increase the password security strength.
   - Confirm the password by entering it again. Click 'Save Password'
   - Please note. If you haven't received an activation email, contact helen.laywood@britishcanoeing.org.uk.

5. The applicant completes their personal details online and submits the application for verification.

04.03.15 UPDATED 29.01.16

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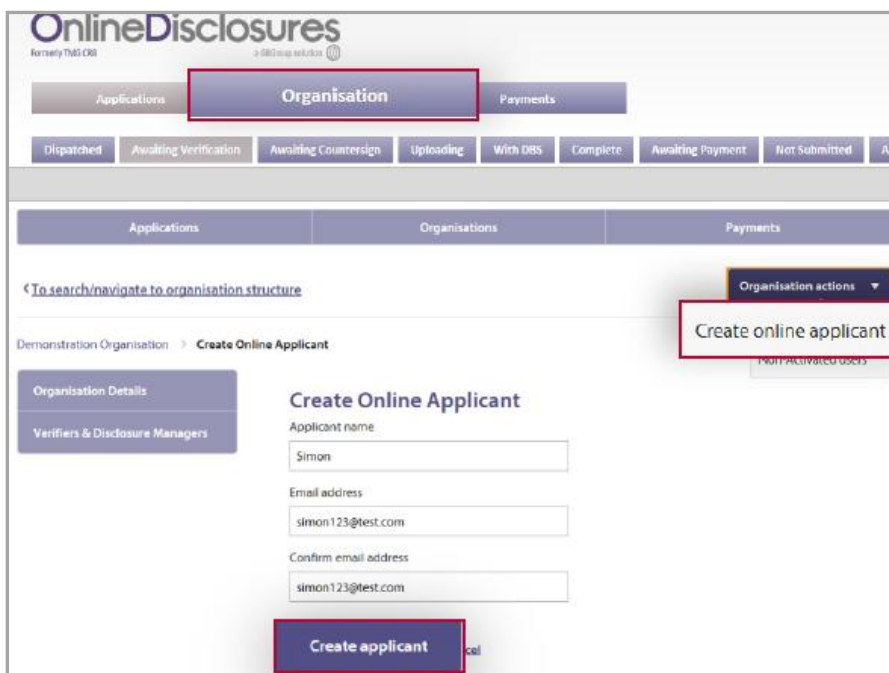
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6. Applicant and Club/Centre ID Verifier arrange a verification meeting (this must be done in person).

7. At the verification meeting the club/centre ID Verifier checks all the details are correct and verifies the applicant's ID documents before submitting the application to ONLINE DISCLOSURES.

8. Club/Centre ID Verifier advises applicant of the DBS Update Service (see page 14).

9. The appropriate payment is made for the application (applications are free for volunteers).

10. ONLINE DISCLOSURES ensures the application is accurate and the appropriate level of Disclosure has been requested for the position. The application is countersigned and submitted electronically to DBS which carries out the relevant checks prior to issuing the Disclosure Certificate.

11. The Disclosure Certificate is sent to the applicant only.

12. British Canoeing will inform the Club/Centre ID Verifier once an applicant's Certificate is clear.

(Throughout the process, the Club/Centre ID Verifier can log in to their account and track the stages of any applications they have submitted. The Club/Centre ID Verifier will see when a check has been completed, however you will not be able to see the result of the check).

Applicant Registration

Once a club/centre member has contacted you to request an application, you should check they are eligible for a DBS Check and which level of check they require using the guidance documents provided by British Canoeing (E.g. DBS Guidance Flowchart (G29)).

To register an applicant, log in to your account and follow the guidance below:

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- Select the *'Organisation'* tab along the top.
- Click *'Organisations Actions'.* A drop down list will of actions will appear. Select *'Create Online Applicant'.*
- Right click on your Club/ Centre name and select the option to *'Create Applicant'.*
- On the right hand side of the screen, enter the Applicant's name and email address.
- Select *'Save'* to create the new applicant.
- An email will be sent to the applicant with instructions on how to activate their account and how to complete the registration process.
- Please note: if the error message *'E-mail already in use'* appears, this means that the applicant has already been registered and should be re-sent an activation email instead.

