DUE DILIGENCE CHECKING

Quick Start Guide – DBS Checks

Quick Start Guide

Welcome to your DBS online application system supported by Due Diligence Checking Limited.

Your organisation has partnered with Due Diligence Checking Limited (DDC) to support the company's applications for Disclosure and Barring Service (DBS) checks. In this Quick Start Guide you will find some introductory information about the online process. Details of the service or more information about DDC are available from our website www.ddc.uk.net.

This guide is for you as a user, which we would encourage you to use. Applicants are guided through the process as they complete their online form, so you do not need to give them a copy of this guide. We will be sending you your log in details shortly and if you would like more detailed information you can find this on our "How To" pages in the online Client Area of our website, when you log in.

If you need any assistance as you start to use the system or at any time in the application process you are welcome to contact our support team on 0116 260 3055 or 0845 644 3298, or contact us by email at contact@ddc.uk.net.

Jonathan Bazely
DDC Director

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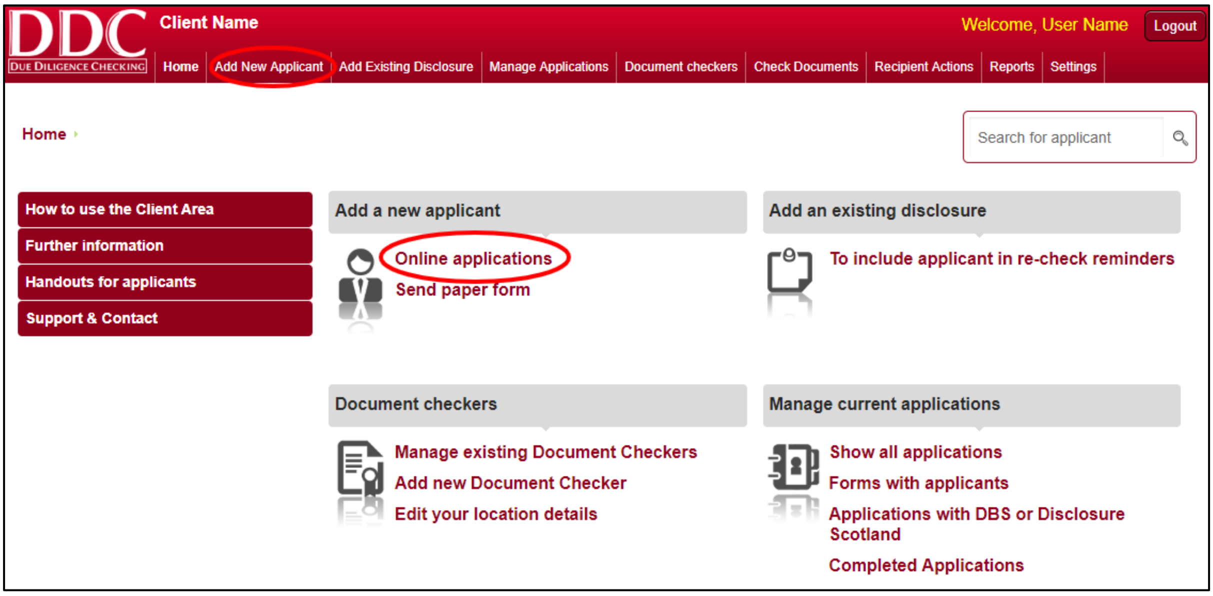
Logging In

1. You will receive your log in details by email directly from DDC. If you do not receive your username and password or have misplaced the original email please contact one of the DDC team on 0116 260 3055 and we would be happy to help.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to www.ddc.uk.net

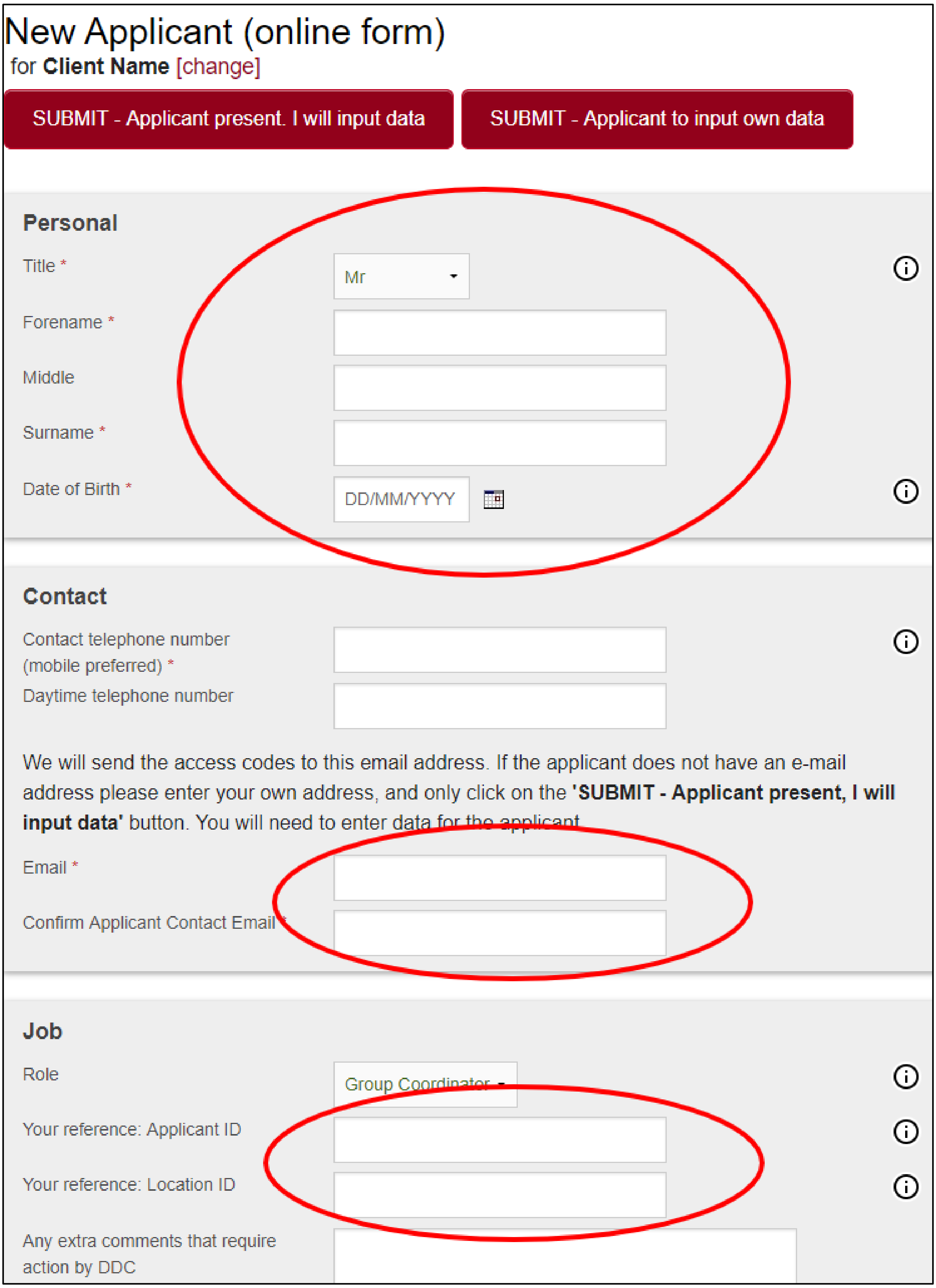
Please note that the Client Area log-in is tailored to the access rights of each user so some of the screenshots below may not be identical to what you see e.g. buttons not present if they are not relevant.

