

Basic DBS Online Disclosure Guide (eBulkPlus)

Applicant Guidance Notes



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Applicant Guidance Notes

An online basic 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 5 of this guide.

Option 2 – accessing our system through your browser

Please enter the following address in the web browser:

<https://matrixscreening.com/cheqs>

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

You will now be taken to the basic routing screen in order to determine whether your basic application needs to be processed by the DBS or Disclosure Scotland based on where you live/work.

For applicants based in England or Wales who require a basic DBS check, the answers to these questions will point to 'England/Wales'.

matrix
SECURITY WATCHDOG

Basic Application Route

Basic disclosure applications are processed by either the Disclosure & Barring Service (DBS) or Disclosure Scotland depending on where you live/work.

It is vital that your application is processed by the correct government agency as they work within two separate legal systems and have different rehabilitation periods in Scotland compared to England/Wales. Failure to send your application to the correct agency will result in your application being processed with incorrect Rehabilitation of Offenders Act rules applied.

In order to ensure that your basic application is submitted to the correct government agency, please complete the questions below so that we can ensure your application is processed correctly.

1. (*) Is this basic disclosure application for employment in the UK?

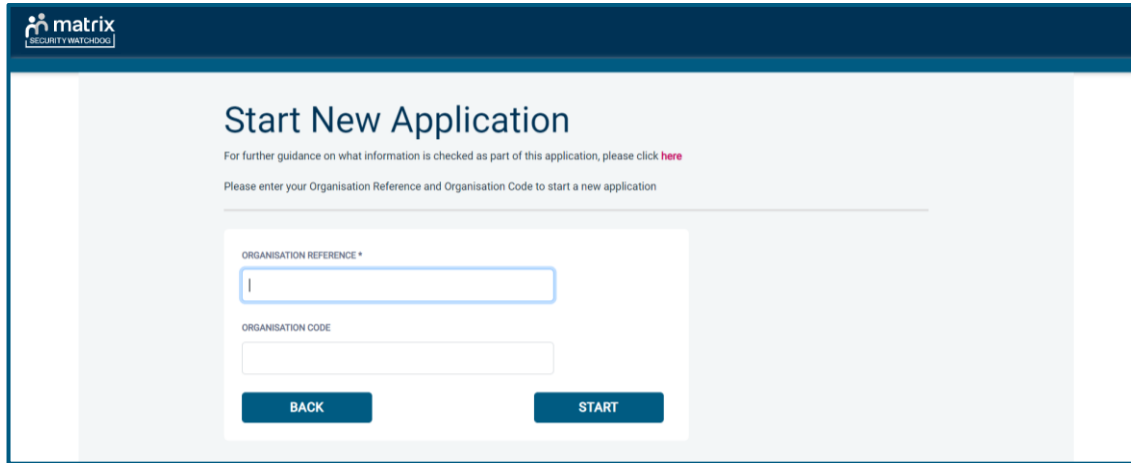
☒ YES
☐ NO

BACK **NEXT**

Once the questions have been answered, please click 'Next'.

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.

