

Applicant Guidance Notes

DBS Online Disclosure Guide (eBulkPlus)



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Applicant Guidance Notes

An online DBS check can be completed by accessing the internet from any device that has this facility. This includes a smart phone, tablet, laptop or PC. It is supported on the latest versions of all modern browsers; however, we do not recommend access via Internet Explorer as this browser is unsupported both by our technology and soon by Microsoft also. If you do not own your own computer, you can go to any internet café or local library. Please be aware that you must complete your application form in full as part completed applications form cannot be saved.

Starting your application

You can start your application one of two ways depending on how you have been invited by the employer requesting this check to be carried out on you.

Option 1 – via a direct link within an email invitation

If you have received an email invitation containing a direct link to completing your application, simply click the link contained in your email and skip to page 4 of this guide.

Option 2 – accessing our system through your browser

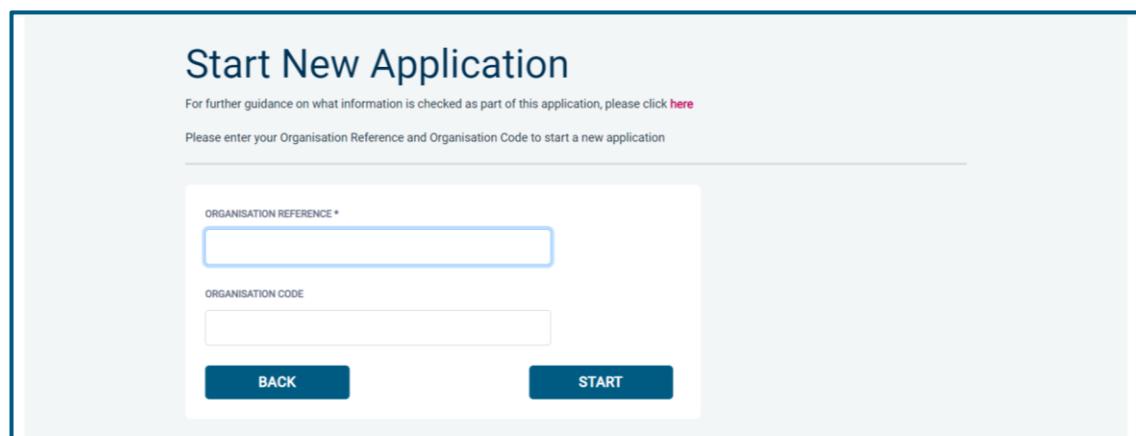
Please enter the following address in the web browser:

<https://www.matrixscreening.com/rfl/>

If you are **not** taken directly to the 'Start New Application' page, please click on '**Start Application**' in the white box entitled '**Standard / Enhanced DBS Application**' to enter the system and start your application.

Please note at this stage of the process your login details are case sensitive.

1. Enter the Organisation Reference that has been supplied to you by the company that you will be/are working for.
2. Enter the Organisation Code that has been supplied to you by the company that you will be/are working for.



Start New Application

For further guidance on what information is checked as part of this application, please click [here](#)

Please enter your Organisation Reference and Organisation Code to start a new application

ORGANISATION REFERENCE *

ORGANISATION CODE

BACK START

Once you have completed this section click '**Enter**'.

Statement of Fair Processing

You will now be taken to the 'eBulkPlus Statement of Fair Processing' outlining the terms and conditions. Please read the statement and tick the box to confirm this has been read and agreed to.

 matrix
SECURITY WATCHDOG

Security Watchdog Statement of Fair Processing

By accessing this website and providing Security Watchdog, part of Capita plc with your personal details, you agree to accept and be bound by the terms of this statement of fair processing which is summarised below.

Using the IT specification supplied by the Disclosure and Barring Service (DBS), Security Watchdog has produced an online disclosure system, eBulkPlus, which is an alternative to the standard paper forms, therefore allowing you to complete your application at any location with internet access.

