



Quick Start Guide – PVG Checks

Quick Start Guide for the Methodist Church

Welcome to your PVG application service provided by Due Diligence Checking Limited.

Due Diligence Checking Limited (DDC) are the provider for the Protection of Vulnerable Groups (PVG) checking service for the churches, Circuits and Districts that form the Methodist Church in Britain. In this Quick Start Guide for verifiers you will find some introductory information about the PVG process. Details of the DBS system are available from our website www.ddc.uk.net.

This guide is for you as a verifier or a Circuit level user, which we would encourage you to use. Applicants are guided through the process through guidance in the application pack which is issued to them, so you do not need to give them a copy of this guide. If you would like more detailed information you can find this on our "How To" pages in the client area of our website when you log in.

If you need any assistance as you start to use the system you are welcome to contact our support team on 0116 260 3055 or to contact us by email at contact@ddc.uk.net.

On behalf of the team at DDC, we look forward to working with you, and to supporting the churches Circuits and Districts that form the Methodist Church in Britain.



Jonathan Bazely
DDC Director

Working in partnership with:



Contents

Quick Start Guide for the Methodist Church	2
Contents	3
Logging In.....	4
Adding an Applicant.....	4
The Application.....	8
What do the online application packs contain?	8
The Process – Online	9
Step 1 – Verify and copy the ID documents.....	9
Step 2 – Return the completed application pack.....	9
Step 3 – Applicant is emailed access to the online form.....	10
The Application.....	11
What do the paper application packs contain?	11
The Process - Paper.....	13
Step 1 – Applicant completes the application form	13
Step 2 – Verify and copy the ID documents.....	13
Step 3 – Return the completed application pack.....	13
Tracking Applications.....	14
Adding local Lay Verifiers	15
Frequently Asked Questions	17
Job Roles.....	20

Logging In

1. You will receive your log in details by email directly from DDC. If you do not receive your username and password or have misplaced it, please contact one of the team on 0116 260 3055 and we can provide further assistance.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to www.ddc.uk.net/methodist and enter the details on the log-in page to access the Client Area.

Adding an Applicant

1. To initiate the process of a PVG check there are three options

Option 1: Request an online check

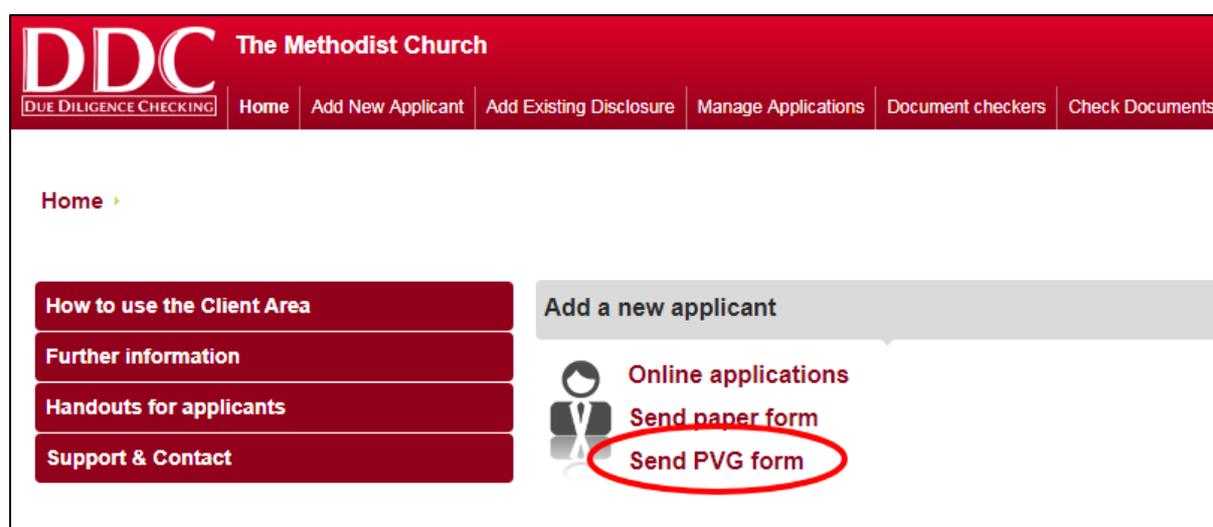
Option 2: Hand a pack directly to the applicant and ask them to complete all the information.

Option 3: Request a single pack is sent directly to the applicant.

Request an online check

PVG applications are now being processed online through Disclosure Scotland's online portal. For PVG applications the steps to verify an applicant's identity must be undertaken prior to them being added to the system and an online form being completed

The default application process will be online and an application pack is not sent out unless a paper form is specifically requested.



