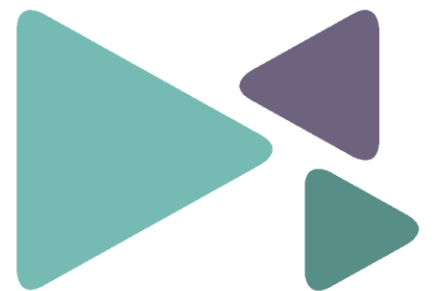


**Applicant
Guidance
for EEA
Nationals**



disclosure
services

Expert Support. Informed Clients. Clear Decisions.

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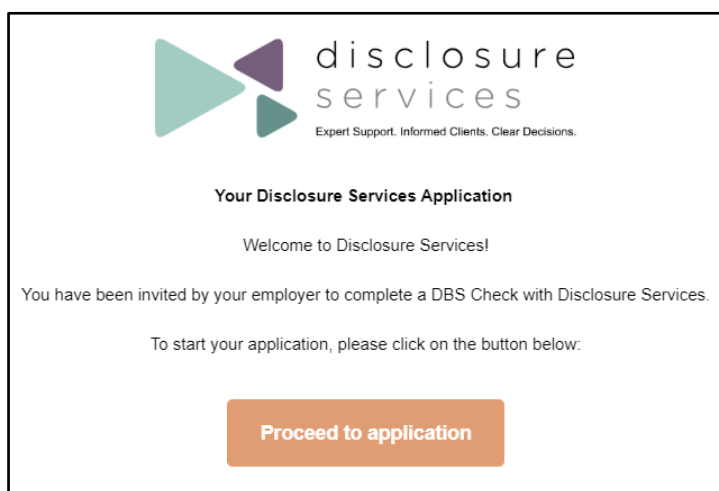
Applicant Guidance for EEA Nationals

The below guidance will enable you to complete your disclosure application quickly and correctly.

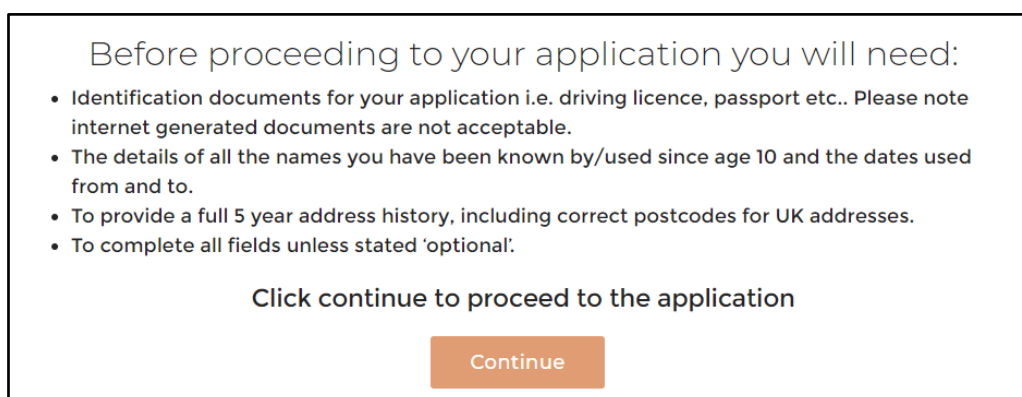
Before you start, we recommend using **Google Chrome** on a **Desktop PC** to complete the application.

Email Verification

If your employer has initiated an application on your behalf, you will have received the below email from info@disclosureservices.com and you will need to click on the **'Proceed to application'** button to continue:



Once you have clicked on the **'Proceed to application'** button, you will be redirected to a page that contains instructions that you will need to read before accessing your application form:




It is important to make sure that you have all the information in front of you that you will need to complete the application. This will enable you to complete the application efficiently and correctly.

Once you have read the information, click on the **'Continue'** button to access the application.

Completing the Application

Your application consists of 7 sections that you will need to complete to submit your application. We advise completing each section in sequence, filling in as much information as you can as you go along.

When you open the application, you will be able to see the organisation that has requested you to complete the check along with the position that you are applying for:

 You are making an Enhanced application to the organisation: Test Ltd, for the position: School Cleaner

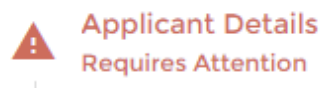
If the organisation name or position are incorrect, please contact your employer as they may need to initiate a new application for you with the correct details.

At the bottom of each section, there is a **'Back'** button and a **'Save & Continue'** button. The **'Back'** button will allow you to visit the previous section that you have just completed and the **'Save & Continue'** button will enable you to save your application and move onto the next section.



As long as you save the application as you go along, you can click on the original link in the email at any time to revisit your application if you can't complete it fully for any reason

If you forget to include mandatory information on the section that you have just saved, you will be notified within your application. It will look like this:

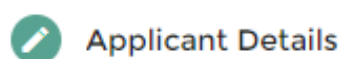


By clicking on the notification, the field that requires your attention will be highlighted in red with a brief description of what you need to do to remedy your application. In this example, the Forename is missing:

Forename

Please enter your Forename

Once you have rectified the error, the section should have this symbol (white pencil against a green background) if you have included all the mandatory information needed:



1. Applicant Details

1. Choose your **Title** from the drop-down menu
(Your **Forename** and **Surname** should be automatically populated)
2. Insert your **Middle Name(s)** if applicable
3. Choose your **Date of Birth** by clicking on the calendar
4. Choose your **Gender**
(For transgender applicants, please click on the link to read the guidance)

If you are completing a **Standard** or **Enhanced DBS Check** and you have selected '**Mrs**' as your title, two extra fields will appear - **Birth Surname** and **Birth Surname Used Until** – The **Birth Surname** will be your **Maiden Surname** and the **Birth Surname Used Until** will be the year that you got married. Please complete these fields even if you are still using your **Maiden Surname** after marriage.