Our online service is committed to protecting the privacy of our users. When you supply any personal information to this site we have legal obligations towards you in the way we deal with your data as follows:

1. We will hold your personal information on our systems for as long as needed to meet the service you have requested, and remove it in the event that the purpose has been met.
2. We will ensure that all personal information supplied is held securely, in accordance with the UK Data Protection Legislation and the European General Data Protection Regulation (GDPR).
3. We will provide a safe and secure experience for users of this site.
4. We will ensure that the information you submit to us remains private, and is only used for the purposes set out below.

Fair Processing Principles

- Your personal information is only processed with your knowledge.
- Only information that we actually need is collected and processed.
- Your personal information is only seen by those who need it to do their jobs.
- Personal information is retained only for as long as it is required.
- Decisions affecting you are made on the basis of reliable and up to date information.
- Your information is protected from unauthorised or accidental disclosure.
- Inaccurate or misleading data will be corrected as soon as possible.
- Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose of producing a Disclosure Scotland or DBS certificate (as appropriate for your location) and is collected, stored and processed by Security Watchdog, Disclosure Scotland and the DBS in accordance with the UK Data Protection Act Legislation and GDPR. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our eBulkPlus online disclosure service to you; or (iii) as required by law.

Any organisation which uses this eBulkPlus online disclosure service is obliged to sign a service contract requiring them to:

- Abide by the UK Data Protection Legislation and GDPR
- Have a policy for secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information

The Security Watchdog eBulkPlus solution is hosted within an ISO27001, Capita owned data centre and all components of the service are protected by intrusion detection and intrusion prevention devices. Completed applications are fully encrypted and securely transferred to Disclosure Scotland and DBS using the eBulkPlus Interface.

The Disclosure and Barring Service will refer the details provided on this application form to government and law enforcement bodies in accordance with any relevant legislation. The details provided to these bodies will be used for identifying possible matches to records held by them. Where such a match is established, data may be released to the DBS for inclusion on any certificate issued. The details provided on this form may be used to update the records held by the bodies specified above. The details provided on the application form may be used to verify your identity for authentication purposes. The DBS may use any information provided by the DBS on a certificate or otherwise held by the DBS to inform any of its barring decisions made under its powers within the Safeguarding Vulnerable Groups Act 2006.

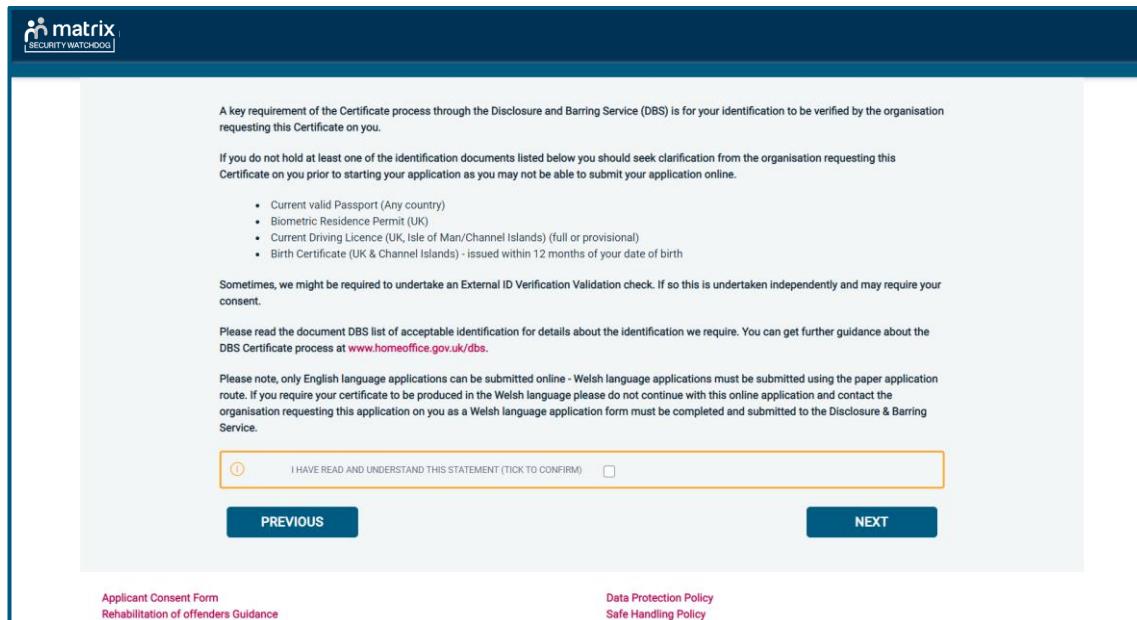
I HAVE READ AND UNDERSTAND THIS STATEMENT (TICK TO CONFIRM)

