Conditions of Enhanced DBS check application

Please ensure you are applying for the correct level of check. Guidelines can be found here https://www.gov.uk/government/collections/dbs-eligibility-guidance

Candidate's ID Documents

As part of the DBS check process the employer is required to check the candidate's ID documents. (The ID verifier cannot be a relative or someone in your household, even if they are your employer. It will need to be someone else from the organisation or the contractor of the services which requires the DBS check to be done).

Verification

We will contact the the employer to verify the candidate's ID documents.

No response

If we are unable to get hold of the employer or the employer does not get back to us within one week we will cancel the application and charge a £12 admin fee.

ID Verification

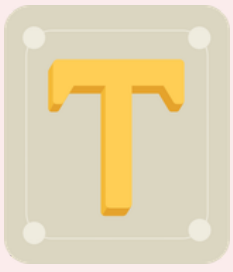
We will send the candidate a secure login to enter all their personal details and the employer/ID verifier login details to verify the candidate's ID.

Cancelled application

All cancelled applications are subject to a £12 administration cost.

Candidates working for private individuals

If you are bring employed or are self employed e.g. as a Nanny/carer working directly for a private individual and not through an agency, then we can undertake the DBS check for you. Do not enter the name of the individual employer on the order, instead state your name or the name of your self employed business. Ensure that you add ID verification to your order so that we can undertake your ID verification as a part of the check. If you do not want us to undertake your ID verification then we will refund your application minus £12 admin fee.



Text characters

Please note that these enhanced disclosure application forms require the correct use of upper and lower-case characters. The enhanced DBS check is the highest-level disclosure available from the Disclosure and Barring service. Until 2012, it was known as a CRB check. You can only request this level if the employer is eligible to request a disclosure under the Exceptions Order to the Rehabilitation of Offenders Act (ROA) 1974, and you are caring, training, supervising or working closely with children or vulnerable adults.

Alterations

Once a check has been submitted we are unable to make alterations. *Checks cancelled after candidate and ID verifier have been set up are subject to a £24 application fee.

Self Employed Individuals

If you are a sel employedindividual, please state your ID verifier and Employer as your self employed business or if a company is requesting your check then the name of the company. You cannot verify your own ID, so either your employing company needs to verify your ID or you will need to add ID verification to your order so that we can verify your ID. If you do not provide an appropriate ID verifier or select for us to the ID verifier then we will refund your application minus a £12 admin charge.

All candidate data is archived after 6 months of being added to our system or 60 days of no change in status, in these circumstances, no refund will be due on orders where the DBS check was not completed either by the candidate or ID verifier but was paid in advance.

Other checks cancellation and refund information

DBS Compliant ID and Right to work check (for UK & Irish passports only), Credit Report and Anti-money laundering (AML) check.
If the candidate does not complete the check(s) within 14 days, or the candidate email address you provided bounces – we will automatically refund you minus £5 admin fee and let you know by email.