Re-sending an Activation Email to Applicant

- Select the *'Organisation'* tab along the top.
- Click *'Organisations Actions'.*
- A dropdown list of actions will appear, click *'Non-Activated Users'.*
- Tick the box alongside the relevant applicant's name.
- Click *'Re-send Activation Email'.*
- The applicant will receive an email containing a link and instructions on how to complete the registration process.

Application Verification

Once the applicant has completed the personal detail section of their application, they will contact you to arrange a verification meeting. The applicant must take with them **originals** (copies or scanned documents must not be used) of the documentation they wish to use to verify their identity.

You will need to have access to a computer and the internet in order to complete the ID Verification process.
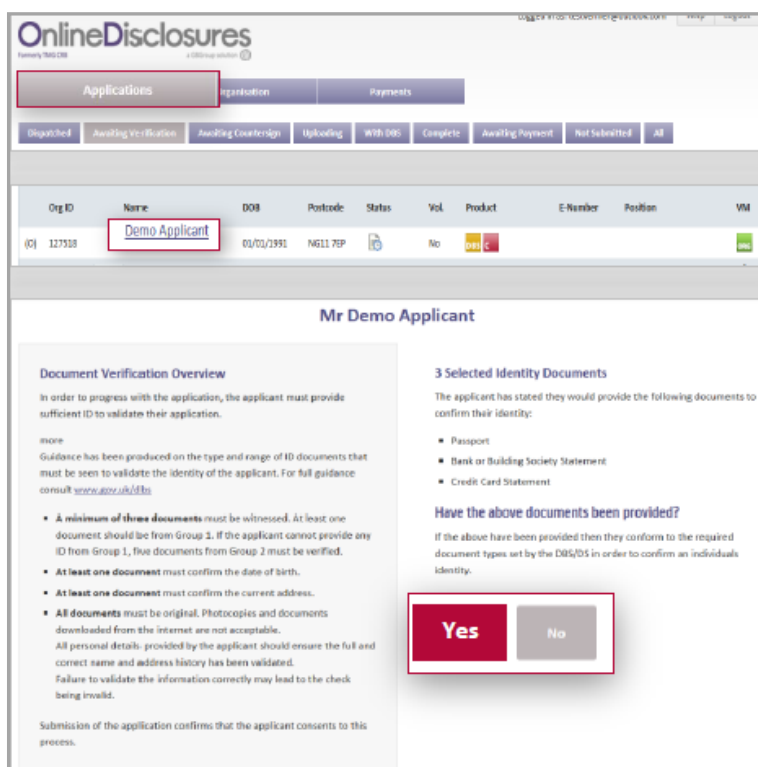
The verification process is a simple six step process:

1. Check Applicant Details
2. Verify applicant's identity documents
3. Document Confirmation
4. DBS Check Details & Verification Confirmation
5. Rejection of Application Information
6. Payment (if applicable)
7. Submission to ONLINE DISCLOSURES

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1. Check Applicant Details

- Log in to your (the verifier) ONLINE DISCLOSURES account.
- Single click on the name of the applicant that you want to verify.
- If the applicant has supplied the ID listed, click *'Yes'.* This will take you to Step 1 *'Identity Document Verification'.*
- If the applicant has provided different ID, click *'No'.*
- Ask the applicant to confirm the application is theirs by entering their email address and password (if applicable).

- If you reject the application because of insufficient / invalid ID it will remain on the list to be verified until the applicant provides sufficient valid ID to supplement their application.
- Rejecting the application for incorrect personal details will open it up for the applicant to make amendments. For security purposes the applicant must amend their own application details by logging into their application with their login details.
- The applicant can now amend and resubmit their application for verification.