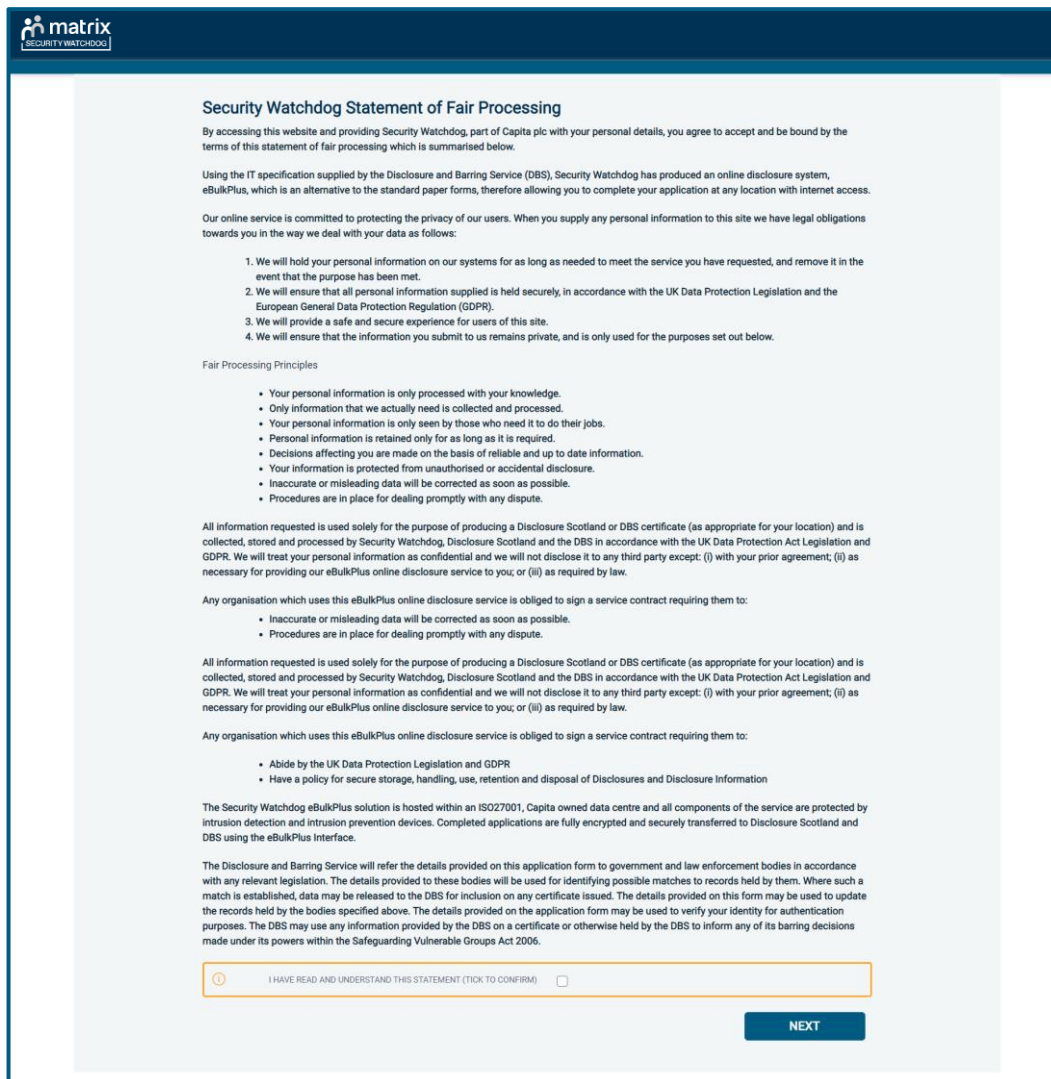


The screenshot shows a web application interface with a dark blue header containing the 'matrix SECURITY WATCHDOG' logo. The main content area has a light gray background. At the top, the heading 'Start New Application' is displayed in a large, bold, dark blue font. Below the heading, there is a line of text: 'For further guidance on what information is checked as part of this application, please click [here](#)'. This is followed by another line of text: 'Please enter your Organisation Reference and Organisation Code to start a new application'. Below this text, there is a white rectangular form box. Inside the box, the label 'ORGANISATION REFERENCE *' is positioned above a text input field. Below this, the label 'ORGANISATION CODE' is positioned above another text input field. At the bottom of the form box, there are two dark blue buttons: 'BACK' on the left and 'START' on the right.

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

Statement of Fair Processing

You will now be taken to the 'Security Watchdog 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.



The screenshot shows a web form titled 'Security Watchdog Statement of Fair Processing'. It contains several paragraphs of text explaining the data processing policies, followed by a list of 'Fair Processing Principles'. At the bottom, there is a consent box with a checkbox and a 'NEXT' button.

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:

- 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'

