



# Disclosure & Barring Service (DBS) Online Application System

## Applicant's Guidance Completing an Online Disclosure & Barring Application

On behalf of Matrix Academy Trust

Babcock International Support Services Ltd acts as an 'umbrella body' in processing DBS (formerly CRB) applications for Matrix Academy Trust. In order to process your DBS check you have been asked to use our online system. This system provides a more efficient, accurate and secure alternative to the completion of paper DBS application forms, however, if you are unable to complete your DBS application online, please speak to Matrix Academy Trust to discuss other alternatives.

**The following guide will help you to complete your online application. Please retain this information as you may need to refer to it later.**

In order to complete an online application you will need to have **version 7 or higher of Internet Explorer** to be downloaded onto your computer. To check which version you have, click on 'Help' when in Internet Explorer and then click on 'About Internet Explorer'.

To update Internet Explorer click on Start button . In the search box, type Update, and then, in the list of results, click Windows Update.

All individuals requiring a DBS certificate must complete a DBS application form and contact Matrix Academy Trust to arrange a meeting in person so that your identity can be checked.

This guidance tells you about:

- How to complete the online DBS application
- What documents are required to check identity
- Who checks identity
- What happens next
- Data protection
- Further information

### How to complete the online DBS application form

Matrix Academy Trust has requested that you apply for a DBS certificate by accessing the following website address using the unique reference and password details below:

<b>Website Address:</b>	<a href="https://disclosure.capitarvs.co.uk/babcocksupportservices/">https://disclosure.capitarvs.co.uk/babcocksupportservices/</a>
<b>School / Organisation Unique Reference:</b>	<b>MAT</b>
<b>Applicant Password:</b>	<b>Matrix</b>

## List of Valid Identity Documents

### Group 1 – Primary Trusted Identity Credentials

Current Valid Passport	Biometric Residence Permit (UK)
Current Valid Driving Licence – <b>Photo card - UK/Isle of Man/Channel Islands and EU (Full or provisional)</b> All licences must be valid in line with current DVLA requirements	Birth Certificate ( <b>UK &amp; Channel Islands</b> ) - <b>issued at time of birth</b> – full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces
Adoption Certificate (UK & Channel Islands)	

### Group 2a – Trusted Government/State Issued Documents

Current Valid Driving Licence – <b>photo card (full or provisional)</b> All countries <b>outside the EU (excluding Isle of Man/Channel Islands)</b> All licences must be valid in line with current DVLA requirements	Birth Certificate ( <b>issued after time of birth</b> ) UK & Channel Islands
Current Valid Driving Licence - <b>paper version (if issued before 1998)</b> UK/Isle of Man/Channel Islands and EU (full or provisional) All licences must be valid in line with current DVLA requirements	Marriage/Civil Partnership Certificate (UK & Channel Islands)
HM Forces ID Card (UK)	Fire Arms Licence (UK, Channel Islands & Isle of Man)

### Group 2b – Financial/Social History Documents

Credit Card Statement * (UK or EEA)	Bank/Building Society Statement * (UK or EEA)
Utility Bill* (UK) Not Mobile Telephone	Benefit Statement* - e.g. Child Allowance, Pension
Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK)*: e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security	Bank/Building Society Account Opening Confirmation Letter (UK)*
Mortgage Statement **	Council Tax Statement (UK & Channel Islands)**
P45/P60 Statement (UK) **	Financial Statement ** - e.g. pension, endowment, ISA (UK)
Work Permit/Visa UK (valid up to the expiry date)	EU National ID Card (must still be valid)
Cards carrying the PASS accreditation logo (UK & Channel Islands) – Must still be valid	Letter of Sponsorship from future employment provider (Non-UK/Non-EEA only) – Valid only for applicants residing outside of the UK at time of application
Letter from a Head Teacher or College Principal (UK) - 16/19 year olds in full time education (Only to be used in exceptional circumstances when all other documents have been exhausted).	

**Please note:**

**If a document in the List of Valid Identity Documents is:**

- **Denoted with \* - it should be less than three months old.**
- **Denoted with \*\* - it should be issued within the past 12 months.**
- **Not denoted – it can be more than 12 months old.**



## What happens next?

After Matrix Academy Trust has checked your documents they will send the form electronically to be processed via Babcock International Support Service. Once DBS have completed the check they will issue a certificate which will be posted to your address.

**Please note that requests for reprints can only be made to the DBS within 93 days of the issue date of the certificate.**

**Where information is provided on the DBS certificate, you will be required to present your copy within 28 days of the issue date to Matrix Academy Trust.**

**Matrix Academy Trusts process will be as follows:**

- They will be required to take a photocopy of your certificate
- Undertake an initial risk assessment
- You will be contacted by the designated person within Matrix Academy Trust to arrange an appointment to discuss the content on your certificate.

**On the basis of a full risk assessment, Matrix Academy Trust will determine whether you are suitable to work/volunteer within their schools and will inform you of their decision.**

## Disputing Information on a DBS Certificate

If you believe the information on your DBS certificate is incorrect, you must resolve this before the school/establishment can make a decision about your suitability. This can only be done by telephoning the DBS directly within **three months of the issue date** of the certificate using the telephone number listed on the back of the certificate under 'disputes'.

**If it should prove impossible to resolve matters by other means, the DBS may seek a fingerprint check in order to determine whether the record in question relates to you.**

## DBS Update Service

Users of the online DBS application service will be given the opportunity to subscribe for the DBS update service when their new certificate is issued. **You will have 19 days from the date of issue of your certificate in which to subscribe at <https://www.gov.uk/dbs-update-service>, using your application form reference number to complete the process.** Subscribing to this service could mean that when you next change employer, and assuming that your new role is within the same workforce, where the same level and type of check are required, you will be able to give your new employer access to check online whether there has been any update to your DBS Certificate. This part of the pre-employment screening process will become quicker because the new employer will not have to complete a new DBS application for you, although the process will still enable them to comply with safeguarding rules. **Subscription is for 12 months, renewable annually at a cost of £13 per annum; for voluntary roles subscription is free.**

There is no statutory requirement for you to subscribe, and some organisations may decide that they wish their employees, volunteers or associates to subscribe, either on a voluntary or contractual basis. For individuals working in roles requiring more flexibility however, this service will prove to be extremely valuable.