



Beyond Radio Volunteer DBS Application Guide

(v1.1 – issued July 2019)

PRIVATE AND CONFIDENTIAL – NOT TO BE SHARED OUTSIDE OF THE VOLUNTEER GROUP

This is a step-by-step guide to completing and submitting your information for an Enhanced DBS (criminal records) check for your role at the station.

You can use this guide to help you access and complete the online application form.

During the application process, you will need to provide accurate, personal information about yourself that will be used by the Disclosure and Barring Service (DBS) to check local and national police systems and databases to issue you with a DBS certificate.

You will also need to provide important identification document information. On the next page is a list of the accepted document types that can be used in this process.

For most volunteers, you will need to provide details of 1 document from the Group 1 list and then a further 2 documents from Group 1, 2a or 2b as shown on the next page.

These documents must be in date (for example, you can not use a passport that has expired) and you must be able to show the original documents to a member of the DBS team at the station. Your application will not be fully submitted to DBS until these checks have taken place.

You will **not be charged** for this DBS check – the cost of the check will be covered by Beyond Radio.

You **must** provide accurate and up to date information in the application form. You will be asked to read and agree to terms and conditions as part of the application process – which includes a statement that purposely or knowingly submitting false information for a DBS check is a criminal offence.

Once you begin your application, you must complete the application process in one session – in other words, you can not begin, save and then come back to the application. Once you close your browser, if your application has not been completed and submitted, you will need to start from the beginning. Applications need to be completed within 30 minutes, otherwise the portal may ‘time out’. It normally takes between 10-15 minutes to complete the application if you have all of the information you require to hand.

To help, please gather your identification documents before you log into the portal. It will likely make the difference is completing the application or needing to start again.

If you have any questions or need any support in completing the application online, please email the stations DBS team (DBS@beyondradio.co.uk). We can arrange to complete the online application at the station with you if that’s required – but for the majority of volunteers, we would expect that you should be able to complete the application yourself without our help.

