

DBS

# EXTERNAL VERIFIERS GUIDE



## STAGE 1

### Verifying online DBS application

The potential external verifier will be sent an email (see below) from the DBS Team asking the requested external verifier to click on a link in order to either:

- register if they are happy to be a DBS verifier, or
- to decline if they are not in a position to do so or do not know the applicant

### DBS Team example email

The screenshot shows an email client window titled "ID Verification request • dbs@stem.disclosures.co.uk". The email header includes "To: Sarah", "Cc:", and "Subject: Disclosure and Barring Service Application". The main body of the email reads:

Dear Sarah,

You have been nominated by James Brown to undertake an ID verification for a Disclosure and Barring Service application, as part of the registration requirement to become a STEM Ambassador volunteer.

If you are happy to verify the ID then you will need to register your details. The applicant will then be asked to contact you to arrange an appointment to have the ID verified. You may register to verify the ID for JAMES BROWN by [clicking here](#)

If you do not know this applicant or are not in a position to carry out the ID check please [click here](#)

Kind regards,

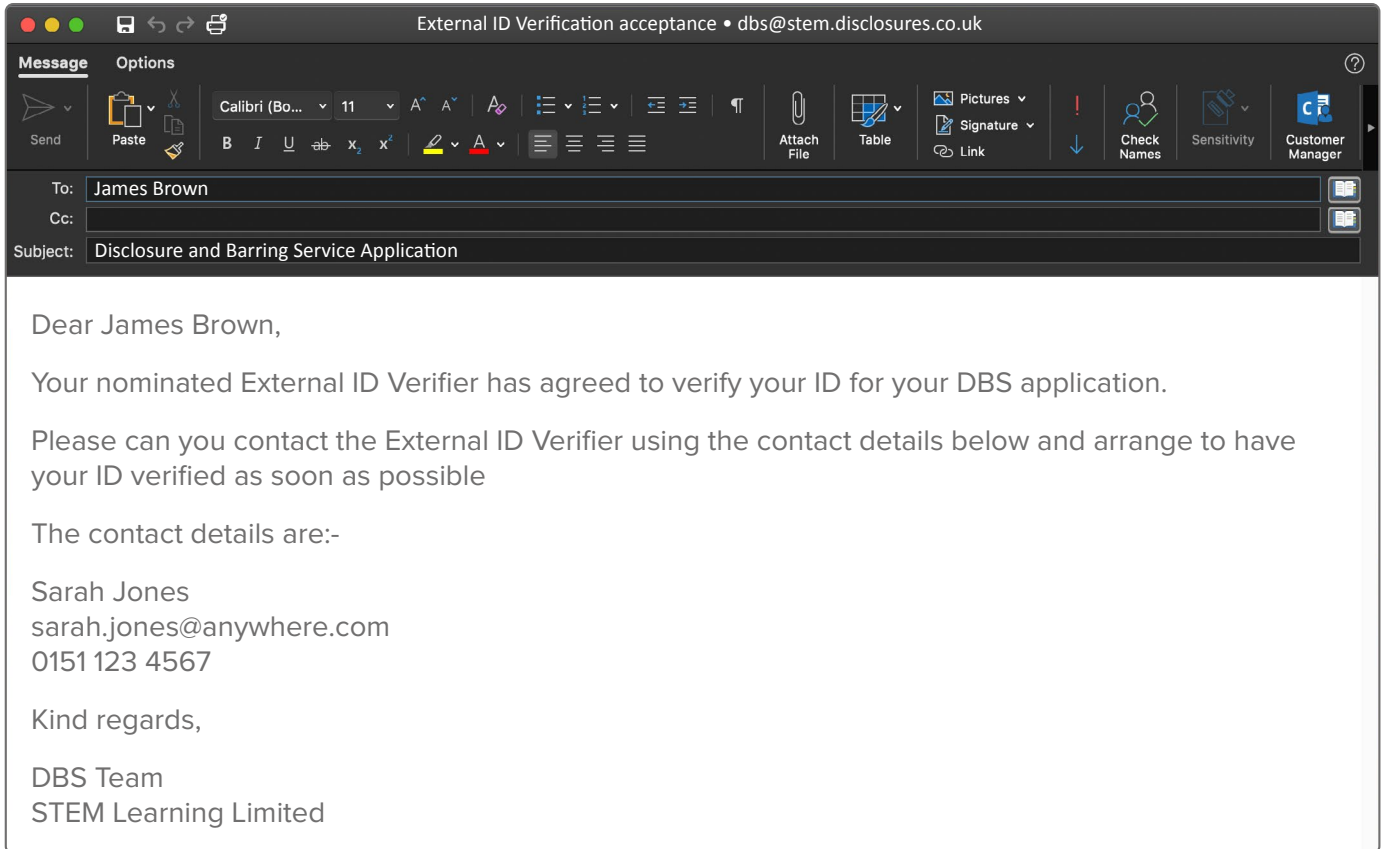
DBS Team  
STEM Learning Limited

# STAGE 2

## Verifying online DBS application

If the external verifier accepts, the DBS candidate will be notified by the DBS Team by email that the nominated external verifier has accepted and asked to arrange an appointment with the verifier:

### DBS Team example email



The screenshot shows an email client window titled "External ID Verification acceptance • dbs@stem.disclosures.co.uk". The email header includes:

- To: James Brown
- Cc:
- Subject: Disclosure and Barring Service Application

The email body contains the following text:

Dear James Brown,

Your nominated External ID Verifier has agreed to verify your ID for your DBS application.

Please can you contact the External ID Verifier using the contact details below and arrange to have your ID verified as soon as possible

The contact details are:-

Sarah Jones  
sarah.jones@anywhere.com  
0151 123 4567

Kind regards,

DBS Team  
STEM Learning Limited

# STAGE 3

## Verifying online DBS application

When meeting the DBS candidate, the verifier will need to go back to the original email received from the DBS Team for a second time:

### External verifier process:

1. The verifier must click on the acceptance link once again.