The screenshot shows the DDC The Methodist Church website interface. The top navigation bar includes the DDC logo and the text 'The Methodist Church'. Below the logo is the text 'DUE DILIGENCE CHECKING'. The navigation menu includes: Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, and Check Documents. The main content area shows a 'Home' breadcrumb and a list of links: 'How to use the Client Area', 'Further information', 'Handouts for applicants', and 'Support & Contact'. On the right side, there is a section titled 'Add a new applicant' with three options: 'Online applications', 'Send paper form', and 'Send PVG form'. The 'Send PVG form' option is circled in red.

- Fill in the applicant's basic contact details including the applicant's home address where we will send the application pack to and their personal email address.

DDC The Methodist Church

[Home](#) | [Add New Applicant](#) | [Add Existing Disclosure](#) | [Manage Applications](#) | [Document checkers](#) | [Check Documents](#) | [Recipient Actions](#)

[Home](#) > [New Applicant \(PVG scheme\)](#)

New Applicant (PVG scheme - Scotland) for **Scotland District Ministers (Methodist)** [\[change\]](#)

SUBMIT - and Enter new Applicant
SUBMIT - and Return to Applicant List

Personal

Title * ⓘ

Forename *

Middle

Surname *

Date of Birth * ⓘ

Contact

A mobile number is preferred. If applicant does not have a contact telephone number please enter your own number so we can notify you if the applicant does not complete the form.

Contact telephone number * ⓘ

Daytime telephone number

Email ⓘ

Home

UK Address Search ⓘ

Street 1 *

Street 2

City/Town *

County

Postcode

Applicant Home Country/code *

3. Fill in the details as requested on screen, selecting the applicant’s job role from the drop-down menu and answering the questions about the applicants existing involvement with the PVG scheme. The applicant should know these details if they have applied for a PVG membership in the past. Input any of your own references in the ID section.
 - a. A PVG update can only be requested if the applicant has their most recent PVG Scheme Record certificate. If they do not, a PVG Scheme record must be requested. If the applicant does not have a certificate please add a note in the comment box.

PVG scheme details

Role:

Type of Check needed:

Is the applicant already a PVG Scheme member? Yes No

If you require a PVG Scheme update, does the applicant have a PVG Scheme Record? Yes No

If you have seen their PVG record, what is the:

membership number?

issue number?

issue date?

Applicant Employment Status *

Your ref: Applicant ID / Order number

Your ref: Location ID

Any extra comments that require action by DDC

4. Click **“Submit”** to create the applicant on the system. DDC will send out the appropriate application pack within 24 hours.

Any extra comments that require action by DDC

SUBMIT - and Enter new Applicant **SUBMIT - and Return to Applicant List**

The Application

What do the online submission packs contain?

PLEASE SEND A MINIMUM OF 3 DOCUMENTS!

WHAT DOCUMENTS DO I NEED?

The DDB requires that applicants present original documents with their completed form. The acceptable documents are listed below.

Route 1

Route 1 requires a minimum of three original documents:

- All least one document must be from Group 1 (Passport or Drivers License taking priority).
- All documents must be within the last 12 months (including current).
- All least one document must show your date of birth.
- All least one document must show your current address.
- All documents must be in your current name (although statements and letters can be in joint names, provided yours is clearly identified).

If you have a Passport and/or UK Photocard Drivers License that is both in date and carries your current name, the DDB requires that you provide three details on the application form and submit at least one of these documents for checking plus two additional documents. If you do not have a valid Passport or UK Photocard Drivers License in your current name, but do have one or more of the other Group 1 documents (Statements Received from a valid Bank Certificate - see website), then you can submit three documents as an alternative.

Please note: If the Photocard Driving License does not show your current address, it can still be used as a **Group 1** document, confirming your date of birth only.

If you are a British citizen but do not possess a document from Group 1 you can use Route 2.

Route 2

Route 2 requires that you submit at least 1 document from Group 2a, plus two additional documents from any group. There should be 3 documents in total. All documents must be in your current name and all least one document must show your date of birth and one document must show your current address.

Route 2 also requires that you undertake an Identity Verification Check with an independent third party. If you need to use this route, you must sign in the box below and return this sheet. If you are paying for the Disclosure yourself, please add £5.00 (£2.00 +VAT) to the total, to cover the cost of the identity verification check.

Consent for DDC to undertake an Identity Verification Check with Experian Limited

In order to process your DDB application we will attempt to verify your identity using a third party (Experian Limited). The agency will check the name, address and date of birth you have supplied against any publications or any database (public or otherwise) to which they have access. A record of the search will be retained, but will not be visible to other parties or affect your credit record.

I confirm that I do not possess any of the documents listed in Group 1 (overleaf) and give my consent for the third party Identity Verification Check to be undertaken.

Signed: _____ Date: _____

If you have a UK citizen (not EEA) and wish to verify your identity (e.g. due to insufficient data on their passport), we will contact you to discuss alternative routes for obtaining a Disclosure.