2. Verify Applicant's Identity documents

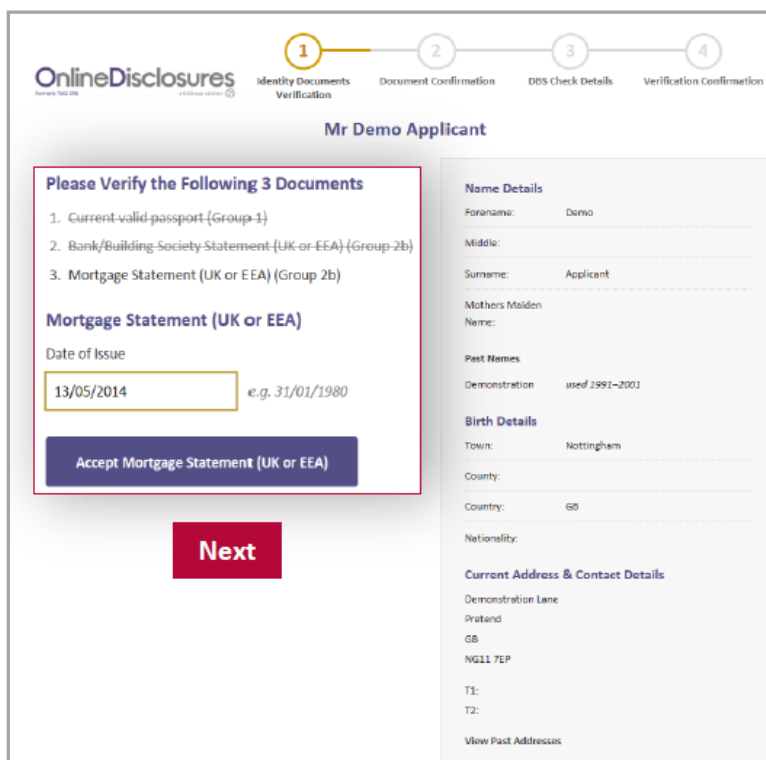Full details of the ID requirements are given in the on-screen help text.

You must verify at least three original documents, at least one of which must be from Group 1. If the Applicant has only provided documents from the Group 2 list, five original documents must be

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verified. One document must show the Applicant's date of birth and one must verify their current address.

- For each ID you will need to provide specific information. Enter the details requested for each ID.
- Click *'accept'* this ID.
- The next ID requiring verification will be shown automatically. The ID already verified will be greyed out and be struck through.
- Once all ID has been verified you will automatically be taken to Step 2 *'Document Confirmation'.*

Please Note: It is important to check that all personal details supplied, name history, full address etc. have been entered exactly as evidenced on the ID. The disclosure check cannot be relied upon if not. If there are any discrepancies, the application will need to be rejected.

3. Document Confirmation
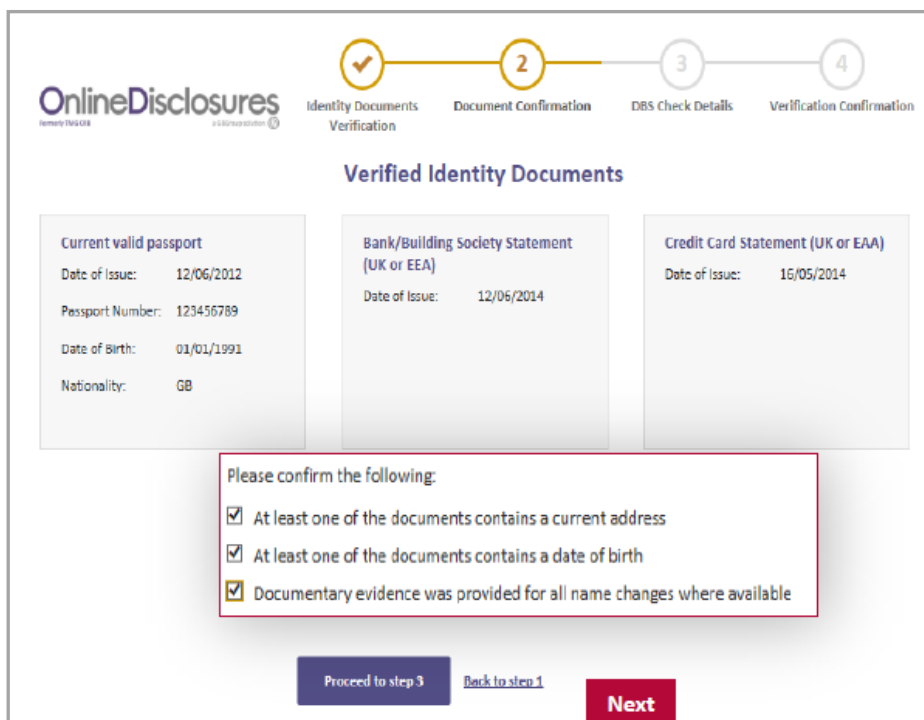
A summary of the verified ID and the specific document details will be shown.
- Check the document details again to ensure that the information for each has been entered correctly.