- 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

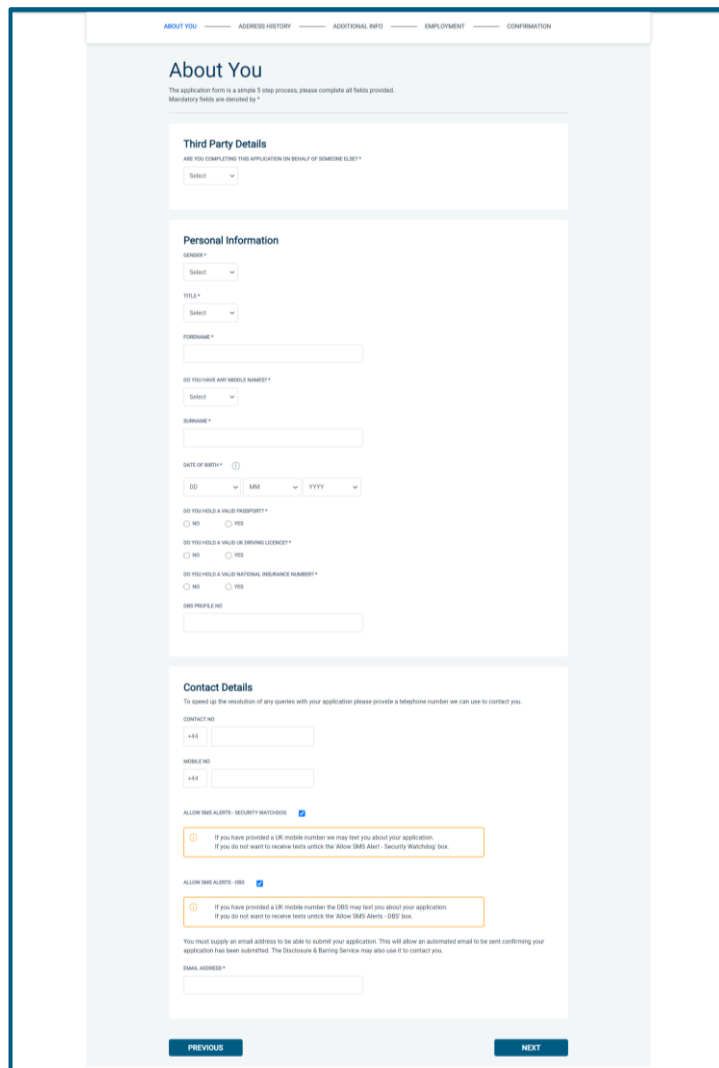
Third Party Details

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.

Personal 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 the 'About You' section of an application form. At the top, there is a progress bar with five steps: ABOUT YOU, ADDRESS HISTORY, ADDITIONAL INFO, EMPLOYMENT, and CONFIRMATION. The 'ABOUT YOU' step is currently active.

About You
This application form is a simple 5 step process, please complete all fields provided. Mandatory fields are denoted by *

Third Party Details
ARE YOU COMPLETING THIS APPLICATION ON BEHALF OF SOMEONE ELSE? *
Select

Personal Information
GENDER *
Select
TITLE *
Select
FORENAME *

DO YOU HAVE ANY MIDDLE NAME(S) *
Select
SURNAME *

DATE OF BIRTH *
DD MM YYYY
DO YOU HOLD A VALID PASSPORT *
☐ NO ☐ YES
DO YOU HOLD A VALID UK DRIVING LICENCE *
☐ NO ☐ YES
DO YOU HOLD A VALID NATIONAL INSURANCE NUMBER *
☐ NO ☐ YES
DBS PROFILE NO

Contact Details
To speed up the resolution of any queries with your application please provide a telephone number we can use to contact you.
CONTACT NO
+44
MOBILE NO
+44
ALLOW DBS ALERTS - SECURITY WATCHDOG ☒

ⓘ If you have provided a UK mobile number we may text you about your application. If you do not want to receive texts until the Above DBS Alert - Security Watchdog box.

ALLOW DBS ALERTS - DBS ☒

ⓘ If you have provided a UK mobile number the DBS may text you about your application. If you do not want to receive texts until the Above DBS Alert - DBS box.

You must supply an email address to be able to submit your application. This will allow an automated email to be sent confirming your application has been submitted. The Disclosure & Barring Service may also use it to contact you.
EMAIL ADDRESS *

PREVIOUS NEXT

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](#)

Address History

Please enter your current address
Mandatory fields are denoted by *

① 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 ①

Start typing postcode/address...

ADDRESS LINE 1 * ①

ADDRESS LINE 2

TOWN *

COUNTY

DATE FROM *

DD ▼ 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 / Current Nationality

Please enter your Nationality at birth and your current Nationality, even if this hasn't changed since birth.

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.

Receive Paper Certificate

The DBS will automatically issue you an electronic certificate upon completion of your basic disclosure check. If you also require a paper copy of your certificate, please state 'Yes' to this question. Please then supply the address that you would like your paper certificate to be sent to.

Certificate Access

You can grant the Registered Organisation processing your application, or a 3rd party (e.g. your employer), access to your electronic certificate upon completion of check automatically within the application. Please note, if you are granting a 3rd party access to your certificate, the email address you supply that can access your certificate must have a registered DBS portal account.

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 previous name (forename, middle name(s) and surname) 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.



