

Customer Guide

UK Criminal Record Checks with Client Evidence of ID



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Accelerate Criminal Record Checks with Client Evidence of ID

Our services and experiences are designed to enable efficient screening processes, right from the start

A changing world requires new ways of screening, and First Advantage are constantly innovating to deliver on our commitment to provide our customers and their candidates with advanced, technology-enabled services. To better serve the unique needs of HR professionals and because hiring velocity remains a priority, our Criminal Records Check with Evidence of ID solution is designed to make your life easier and minimise time-to-hire.

Here's how First Advantage enables faster proof of ID with an efficient solution that:

- Integrates evidence of ID seamlessly at the start of a Criminal Records Check, mitigating delays in completing the check
- Automatically notifies all users when Client Evidence of ID is required to proceed with criminal check
- Provides customers with an easy, convenient, and efficient way to confirm evidence of ID from anywhere, at any time

Contents

Customer Experience4

Levels of Disclosure9

Customer Experience

Before an order for a UK Criminal Records Check can be processed, the candidate's identity needs to be confirmed. You will need to confirm that you have validated the candidate's **original** documents in accordance with the ID guidelines published by [DBS](#), [AccessNI](#), and [Disclosure Scotland](#) which must confirm their name, date of birth, and current address before the disclosure application is submitted to the relevant government agency.

When you place an order that includes a **UK Criminal Disclosure service with Client Evidence of ID** you will receive a Verify Identity task email notification letting you know that the candidate's identity needs to be verified and inviting you to log into your account to complete the identity verification. All users who are configured to receive a Verify Identity task notification on the account will receive an email, but not all users will necessarily have permission to view and action the Verify Identity task.

There are 3 different levels of permission a user can be granted:

1. Can View and Verify Identity Task

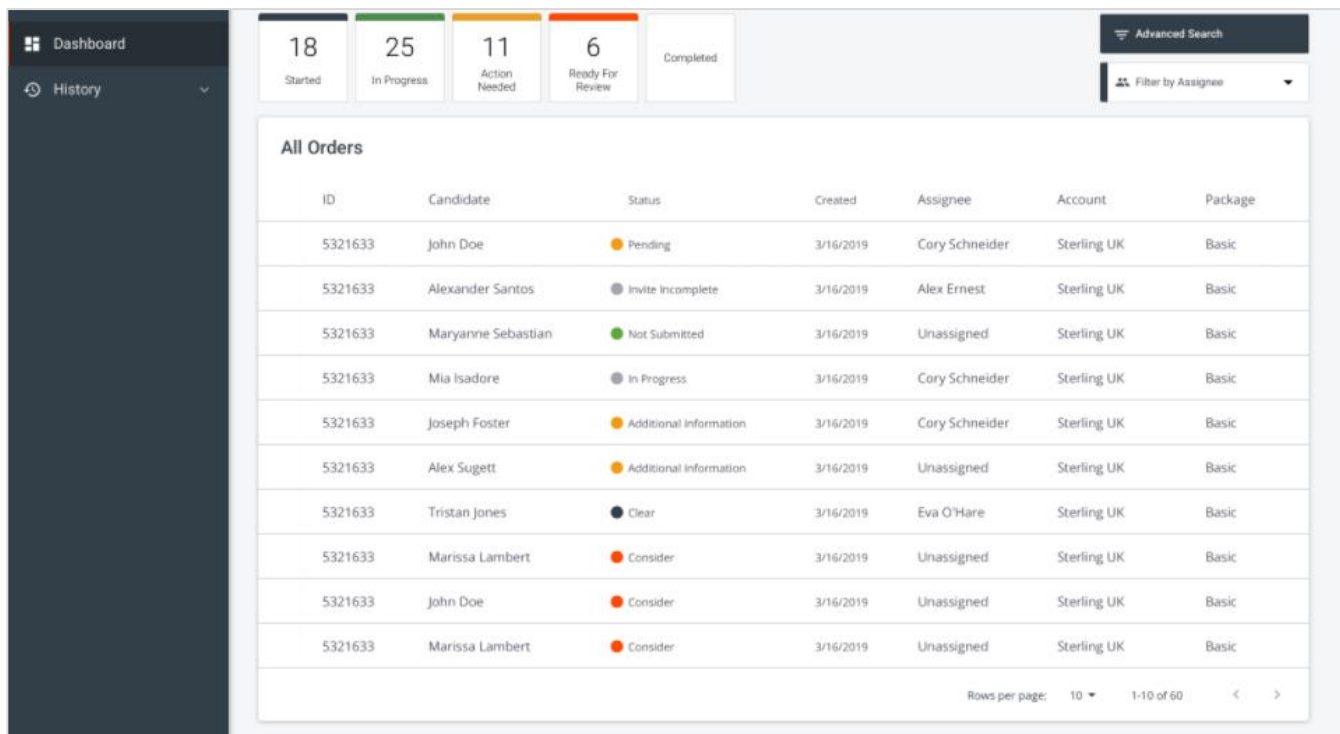
- Users can view an order in the Verify Identity status and can action the Verify task