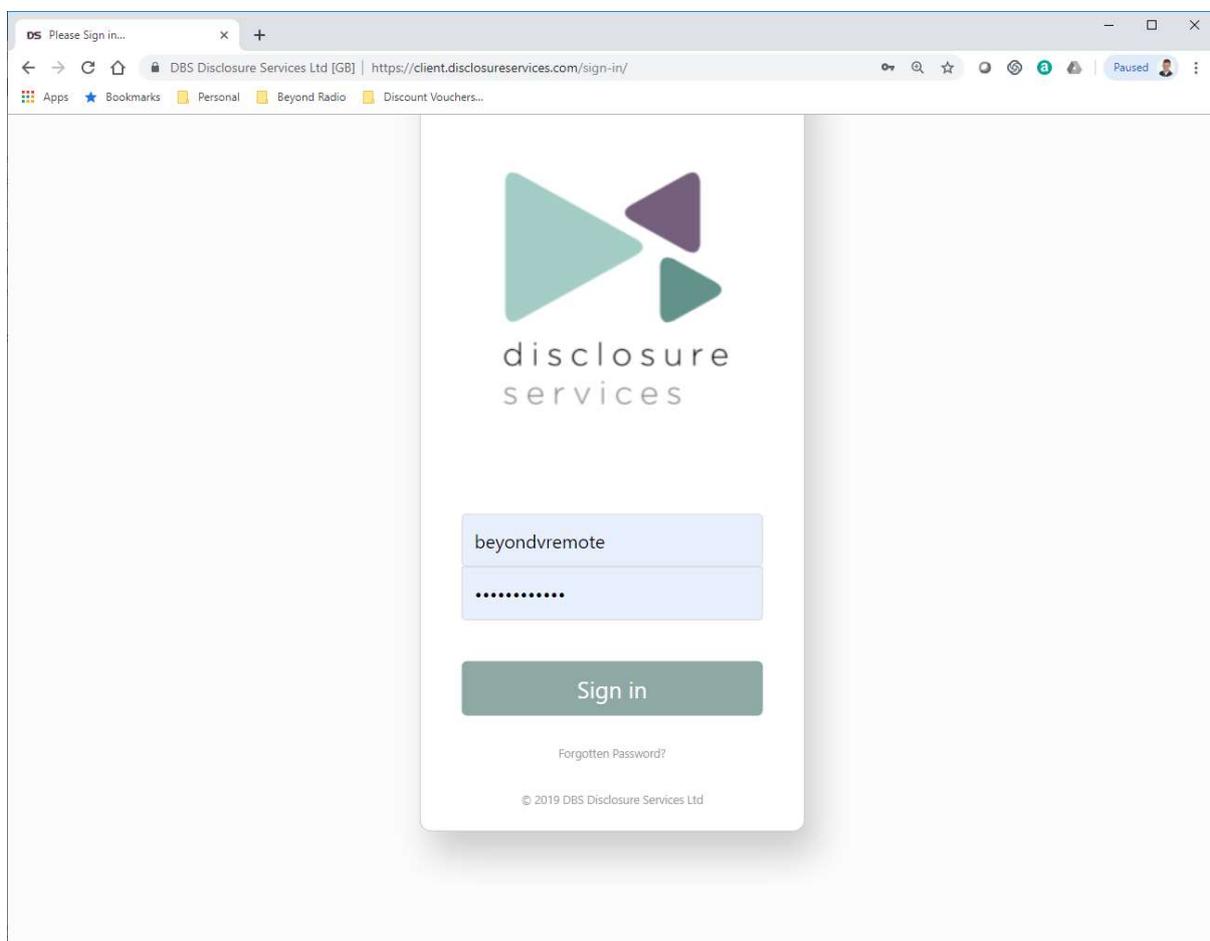
| Group 1 | Group 2a | Group 2b |
|---|---|--|
| Passport (Any current and valid passport) | Current Driving Licence - Photo card (For All Countries other than UK / Isle of Man / Channel Islands & EEA) Note: Full or provisional (where a counterpart has been issued but no counterpart is presented) | Mortgage Statement (UK or EEA) issued in the last 12 months |
| Biometric Residence Permit (UK) | Current Driving Licence - (Old Style) Paper version (UK / Isle of Man / Channel Islands & EEA) Note: Full or provisional. Must be valid in line with current DVLA requirements | Bank/Building Society Statement (UK & Channel Islands or EEA) issued in the last 3 months Note: Branch must be in the country where you live and work |
| Current Driving Licence - Photo card (UK / Isle of Man / Channel Islands & EEA) Note: Full or provisional. Must be valid in line with current DVLA requirements | Birth Certificate (UK and Channel Islands) - Photocopies are not acceptable) | Bank/Building Society Statement (Countries outside the EEA) issued in the last 3 months |
| Birth Certificate (UK and Channel Islands) - issued at the time of birth Note: Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces) | Marriage/Civil Partnership Certificate (UK and Channel Islands) | Bank/Building Society Account Opening Confirmation Letter (UK) issued in the last 3 months |
| Adoption Certificate (UK & Channel Islands) | Immigration Document, Visa or Work Permit (All countries outside the EEA) Note: Valid only if you're working in the country that issued the document | Credit Card Statement (UK or EEA) issued in the last 3 months |
| | HM Forces ID Card (UK) | Financial Statement e.g. Pension or Endowment (UK) issued in the last 12 months |
| | Fire Arms Licence (UK, Channel Islands & Isle of Man) | P45/P60 Statement (UK & Channel Islands) issued in the last 12 months |
| | | Council Tax Statement (UK & Channel Islands) issued in the last 12 months |
| | | Letter of Sponsorship from future employment provider (must still be valid) |

| | | |
|----------------|-----------------|--|
| | | Note: Non-UK/Non-EEA only – valid only for applicants residing outside of the UK at time of application |
| | | Utility Bill (UK) - Not Mobile Telephone issued in the last 3 months |
| | | Benefit Statement e.g. Child Benefit, Pension etc. (UK) issued in the last 3 months |
| | | Central or Local Government, Government Agency or Local Authority document giving entitlement (UK & Channel Islands) issued in the last 3 months e.g. from the Department for Work and Pensions, the Employment Service, HMRC |
| | | EEA National ID Card (must still be valid) |
| | | Irish Passport Card (must still be valid, cannot be used with an Irish Passport) |
| | | Card carrying the PASS Accreditation logo (UK and Channel Islands - must still be valid) |
| | | Letter from Head Teacher or College Principal (UK - 16 to 19 year olds in full time education) Note: Only used in exceptional circumstances when all other documents have been exhausted |
| Group 1 | Group 2a | Group 2b |

Step-by-step guide to completing your DBS check online.