NEXT

Once you have ticked the consent box please click 'Next'

Application Pre-entry Statement

You will now see the application pre-entry statement; this gives concise information in regards to the requirements by the DBS regarding acceptable identification in support of your DBS application.



A key requirement of the Certificate process through the Disclosure and Barring Service (DBS) is for your identification to be verified by the organisation requesting this Certificate on you.

If you do not hold at least one of the identification documents listed below you should seek clarification from the organisation requesting this Certificate on you prior to starting your application as you may not be able to submit your application online.

- Current valid Passport (Any country)
- Biometric Residence Permit (UK)
- Current Driving Licence (UK, Isle of Man/Channel Islands) (full or provisional)
- Birth Certificate (UK & Channel Islands) - issued within 12 months of your date of birth

Sometimes, we might be required to undertake an External ID Verification Validation check. If so this is undertaken independently and may require your consent.

Please read the document DBS list of acceptable identification for details about the identification we require. You can get further guidance about the DBS Certificate process at www.homeoffice.gov.uk/dbs.

Please note, only English language applications can be submitted online - Welsh language applications must be submitted using the paper application route. If you require your certificate to be produced in the Welsh language please do not continue with this online application and contact the organisation requesting this application on you as a Welsh language application form must be completed and submitted to the Disclosure & Barring Service.

I HAVE READ AND UNDERSTAND THIS STATEMENT (TICK TO CONFIRM)

[PREVIOUS](#) [NEXT](#)

[Applicant Consent Form](#)
[Rehabilitation of offenders Guidance](#)

[Data Protection Policy](#)
[Safe Handling Policy](#)

Once you have ticked the consent box please click 'Next'

- The application form is a simple 5 step process. Please complete all fields.
- Mandatory fields are denoted by (*)

Mistakes on the application form will cause delays in processing.