2. Can View Identity Task

- Users can view an order in the Verify Identity status but cannot action the Verify task

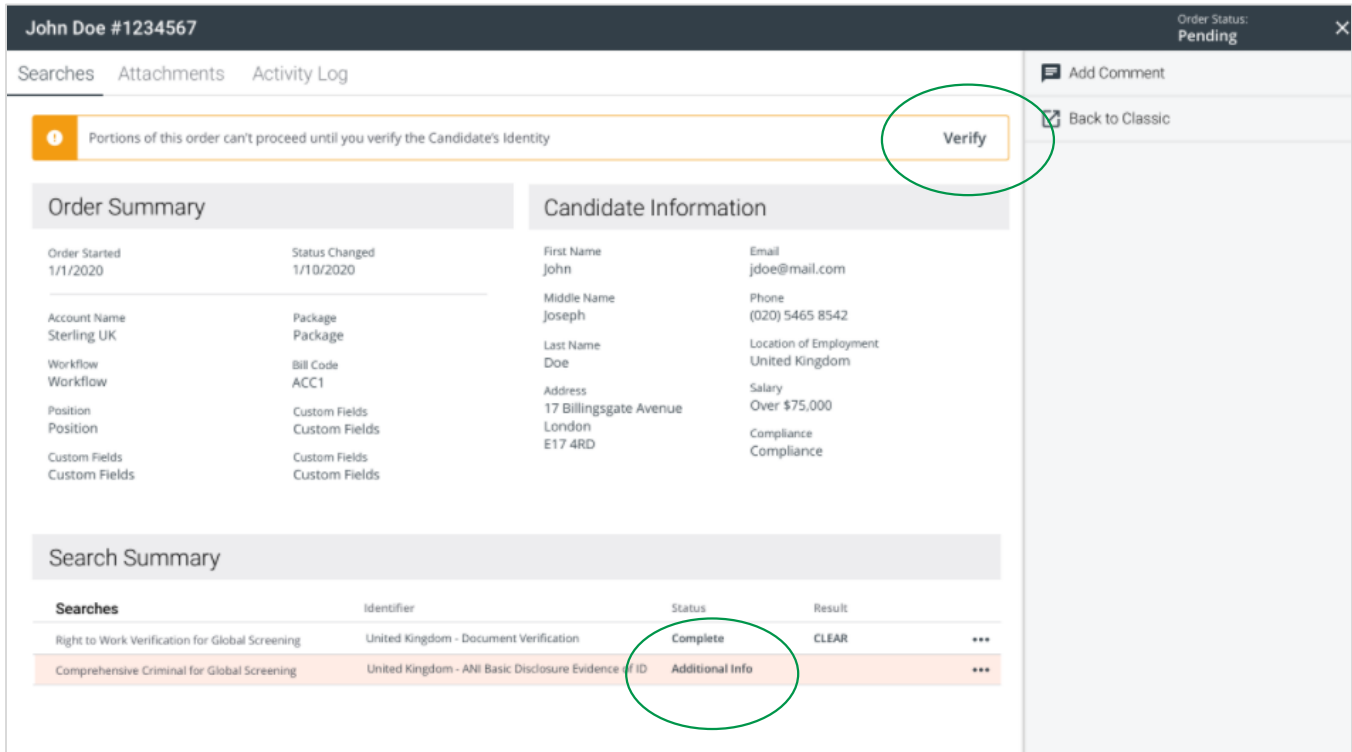
3. Cannot View or Verify Identity Task

- Users cannot view an order in the Verify Identity status and cannot action the Verify task



| ID | Candidate | Status | Created | Assignee | Account | Package |
|---------|--------------------|------------------------|-----------|----------------|-------------|---------|
| 5321633 | John Doe | Pending | 3/16/2019 | Cory Schneider | Sterling UK | Basic |
| 5321633 | Alexander Santos | Invite Incomplete | 3/16/2019 | Alex Ernest | Sterling UK | Basic |
| 5321633 | Maryanne Sebastian | Not Submitted | 3/16/2019 | Unassigned | Sterling UK | Basic |
| 5321633 | Mia Isadore | In Progress | 3/16/2019 | Cory Schneider | Sterling UK | Basic |
| 5321633 | Joseph Foster | Additional Information | 3/16/2019 | Cory Schneider | Sterling UK | Basic |
| 5321633 | Alex Sugett | Additional Information | 3/16/2019 | Unassigned | Sterling UK | Basic |
| 5321633 | Tristan Jones | Clear | 3/16/2019 | Eva O'Hare | Sterling UK | Basic |
| 5321633 | Marissa Lambert | Consider | 3/16/2019 | Unassigned | Sterling UK | Basic |
| 5321633 | John Doe | Consider | 3/16/2019 | Unassigned | Sterling UK | Basic |
| 5321633 | Marissa Lambert | Consider | 3/16/2019 | Unassigned | Sterling UK | Basic |