Adding an Applicant

1. To initiate a DBS check for a new applicant, click on either the “**Online applications**” or “**Add New Applicant**” links on the Client Area home page.



2. Fill in the details as requested on screen, selecting the applicant's job role from the drop-down menu and input any of your own references in the ID section.



New Applicant (online form)

for **Client Name** [change]

SUBMIT - Applicant present. I will input data | SUBMIT - Applicant to input own data

Personal

Title * Mr

Forename *

Middle

Surname *

Date of Birth * DD/MM/YYYY

Contact

Contact telephone number (mobile preferred) *

Daytime telephone number

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the **'SUBMIT - Applicant present, I will input data'** button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

Job

Role Group Coordinator

Your reference: Applicant ID

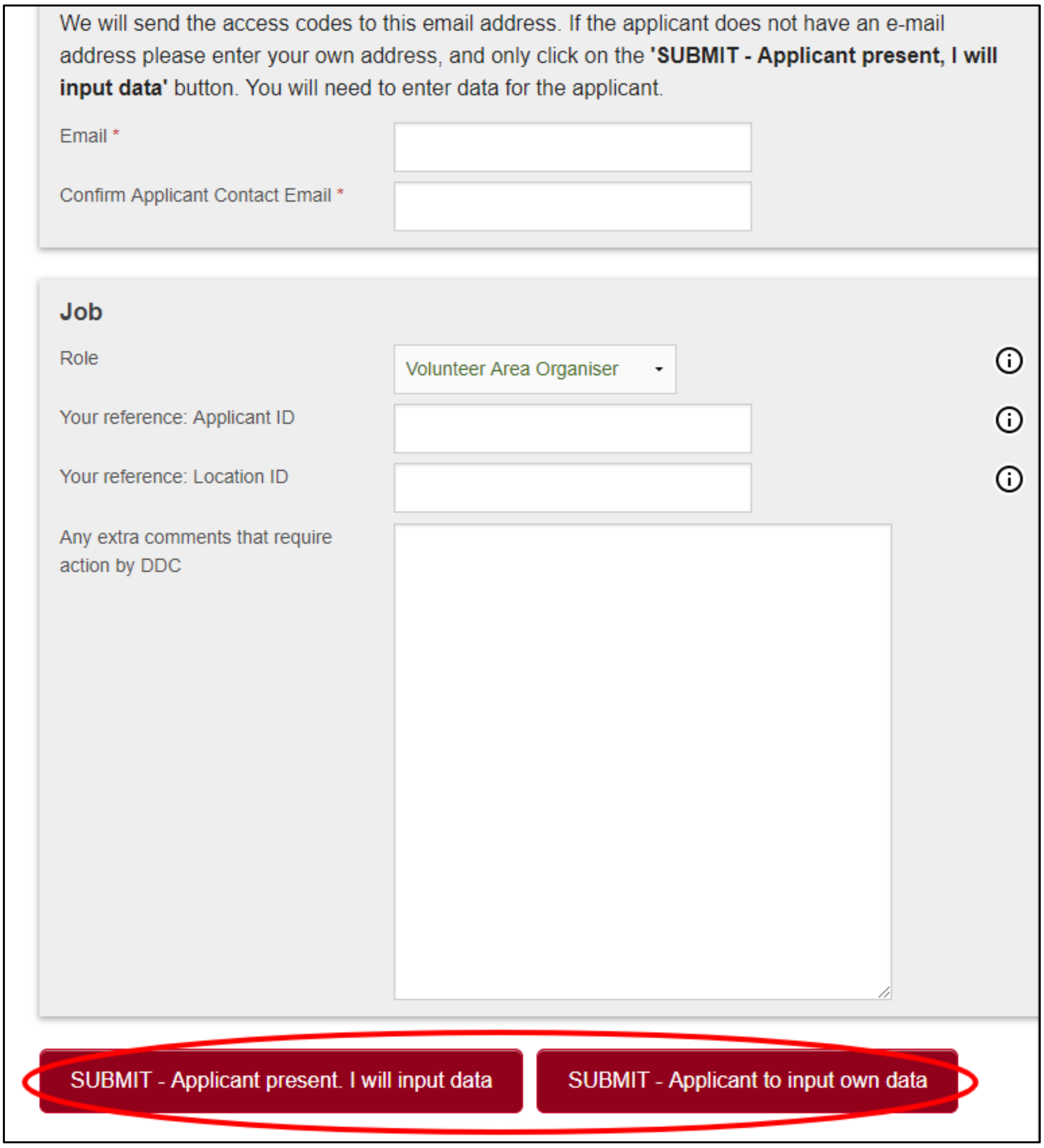
Your reference: Location ID

Any extra comments that require action by DDC

3. Click “**Submit**” to create the applicant. We recommend that you do this as soon as you know the applicant will be taking the role. To minimise your workload, please ensure that the applicant fills in their own form and nominate DBS compliant documents. They will be given full guidance on how to do this and DDC will issue reminders to encourage completion.

   The request screen presents two different options:

   - Selecting **‘Submit - Applicant to Input own data’** will send an email to the applicant containing a link to the online application form or,
   - If the applicant is present, you can click the **‘Submit - Applicant present’** button to go directly to the blank application form and fill in the applicants details immediately.



We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the **'SUBMIT - Applicant present, I will input data'** button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

