

# Disclosure and Barring Service (DBS) enhanced check

## UG & PG pre-registration courses

Contact us: [dbs@citystgeorges.ac.uk](mailto:dbs@citystgeorges.ac.uk)

The information in this document is correct at the time of being produced in July 2025.

In the event that amendments are made, the University shall take reasonable steps to notify you as soon as is reasonably possible

Contact us: [dbs@citystgeorges.ac.uk](mailto:dbs@citystgeorges.ac.uk)

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## DBS Check

All new students commencing a healthcare programme are required to undergo an enhanced Disclosure and Barring Service (DBS) check. Government legislation requires all Higher Education Institutions that offer courses where students may come into unsupervised contact with children or vulnerable adults to have this check. These checks also help us to ensure a duty of care to our students and create a safer environment for patients seen by our students.

Our partner company, Atlantic Data Lt, manages the DBS applications. By accepting your place, you have also agreed to undergo this check, and agree to City St George's, University of London sharing limited information, including: your name; your gender; your date of birth; and your e-mail address.

Applicants who have firmly accepted an offer of a place will be contacted via email from [dbs@city.disclosures.co.uk](mailto:dbs@city.disclosures.co.uk) with further instructions about completing your DBS application.

## Your Gender

Please note that currently the Disclosure and Barring Service application form only offers gender options of Male / Female. The DBS offers a confidential checking process for transgender applicants in accordance with the Gender Recognition Act 2004, if you do not wish to disclose details of a previous identity.

If you wish to follow this process, you should get in contact with the Disclosure and Barring Service's dedicated sensitive applications team before you submit an application via our partner company, Atlantic Data Lt.

For more information, email [sensitive@dbs.gov.uk](mailto:sensitive@dbs.gov.uk) or see the [DBS Transgender Applications guidance](#). The School will meet the costs for the DBS check via the sensitive applications route.

An applicant using the confidential checking service will still complete the same DBS application form as any other applicant when it comes to actually submitting it.

## Process explained (Atlantic Data)

Please ensure that you read the information below thoroughly. Mistakes and omissions after submitting your application cannot be amended and you will be required to start the process again.

It is your responsibility to ensure you complete a DBS check: Please:

- Read the information and guidance on this page and the information emailed to you
- Follow each stage of the application process thoroughly
- Start your application as soon as you receive your email inviting you to start your DBS application.

## Prepare your ID documentation

The preparation of your ID documentation is crucial to the successful completion of your DBS application.

If you are a UK national and have a valid biometric passport and a smartphone or tablet, you should be able to complete your DBS check via the Digital ID service.

**Tip: If you are a UK national and you don't have a biometric passport, we encourage you to proactively apply for one to enable you to use the Digital ID Service.**

If you do not have a biometric passport, you will need to provide at least **three (3), valid documents** as specified in the [DBS guidance](#), and collectively, these documents must confirm:

- your current, legal name
- your current address
- your date of birth

- Make sure that your documentation is valid and that is within the list of acceptable documentation as listed in the [DBS list of acceptable documents](#).

**Tip: You may find it useful to apply for a [provisional licence](#) as this may support supplying the IDs required.**

To maximise the chances that your application is not cancelled or delayed, please ensure that:

- Your current legal name is consistent throughout all the documents being used. That includes deviations to middle names. Your current legal name must be consistent across all documents being uploaded to the system
- Only original documents can be used for your DBS Check. Photocopies scanned copies, photos, printouts, or screenshots of documents taken online such as online banking, online utility accounts will not be accepted. If you are using a bank statement, ensure that you use a physical copy that was posted to your current address
- You refer to the DBS Accepted documents when selecting your ID documents. To determine which group list applies to you, please refer to your passport as this will confirm your nationality: UK nationals; EEA nationals; and non-UK/non-EEA nationals
- If you have resided in any country other than the United Kingdom for more than 6 months in the past 5 years you will also need to obtain a criminal record check from the country you lived in. Please see page 7 for more information.

## Activate your DBS Account

You will be contacted by Atlantic Data automatically. The system email generated for you will have a unique code. Please check your spam/junk folder as it may end up there.

You will be prompted to create a password. You will need this password to log in to your account. Make sure you keep your password safe for future logins.

Once you have logged into your DBS account, check the details pre-entered on the homepage/dashboard are accurate and spelt correctly e.g., your Title, Gender, Name, Date of Birth, Course of Study.

If anything is incorrect, please contact [dbbs@city.disclosures.co.uk](mailto:dbbs@city.disclosures.co.uk)

## Complete and submit your application and upload ID documents

To begin the application process you will be asked a series of questions to establish whether you are eligible to complete your application via the Digital ID service. If you are eligible, you will be provided with a QR code to download the required app. If you are not eligible, you will be required to complete either a Virtual or In Person ID check.