Section 1 – About You

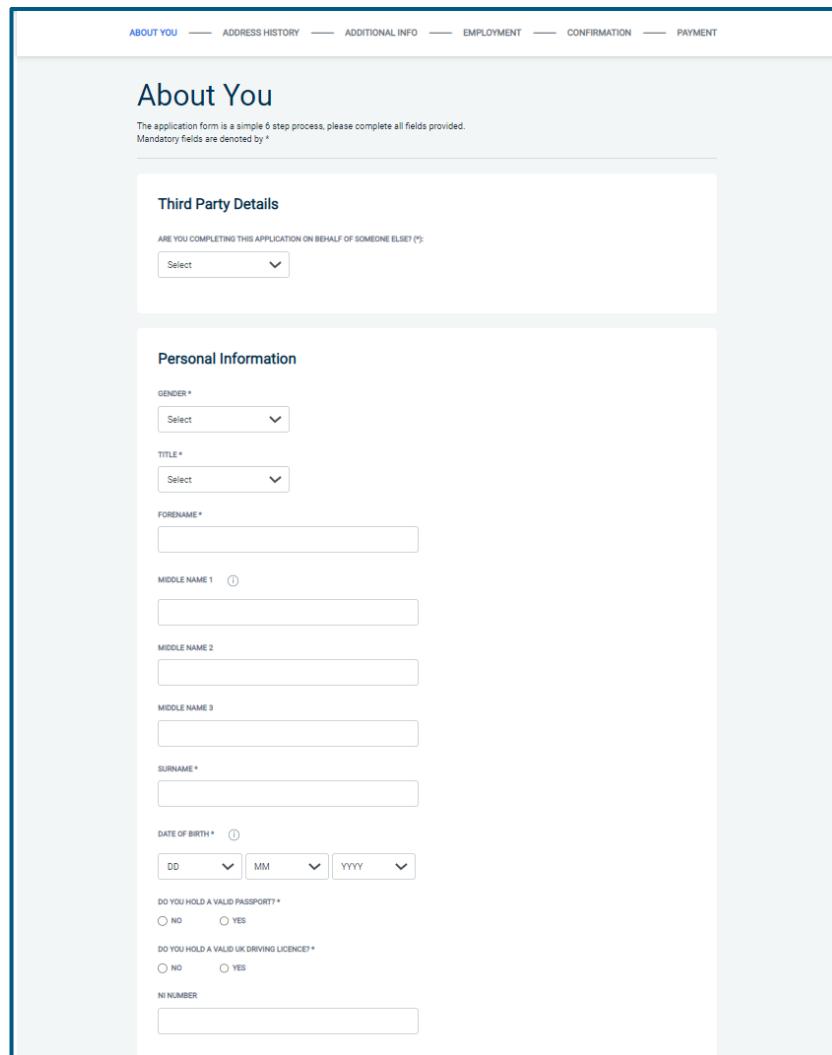
Third Party Details

If you are completing the application on behalf of someone else, please ensure you answer 'Yes' to the first question within the 'Third Party Details' section. Please then provide your personal details within the 'Third Party Details' section but the details of the person you are completing it on behalf of, for the rest of the application.

Applicant's Details

Please enter your personal details.

If you have any middle name(s) ensure that you enter these details, particularly those that appear on your identity documents, e.g. passport, driving licence, birth certificate, etc. Any missing information from this or any other section can severely delay the processing of your criminal record check.



The screenshot shows a web-based application form for 'About You'. At the top, there is a navigation bar with tabs: ABOUT YOU, ADDRESS HISTORY, ADDITIONAL INFO, EMPLOYMENT, CONFIRMATION, and PAYMENT. The 'ABOUT YOU' tab is currently selected. Below the navigation bar, the page title is 'About You' with a sub-instruction: 'The application form is a simple 6 step process, please complete all fields provided. Mandatory fields are denoted by *'. The main content area is divided into two sections: 'Third Party Details' and 'Personal Information'. The 'Third Party Details' section contains a dropdown menu for 'ARE YOU COMPLETING THIS APPLICATION ON BEHALF OF SOMEONE ELSE?'. The 'Personal Information' section contains fields for 'GENDER', 'TITLE', 'FORENAME', 'MIDDLE NAME 1', 'MIDDLE NAME 2', 'MIDDLE NAME 3', 'SURNAME', 'DATE OF BIRTH' (with dropdowns for DD, MM, and YYYY), 'DO YOU HOLD A VALID PASSPORT?' (with radio buttons for NO and YES), 'DO YOU HOLD A VALID UK DRIVING LICENCE?' (with radio buttons for NO and YES), and 'NI NUMBER' (with a text input field). All mandatory fields are marked with an asterisk (*) and have a small information icon (i) next to them.

Once you have completed this section click 'Next'.

Section 2 – Address History

Please enter your current address either using the address lookup tool or manually. If you have not lived at this property for more than five years, you will be taken to another screen. Here you will be required to add any additional addresses to ensure your address history goes back the required five years. **Please note if you do not provide a minimum of five years address history, you will not be able to proceed to the next stage of the application process.**

Address Dates

There cannot be any gaps in your address history, however overlaps are allowed. Please ensure that the month and year of each address follows that of the previous address where relevant. Students who switch between their permanent residence and education establishments can enter their permanent residence as their main address and enter education addresses that overlap the main address. Once an address has been entered, you can edit any information by clicking on the 'Edit' button.

Postcode

Please ensure that all UK addresses have a full postcode; if you cannot remember your postcode please use the address lookup tool to populate the address by searching using the first line of your address.

No Fixed Abode UK

If you were of no fixed abode within the UK please enter the nearest hostel address to the location you were based.

Foreign Addresses/Travelling Overseas

If you have travelled overseas and cannot supply the address for a foreign country then please enter 'no fixed abode' for Address Line 1. Please then enter the Town/City and Country of where you were residing within this period.