1. Click on this link to access the online DBS portal:
<https://client.disclosureservices.com/sign-in/>
2. Use these login details to open the portal:

| | |
|------------------|----------------------|
| Username: | beyondvremote |
| Password: | beyondv45397 |



3. Please **read** the 'Important Notice' statement, and once you are happy to continue, click on the 'Continue to Application' button. You **can not** use the iOS or Android applications advertised, so please ignore this part.

The screenshot shows a web browser window with the URL https://client.disclosureservices.com/client-area/application_remote.asp. The page features the Beyond Radio logo (103.5 FM) and a navigation menu with 'Your Application' and 'Library' options. A 'Contact Us' sidebar provides telephone, text, and email contact information, along with opening hours. The main content area is titled 'Important Notice' and contains the following text:

Please read the notice below and ensure you have all the required information before clicking 'Continue to Application' at the foot of this page to begin your application.

The web application form has a ten minute screen inactivity logout to protect your personal data. As there is no save option, please ensure that you are active in your application at least once every ten minutes to prevent data loss and the need to rekey your application.

If you have any difficulties with any part of the application, our support line is open 08:00 – 18:00 on +44 (0)1978 510100.

Steps to Easier Application Completion

1. Please read the following through fully first.
2. Collate the Evidence required before you start your application. **THERE IS NO SAVE OPTION.** This is in order to keep your personal data secure; this is a single session application only.
3. Collate the following before you start your application. **THERE IS NO SAVE OPTION.** This is in order to keep your personal data secure; this is a single session application only.
4. Details of all the names you have been known by / used and dates.
5. A full five year address history, including postal codes.
6. If you have been timed/logged out of the website, log back into the website by completing the Username and Password fields.
7. Please click on the Your Application link on the top left hand side of your screen.
8. Complete the form as per the instructions in the tutorial video, basically working your way down each page of the application, completing relevant fields and ensuring that you click on the "Save Changes" button at the bottom of each form page until you reach the end.
9. At the end of the application, click on the Submit button. This will send an automatic email to the organisation who requested the criminal record check and alert them that your application is complete and is on their Operational Web Account ready for them to validate your ID Evidence before submitting your application to Disclosure Services.

N.B: Internet generated documents are not acceptable.

In addition, you need to confirm with the organisation you are applying to whether you are going to have your ID documents validated by them or use the Veri-fy++ form that can be generated at the end of the remote web application process.

If you have any difficulties with any part of the application, our support line is open 08:00 – 18:00 on +44 (0)1978 510100.

When your application has been received by the Disclosure & Barring Service (DBS), an application can be completed between 1 and 60 days.

You can seek Independent advice from the Disclosure & Barring Service (0870 90 90 844) and NACRO (020 7840 7235).

Are you using a smartphone or tablet device to access this application? If so, we have a range of mobile apps optimised for your device - [Download Below](#)