Job

Role: Volunteer Area Organiser

Your reference: Applicant ID

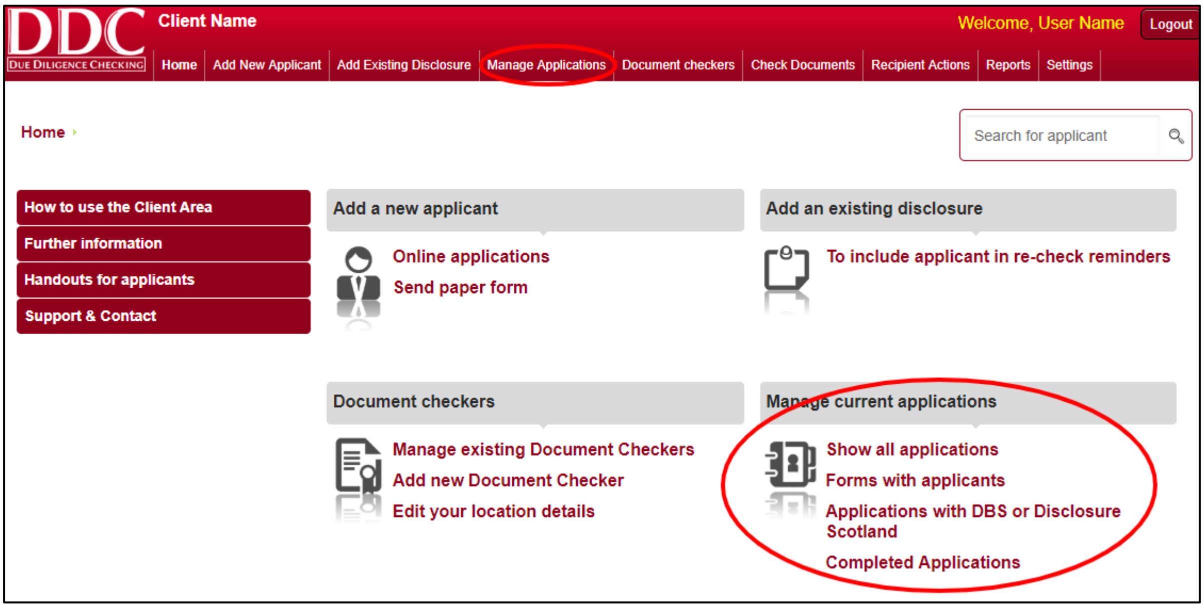
Your reference: Location ID

Any extra comments that require action by DDC

SUBMIT - Applicant present. I will input data

SUBMIT - Applicant to input own data

4. The applicant will be instructed to present their documents for checking once they have completed the application form. DDC can notify you when an applicant has completed their form and nominated their documents as an optional system setting. As part of the service the applicant will be sent reminder messages if they do not complete the process promptly.
    a. If **digital identity** has been activated on your account, the applicant will be given the option to validate their identity via the digital identity process rather than presenting physical documents to an authorised user. In this case, if digital identity is successful, they will not be required to present their documents.
5. You can view the list of created applicants via the **'Manage Applications'** link. For more information on this feature, see the Tracking Applications section of this guide.

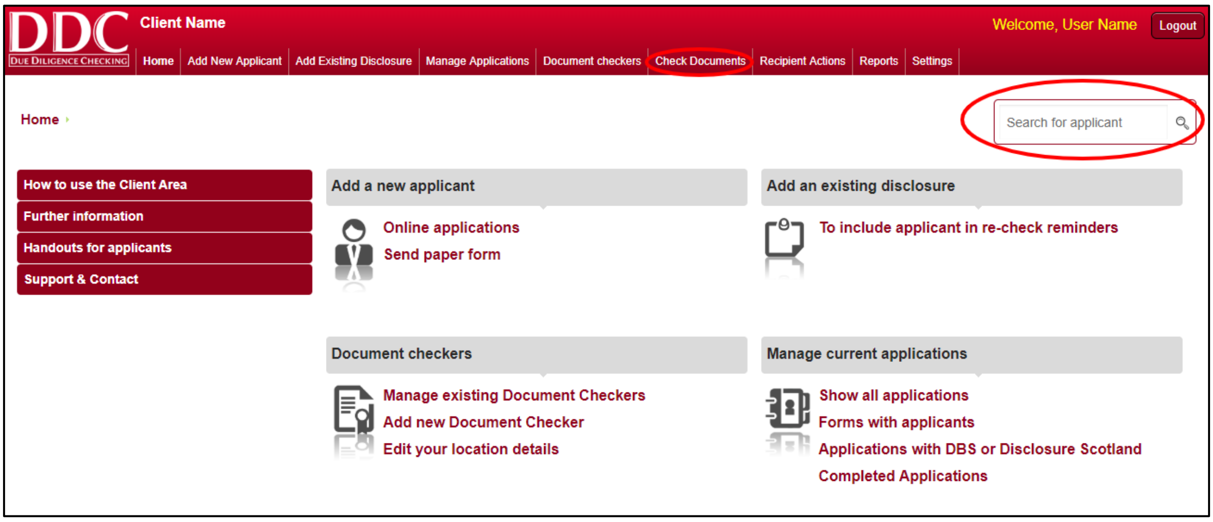


Checking an Applicant's Identity Documents

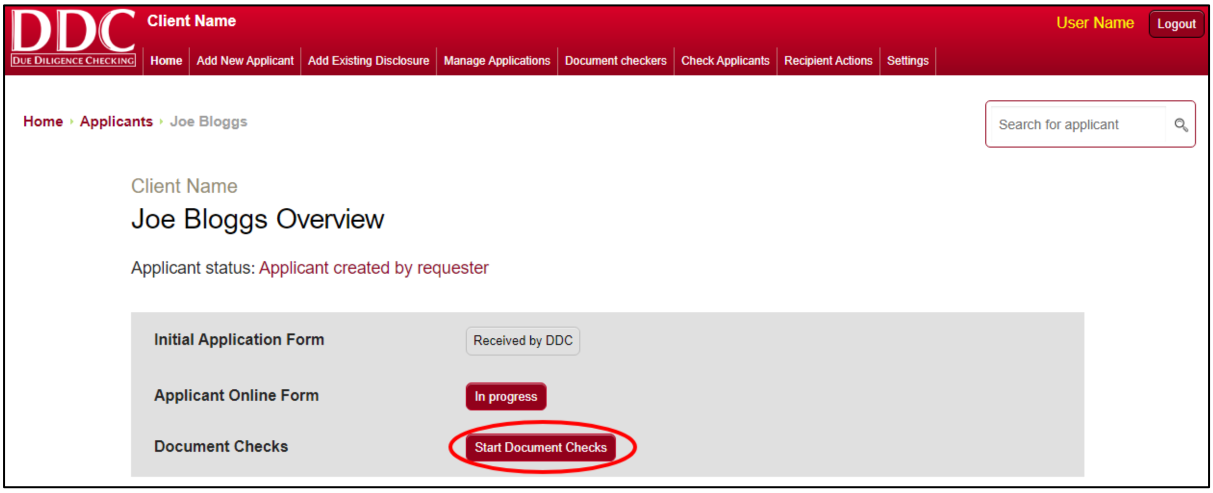
***Please note** – If the **digital identity** checking option is activated on your account and the applicant is successful in completing a **digital identity check**, this step is not applicable.*

After the online application form has been completed, the applicant is required to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. This is handled by the system with a series of questions about the documents and the data that they contain, plus tips on common security features on documents.