ABOUT YOU — ADDRESS HISTORY — ADDITIONAL INFO — EMPLOYMENT — CONFIRMATION — PAYMENT

Address History

Please enter your current address
Mandatory fields are denoted by *

ⓘ There cannot be any gaps in your address history; however overlaps are permitted. If you are a student and switch between your permanent home residence and term-time educational residence, first enter your permanent home residence dates to cover your entire educational period. Educational establishment residences can then be entered with the dates that you were purely residing at these addresses during term times. If you have two current addresses, please ensure the address where you wish to receive your DBS certificate is stated as your current address. Your second current address can then be entered as a previous address but with overlapping dates.

Current Address

COUNTRY *

Select

ADDRESS FINDER ⓘ

Start typing postcode/address...

ADDRESS LINE 1 * ⓘ

ADDRESS LINE 2

TOWN *

COUNTY

DATE FROM *

MM YYYY

Once you have completed this section click 'Next'.

Section 3 – Additional Info

Place of Birth

Please enter details of your place of birth.

Nationality at Birth

Please enter your Nationality at birth and state YES or NO as to whether this has changed since you were born. If this has changed, you will be required to enter your current nationality.

Changed Surname

If you have changed your surname please provide your birth surname and the year you changed it. Please ensure that where names change they run in date order and with no gaps.

Other Names

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename, middle name(s) and surname separately using the 'Add Name' button below. If you have used any aliases, e.g. William known as Bill, please also supply these details.

Failure to supply any additional information may cause your application to be delayed.

Additional Information

Please complete the following additional information
Mandatory fields are denoted by *

Place of Birth

TOWN *

COUNTY

COUNTRY *

NATIONALITY AT BIRTH *

HAVE YOU CHANGED YOUR NATIONALITY SINCE BIRTH? *

HAVE YOU CHANGED YOUR BIRTH SURNAME?

Other Names

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename and surname separately using the 'Add Name' button below.

ADD NAME

NAME	TYPE	FROM	TO
No records have been created			

Once you have completed this section click 'Next'.

Section 4 – Employment Details

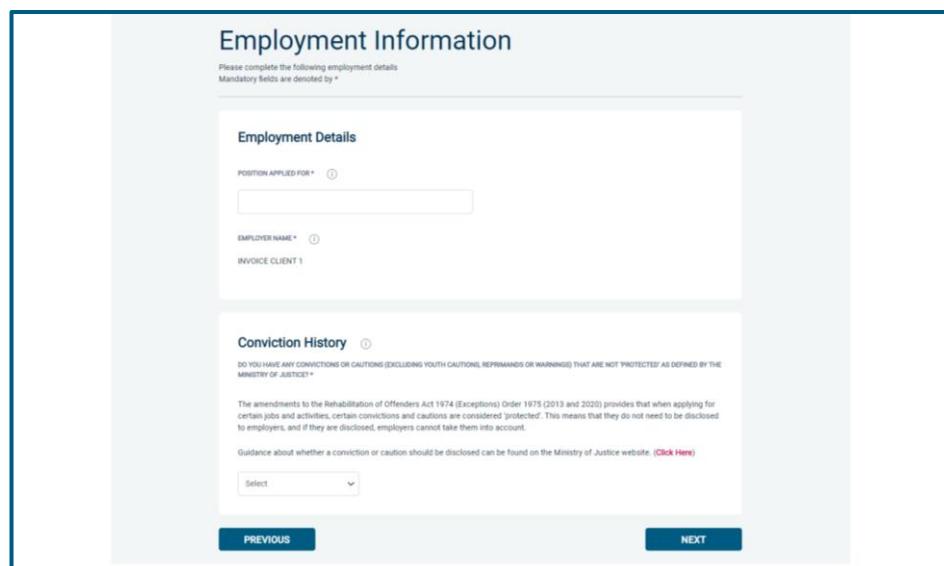
Position Applied For

Please insert the correct job role as supplied to you by your current/new employer. You will either be required to select your job role from the dropdown list provided or enter this manually. No abbreviations are permissible, e.g. Admin Asst should read Administrative Assistant. If you are a volunteer do not enter just volunteer, please enter in which capacity your job role is, e.g. Coach.