ABOUT YOU
ADDRESS HISTORY
ADDITIONAL INFO
EMPLOYMENT
CONFIRMATION

Additional Information

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

Place of Birth

TOWN *

COUNTRY *

Select

NATIONALITY AT BIRTH *

Select

CURRENT NATIONALITY *

Select

Receive Paper Certificate

WOULD YOU LIKE TO RECEIVE A PAPER CERTIFICATE AS WELL AS AN ELECTRONIC CERTIFICATE *

Select

Certificate Access

DO YOU WISH TO PROVIDE CONSENT TO THE LEAD CONTACT OF YOUR RESPONSIBLE ORGANISATION TO VIEW YOUR ONLINE DBS CERTIFICATE WHEN IT HAS BEEN ISSUED? *

Select

DO YOU WISH TO PROVIDE CONSENT FOR A 3RD PARTY TO VIEW YOUR ONLINE DBS CERTIFICATE WHEN IT HAS BEEN ISSUED? *

Select

Other Names

HAVE YOU BEEN KNOWN BY ANY OTHER NAME? * ⓘ

Select

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.

FORENAME	SURNAME	FROM	TO
No records have been created			

ADD NAME

PREVIOUS

NEXT

Once you have completed this section click 'Next'.

Section 4 – Employment Details

Purpose of Check

You are required to enter from the drop-down list provided, what the purpose of this basic check is (Employment, Personal Interest or Other.) If the purpose of the check is employment, further questions will be required. If 'Other' is stated, you will be required to enter what the purpose is.

Position Applied For

Please insert the correct job role as supplied to you by your current/new employer. 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.

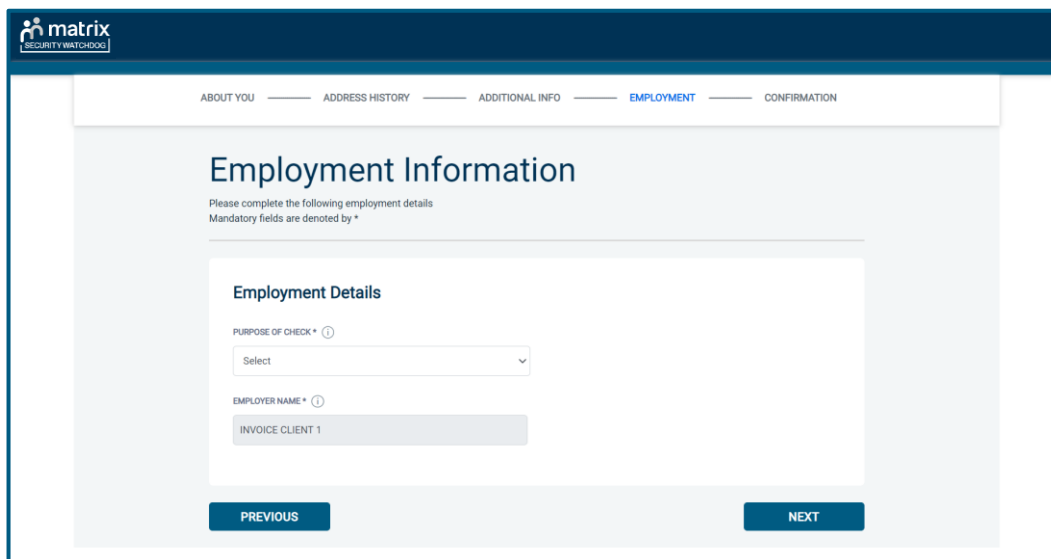
Failure to enter the correct job role may cause your application to be delayed.

Name of Employment Sector

Please select from the drop-down list provided, the most appropriate employment sector that your application relates to.

Employer Name

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



The screenshot shows the 'Employment Information' section of the Matrix Security Watchdog application. The page has a dark blue header with the 'matrix SECURITY WATCHDOG' logo. Below the header is a navigation bar with links: ABOUT YOU, ADDRESS HISTORY, ADDITIONAL INFO, EMPLOYMENT (highlighted), and CONFIRMATION. The main content area is titled 'Employment Information' and includes a sub-header 'Please complete the following employment details' and a note 'Mandatory fields are denoted by *'. The form is titled 'Employment Details' and contains two fields: 'PURPOSE OF CHECK *' with a dropdown menu showing 'Select', and 'EMPLOYER NAME *' with a text input field containing 'INVOICE CLIENT 1'. At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

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.

ABOUT YOU
ADDRESS HISTORY
ADDITIONAL INFO
EMPLOYMENT
CONFIRMATION

Application Confirmation and Consent

To complete this application, please review the details entered, tick the consent box at the bottom of this page and click the Complete button.