5. If you are completing a **Disclosure Scotland Basic** application, please enter your **Mother's Maiden Name**
6. Only insert your **NI Number** if you are using a P45 or P60 as identity evidence
7. Click on the '**Save & Continue**' button

2. Contact Information

1. Double check that your **Email Address** is correct (it should have been populated)
2. Enter your **Home Phone Number** and/or **Mobile Number**
(Please note: **Home Phone Number** is optional but by providing a mobile number you will receive a confirmation text when your application has been accepted by the agency)
3. Choose your **Preferred Telephone Number**
4. Select your **Preferred Time to Call** from the drop-down menu
5. Click on the '**Save & Continue**' button

3. Birth Details

1. Choose your **Country of Birth** from the drop-down menu
2. Choose your **Birth Nationality** from the drop-down menu
3. Enter your **Town/City of Birth**
4. Enter your **County of Birth**
5. Click on the '**Save & Continue**' button

4. Address History

You must provide a full 5-year address history with no gaps.

1. Enter your **Current Address**
(for UK addresses, you can use the address lookup by inserting your postcode after you have selected **United Kingdom** from the **Country** drop-down menu.)
2. Complete the **When did you move into this address** field
(If you have not lived at this address for 5 years or more, you will see an error that says: **There are problems within the address history – Please enter a full 5 year address history.** You will need to use the **'Add Address'** button to add addresses spanning 5 years or more.)
3. Click on the **'Save & Continue'** button

5. Previous Names

1. Please indicate whether you have used **any other names**

Please note: You must list **all** names you have been known by or have used from the age of 10 or since birth.

In addition, if you are a married woman using your maiden name, please include your **Forename** even though it may not have changed, ensuring the dates used span from birth or age 10 until your marriage date.

This ensures any change in legal status is correctly recorded.

e.g. Jane Doe born in January 1970 and married in January 1990 would be recorded as below:

When did you start using your current name: **1990**

Previous Forename: **Jane**

Previous Surname: **Doe**

Used From: **Jan-1970**

Used Until: **Jan-1990**

This shows that Jane had a change in her legal status in 1990, becoming 'Mrs' instead of 'Miss'.

2. Click on the **'Save this name'** button
3. Click on the **'Save & Continue'** button

6. Evidence

1. Please select 'Yes' to the 'Are you are an EEA or Swiss National?' question

Please note: If you are not an EEA or Swiss National, please refer to the alternative guidance labelled Applicant Guidance for Non-EEA Nationals that is contained within the invitation email from your employer.

Please note that documents must:

- Be in your **current name** (except your birth certificate, which is also acceptable in a different name)
- List your **current address** (at least 1 document should give your current address)
- Include your **date of birth** (at least 1 document should include this)
- Be **original** documents (you cannot use copies or internet generated documents)

Good examples to use as identity documents

Basic Checks	Standard & Enhanced Checks
Valid Passport + Valid Driving Licence (Current Address)	Valid Passport + Valid Driving Licence (Current Address) + Mortgage/Bank Statement
Valid Driving Licence (Old Address) + Mortgage/Bank Statement (Current Address)	Valid Passport + Valid Driving Licence (Old Address) + Mortgage/Bank Statement (Current Address)

2. Click on the 'Save & Continue' button

7. Certificate Delivery – Basic DBS Checks ONLY

1. Please select whether you would like to receive a paper copy of your certificate
2. If you have selected 'Yes', please select whether you want it sending to your **Current Address** or **Another Address**
3. If **Another Address**, please enter the address that you want the certificate sending to
4. Click on the 'Proceed to Preview' button

Please Note: If you choose to receive a digital copy of your Basic DBS certificate, you will not be able to request a paper copy at a later date.

8. Application Preview

This enables you to preview the data that you have entered before the application is submitted.

1. Please take a moment to read through the application. Please ensure that there are no errors or missing information as this can contribute to an application taking longer than it should
2. If the application is both accurate and complete, please read through the declarations at the bottom of the page and tick each one

Please note: The declarations must be read and agreed by the applicant and each declaration must be ticked to proceed.

3. Click on the '**Submit**' button to submit your application to the organisation

Email Notifications

You should have already received an email from us stating that your application has been successfully submitted.