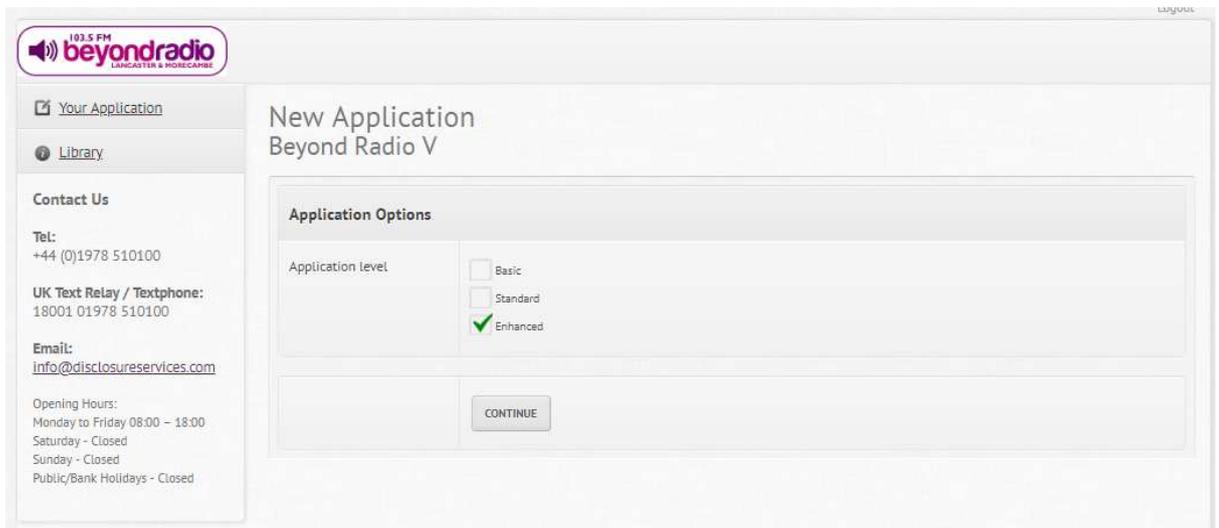
4. Please answer 'Yes' to the applications options question.

The screenshot shows the 'New Application' page for Beyond Radio V. The page features the Beyond Radio logo and a navigation menu with 'Your Application' and 'Library' options. A 'Contact Us' sidebar provides telephone, text, and email contact information, along with opening hours. The main content area is titled 'New Application Beyond Radio V' and contains the following text:

Application Options

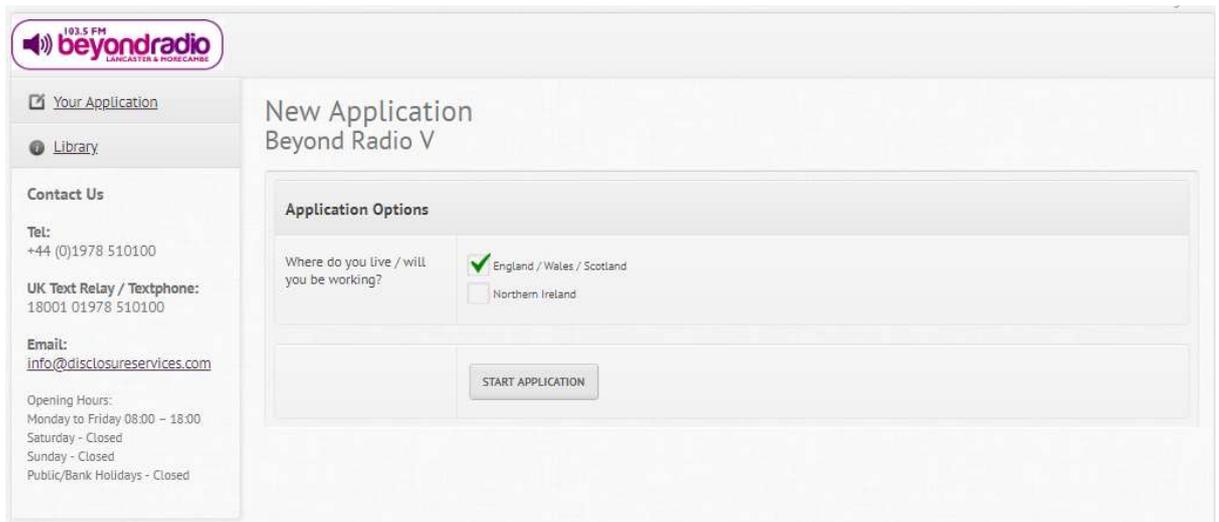
Has your employer advised you of the level of criminal record check to apply for?