Third Party Details

FORWARDNAME
SURNAME
EMAIL
TELEPHONE NO
JOB TITLE

Personal Details

TITLE
MR
FORWARDNAME
TEST
MIDDLE NAMES
SURNAME
TEST
DATE OF BIRTH
01/01/1987
GENDER
MALE
VALID PASSPORT
No
VALID DRIVING LICENCE
No
VALID TO NUMBER
No

Contact Details

CONTACT NO
MOBILE NO
EMAIL ADDRESS
test@test.com
ORG PROFILE NO

Address History

TEST
TEST
ST 1AA
UNITED KINGDOM
Jan 2011
Present

Place of Birth

TOWN
TEST
COUNTRY
UNITED KINGDOM

Employment Details

PURPOSE OF DBS CHECK
Employment
POSITION APPLIED FOR
TESTED
NAME OF EMPLOYMENT SECTOR
CENTRAL GOVERNMENT
EMPLOYER NAME
INVOICE CLIENT 1

Application Consent

Privacy Policy - basic check declaration

I can confirm that I have read the Basic DBS Check Processing Privacy Policy (<https://www.gov.uk/government/publications/dbs-privacy-policy>) and I understand how DBS will process my personal data. ☐

Consent to obtain basic check electronic result

I consent to the DBS providing an electronic result directly to the responsible organisation that has submitted my application. I understand that an electronic result contains a message that indicates whether the certificate does not contain criminal record information or to avoid certificate which will indicate that my certificate contains criminal record information. ☐

Declaration by Applicant

I have provided complete and true information in support of the application and I understand that knowingly making a false statement for this purpose is a criminal offence. ☐

Security Watchdog Statement

If you do not provide your consent to any of the statements above, please contact your employer as your application cannot be submitted online.

Please Note: If you are submitting this application on behalf of the applicant, you will need to obtain a signed and dated consent declaration from the applicant agreeing to all of the statements outlined above.

PREVIOUS
COMPLETE

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.** You will receive a confirmation email containing these details to the email address supplied on the application form.

DBS list of acceptable identification.' Below this is a section titled 'ID Document Rules' with a paragraph: 'You will now be required to have your identity verified by the organisation requesting this application on you in accordance with the DBS ID guidelines. If your identity cannot be verified via the documents you hold (for example, valid Passport, UK Driving Licence, Birth Certificate, UK Residence permit) your application will not be able to be processed. For a full list of acceptable forms of identification please read the document DBS Basic Checks - List of acceptable identification. Further guidance about the DBS Application process can be accessed at [www.gov.uk/government/organisations/disclosure-and-barring-service](\"http://www.gov.uk/government/organisations/disclosure-and-barring-service\")'. At the bottom right is a blue 'EXIT' button." data-bbox="68 230 730 469"/>

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.

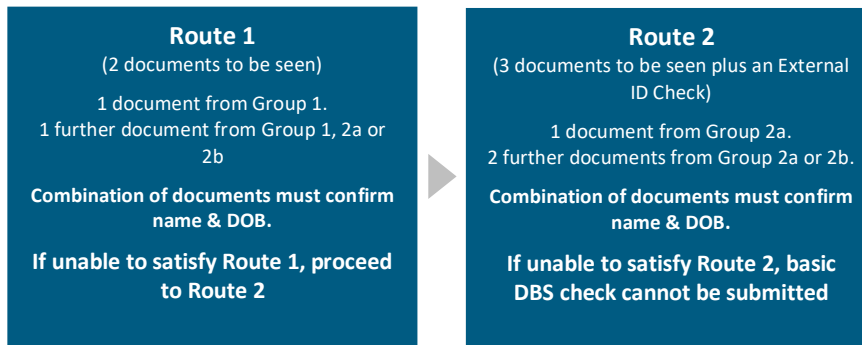
Tracking the progress of your application with the DBS

Once 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 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 your HR Team/Recruiting Manager if you have any queries regarding the DBS application process. If you experience any technical issues with the online system, please contact the eBulkPlus team on 01420558752. Lines open 9.00am-5.30pm Monday to Friday. Alternatively, you can contact us by e-mail at db.enquiries@teammatrix.com

DBS Basic Checks - List of Acceptable Identification



Group 1

Primary Identity Documents

- 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

- 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)
- 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.)

Group 2b

Financial & Social History Documents

- 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 *
- 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)
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	