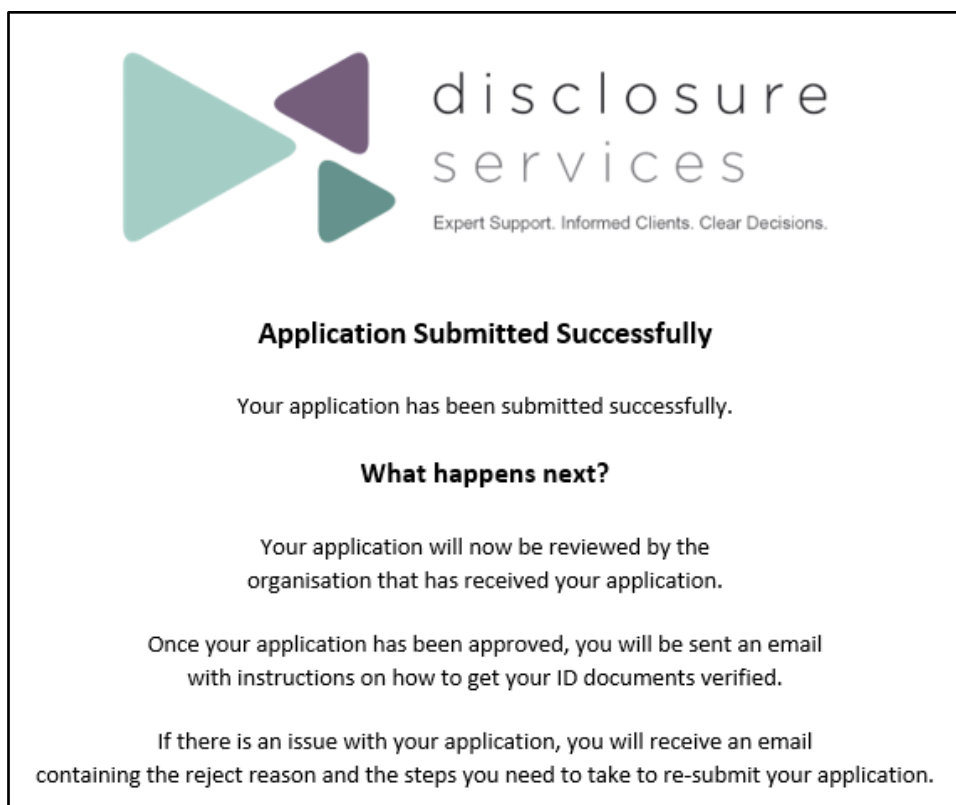
Within this email, it explains that you will either receive instructions on how to get your ID verified (if this hasn't already been done by the organisation) or you will receive an email stating that your application has been rejected with the actions that you need to take.

The guidance below details the emails that you will receive and, in some instances, what you will need to do to progress.

Application Submitted Successfully Email

As mentioned above, the first email that you will receive from us is a courtesy email to confirm that your application has been submitted successfully to the organisation that has requested you to carry out the check.

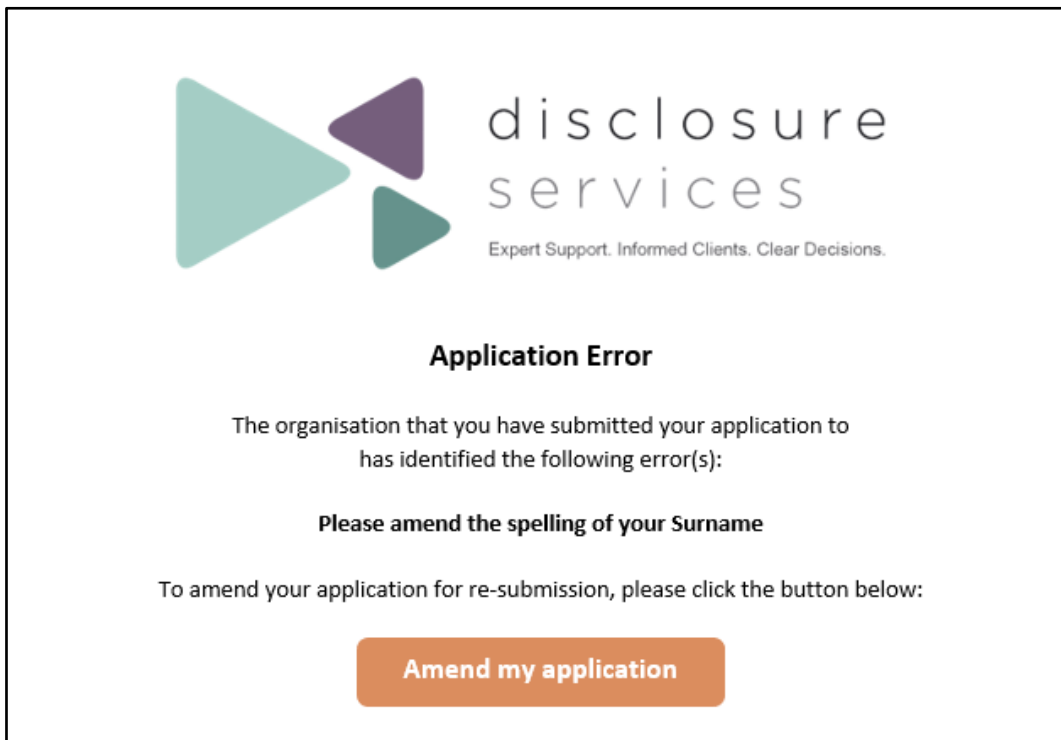
It will look like this:



It is important to check your emails regularly, including your **junk** folder, as the series of emails that you will receive help guide you and keep you informed up to the point of your application completing with the agency.

Application Error Email

If there is an error(s) with your application, you will receive the following email:



Any errors with the application will be clearly listed, as can be seen above.

In order to submit your application, please complete the following steps:

1. Access your application by clicking on the '**Amend my application**' button shown above
2. Carefully read the reject reason to understand the changes that need to be made
3. Make the necessary changes to your application, remembering to **save** any changes as you go
4. Thoroughly check your application and re-submit it when you are happy that all information is present and correct by clicking on the '**Submit with changes**' button

If errors still exist upon rechecking your application, you will again receive the above email detailing the changes that need to be made in order to progress your application.