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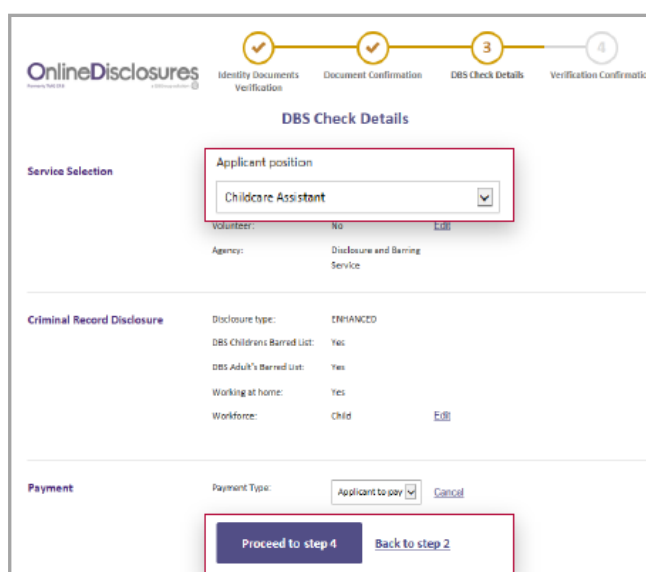
- If **correct**, confirm the verified ID by clicking all **three** boxes against the confirmation sentences.
- Click *'Proceed to Step 3'.* If the details are incorrect, click back to step 1.

4. DBS Check Details & Verification Confirmation

DBS Check Details

- Select the Applicants Position from the drop down list. To be able to edit any information the Applicants Position must be selected first.

- Please Note: The settings for a typical application for British Canoeing are pre-selected; however can be changed.

- Click *'Proceed to Step 4'*

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Verification Confirmation

- Read the information, tick the box to confirm that you have read and understood it.
- Click '*Submit Application*'

5. Rejecting an Application

Why might I need to reject the Application during Verification?

It is very important to be thorough when verifying an applicant's ID. If mistakes are found, then this can lead to it being rejected at the countersigning stage and cause delays in the application being processed. If the disclosure check is carried out with incorrect personal details, this makes the result of the check unreliable.
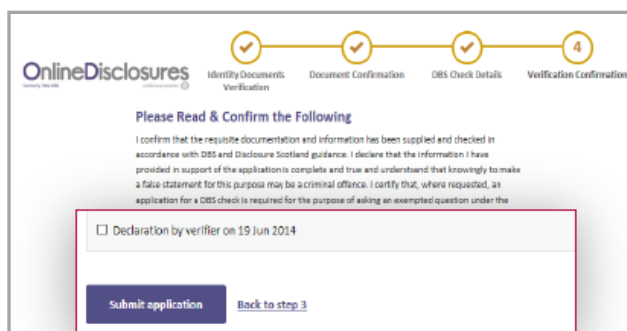
Being vigilant and spotting any potential errors or discrepancies at Verification allows the disclosure checking process to run as smoothly as possible.

The reason why you may have to reject an application at verification, fall into two categories:

a) Personal Details Incorrect
If there are any mistakes in the applicant's personal details e.g. name, date of birth, and or address details, the application should be rejected for Personal Details Incorrect.

b) Insufficient/Incorrect ID
ID should not be accepted at verification if it does not correspond with the applicants personal details, i.e. the ID is in their previous name or address and/or out of date. In this situation the application should be rejected for Insufficient/Incorrect ID.