During the application, you will be required to:

- **Provide your consent to the GDPR section**
- **Select the correct nationality**
- **Select the ID documents** you are providing as evidence. For the Digital ID check this will be a biometric passport. **For the Virtual or In Person ID check you will require a minimum of 3 valid documents.**
- **Confirm your legal identity** from birth by providing your name, middle name(s), and any previous names you may have had as part of your application.
- **Confirm your country of birth**
- **Provide your 5-year address history**, listing all addresses including any foreign addresses and/ or university accommodation. You cannot have any gaps in this history.
- **State if you have any police cautions, convictions, or reprimands.**

### Only for Virtual ID checks

- **Input validation details** – you will be asked to provide validation information for each ID document. It is particularly important that the numbers you enter in the application form match those in the ID documents that you will upload to the system.
- **Upload ID document images** - once you have completed and submitted your DBS application form, you will need to **upload images of your selected 3 ID documents**. Without these uploads, your DBS application cannot be progressed. It is important that you upload the selected ID documents, uploading different documents will invalidate your application and will have to start again. Please **follow the guidance on the system carefully** on how to upload the images and what format is appropriate.

## Book and attend a virtual ID check

**This step will only be required if you are unable to complete your check via the Digital ID service.**

After submitting your ID documents, your documents and details will be checked via our partner company, Atlantic Data Lt. Once it has been vetted, you will be invited to attend an ID Document verification call.

In cases where there are discrepancies with names, and errors in the form, it will likely be required for your application to be cancelled and for you to restart the process again. In other cases, you may be required to respond to any follow-up questions so please ensure you check your email regularly. Until this is completed your application cannot be checked by a counter signatory to be sent on to the DBS, so it is essential you undertake this immediately.

If your application passes the vetting stage, you will be contacted via email to book an

appointment for your ID to be validated. Note that your DBS check can only begin once your ID has been validated.

You will be invited to book an appointment to meet with a member of the Atlantic Data team virtually to conduct your DBS ID Check.

Microsoft Teams will be used for the ID Check appointment. Please make sure that you download and install this onto the device of your choice beforehand.

For your appointment, you will need to have a device that has video, audio, and microphone capabilities as you will need to show your ID documents to complete the DBS ID Check.

Please attend your appointment at least 5/10 minutes before your selected time slot in case of any technical difficulties.

## Outcome and DBS Certificate

Once the government's DBS Service has completed processing your DBS Check, your DBS Certificate will be posted to the address that was declared on your DBS application. Only one copy is issued. **The University does not get a copy so make sure you keep the certificate safe.**

Please monitor the progress of your DBS application by logging into your DBS account. Under the Homepage of your DBS account, there will be a Status History section. If there is a date entered for the 'Result received on' field, this means your DBS Certificate has been issued.

If your DBS certificate has been dispatched but has not arrived after 14 days please visit <https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide>.

## DBS Update Service

Upon receiving your DBS Certificate, you have the option of registering with the DBS Update Service. You have 30 days from the print date of the DBS Certificate to register. The annual cost is £13.

If you wish to subscribe to the DBS update service, you must do this within the DBS specified timescales. See <https://www.gov.uk/dbs-update-service> for further information.

## DBS Panels

All pre-registration programmes are exempt from the Rehabilitation of Offenders Act 1974, under the provisions of the Exemptions Order 1975. This means that, if applicable, you will be obliged to declare all previous criminal convictions, cautions, and reprimands.

It is important for City St George's, University of London to establish a balanced and objective view about your suitability to train. In order to verify this, we use the Disclosure and

Barring Service checks; it is therefore a mandatory condition of entry to any pre-registration Healthcare programme that an applicant must have a satisfactory DBS clearance. This will document information in the form of a criminal record certificate as described under either section 113 or section 115 of the Police Act 1997.

If any criminal convictions, cautions, and/or reprimands are present on your DBS check, you will be asked to provide a digital copy of your DBS certificate to the University. This will then be assessed by relevant members of staff, and if required you will be asked to attend a DBS Panel to assess if you are able to commence placement.

### Additional information for students who have resided abroad

If you have resided in any country other than the United Kingdom for more than 6 months in the past 5 years you need to obtain a criminal record check from the country, you lived in. You will be expected to provide a criminal check conducted by that country as the DBS cannot currently access overseas criminal records or other relevant information as part of its disclosure service.

For information in relation to overseas procedures please refer to the Foreign and Commonwealth Office (FCO) at <http://www.gov.uk/fco/> which lists the websites of all embassies and High Commissions where information on the current practices for applying can be found.