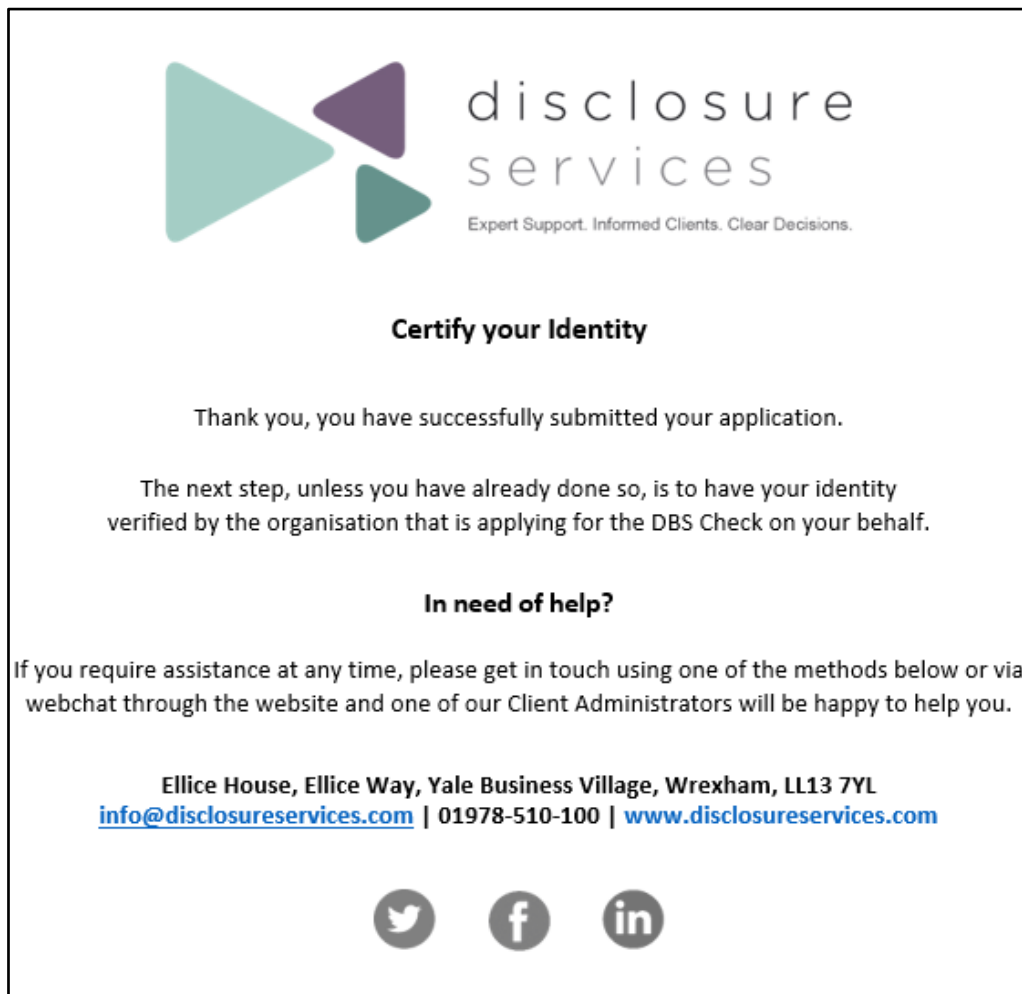
However, if the organisation is happy that there are no errors within your application, you will receive one of two emails that contain details on how to get your ID documents verified.

ID Verification

Depending on the level of check that has been applied for and the resources that are available to the organisation, they will have either chosen for you to have your ID verified internally by a member of their staff, or externally by a Registered Professional.

If you have applied for a **Standard** or **Enhanced DBS Check** or the organisation has asked to verify your ID documents themselves, you will have received the following email:

Internal ID Verification



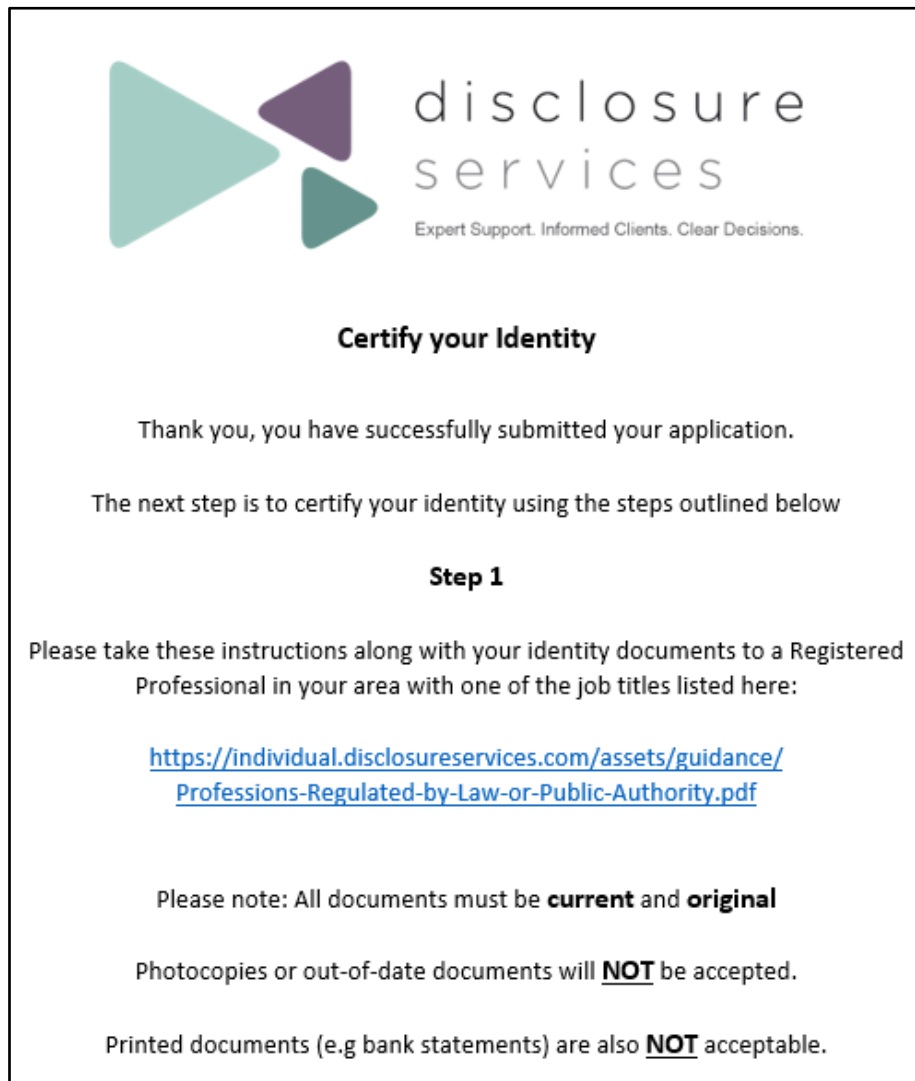
It is likely that the organisation has already carried out your ID verification, in which case they will progress the application onto the next stage for you within their Client Portal and you can ignore this email.