The following steps may not be required, but could help to speed up your application:

If you are a British citizen using Route 2 and have a non-UK (or EEA) passport, we ask that you include your passport plus an additional document from group 2a, plus 3 more from any group. There should be 6 documents in total. If your Disclosure check is successful, your 6 documents may be sufficient to allow your application to proceed. This option is only available on Route 2.

Insufficient Documentation for Route 1 or 2

If you cannot provide sufficient documentation to meet the above requirements, please call us on 0800 444 2288 or 0121 209 3076 to discuss the situation. As a last resort, applications can be submitted without documentation, provided they are made on the official DDB (paper application form, which we will need to send you. You will also need to undergo fingerprinting at a local police station. This will be arranged by the DDB, and may cause significant delay and additional cost (£225+VAT).

Return of original identity documents sent to Due Diligence Checking Ltd

When DDC is undertaking the original document checks, the provided 3 documents will be posted back to the applicant by our address within two working days of receipt, using Royal Mail's "Tracked Delivery" service. This uses the same tracking system as our "Tracked Delivery" service, but takes 2-3 days. For more information and orders on regarding the postal return route please go to www.ddc.uk.net/postage

Additional information on consents and privacy policies

For more information on the consents & policies used for criminal record checks please go to www.ddc.uk.net/public.

DDC
DUE DILIGENCE CHECKING

The Methodist Church PVG Verifier Check Sheet

It is important to be sure that documents used to verify an applicant's identity relate to the person and are genuine. DDC will check that documents match the approved Government standards. The Church or Church Verifier must:

- Check the identification documents relate to the applicant
- Complete, sign and date this Check Sheet
- Take photocopies of the original identification documents
- Send the copy documents and this Check Sheet to DDC Ltd (envelope provided) with the applicant's completed application form

The acceptable identification documents are listed overleaf. Please confirm the 3 documents provided below. All documents must be originals and each from a different source (e.g. not 2 Bank Statements from the same bank).

To be completed by the Church Verifier

Applicant's name: _____

Doc 1 Type: _____ Group: _____

Doc 2 Type: _____ Group: _____

Doc 3 Type: _____ Optional: _____

Doc 4 Type: _____ Optional: _____

Doc 5 Type: _____ Optional: _____

Post applied for: _____

The position is: Voluntary Paid

The application is for: A new post holder An existing post holder

Type of application? PVG Scheme Record PVG Scheme Update

This post includes: Regulated Activity only: Children / Young people Vulnerable adults

Circuit name: _____ Circuit Number: _____

Church address: _____ Postcode: _____

By signing below, I confirm that the enclosed identification documents relate to the applicant named above. I also confirm that the applicant has provided Group 1 documents, if available. Where no Group 1 document is available, the applicant has given consent for an Identity Verification Check to be undertaken.

Circuit Verifier: _____

Circuit represented: _____

Home Address: _____ Telephone: _____

Email: _____ Date: _____

Signed: _____

To be completed by the applicant if they cannot produce a Group 1 document

In order to process your application we will attempt to verify your identity using a third party (Experian Limited). The agency will check the name, address and date of birth you have supplied against any publications or any database (public or otherwise) to which they have access. A record of the search will be retained, but will not be visible to other parties or affect your credit record.

I confirm that I do not possess any of the documents listed in Group 1 (overleaf) and give my consent for the third party Identity Verification Check to be undertaken.

Print applicant name: _____ Date: _____

Signed by applicant: _____

Guidance Notes

Two-sided guidance on which identity acceptable documents in support of an application.



Addressed Envelope

A strong A5 envelope to return the completed application form, the Verifier ID Check Sheet and the photocopy of identity documents to DDC. Please note postage is required.

Verifier ID Check Sheet

For the verifier to complete when the applicant provides their original identity documents. This will then be sent to DDC as confirmation that the process has been completed by an authorised verifier.

The Process – Online

Step 1 – Verify and copy the ID documents

For PVG applications the steps to verify an applicant’s identity must be undertaken prior to them being added to the system and an online form being completed. This remains the same for both online and paper applications.



The applicant should bring you a minimum of 3 identity documents as listed on the guidance sent to you by DDC. As the Verifier, you should:

- Ensure the correct forms and combination of documents have been produced
- Check that the documents are authentic and original
- Photocopy all the identity documents making sure all personal data they contain is clear on the copy
- Complete the Verifier Identity Document Check Sheet which has been sent over by DDC and ensure it is signed.
- Return the original identity documents to the applicant.

Step 2 – Return the completed application pack



Return the completed application pack in the addressed envelope provided.