How do I reject the Application if a) Personal Details are Incorrect?

If there are any mistakes in the applicants personal details e.g. name, date of birth, and or address details, the application should be rejected for Personal Details Incorrect.

- Click '*Reject Application*'
- Select '*Personal Details Incorrect*'
- Detail the reason why in the Notes field.
- Click '*Reject*'

An automated email will be sent to the applicant notifying them that amendments are required, according to the notes entered.

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The applicant should Sign In to Online Disclosures, make the necessary amendments and submit the application again for verification.

How do I reject the Application if b) Insufficient/Incorrect ID?

ID should not be accepted at verification if it does not correspond with the applicants personal details, i.e. the ID is in their previous name or address and/or is out of date. In this situation the application should be rejected for Insufficient/Incorrect ID.
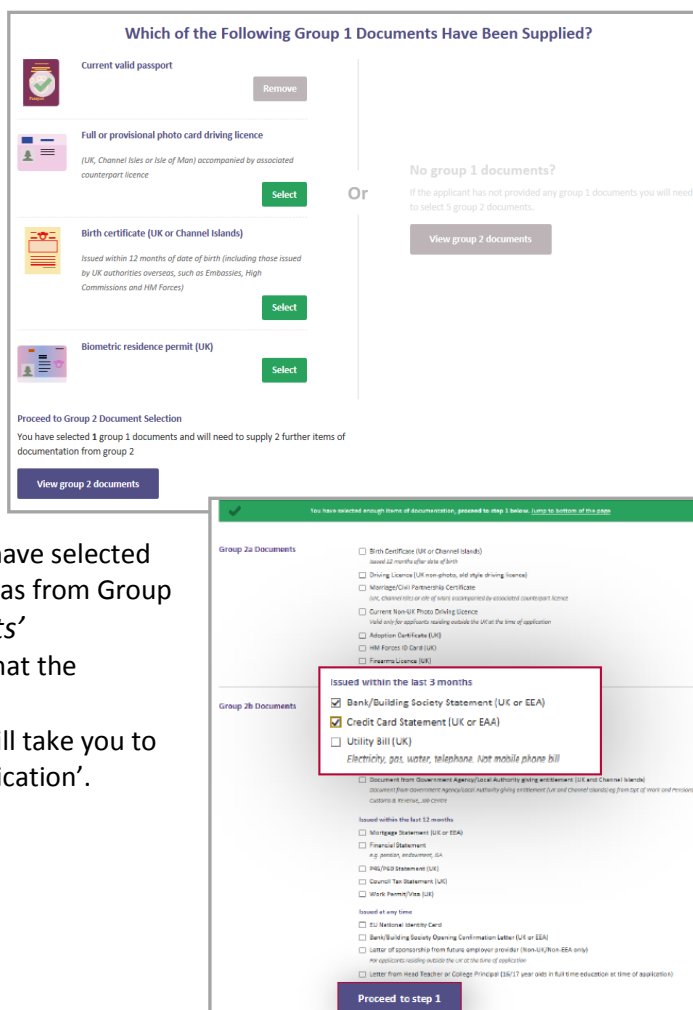
- Click *'Reject Application'*
- Select Insufficient/Incorrect ID
- Detail the reason why in the Notes field
- Click *'Reject'*

The applicant will receive an automated email asking them to provide further ID documents, according to the note entered.

The application will be listed in the Awaiting Verification tab, ready for verification, once further ID has been supplied.

What do I do if the applicant has provided different ID to that listed?

- Click *'No'* when asked 'Have the above documents been provided?'
- Select the ID from across Group 1 that the applicant wishes to use
- When sufficient ID has been selected a green bar will appear at the top of the application

- If no green bar appears and you have selected all the documents the applicant has from Group 1 click *'View Group 2 Documents'*
- Select the ID from Group 2a/2b that the applicant wishes to use.
- Click *'Proceed to Step 1'.* This will take you to Step 1, 'Identity Documents Verification'.
- Follow the Verification process.