When you log into your account, you will see an **Action Needed** tile. When you click on the **Action Needed** tile, you will see the applicable candidate's status shows as Additional Information.



John Doe #1234567 Order Status: Pending

Searches Attachments Activity Log

Portions of this order can't proceed until you verify the Candidate's Identity Verify

Order Summary

| | |
|--------------------------------|--------------------------------|
| Order Started 1/1/2020 | Status Changed 1/10/2020 |
| Account Name Sterling UK | Package Package |
| Workflow Workflow | Bill Code ACC1 |
| Position Position | Custom Fields Custom Fields |
| Custom Fields Custom Fields | Custom Fields Custom Fields |

Candidate Information

| | |
|--|---|
| First Name John | Email jdoe@mail.com |
| Middle Name Joseph | Phone (020) 5465 8542 |
| Last Name Doe | Location of Employment United Kingdom |
| Address 17 Billingsgate Avenue London E17 4RD | Salary Over \$75,000 Compliance Compliance |

Search Summary

| Searches | Identifier | Status | Result |
|---|--|-----------------|-----------|
| Right to Work Verification for Global Screening | United Kingdom - Document Verification | Complete | CLEAR *** |
| Comprehensive Criminal for Global Screening | United Kingdom - ANI Basic Disclosure Evidence of ID | Additional Info | *** |

When you click on the applicable candidate, you will see an instruction bar at the top of the page and the **Additional Info** status of the search at the bottom of the page. You need to click on the **Verify** button at the top of the page which will then present you with instructions in order to verify the UK Criminal Disclosure that has been ordered, e.g. DBS Basic, Access NI Enhanced, Disclosure Scotland Level 1 etc.

Then you need to select the documents that you have witnessed in accordance with the ID guidelines published by [DBS](#), [AccessNI](#), and [Disclosure Scotland](#), in order to verify the candidate's identity.

Verify Candidate Identity

ID Verification plays a vital role in the provision of the AccessNI check. To perform ID Verification to the required standard, verifiers must:

- Check and validate the information provided by the candidate on the application form; and
- Establish the true identity of the candidate through the examination of a range of documents as set out in this guidance; and
- Ensure that the candidate provides details of all names by which they have been known and all addresses where they have lived in the last 5 years; and
- Ensure the application form is fully completed and the information it contains is accurate.

FAILURE TO DO THIS MAY COMPROMISE THE INTEGRITY OF THE DISCLOSURE SERVICE.

Please note that:

- Only valid, current and original documentation can be accepted. Photocopies provided by the candidate are not acceptable.
- You must retain copies of identification documents supplied by candidates to support their application for a period of 90 days after the certificate is issued. You may be required to produce this documentation as part of an AccessNI compliance visit. Once those 90 days have passed the copy documents can be destroyed.
- Documentation printed from the internet (e.g. internet bank statements) cannot be accepted.
- Identity information for the candidate's name, date of birth and address recorded on the AccessNI application form must be validated.
- Where possible, the candidate should produce photographic identity documents (e.g. passport, photocard driving licence, etc.) and this must be compared against the candidate's likeness.
- All documents must be in the candidate's current name.
- The candidate must be asked to declare all previous change of name, and provide documentary proof to support the change of name. If the candidate is unable to provide proof to support the change of name, a probing discussion should be held with the candidate about the reasons why before validating their identity.
- At least one document must confirm the candidate's date of birth.
- At least one document must confirm the candidate's current address.
- The candidate must provide a full and continuous address history covering the last 5 years. Where possible, you should seek documentation to confirm this address history.
- The candidate's address history must be cross-matched with any other information that has been provided as part of the recruitment, such as their CV. This can highlight if an address has not been provided. (e.g. if the candidate's CV shows that they have worked in Liverpool in the last 5 years but the application form only shows London addresses, the candidate should be questioned about this)
- A document from each of the groups should be included only once in the document counts. (i.e. two bank statements as two of the required documents should not be accepted if they are from the same bank)
- The foreign equivalent of an identity document if that document is listed as 'UK' on the list of valid identity documents should not be accepted.
- The same type of document must not be used more than once.