If they haven't yet verified your ID, you will need to visit the organisation with the ID documents provided in your application so that they can progress your application.

External ID Verification

If you have applied for a **Basic Check** and the organisation is unable to verify your ID documents due to a lack of resources, or geographical issues prevent you from visiting the organisation in person, you will need to have your ID verified by a Registered Professional.

You will receive an email that looks like this:



If you have not received this email, please contact us as you will not be able to progress without the **Personal Access Code** contained within this email.

Step 1

Please take these instructions, along with your identity documents to a Registered Professional in your area with one of the job titles listed here:

<https://individual.disclosureservices.com/assets/guidance/Professions-Regulated-by-Law-or-Public-Authority.pdf>

Please note:

- All documents must be **current** and **original**
- Photocopies or out-of-date documents will **NOT** be accepted
- Internet generated documents (e.g bank statements) are also **NOT** acceptable

Step 2

The Registered Professional must certify your identity by checking your identity documents against the evidence that has been used as part of your application and completing the declaration here:

<https://individual.disclosureservices.com/certify>


They will need to use the **Personal Access Code** that has been sent to you via email.

Again, if you have not received this code or cannot find it for any reason, please contact us as the Registered Professional will not be able to progress past this point without it.

Depending on the result of the certify process, this will determine which email you receive next from Disclosure Services.

Certify Rejection Email

If the Registered Professional was unable to verify your documents for any reason, they will inform you that they will be rejecting your application and you will receive the following email:



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Identity Certification Failed

As you will have been made aware by the registered professional that reviewed your documents, there is a discrepancy between the information contained on your application and the information given on your identity documents.

What happens next?

Please amend your application now:


[Amend your application](#)

You will need to ensure that both the information on your application and the information on your identity documents is the same before submission.

In need of help?

If you require assistance at any time, please get in touch using one of the methods below or via webchat through the website and one of our Client Administrators will be happy to help you.

Ellice House, Ellice Way, Yale Business Village, Wrexham, LL13 7YL
info@disclosureservices.com | 01978-510-100 | www.disclosureservices.com