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What do I do if the Applicant is rejected at Countersign?

The application could be rejected at countersign for two reasons;

a) Personal Details Incorrect
If any of the applicants personal details appear to be incorrect, e.g. the name or address details the application will be rejected for Personal Details Incorrect. Once it has been rejected, the application will be listed in the 'Not Submitted tab', with the status Applicant Amendment and the following symbol.

b) Verifier Details Incorrect
The application will be rejected if there is an error in the default settings, i.e. the level of check requested is incorrect.
The Status of the application will stay at Awaiting Verification.

What do I do if the Application has been Rejected at countersign for a) Personal Details Incorrect?

The application will show in the 'Awaiting Verification' tab.

- Click on the applicant's name. The reason and the associated notes will be listed
- Click 'Reject Application'
- Select Personal Details Incorrect
- Detail the reason why in the Notes field. Click Reject.

An automated email will be sent to the applicant notifying them that amendments are required.

The applicant should Sign In to Online Disclosures, make the necessary amendments and submit the application again for verification.

What do I do if the Application has been rejected at countersign for b) Verifier Details Incorrect?

The application will show in the Awaiting Verification tab.

- Single click on the applicants name to open the application.
- Click Edit to make the changes to the disclosure settings to reflect the correct level of check required and or payment settings.
- Click Proceed to Step 4 and submit the application again.

If you are unsure what the default settings are for your organisation, please contact the individual within you organisation in charge of the disclosure checks.

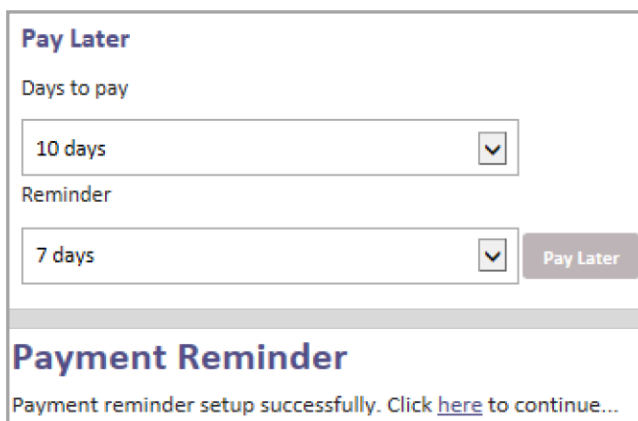**6. Payment (If Applicable)**

There will be three payment options:

a) Invoiced [default setting] = FREE, application is for a volunteer (British Canoeing will be invoiced)
   [This option must ONLY be used for volunteer applications]

b) Payment by Organisation = Club/ Centre is paying application fee
   [Organisation in this instance refers to the club or centre, NOT British Canoeing]

c) Payment by Applicant= Applicant is paying application fee

It is important to ensure the correct payment method is selected. If the applicant is not a volunteer, they must pay for the application and *'Payment by Applicant'* must be selected. If the applicant is a paid coach at the club/ centre, the club/ centre may wish to pay for the applicant in which case select *'Payment by Organisation'*.

a) If *'Invoiced'* is selected, no further action is required and the application will be submitted directly to ONLINE DISCLOSURES. British Canoeing will be invoiced monthly for the application. **This must ONLY be used for volunteer applications.**

b) If *'Payment by Organisation'* has been chosen, payment from the club/ centre will be required at this point before the application is submitted to ONLINE DISCLOSURES. Click *'Make Payment'* to pay via PayPal or with a debit/credit card.

c) If *'Payment by Applicant'* has been chosen, the Applicant will be required to make payment before the application is submitted to ONLINE DISCLOSURES. The Applicant can choose to pay at the verification meeting or at a later date.

   If the Applicant chooses to pay later, they will be given a set number of days to make payment. If they do not pay within this time their application will be automatically withdrawn.

   - From the drop down, select the number of days you wish the applicant to pay within
   - From the drop down, select the number of days you wish the applicant to receive a payment reminder on
   - Click *'Pay Later'*
   - Confirmation that the reminder has been set up successfully will be shown
   - By clicking 'here', under the 'Payment Reminder' section, you will be taken back to the awaiting verification tab.