5. Select **'Enhanced'** as the application level required, and then click **'Continue'**.



The screenshot shows a web form titled "New Application Beyond Radio V". On the left is a sidebar with the "beyondradio" logo (103.5 FM LANCASTER & MORECAMBE), navigation links for "Your Application" and "Library", and contact information including a telephone number (+44 (0)1978 510100), UK Text Relay / Textphone (18001 01978 510100), email (info@disclosureservices.com), and opening hours (Monday to Friday 08:00 - 18:00, Saturday and Sunday closed, Public/Bank Holidays closed). The main form area has a "CONTINUE" button. The "Application Options" section contains a form with the label "Application Level" and three radio button options: "Basic", "Standard", and "Enhanced". The "Enhanced" option is selected, indicated by a green checkmark.

6. Select **'England/Wales/Scotland'** as the place you will be working, and then click **'Start Application'**.



The screenshot shows the same web form as above, but at a different step. The "Application Options" section now has a form with the label "Where do you live / will you be working?". It contains two radio button options: "England / Wales / Scotland" and "Northern Ireland". The "England / Wales / Scotland" option is selected, indicated by a green checkmark. Below this section is a "START APPLICATION" button.

7. The next screen will be completed for you, so click on the **'Continue'** button.

103.5 FM beyondradio
LANCASTER & PORKISLAND

Your Application
Library

Contact Us
Tel: +44 (0)1978 510100
UK Text Relay / Textphone: 18001 01978 510100
Email: info@disclosureservices.com
Opening Hours: Monday to Friday 08:00 - 18:00
Saturday - Closed
Sunday - Closed
Public/Bank Holidays - Closed

New Application Beyond Radio V

Application ID:

Start Applicant Birth Employer Address Names Evidence

1. Start Application

Fields marked * are required

| | |
|---|---|
| Notice | If your organisation uses cost codes please make sure you have it ready. |
| Application Type | <input checked="" type="checkbox"/> Disclosure and Barring Service (DBS) formerly Criminal Records Bureau (CRB) |
| DBS Standard & Enhanced Evidence Guidance | for EEA Nationals for Non-EEA Nationals |

CONTINUE

8. Complete the details requested on the 'Applicant' page of the application. Remember that it's important that the information you provide is accurate so check and check again. When you are happy that the information you have provided is complete and accurate, click on the **'Save Changes'** button.
9. Complete the details requested on the 'Birth' page of the application. If you were born in England, Wales or Scotland – you will find 'United Kingdom' in the 'G' section of the drop down list for 'GB' (we've pointed this out as it doesn't seem to make sense in an alphabetical list!).

Once you are happy that your answers are complete and accurate, click **'Save Changes'** to continue.

10. On the 'Organisation/Employer Details' page, there are a couple of answers that you must select:

For workforce type, select **CHILD WORKFORCE**

For position, select **UNSUP CHILD HELPER** from the drop down list

Ignore the 'Position (Other)' box

For 'Volunteer?' select **YES**

Ignore the 'Cost Centre' box

Once you are happy that your answers are correct and accurate, click '**Save Changes**' to continue.

| 4. Organisation / Employer's Details | |
|---|---|
| Fields marked * are required | |
| Workforce Type * | <input checked="" type="radio"/> CHILD WORKFORCE (1) <input type="radio"/> ADULT WORKFORCE (1) <input type="radio"/> CHILD AND ADULT WORKFORCE <input type="radio"/> OTHER WORKFORCE (1) |
| Position * | Please select the position from the menu - if it is unavailable, please select 'Other', then enter the position in the box provided remembering that you are limited to 30 characters including spaces. The position you enter will be available to select from the menu in future applications. <input type="text" value="UNSUP CHILD HELPER"/> |
| Position (Other) | <input type="text"/> Please Note: Position must be described within 30 characters, including spaces. You must enter the position being applied for (e.g. Physician, Surgeon, Anaesthetist, Pharmacist, Nurse, Social Worker etc). You must also include the work setting (e.g. School, Hospital, Care Home etc), or record which contact group (e.g. children). Please do NOT use the word 'Assistant' in the position field if the post is voluntary. To review eligible posts, please see the following: Eligibility Guidance Document (via Gov.uk). |
| Volunteer? | Is the position voluntary? <input type="radio"/> No <input checked="" type="radio"/> Yes Please select 'Yes' only if the applicant meets the definition of a volunteer as defined in The Police Act 1997 (Criminal Records) Regulations 2002 |
| Guidance | The Police Act 1997 (Criminal Records) Regulations 2002 definition of a volunteer is: 'a person who is engaged in any activity which involves spending time, unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit.' Read More > |
| Organisation | Beyond Radio V The Studios 45A Chester Place Lancaster Lancashire LA1 4HA |
| Cost Centre / Purchase Order Number / Internal Reference Number | <input type="text"/> |
| <input type="button" value="SAVE CHANGES"/> | |