Failure to enter the correct job role may cause your application to be delayed.

Employer Name

This has been defaulted to the organisation you are applying through and should not be amended.



Please complete the following employment details
Mandatory fields are denoted by *

Employment Details

POSITION APPLIED FOR* ⓘ

EMPLOYER NAME* ⓘ
INVOICE CLIENT

Conviction History ⓘ

DO YOU HAVE ANY CONVICTIONS OR CAUTIONS (EXCLUDING YOUTH CAUTIONS, REPRIMANDS OR WARNINGS) THAT ARE NOT 'PROTECTED' AS DEFINED BY THE MINISTRY OF JUSTICE? *

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website: [Click Here](#)

Select

PREVIOUS

NEXT

Conviction History

If you have **never** been convicted of a criminal offence or received a caution, then please select '**No**'. If you have been convicted of a criminal offence or received a caution (excluding youth cautions, reprimands or warnings) that **are** 'protected' as defined by the Rehabilitation of Offenders Act then please also select '**No**'.

If you have ever been convicted of a criminal offence or received a caution (excluding youth cautions, reprimands or warnings) that **is not** 'protected' as defined by the Rehabilitation of Offenders Act then please select '**Yes**'.

For more information, please refer to:

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>

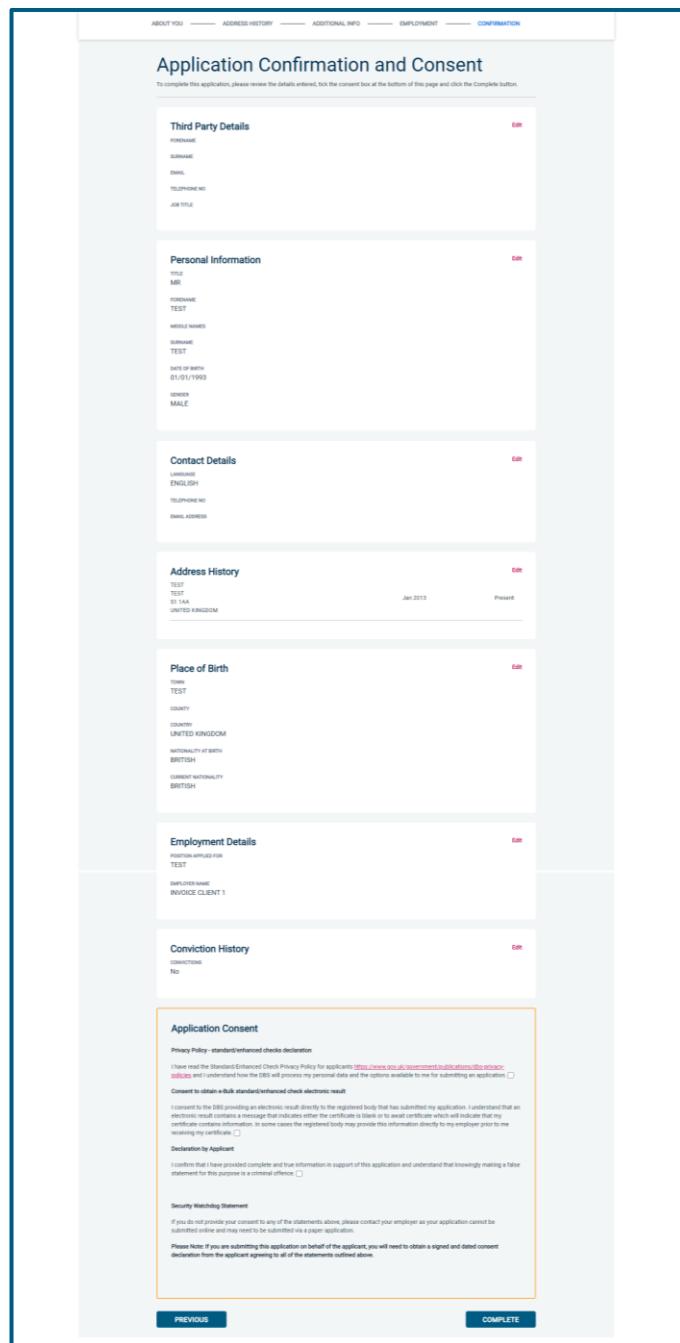
Once you have completed this section click '**Next**'.