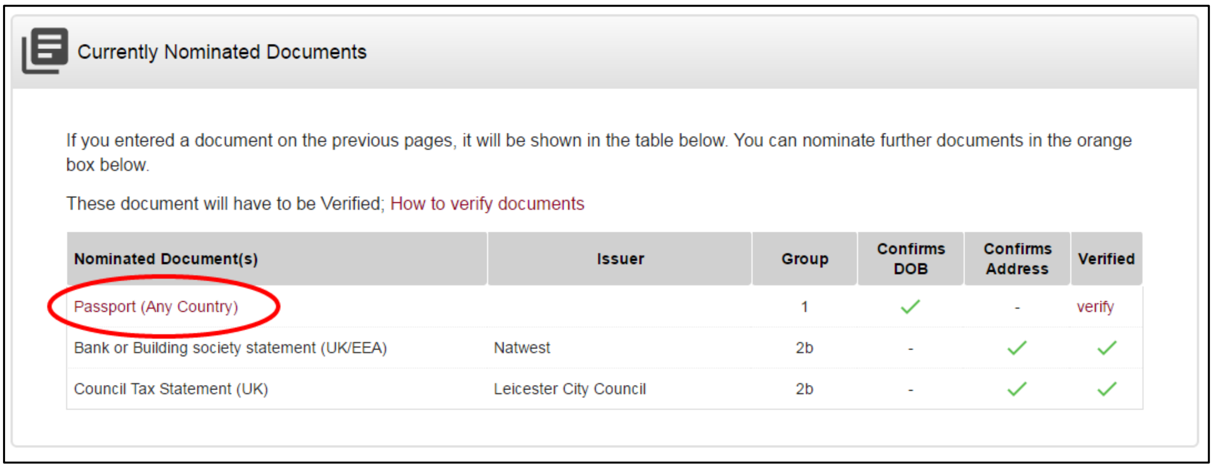
1. When an applicant brings you their documents, log into the Client Area. Either click on "**Check Documents**" at the top of the screen and an applicant list will appear or, type the applicant's name in the **"search for applicant"** bar.
2. Click on the appropriate applicant name.



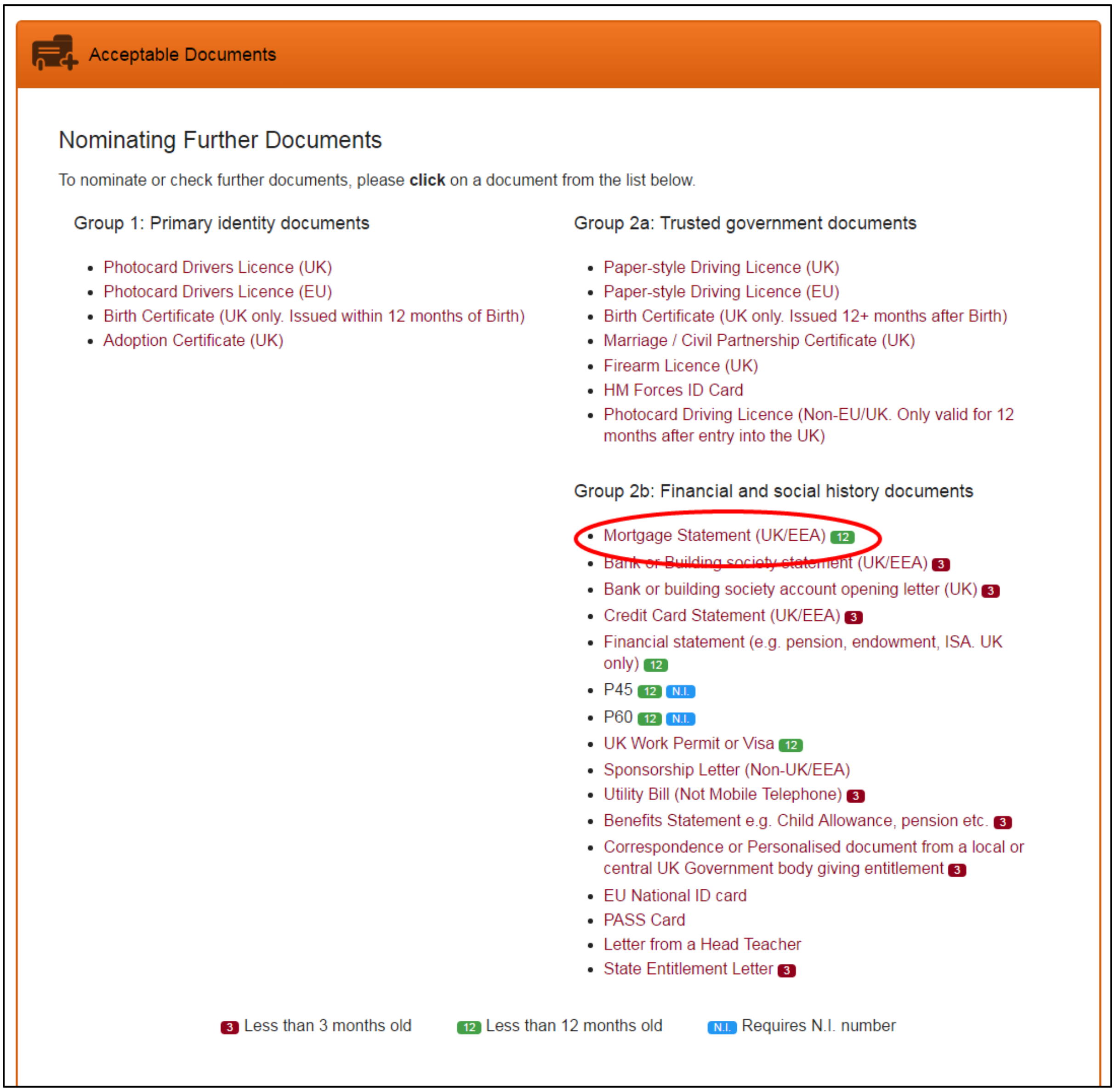
3. The applicant status screen will appear next to the “**Document Checks**” status. This will say “**Start *Document Checks***” if this is a new application, or may indicate that they have been started if some of the questions have already been answered. Click on this status.



4. The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document. You can select the document name or the ‘verify’ button on the right-hand side.



5. If documents have not been nominated, or more documents are needed, you can select more from the ‘Acceptable Documents’ section at the bottom of the screen. Simply click on the document type to begin entering the correct details.


Acceptable Documents

Nominating Further Documents

To nominate or check further documents, please **click** on a document from the list below.

Group 1: Primary identity documents

- Photocard Drivers Licence (UK)
- Photocard Drivers Licence (EU)
- Birth Certificate (UK only. Issued within 12 months of Birth)
- Adoption Certificate (UK)