11. Complete the 'Address Details' page, adding any extra required addresses as indicated by the portal. Click '**Save Changes**' once complete.

12. Complete the 'Other Names' page, adding any other names you may have been known by (if applicable) and then click '**Save Changes**' to continue.

13. If you are a UK national, or a national from a country in the European Economic Area (EEA) select **'Yes'** otherwise please select **'No'** and then click **'Continue'**

The screenshot shows the 'beyondradio' logo at the top left. Below it is a navigation menu with 'Your Application' and 'Library'. A 'Contact Us' section provides telephone, text relay, and email information. The main content area is titled 'Disclosure And Barring Service (DBS) Application Beyond Radio V' with 'Application ID: 1726940'. A progress bar shows steps: Applicant, Birth, Employer, Address, Names, Evidence (current), and Submit. The 'Evidence' step is titled '7. Identity Verification' and contains the question 'Is the applicant a UK or EEA** National?' with 'Yes' selected. A 'CONTINUE' button is at the bottom.

14. You will now need to select and provide details of the identification you will be using to verify your identity – **please note that it is important that the identification you choose to use is available to be checked by Beyond Radio – we have to see the original document as part of the application process – otherwise your application will be rejected**

A full list of the document types accepted are included at the start of this step-by-step guide.

Most volunteers will need to provide 1x document from the 'Group 1' list of allowed documents, and then 2x documents from any of the documents listed in Group 1, 2a or 2b.

Select **'Route 1'** and then select the document types from the long list to input the required information.

If you are unable to provide this information, or do not have the required documentation – please let us know. You can email the restricted access DBS team at Beyond Radio by emailing DBS@beyondradio.co.uk

Once you have completed this page, checked and checked again for accuracy, click **'Save Changes'**.

15. Next, you will need to accept the terms and conditions of the DBS check. Please read and accept the statements.

Once you have completed this, select **'Save Changes'**

16. **You will now need to confirm that the information you have provided is accurate so read through your application summary looking for any mistakes.**

Once you are happy that the information is accurate, click '**Submit Application**' or '**Save Changes**' (the name of this button varies according to the browser you are using, so please select whichever option seems appropriate to submit the application for our review).

If offered, please **do not** use the 'Very-fi' option as we **do not** require this. Doing so will result in an extra charge being made to the station. We do not make use of this service.

17. **Your application is now complete.** The DBS team at the station will now need to see and verify your identification documentation so please email DBS@beyondradio.co.uk to arrange a suitable date and time to present your documentation (original copies only) at the station. Please note that we only need to see and verify the information against your application. We **do not** and will not need to take a copy of your documentation.

Once this has happened, your application will be sent to DBS for the checks to begin. Result can take up to 12 weeks to complete.

Once completed, you will receive a copy of your DBS certificate to your home address. This is your copy, and you only need to bring the certificate to the station to be checked if we request you to do so.

The station receives a digital notification and summary of the certificate. In most cases, this will be all that we need to see – however, DBS will randomly ask us instead to view the original certificate that has been issued to a volunteer. When that happens, we will let you know, and you will need to bring your certificate to the station to be checked. If you happen to be one of the applications that is randomly selected in this way, your application will not be classed as complete until we check the original certificate and update the portal accordingly. This **isn't anything to be worried about** – it is a security measure used by DBS to ensure that certificates are accurate and delivered as expected.

18. **If you haven't done so already, you can now close your browser window.** Your application is awaiting our checks, and other than arranging to show your original documents, you have nothing further to do.