You must provide three forms of ID:

- **One** document from Group 1, and
- **Two** documents from Group 1, Group 2a or Group 2b.

Document Selection and Confirmation

Document Selection

Please select the first document that you have witnessed*

Select One

Please select the second document that you have witnessed*

Select One

Please select the third document that you have witnessed*

Select One

Please select the fourth document that you have witnessed*

Select One

NOTE: A fourth document is only required if a document from Group 1 could not be provided. If this document is not required, please select the "Not Required" option.

When you click on the **Submit** button, the criminal records check will be processed.

Document Selection and Confirmation

Document Selection

Please select the first document that you have witnessed*
Document One

Please select the second document that you have witnessed*
Document Two

Please select the third document that you have witnessed*
Document Three

Please select the fourth document that you have witnessed*
Document Four

NOTE: A fourth document is only required if a document from Group 1 could not be provided. If this document is not required, please select the "Not Required" option.

Confirmation

☒ I can confirm I have established the true identity of the individual by examining a range of documents as set out in the Access NI guidance, and verified the names, date of birth and current address provided by the individual by completing the verification dropdown options in the relevant sections above

☒ I can confirm that at least one of the documents I have witnessed is photographic identification

Name of individual who completed the ID verification
Russel Wilson

I confirm that a UK Right to Work check is being conducted on this applicant.

☒ Yes
☐ No

Submit

Client Evidence of ID is available when you order the following UK Criminal Record Checks subtypes:

- Disclosure Scotland Level 1 - Client Evidence of Identity
- DBS Basic - Client Evidence of Identity
- DBS Standard - Client Evidence of Identity
- DBS Standard - Client Evidence of Identity (Volunteer)
- DBS Enhanced - Client Evidence of Identity + List 99
- DBS Enhanced - Client Evidence of Identity + ISA First
- DBS Enhanced - Client Evidence of Identity
- DBS Enhanced - Client Evidence of Identity (Volunteer)
- PVG Scheme Record - Application to Join - Client Evidence of Identity
- PVG Scheme Record - Update - Client Evidence of Identity
- PVG Scheme Record - Application to Join - Client Evidence of Identity (Volunteers)
- PVG Scheme Record - Update - Client Evidence of Identity (Volunteers)
- Access NI Basic - Client Evidence of Identity
- Access NI Standard - Client Evidence of Identity
- Access NI Standard - Client Evidence of Identity (Volunteer)
- Access NI Enhanced - Client Evidence of Identity
- Access NI Enhanced - Client Evidence of Identity (Volunteer)

Please contact us if you need any of these adding to your account.

Levels of Disclosure

There are different levels of disclosure that can be ordered for a candidate depending on the type of work that they will be doing.

| Level | Disclosure & Barring Service (DBS) | Disclosure Scotland (DS) | Access Northern Ireland (ANI) |
|--|--|---|---|
| Basic (Level 1 for Disclosure Scotland) | Can be used for any purpose Contains details of unspent convictions and cautions found on the PNC | Can be used for any purpose Contains details of unspent convictions | Can be used for any purpose Contains details of unspent convictions |
| Standard (Level 2 for Disclosure Scotland) | Can only be used for specific roles Contains details of all spent and unspent convictions, cautions, reprimands and final warnings found on the PNC | Can only be used for specific roles Contains details of unspent convictions, relevant spent convictions, unspent cautions and information from the Sex Offenders Register | Can only be used for specific roles Contains details of spent and unspent convictions, informed warnings and other non-court disposals from the PNC. Some old and minor convictions and non-court disposals on a criminal record may not be disclosed. |
| Enhanced & Enhanced with Barred Lists (Level 2 with Barred List Check for Disclosure Scotland) | Can only be used for specific roles Contains the same PNC information as the standard level certificate but also includes a check of information held by police forces If the candidate includes a check of the child and/or adult barred list, the DBS as a statutory duty to consider any information that suggests the applicant may pose a risk of harm. | Can only be used for specific roles Contains details of unspent convictions, relevant spent convictions, unspent cautions, inclusion on children's or adult's lists (if it's relevant to the job), other relevant information held by the police information from the Sex Offenders Register | Can only be used for specific roles Contains details of spent and unspent convictions from the PNC, cautions, informed warnings and other non-court disposals from the PNC information held by the Disclosure and Barring Service (for positions in regulated activity) and information held by the police that is relevant to the role applied for. Some old and minor convictions and non-court disposals on a criminal record may be filtered. |
| DBS Adult First | An Adult First check is a quick search of the Adult's barred lists so that the candidate can commence (supervised) work while waiting on the issue of their Enhanced DBS certificate. | N/A | N/A |