Group 2a: Trusted government documents

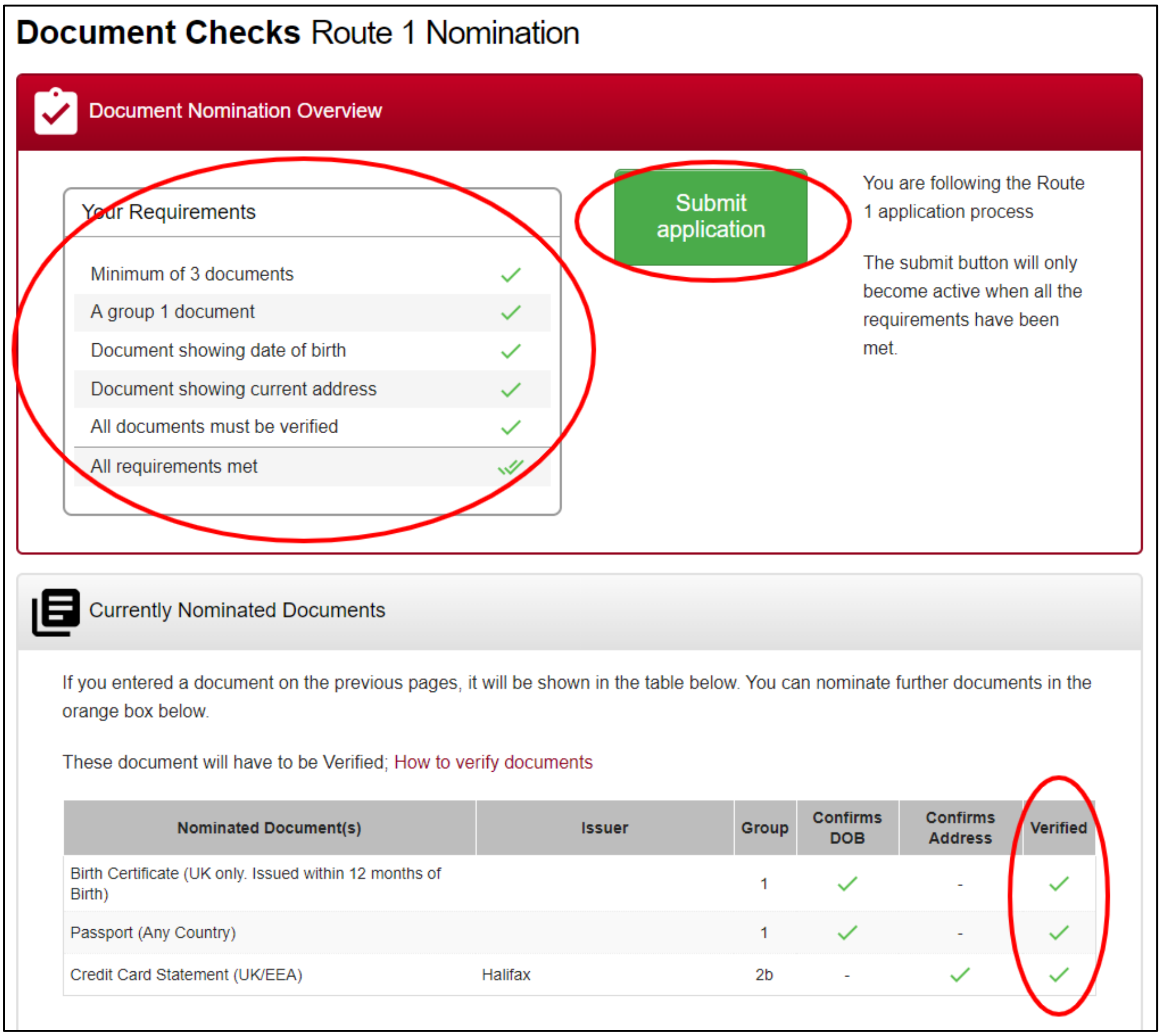
- Paper-style Driving Licence (UK)
- Paper-style Driving Licence (EU)
- Birth Certificate (UK only. Issued 12+ months after Birth)
- Marriage / Civil Partnership Certificate (UK)
- Firearm Licence (UK)
- HM Forces ID Card
- Photocard Driving Licence (Non-EU/UK. Only valid for 12 months after entry into the UK)

Group 2b: Financial and social history documents

- Mortgage Statement (UK/EEA) 12
- Bank or Building society statement (UK/EEA) 3
- Bank or building society account opening letter (UK) 3
- Credit Card Statement (UK/EEA) 3
- Financial statement (e.g. pension, endowment, ISA. UK only) 12
- P45 12 N.I.
- P60 12 N.I.
- UK Work Permit or Visa 12
- Sponsorship Letter (Non-UK/EEA)
- Utility Bill (Not Mobile Telephone) 3
- Benefits Statement e.g. Child Allowance, pension etc. 3
- Correspondence or Personalised document from a local or central UK Government body giving entitlement 3
- EU National ID card
- PASS Card
- Letter from a Head Teacher
- State Entitlement Letter 3

3 Less than 3 months old 12 Less than 12 months old N.I. Requires N.I. number

6. After answering questions for each document, a “**Submit application**” button will appear green. Click this and the application will now be submitted to DDC.



Document Checks Route 1 Nomination

Document Nomination Overview

Your Requirements

Minimum of 3 documents	✓
A group 1 document	✓
Document showing date of birth	✓
Document showing current address	✓
All documents must be verified	✓
All requirements met	✓✓

Submit application

You are following the Route 1 application process

The submit button will only become active when all the requirements have been met.

Currently Nominated Documents

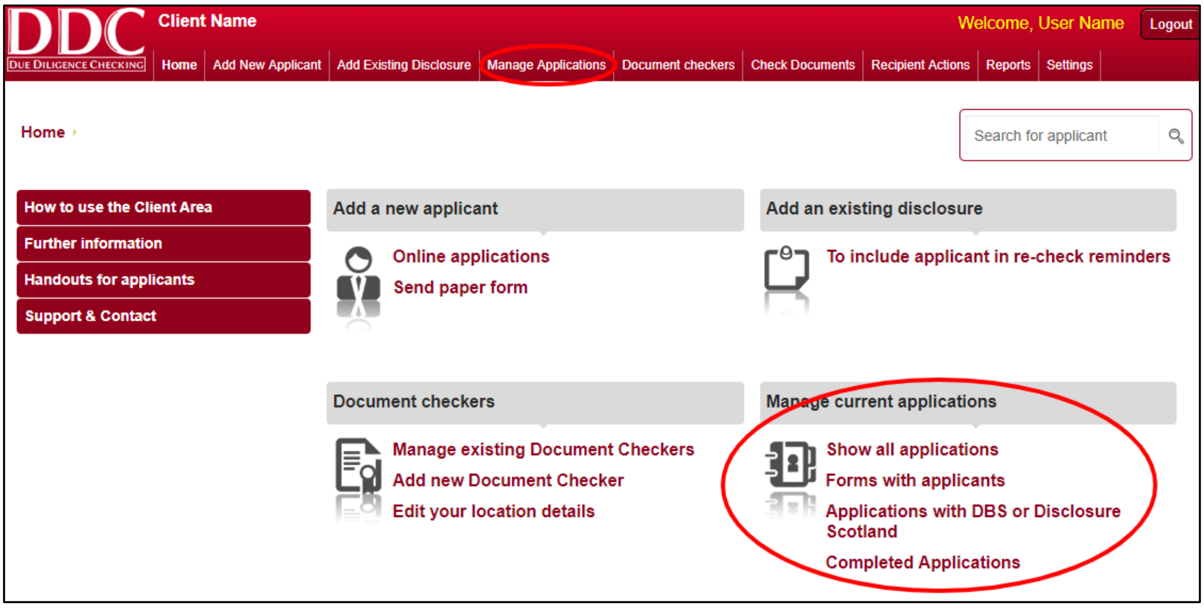
If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; How to verify documents

