Read the DBS Update Service Employer Guide: <https://www.gov.uk/government/publications/dbs-update-service-employer-guide/dbs-update-service-employer-guide>

Please pay particular attention to the information on interpreting the status check results.

When answering emails:

First question - is the student signed up to the Update Service?

**No**

1. Once the student has shown us the original DBS certificate we can write a standard letter saying the student was cleared at the point of entry. We can also check SITS to see whether they have disclosed a change in criminal record status since the point of admission. **NB. SGUL are moving away for providing this type of check as it is not a reliable indicator of good standing. Students should really be using the Update Service. All staff should aim to only be using the Update Service by the end of 2019. Please tell students that signing up to the Update Service is a REQUIREMENT and not a RECOMMENDATION.**
2. The student can apply for a new DBS check and subscribe the Update Service if the placement/elective host require more than this. (see template email 1)

**Yes** (see template email 2)

1. The student can take their original certificate and ID to their placement/elective host and login (<https://secure.crbonline.gov.uk/crsc/subscriber>) to the Update Service to show them their current status.
2. The student can bring their original certificate and ID to the 6th floor (or Ground Floor student Centre if non- Final Year MBBS) and they can login to the Update Service (<https://secure.crbonline.gov.uk/crsc/subscriber>) to show us their current status then we can write a letter.
3. The student can bring their original certificate and ID to the 6th floor (or Ground Floor student Centre if non- Final Year MBBS) and we can login (<https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>) to the Update Service to check their current status then we can write a letter to the elective host/placement provider.

Things to note:

* At point of entry to the course the Admissions Team are going to highlight to students what the Update Service is and REQUIRE them to sign up to it.
* We must see the ORIGINAL DBS certificate and current ID, photocopies and scanned versions are NOT acceptable. If a student has lost their original DBS certificate they will need to apply for a new DBS check.
* If a student hasn’t signed up for the Update Service and doesn’t want to apply for a new DBS check then we can only write a letter saying they were cleared at the point of entry to the course and that they have not self-disclosed a change in criminal record status to SGUL during annual re-enrolment (see guidance and information about the phase-out of letters of good standing by the end of 2019).
* Similarly, if there isn’t enough time for a student to either reapply for a new DBS check or for them to come in with their certificate and ID to access the update service then we can only write a letter saying they were cleared at the point of entry to the course and that they have not self-disclosed a change in criminal record status to SGUL during annual re-enrolment (see guidance and information about the phase-out of letters of good standing by the end of 2019).
* If a student applies for a new DBS check then in the letter of good standing, you should include the date of issue of the DBS certificate as the date at which they were last checked.
* If a student is signed up for the Update Service then in the letter of good standing, you can put the date at which you viewed the Update Service status webpage as the date at which the student was last checked (see template email 2).

NB – the Update Service website contains a list of outcome definitions.

One of the following results will be presented after a successful status check on the Update Service:

**This DBS certificate did not reveal any information and remains current as no further information has been identified since its issue.**

This means:

the DBS certificate when issued was blank (it did not reveal any information about the person)

no new information has been found since its issue and can therefore be accepted as being still current and valid

**This DBS certificate remains current as no further information has been identified since its issue.**

This means:

the DBS certificate revealed information about the person

no new information has been found since its issue and can therefore be accepted as being still current and valid

**This DBS certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information.**

This means:

new information has come to light since the DBS certificate was issued and you will need to apply for a new DBS check to see this new information

**The details entered do not match those held on our system. Please check and try again.**

This means either:

the individual has not subscribed to the Update Service

the DBS certificate has been removed from the Update Service

you have not entered the correct information

**Frequency of DBS searches for new information**

When a person adds their DBS certificate to their Update Service account, the DBS will search regularly to see if any new information has come to light since it was issued. The frequency of these searches varies depending on the level and type of DBS certificate.

For criminal conviction and barring information the DBS will search for updates on a weekly basis.

For non-conviction information, the DBS will search for updates every nine months.

**The Update Service will not inform the University if a student’s status changes – all staff will need to carry out periodic checks of the Update Service with the student’s consent.**

**Template Email 1 – The sections in red and yellow need staff to enter the correct pins, passcodes and prices.**

Dear XXXX,

Thank you for your email.

The process for applying for a new DBS check is as follows – please note that DBS checks can take several weeks to process.

DBS applications are made online. It is essential that you refer to and read the following guidance before starting your application:

<https://gbg.onlinedisclosures.co.uk/Authentication/Login?ReturnUrl=%2f>   - refer to the Applicant Guide on the side menu.

**INFORMATION FOR ALL APPLICANTS**

The online application must be completed by yourself and NOT a third party.

**REGISTERING**

After reading the guidance, you should visit the following webpage to register - <https://gbg.onlinedisclosures.co.uk/Authentication/Login?ReturnUrl=%2f>

You will need to enter the following:

Pin Number: 134674

Secret Word: MBBS2014

VERIFICATION

Please take your documents along to a Post Office for verification (not all Post Offices offer this service). You will need to print and take along confirmation of the documents used for your online application.

You will need to pay all of the costs associated with your application. The costs are as follows:

Course                 DBS Check            Administration Fee                           Cost

MBBS                     £40                               £6                                                 £46

In addition to the above, the Post Office charges a £10.50 fee for verifying your documents.

**UPDATE SERVICE**

All students must now register for the Update Service.  You must do this within 30 days of your DBS certificate being issued and must ensure that you pay the annual subscription fee (and check annually that your debit/credit card details have not expired). Student registration costs £13 per year.

Students can register for the Update Service using either their e-reference number or their DBS certificate number. Registration must happen within 30 days of your DBS certificate being issued. If you do not renew your subscription before it ends, you will need to apply for a new DBS check and register for the Update Service again. Alternatively students can register for the Update Service using their e-reference number, however and application with a e-reference number must be received by the DBS within 28 days (not 30) of the subscription being created.

<https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide>

Best wishes,

XXXX

**Template Email 2**

Dear XXXX,

Thank you for confirming you are signed up to the Update Service. In order to evidence to your upcoming placement/elective host/SSC host (delete as appropriate) that you are DBS cleared you can do one of the following things:

1. Take your original DBS certificate and photographic ID to you placement/elective host/ SSC host (delete as appropriate) and login (<https://secure.crbonline.gov.uk/crsc/subscriber>) to the update service to show them your current status.
2. Bring your original DBS certificate and photographic ID to the Student Centre on the 6th floor of Hunter Wing and then you can login to the update service (<https://secure.crbonline.gov.uk/crsc/subscriber>) to show us your current status and we can write you a letter confirming your DBS status.
3. Bring your original DBS certificate and photographic ID to the Student Centre on the 6th floor of Hunter Wing and then we can login to the update service to check your current status then we can write a letter confirming your DBS status.

Please note we must see your original DBS certificate and current photographic ID, photocopies and scanned versions are not acceptable. If you have lost your original DBS certificate then you will need to apply for a new DBS check. If this is the case please let me know and I will send you the guidance on how to go about this.

I would be grateful if you would let me know what option you would like to take and if you have any questions please do not hesitate to contact me.

Best wishes,

XXXX