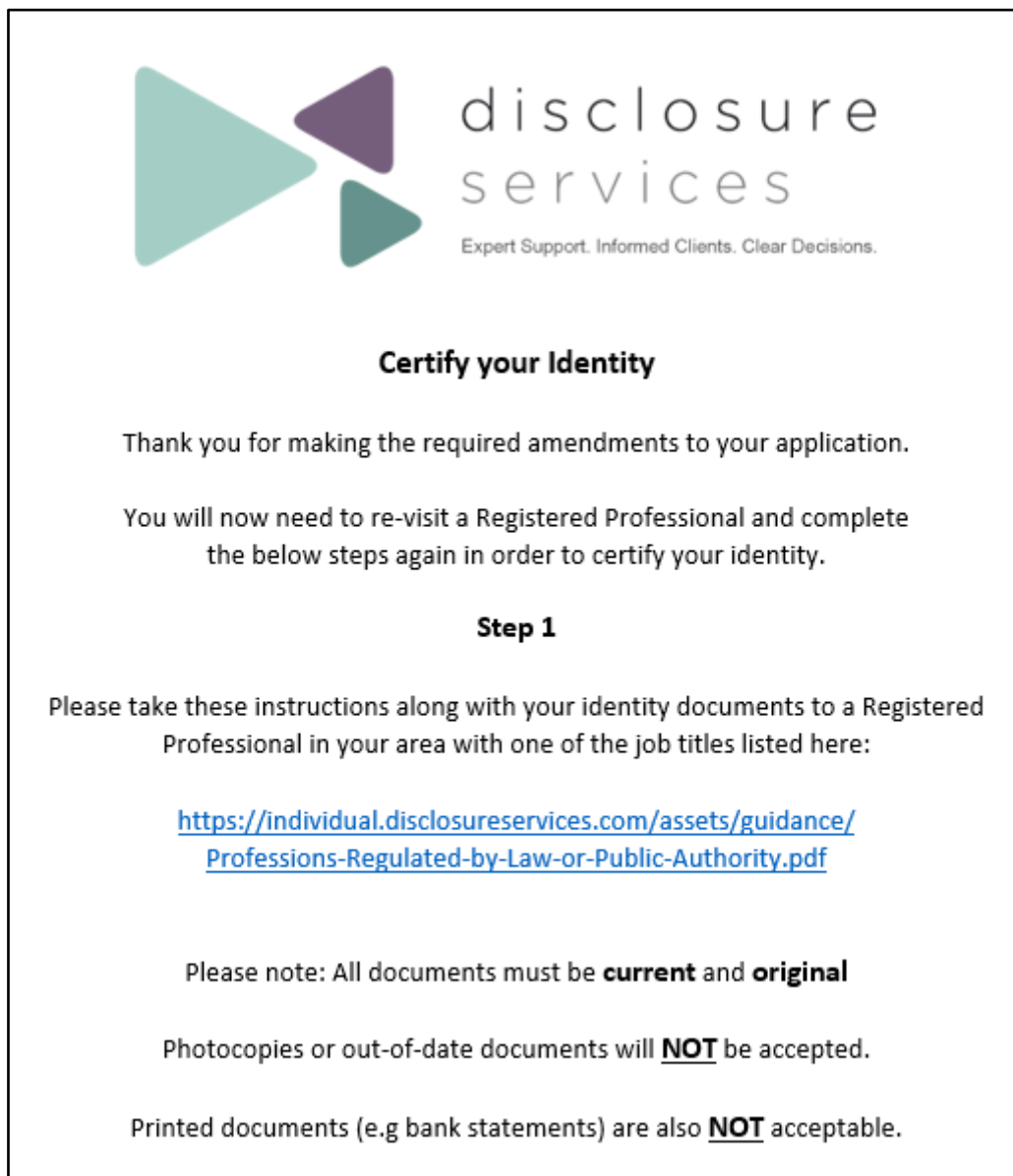


If the application is rejected, you will need to make the necessary changes and re-submit the application.

Re-Certify Instructions Email

Once you have amended your application, you will need to have your ID documents verified again.

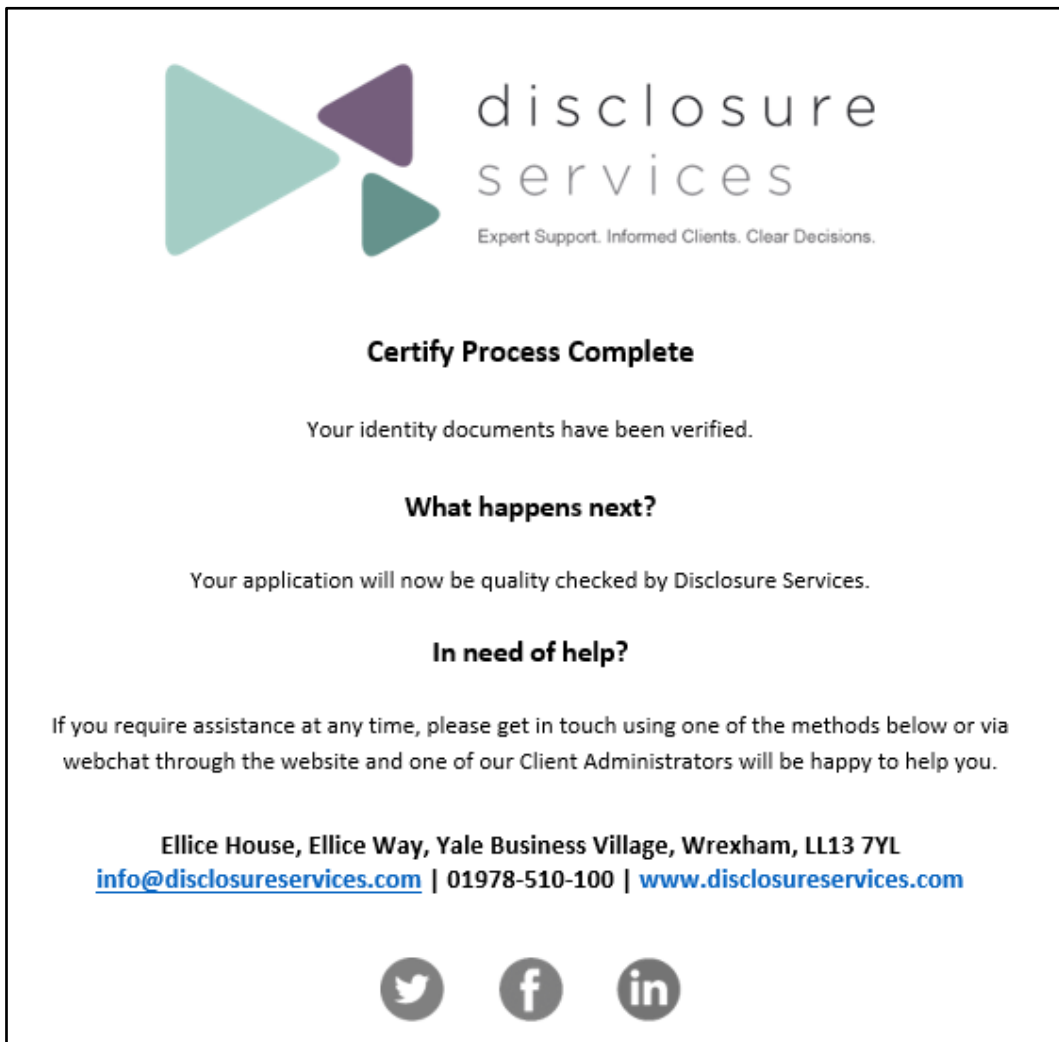
You will receive an email with a new **Personal Access Code** that looks like this:



Please Note: If the Registered Professional tries to use the old **Personal Access Code**, it will not work. They will need to be given this new code to proceed.