Section 5 – Confirmation and Consent

Now please read through your application to ensure that there are no omissions/errors before you submit your application. If you wish to edit a section of your application click on 'edit' next to the section of the form that requires changes.

At the end of the application please make sure that you complete the Applicant Consent section.

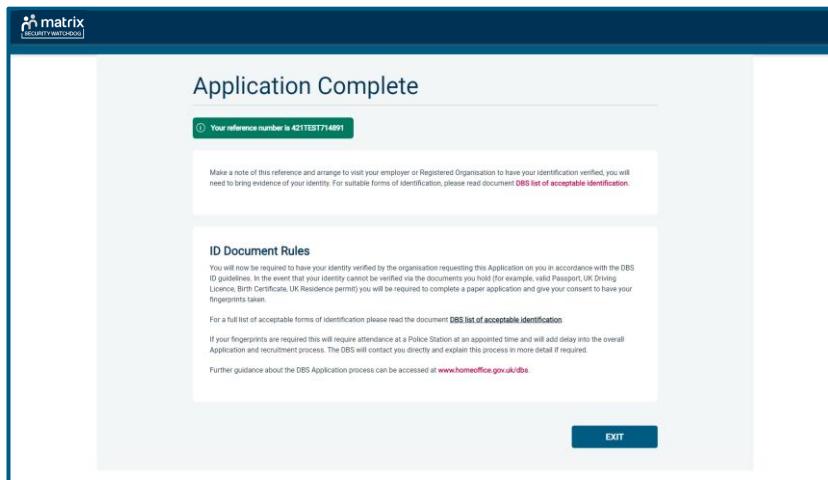
This has been defaulted to the organisation you are applying through and should not be amended.



Now click 'Complete'.

Complete Application

You have now completed your application form and you will be given a submission reference number. **Please make a note of this number for reference purposes.** If you entered an email address onto your application form you will receive a confirmation email containing these details.



Your application form will be processed by your employer once they have verified your identity. Please see below for guidance on identity verification.

Next step - identity verification

In line with the DBS code of practice all applicants requiring a DBS check must have their identity verified.

How do I have my identity verified?

There are two ways in which your identity can be verified, either digitally and remotely via our certified identity service provider (IDSP) or by providing original identification to your employer. Your employer will inform you how they wish to verify your identity. If you are verifying your identity digitally, you will receive a unique link by email to upload your documents and a selfie to our IDSP platform. If you are verifying your identity manually, please provide original identification to your Company's Nominated Person (usually Recruitment or HR Manager) and provide identification as listed in the acceptable ID table (see table below). Your application form will be processed by your employer once they have verified your identity, and then sent onto the DBS.

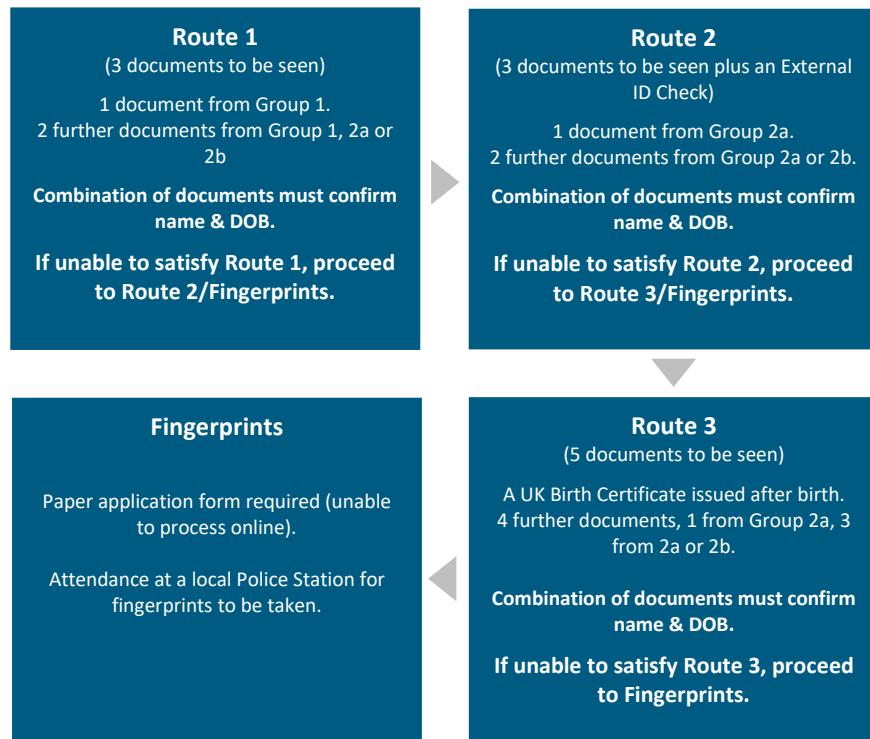
Tracking the progress of your application with the DBS