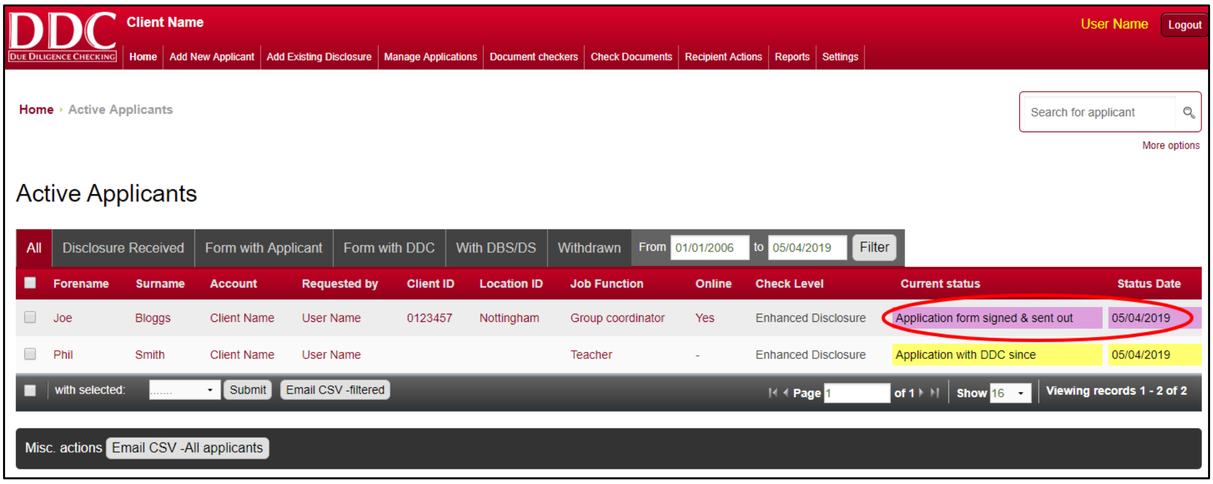
Nominated Document(s)	Issuer	Group	Confirms DOB	Confirms Address	Verified
Birth Certificate (UK only. Issued within 12 months of Birth)		1	✓	-	✓
Passport (Any Country)		1	✓	-	✓
Credit Card Statement (UK/EEA)	Halifax	2b	-	✓	✓

Tracking Applications

1. To see the status of applications already initiated click “**Manage current applications**” or “**Manage Applications**”



2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on the **'Current Status'** comment.



3. To export the list of applicants shown, click **'Email CSV –filtered'** and an email will be sent to you containing a CSV file which can be opened in Excel (or similar).

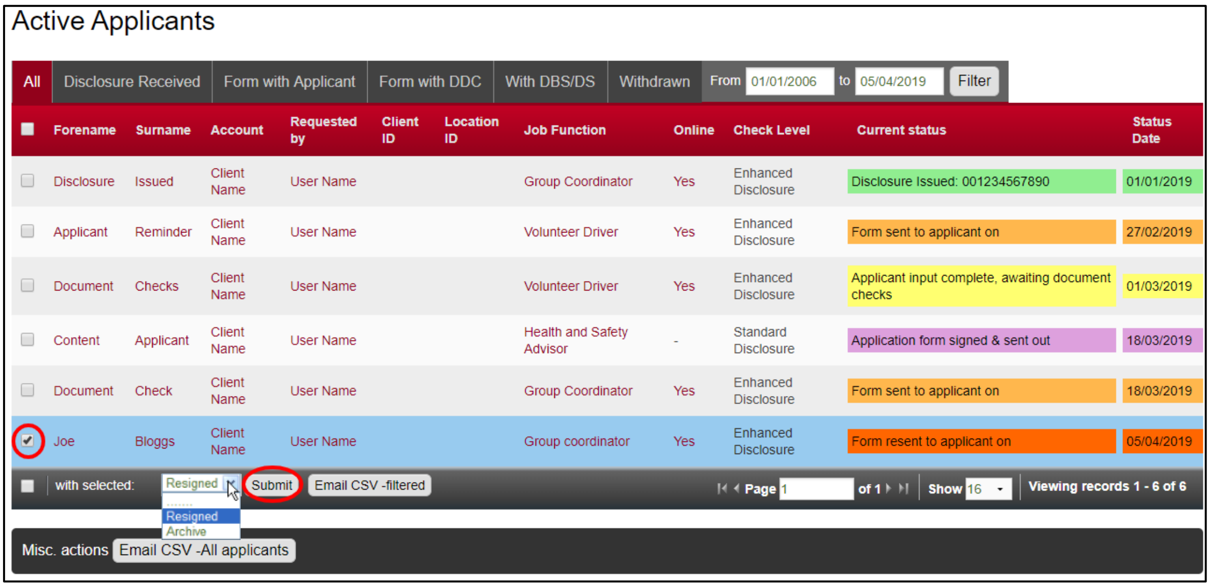
Resigning Applicants

The ‘Resign’ facility is a way of filtering the system by showing when applicants are no longer in the organisation. This essentially cancels any interest you have in the applicant. If the application is in progress and has not gone to the DBS, resigning it will cancel and withdraw the check and trigger a refund of any DBS fee already invoiced or paid.

Resigned applicants are listed in a separate report (labelled "Resigned") so you have a record of who they were.

1. To Resign an applicant, **‘Tick the left-hand column next to their name(s)’** - multiple applicants can be selected at one time.
2. Select **‘Resigned’** from the drop-down menu and click **‘Submit’**

If you resign an applicant in error please contact DDC and we can reset the field to re-instate them.


Active Applicants

All | Disclosure Received | Form with Applicant | Form with DDC | With DBS/DS | Withdrawn | From 01/01/2006 to 05/04/2019 Filter

Forename	Surname	Account	Requested by	Client ID	Location ID	Job Function	Online	Check Level	Current status	Status Date
Disclosure	Issued	Client Name	User Name			Group Coordinator	Yes	Enhanced Disclosure	Disclosure Issued: 001234567890	01/01/2019
Applicant	Reminder	Client Name	User Name			Volunteer Driver	Yes	Enhanced Disclosure	Form sent to applicant on	27/02/2019
Document	Checks	Client Name	User Name			Volunteer Driver	Yes	Enhanced Disclosure	Applicant input complete, awaiting document checks	01/03/2019
Content	Applicant	Client Name	User Name			Health and Safety Advisor	-	Standard Disclosure	Application form signed & sent out	18/03/2019
Document	Check	Client Name	User Name			Group Coordinator	Yes	Enhanced Disclosure	Form sent to applicant on	18/03/2019
Joe	Bloggs	Client Name	User Name			Group coordinator	Yes	Enhanced Disclosure	Form resent to applicant on	05/04/2019

with selected: Resigned Submit Email CSV -filtered | Page 1 of 1 | Show 16 | Viewing records 1 - 6 of 6

Resigned
Archive

Misc. actions Email CSV -All applicants

Archiving Applicants

The ‘Archive’ facility is designed to enhance filtering when managing applications. Once you have captured the applicant’s Disclosure number and issue date, you can ‘Archive’ the applicant, which will remove them from any active reports.