Pay Later

Days to pay

| 10 days | ⌄ |

Reminder

| 7 days | ⌄ | **Pay Later** |

Payment Reminder

Payment reminder setup successfully. Click here to continue…

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7. Submission to ONLINE DISCLOSURES

ONLINE DISCLOSURES checks applications and eligibility before countersigning and submitting to DBS via a secure eBulk link. If the application contains errors, ONLINE DISCLOSURES will return it to the Club/Centre Verifier to be amended and resubmitted.

ONLINE DISCLOSURES may return applications for two reasons:
- Verifier error
- Applicant error

Verifier errors include requesting the wrong level of Disclosure, requesting checks of the Children's or Adults' Barred Lists inappropriately and ticking volunteer status inappropriately.

Applicant errors include any mistakes the Applicant has made with their personal details (for example getting their forename and surname the wrong way round).

If an application is returned for one of these reasons, an email will be sent to the Verifier who originally submitted the application. The email will explain the error and what to do next. Hovering over the status icon will display this information on-screen.

Applications returned due to Verifier error can be amended and resubmitted by the Verifier. For information security purposes Applicant errors must be amended by the Applicant only.

Completion of the DBS Application

Once the DBS checks are complete the Applicant will receive their Disclosure Certificate directly from DBS. No one else will receive a copy of their certificate.

If requested to do so, the Applicant must send their DBS Certificate to ONLINE DISCLOSURES or British Canoeing within the specified deadline.

Once a check has been cleared **British Canoeing will inform the Club/Centre ID Verifier that the applicant can be deployed in their role at the club**.

DBS Update Service

The DBS Update Service is an online service which, once subscribed to, allows a DBS Certificate to be kept up to date; providing the opportunity to make your Certificate portable (when certain criteria is met).

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Once the applicant has received their DBS Certificate they have 19 days to subscribe to the DBS Update Service.

Further information about the Update Service and its benefits can be found on the DBS Update Service pages of the British Canoeing website.

If the applicant chooses to subscribe to the DBS Update Service and would like to use the service to replace the need to complete additional DBS applications for British Canoeing in the future* they will need to inform British Canoeing by completing a DBS Status Check Authorisation Form (this form can also be found on the British Canoeing DBS Update Service webpage).

(*This will be dependent upon their continual subscription to the Update Service, their certificate remaining current and their role and workforce remaining the same)

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APPENDIX 1- Applicant Position

Use the table below to help decide which position best describes the applicant's role for which the DBS Check is being carried out for. Selecting the wrong role could result in the application being returned from DBS or ONLINE DISCLOSURES, delaying the application process.

All roles listed below are in relation to carrying out the role for children under the age of 18 (with the exception of Supervisor of Regulated Activity and Professional Health Care Provider) and which meet the eligibility requirements for a DBS Check in terms of their frequency, venue and supervision.

Role	Description
Coach/ Instructor	A qualified or unqualified individual providing unsupervised coaching, teaching or instruction.
Leader/ Assistant	A qualified or unqualified Leader who is unsupervised or a qualified or unqualified individual providing unsupervised assistance or help to a leader, coach or instructor.
Club/Centre Welfare Officer	This will include deputy Club/Centre Welfare Officers and will be classed as someone who manages those in Regulated Activity.
Supervisor of Regulated Activity	A person responsible for managing or supervising (within sight or hearing at all times) an individual who, without the supervision, would otherwise be classed as being in Regulated Activity.
Team Manager	An individual responsible for managing a squad/ team where all or some of the members are Under 18.
Professional Health Care Provider	An individual providing health care as a qualified health care professional (or under the direction or supervision of a qualified health care professional).
Driver	An individual who is providing transport solely for children.
Carer/ Chaperone	An individual who is providing care or acting as chaperone.
Host Family Parent* *You must also select 'Work from Home' when selecting this option for applicant position.	An individual who is providing care and supervision for the child they are hosting in their home. NB - if this is a private arrangement between parents a DBS check will not be required.

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