If you supplied an email address whilst entering your application, as soon as your application has been received at the DBS and is assigned a DBS Application Reference number you will receive a second email detailing this information. This email will also include details and links to the DBS website to enable you to track the progress of your application from the moment the disclosure process commences.

CONTACT DETAILS

Please contact XXX if you have any queries regarding the DBS application process. If you experience any technical issues with the online system, please contact XXX. Lines open 9.00am-5.30pm Monday to Friday. Alternatively, you can contact us by e-mail at XXX

DBS List of Acceptable Identification



Group 1 Primary Identity Documents	
<ul style="list-style-type: none"> • Current valid Passport • Biometric Residence Permit (UK) • Current Driving Licence – photo card (UK / Isle of Man / Channel Islands) (Full or Provisional) • Birth Certificate (UK / Isle of Man / Channel Islands) (Issued within 12 months of birth) Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces. (Photocopies are not acceptable) • Adoption Certificate (UK / Channel Islands) • eVisa - Accessed via the 'View and Prove' service • Application Registration Card (ARC) – Issued by the Home Office 	
Group 2a Trusted Government Documents	Group 2b Financial & Social History Documents

Group 2a Trusted Government Documents	Group 2b Financial & Social History Documents
<ul style="list-style-type: none"> • Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional) • Current Driving Licence – paper version (UK / Isle of Man / Channel Islands) (Full or Provisional) • Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth) • Marriage / Civil Partnership Certificate (UK / Channel Islands) 	<ul style="list-style-type: none"> • Mortgage Statement (UK) ** • Bank/Building Society Statement (UK / Channel Islands) * Monzo statements or statements printed from the internet are not acceptable • Bank/Building Society Account Opening Confirmation Letter (UK) * • Credit Card Statement (UK) * • Financial Statement e.g. pension, endowment, ISA (UK) ** • P45/P60 Statement (UK / Channel Islands) ** • Council Tax Statement (UK / Channel Islands) ** • Utility Bill (UK) - Not Mobile Phone *

<ul style="list-style-type: none"> ● HM Forces ID Card (UK) ● Fire Arms Licence (UK / Isle of Man / Channel Islands) ● Immigration document, work permit or VISA (Issued outside of UK) (Valid only for roles whereby applicant is living and working outside of UK.) 	<ul style="list-style-type: none"> ● Benefit Statement (UK) e.g. Child Allowance, Pension ** ● Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK / Channel Islands) * e.g. DWP, Employment Service, HMRC, Job Centre, Social Security ● EEA National ID Card – must be valid ● Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid ● Irish Passport Card – must be valid (Cannot be used with an Irish Passport) ● Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK) ● Non-UK Bank/Building Society Statement * Branch must be located in the country in which the applicant lives and works ● Letter of Sponsorship from future employer Non-UK only – valid only for applicants residing outside UK at time of application ● HMRC self-assessment letters/tax demand letter (UK) ** ● Valid European Health Insurance Card (EHIC) / Global Health Insurance Card (GHIC) (UK)
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Please note if a document in the List of Valid Identity Documents is:

- Denoted with * - issued in the last 3 months
- Denoted with ** - issued in the last 12 months