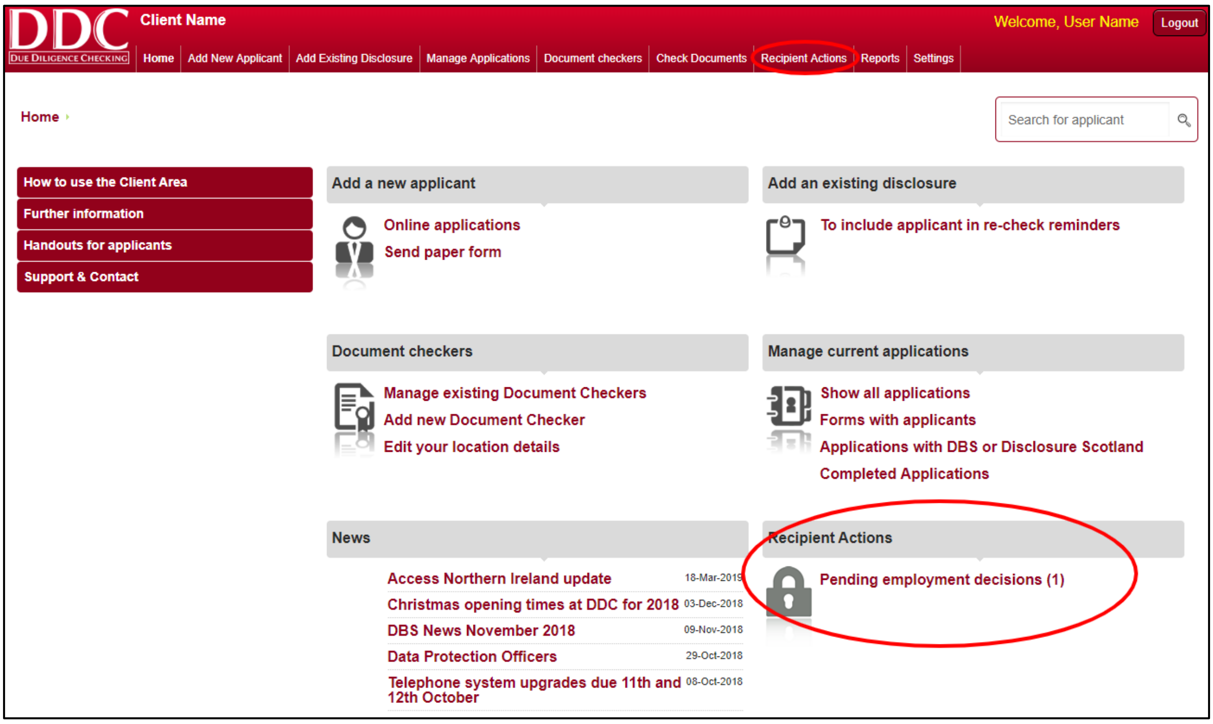
Archived applicants can be filtered in a separate report (labelled "Archive") so you have access to all previous applications. Applicants are automatically archived after 6 months.

To archive an applicant, follow the same process as above, but select **‘Archive’** and click **‘Submit’**.

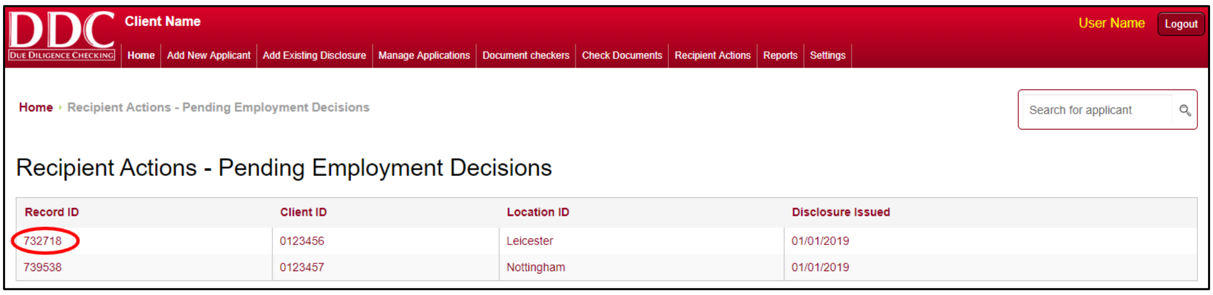
Disclosures Containing Content

Disclosures that contain conviction information are managed in the **'Recipient Area'**, providing a higher level of data security. Please note if you are not authorised to review this information then you will not have this option and will not see the 'Recipient Area' button. An email notification is sent to the user who has authority to deal with content, directing them to the **'Recipient Area'**. The record ID number is shown in the email but no personal information is shown about the applicant.

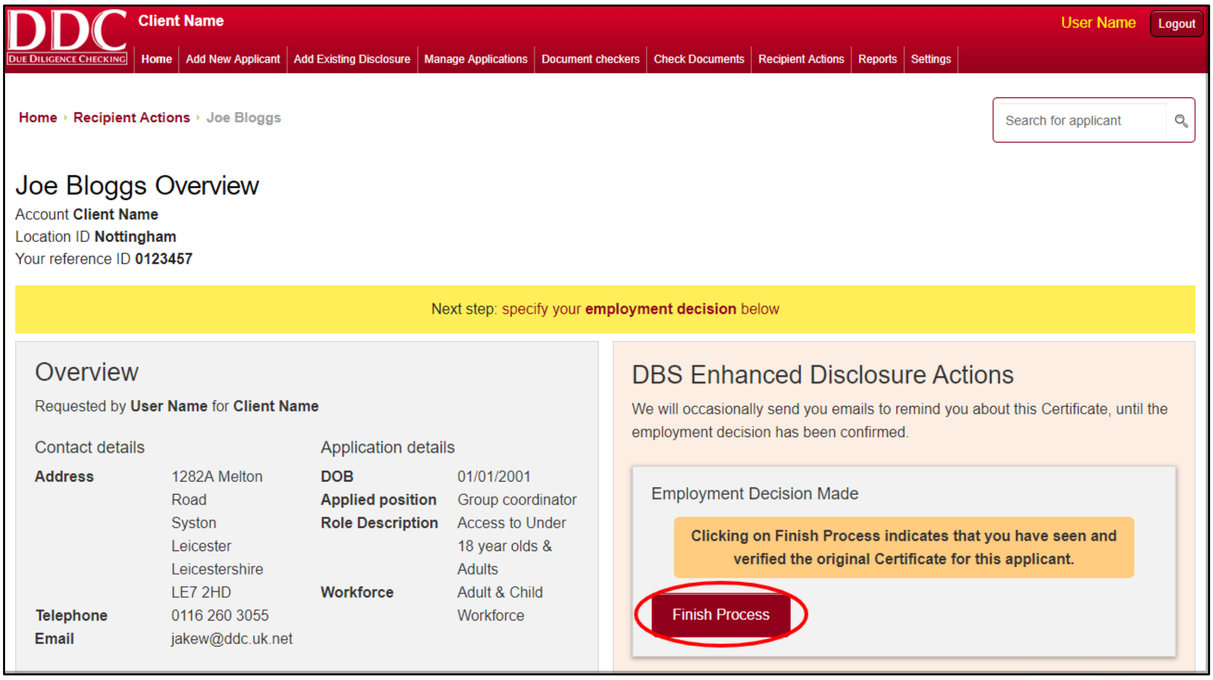
1. Log into the Client Area and either click **'Recipient Actions'** at the top of the screen or click **'Pending employment decisions'**.