Certificates of good conduct for overseas applicants can most easily be obtained from your Local Law Enforcement body prior to entry to the UK; however, if you are already residing in the UK additional advice can be obtained for a limited number of countries from the DBS website:

<https://www.gov.uk/dbs-check-requests-guidance-for-employers#overseas-applicants>

If your previous country of Residence/Origin is not shown on the DBS website, then the applicant should contact the relevant Embassy/consulate in London for advice on how to obtain a Certificate.

All documents obtained from abroad must be translated from the relevant language into English and you should contact the relevant foreign embassy for further information regarding the verification of documents.

For further information please visit <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>. **It is your responsibility to organise this and make any payment in relation to the overseas police report/equivalent.**

## DBS Accepted ID Documents

The below information is only applicable if you are not able to complete your DBS check via the Digital ID Service. We however encourage you to prepare a minimum of three (3) of the below documents even if you believe you are eligible to use the Digital ID Service to ensure you are able to complete your check. Full information regarding accepted documents can be found on the gov.uk website [ID checking guidelines for Standard/Enhanced DBS check applications from 22 April 2025 - GOV.UK](#)

### Group 1: Primary identity documents

If you have at least one Group 1 document, it must be provided as part of your DBS application. You must provide ID containing your date of birth and current address.

Document	Notes
Passport	Any current and valid passport. A UK passport can be expired up to a maximum of 6 months.
e-Visa	Accessed via the 'View and Prove' service.
Biometric residence permit (BRP)	UK. A BRP showing Indefinite Leave to Remain, Indefinite Leave to Enter or No Time Limit can be used up to 18 months past the expiry date of the BRP. BRP holders should be encouraged to create an account and access their eVisa
Application Registration Card (ARC)	Issued by the Home Office. Must be checked against the <a href="#">Use the Employer Checking Service - GOV.UK</a>
Current driving license photocard (full or provisional)	Current and valid photocard driving licence issued by UK, Isle of Man, and Channel Islands. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA
Birth certificate – issued within 12 months of birth	UK, Isle of Man, and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces. Must be original birth certificate. Certified copies are a group 2a document
Adoption certificate	UK and Channel Islands

### Group 2a: Trusted government documents

Document	Notes
Current driving licence photocard - (full or provisional)	Current and valid. All countries outside the UK (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before March 2000)	Current and valid. UK, Isle of Man, and Channel Islands. For a paper licence to be valid it must be issued before March 2000 and all information, including name and address, must be up to date
Birth certificate - issued after time of birth	UK, Isle of Man, and Channel Islands.
Marriage/civil partnership certificate	UK and Channel Islands
Immigration document, visa, or work permit	Issued by a country outside the UK. Valid only for roles whereby the applicant is living and working outside of the

	UK. Visa/permit must relate to the non-UK country in which the role is based
HM Forces ID card or HM Armed Forces Veteran card	UK
Firearms licence	UK, Isle of Man, and Channel Islands

**Group 2b: Financial and social history documents**

<b>Document</b>	<b>Notes</b>
Mortgage statement	UK. Issued in the last 12 months
Bank or building society statement	UK and Channel Islands. A print off of a bank statement that is endorsed with a stamp and signed by the bank is acceptable if you cannot have hard copy bank statements posted to you. Issued in the last 3 months.
Bank or building society statement	Countries outside the UK. Issued in the last 3 months – branch must be in the country where the applicant lives and works
Bank or building society account opening confirmation letter	UK. Issued in the last 3 months.
Credit card statement	UK. Issued in the last 3 months.
Financial statement, for example pension or endowment	UK. Issued in the last 12 months.
P45 or P60 statement	UK and Channel Islands. Cannot be online document. Issued in the last 12 months.
Council Tax statement	UK and Channel Islands. Issued in the last 12 months.
Letter of sponsorship from future UK employment provider	Valid only for applicants residing outside of the UK at time of application. Must still be valid.
Utility bill	UK - not mobile telephone bill. Cannot be printed from an online account. Issued in the last 3 months.
Benefit statement, for example Child Benefit, pension	UK. Issued in the last 3 months.
Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, Local Authority	UK and Channel Islands – a letter confirming entitlement to benefits. For example: Personal Independence Payment (PIP), free school meals, universal credit, asylum support etc. Issued in the last 12 months.
HMRC self-assessment letters or tax demand letter	UK. Issued in the last 12 months.
European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC)	UK. Must still be valid.
EEA National ID card	Must still be valid.
Irish Passport Card	Cannot be used with an Irish passport. Must still be valid

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Cards carrying the PASS accreditation logo	UK, Isle of Man, and Channel Islands. Digital PASS cards are acceptable where they have been issued by an approved digital PASS provider and the QR code has been used to confirm details. Must still be valid.
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