Certify Success Email

Once the Registered Professional has been able to verify your documents, you will receive the following email:

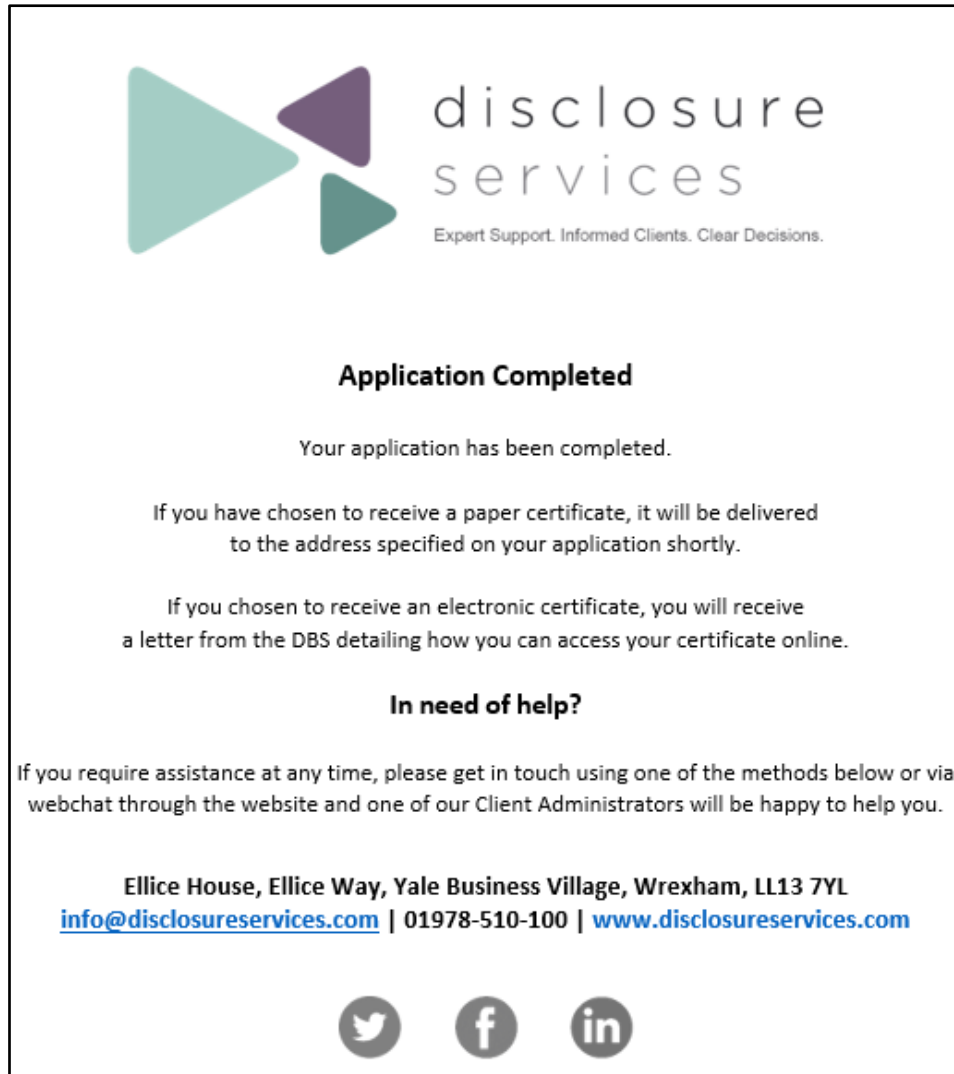


When the certify process has been completed, the application will be quality checked by Disclosure Services before being submitted to the relevant agency.

You will receive one final email from Disclosure Services before your certificate is printed, which email you receive will depend on the level of check that you have applied for.

Final Email – Basic Check – Application Completed

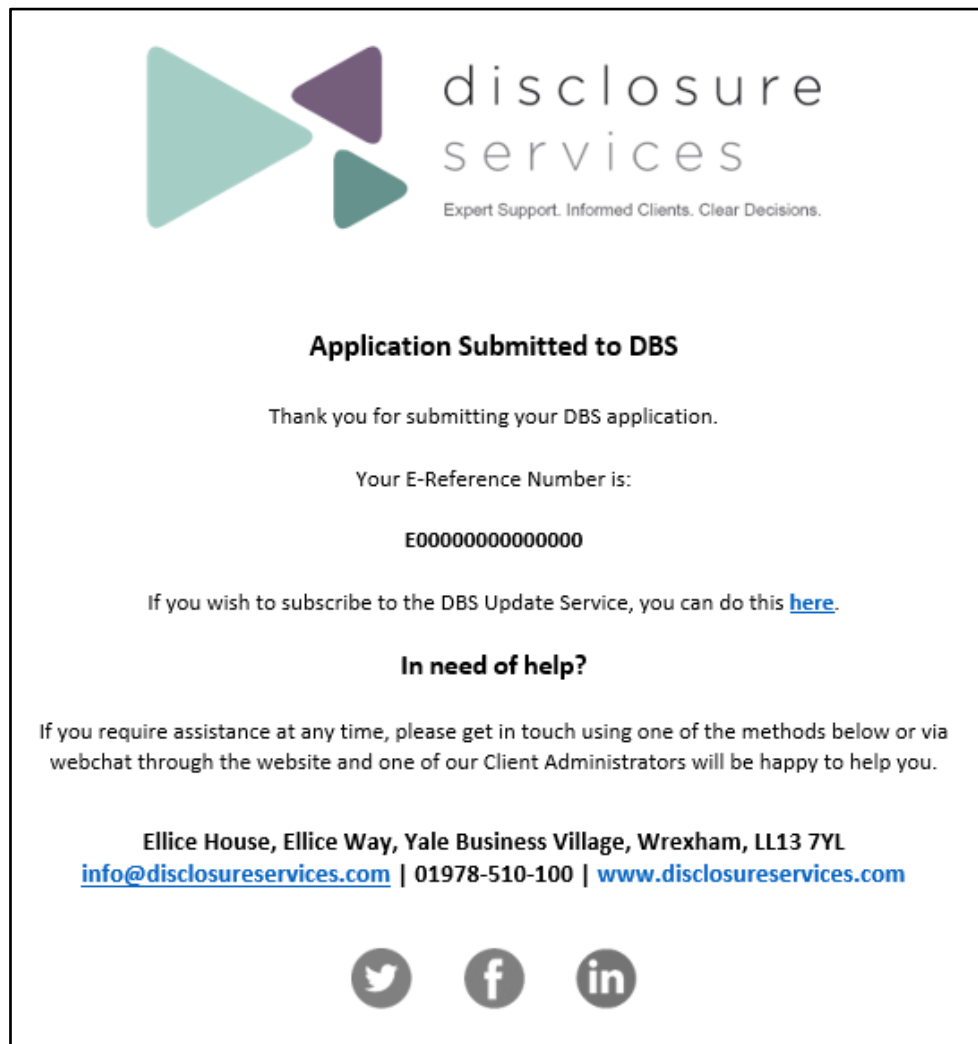
If you have applied for a **Basic Check**, the next email you will receive is when your application completes with the relevant agency. The email will look like this:



As you can see from the message that is contained within the email, the delivery of your certificate will depend on the choice that you made within the **Certificate Delivery** section of your application and whether you have completed a DBS Basic or a Disclosure Scotland Basic application.

Final Email – Standard or Enhanced Check – Application Submitted to DBS

If you have applied for a **Standard** or **Enhanced DBS Check**, the next email you will receive is when your application has been accepted by the DBS. The email will look like this:



You can track your application using the E-Reference number contained within the email.

Need help?

If you require any assistance at any time, please don't hesitate to contact us and one of the team will be more than happy to assist you. You can call us on 01978510100, email us at info@disclosureservices.com or chat to us using the Webchat facility on the website.

Identity guidance for Basic Checks

Route 1

The applicant must be able to show:

- 1 document from Group 1, below
- 1 further document from either Group 1, or Group 2a or 2b, below

The combination of documents presented must confirm the applicant's name, address and date of birth. If this can't be achieved within 2 documents a third can be selected.

The applicant should have their identity validated using Route 1. If an applicant cannot provide Route 1 documents, Route 2 may be used once the ID checker is satisfied there is a valid reason following a discussion with the applicant.

Route 2

Route 2 can only be used if it is impossible to process the application through Route 1

If the applicant does not have any Group 1 documents, they must be able to show:

- 1 document from Group 2a, below
- 2 further documents from either Group 2a or 2b, below

The combination of documents presented must confirm the applicant's name, address and date of birth.

If an applicant is unable to provide this documentation they can't submit an application for a basic check.

Identity guidance for Standard/Enhanced Checks

Route 1

The applicant must be able to show:

- 1 document from Group 1, below
- 2 further documents from either Group 1, or Group 2a or 2b, below

At least one of the documents must show the applicant's current address.

If the applicant is not a national of the UK or the EEA and is applying for voluntary work, they may need to be fingerprinted if they cannot show these documents.

Route 2

Route 2 can only be used if it is impossible to process the application through Route 1

If the applicant does not have any Group 1 documents, they must be able to show:

- 1 document from Group 2a, below
- 2 further documents from either Group 2a or 2b, below

At least one of the documents must show the applicant's current address.

The organisation conducting their ID check must then also use an appropriate external ID validation service to check the application.

EEA nationals who've been resident in the UK for 5 years or less may need to be fingerprinted if they can't show these documents.

Route 3

Route 3 can only be used if it is impossible to process the application through Routes 1 or 2.

For Route 3, the applicant must be able to show:

- a birth certificate issued after the time of birth (UK, Isle of Man and Channel Islands)
- one document from Group 2a
- 3 further documents from Group 2a or 2b

At least one of the documents must show the applicant's current address.

EEA nationals who have been resident in the UK for 5 years or less cannot use Route 3. If the applicant cannot provide these documents, they may need to be fingerprinted.

Group 1: Primary identity documents

Document	Notes
Passport	Any current and valid passport
Biometric residence permit	UK
Current driving licence photocard (full or provisional)	UK, Isle of Man, Channel Islands and EEA. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA
Birth certificate - issued within 12 months of birth	UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces
Adoption certificate	UK and Channel Islands

Group 2a: Trusted government documents




Document	Notes
Current driving licence photocard - (full or provisional)	All countries outside the EEA (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before 1998)	UK, Isle of Man, Channel Islands and EEA
Birth certificate - issued after time of birth	UK, Isle of Man and Channel Islands
Marriage/civil partnership certificate	UK and Channel Islands
Immigration document, VISA or work permit	Issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non-EEA country in which the role is based
HM Forces ID card	UK
Firearms licence	UK, Channel Islands and Isle of Man

Group 2b: Trusted government documents

Document	Notes	Issue date and validity
Mortgage statement	UK or EEA	Issued in last 12 months
Bank or building society statement	UK and Channel Islands or EEA	Issued in last 3 months
Bank or building society statement	Countries outside the EEA - branch must be in the country where the applicant lives and works	Issued in last 3 months
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK or EEA	Issued in last 3 months
Financial statement, for example pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK - not mobile telephone bill	Issued in last 3 months
Benefit statement, for example Child Benefit, Pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EEA National ID card		Must still be valid
Irish Passport Card	Cannot be used with an Irish passport	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid



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Ellice House
Ellice Way
Yale Business Village
Wrexham
LL13 7YL

-  info@disclosureservices.com
-  www.disclosureservices.com
-  01978 510100