2. Answer the security question (set-up when your user account was created). This is CaSe SensitVe.
3. Select the **'Record ID'** that was provided in the email, where the details of the applicant can be obtained.



4. Review the applicant and contact details displayed. Initiate contact with the applicant to obtain the original certificate and have a discussion about the information contained. They will have been sent an email from DDC informing them that someone from the recruiting organisation will be in contact. Another email can be sent from DDC using the features on this page.
5. Review the certificate in line with your own recruitment policies. We would recommend making a record of the decision made/risk assessment process, without retaining details of the information held on the certificate.



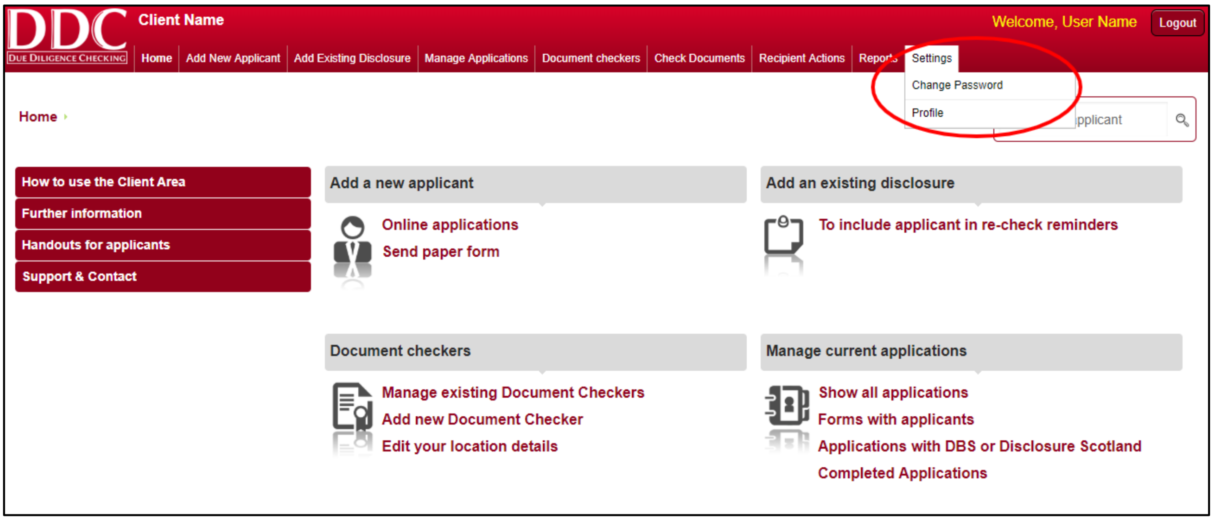
6. Once the employment decision has been made, click **'Finish Process'** (if not clicked, DDC will continue to contact you until completed). The Disclosure issue number and date is then displayed to relevant users and appear on general reports in the same way as a clear certificate.

If you do not wish for the applicant to appear with an issued Disclosure on the system contact DDC. Alternatively resign or withdraw the application.

Profile Settings

As part of the Document Checking process, applicants are provided with some instructions, informing them where they can take their original documents to be checked. You can change these instructions to suit your requirements. This may come in handy if you are not at the same location all the time or work an irregular shift pattern, or would like the applicant to call you to arrange a meet time.

1. Click on the "**Settings**" section and then select "**Profile**".



2. Edit the location or give the applicant an instruction on where or how to present documents to you.
3. Once you have made any changes click "**Save changes**"

Frequently Asked Questions

1. **The applicant has no email address/is not confident using a computer, how do I complete the process?**

An online application can still be submitted. There are a few solutions to this:

- The applicant can sit with you while you complete it on their behalf (or you can complete it together). This is initiated in the same way as normal but click “**Submit – applicant present I will input data**” at the bottom of the new applicant form. This takes you directly to the blank form followed by the document checking section. The form can be saved at any point as normal.
- A paper application form can be printed off from the “Handouts for applicants” section of the Client Area. The applicant can fill this in and bring it back to you with their identity documents (a handout for what documentation is required can also be printed). You then initiate the check in the same way as usual but as above click “**Submit - applicant present I will input data**” and copy the information across.
- Use your email address as the contact and when you receive the application email with log in details, print this off and hand it to the applicant. The applicant can then use any internet enabled computer or device. They can change their password when logging on to the blank form.

2. **How do I know when a Disclosure has been issued?**

When a Disclosure is issued the applicant is always sent a paper copy to their home address directly from the DBS. Specified users will be sent an email confirming it has been issued. This email confirms the Certificate issue number and issue date, which can also be found in the “**Manage Applications**” section of the Client Area. You do not need to view the applicant’s Certificate every time.

3. **What documentation will the applicant need to submit to me as the Document Checker?**

The required documentation is explained to the applicant during the online application process. You can find a printout of the documentation required in the Client Area under “**Handouts for applicants**” or if you would prefer you can view our website www.ddc.uk.net/help-advice/guidance-for-applicants.

4. **Do I need to verify any original documents in person if the applicant has successfully completed digital identity?**

No. You are not required to verify any original documents in person. The application will be submitted to the DBS without any further input required from you.

In the event that the address verification is not successful, the applicant will be required to present a proof of address document, that will need to be verified through the system.

5. **What do I do if the applicant has brought the wrong documentation?**

If the applicant provides different documents to those nominated via their application, this is not a problem providing the document is still valid as per the DBS requirements. You can add the document directly by clicking on the document type, reading the guidance and entering the basic document information. If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives.

6. What happens if the applicant fails digital identity?

If the applicant fails digital identity, the system will guide the applicant to complete a manual identity check. This requires you seeing and verifying the original documents to complete a compliant identity check. Guidance is provided via the portal and in this document.

7. Does using the online service make the check portable?

No, using the online system is just a quicker and more efficient way of applying for a DBS check. Once the DBS have issued the Disclosure, the applicant can choose to subscribe to the Update Service so their Certificate can potentially be reused in certain situations.

8. What is the Update Service?

The DBS Update Service was launched by the Disclosure and Barring Service on 17th June 2013.

When applicants receive their Disclosure, they can subscribe online and pay an annual fee. Subscription for volunteers is free. This will potentially allow the applicant to show future employers their current Disclosure and to check this is up to date using an online portal on the DBS website. The Disclosure can be accepted by the employer providing it is at the same level, workforce, vetting and barring lists and volunteer status as the Disclosure that the new employer would normally request. They should also recheck identity documents, the original Certificate and run a status check.

The applicant has 30 days from the date of issue of the Certificate to join the service and can do so at www.gov.uk/dbs.

More information can be found at http://www.ddc.uk.net/question/what-is-the-dbs-update-service/.

Full documented instructions can be found in the Client Area but if you require more information, please contact DDC on 0845 644 3298 / 0116 260 3055 or send an email to contact@ddc.uk.net.