2. The acceptance link will automatically take the verifier to the DBS 'Thank You' screen.
3. Click the green 'Carry out ID Verification now' button.
4. Read through 'An Important Reminder'.
5. Click green 'Proceed' button.
6. The 'Verify ID' page should appear.

### Important:

7. Verifier must check the following information:  
**Title**  
**Name**  
**Date of Birth**  
**Address – home address (ONE ID document MUST match the current UK home address as shown on the DBS application details). Business addresses are not acceptable.**
8. Scroll down to 'Applicant ID Details Confirmation'.
9. Check the ID documents listed on the application are the same as the original documents that the candidate has brought for verification check. They must be original hard copy documents, not copies or displayed on a computer screen or smart device.
10. The verifier will be asked to input details from each document.
11. The verifier must complete the 'ID Verifier Confirmation' by adding in the date.
12. Click green 'Confirm' button – this will complete the ID verification procedure and the candidate's application will then move onto the first stage of being checked.

### Trouble-shooting guide:

- If the candidate brings different documents to those listed on their online application, they will need to arrange a further appointment to bring the original documents listed on the application.
- If the candidate does not bring original documents, please do not accept copies. The candidate should bring original documents or can arrange to obtain a verified copy from the document provider (eg. a copy of an online bank statement can usually be stamped by their bank to prove authenticity). The candidate should then arrange another appointment with the verifier.
- If you receive a message (highlighted in red on the form) that the details you have added from the documents do not match the information that the candidate submitted on their application, you will not be able to complete the verification. Please ask the candidate to contact their local STEM Ambassador Hub, which can advise them on the next steps.
- Please do not verify documents that are not valid – please see the DBS list attached of acceptable ID documents. If the candidate has not added the details of valid documents to the application, please ask the candidate to contact their local STEM Ambassador Hub, which can advise them on the next steps.

If you have any queries, please contact [ambassadors@allaboutstem.co.uk](mailto:ambassadors@allaboutstem.co.uk) to ask for help from the STEM Ambassador Hub team.