Please include:

- Photocopies of original identity documents (minimum of three)
- If the applicant requires a PVG Scheme Update application, please include a full copy of their most recent PVG Scheme Record certificate
 - *Document checkers may alternatively email verified copies to DDC if they prefer. You may want to secure the email by password-protecting any documents. Ensure you provide DDC with the password for checking.*
- Completed and signed Verifier Identity Document Check Sheet
- Continuation sheets if used

PLEASE NOTE: Remember to pay the postage for the return envelope.

Step 3 – Applicant is emailed access to the online form

Once DDC have received the completed application pack, the Countersignatory will then log into the Disclosure Scotland portal and provide the applicant's name, DOB, address and email address details.

The applicant will be emailed a link to access their online form by Disclosure Scotland. This link must be used within fourteen days otherwise they will need to be sent a new one. Disclosure Scotland will issue a reminder 9 days and 2 days before the link expires.

- The applicant completes the relevant form on the Disclosure Scotland portal

Disclosure Scotland will then undertake their checks and issue the results

A paper certificate is posted to the applicant and a copy is sent to DDC. This copy may be paper or digital.

- Ensure that you thoroughly check the certificate to ensure all the information is accurate and that the applicant has provided their full details.

PLEASE NOTE: Paper applications are an option however they may take longer to be processed by Disclosure Scotland and their preference is to use the online system.

The Application

What do the paper application packs contain?

Application to Join PVG Scheme

PLEASE REFER TO THE ACCOMPANYING GUIDANCE NOTES AS YOU COMPLETE THE FORM.

Please print in CAPITALS unless unless you write below and do not make a mark on any other part of the form. The information you use must be correct.

Applicants should complete PARTS A, B, and C on pages 1, 2, and 3 of the form which are colour-coded. The application may then have to complete PART D depending on whether or not they are joining in the application. Please check printed arrangements before completing PART D. PARTS A, B, and C should be completed by the registered body if any and PARTS D and E should be completed by the individual member if any.

• Mandatory fields are highlighted in yellow. You must provide information in these fields or your application will be refused.

• Please make a note of the Barcode Number at the top of the page to match with any future query.

PART A Personal Details (Filled in by you)

001 Create/Update my Scheme Membership Statement Scheme Member Statement (Continued)

002 Other (I work for the service. This application relates to regulated work with: CHILDREN Protected Adults)

003 Do you wish to apply for an unregulated account with Disclosure Scotland? Yes No If Yes, complete BC192Z

PART B Personal Details (Filled in by you)

004 Name(s)
Title Mr Ms Mrs Miss Other
005 Present Surname
006 Previous Surname
007 Are you now, have you ever been, or were you at both known by a different name? Yes No If Yes, enter details below:
008 Surname
009 Forename
010 Surname
011 Forename
012 Surname
013 Forename

014 If you require more space use a separate piece of paper and cross (X) this box.

015 Mother's Maiden or Family Name

Birth Details

016 Date of Birth / / Gender Male Female
017 Town of Birth
018 Country of Birth
019 Nationality

Contact Details

020 Day Contact No.
021 Evening Contact No.
022 Email Address

DDC Guidance Notes for Completing the Application Form for existing PVG Scheme members

General Instructions

This form should only be used if you are already a member of the PVG Scheme.

Please use BLOCK CAPITALS and BLUE or BLACK INK. The forms are multi-part and you will not be able to write over the edges of the boxes. If you make a mistake, cross out the error with a single line and write the correct information to the right on the same line. If there is insufficient room, cross out the error with the correct information as close as possible to the error. Fields highlighted in yellow are mandatory.

Page 1 Notes

A1 Leave this question blank and DDC will complete it based on the employer's requirements.

A2 If you know the role for which you require the new PVG document only involving working with children OR protected adults, place a cross against the relevant box. If there is a possibility that you will work with both groups, e.g. mentally handicapped care, it is possible that you will tick both boxes, as entering an existing membership for one category to cover the other category costs an additional £55.

A3 If your current PVG Scheme membership is for working with children and vulnerable adults, tick "Yes". If your current membership only covers one category, tick "Yes". It is the same as needed for this role or "No" if it does not cover the role for which this check is required.

A4 It is not known what having an unregulated account will mean at this time. We suggest that if you have an email address you tick yes and decide whether to have one when they tell you what it is. There is no cost implication for doing this.

K1 Please insert your PVG Scheme ID. This is shown on your PVG Scheme Membership Statement in the "Applicant Personal Details" section below your name & address. **DO NOT USE THE DISCLOSURE NUMBER**, which is simply the document number.

K2 Place 'X' in relevant box in write title in 'Other'.

K3 Insert current surname/family name.

K4-5 Insert current forenames in full (no initials, abbreviations or 'nicknames') leaving a space between them.

K6 Date of birth as on your birth certificate, including the format DD MM YYYY.

K7 If any of your personal details have changed since you last applied for a document from the PVG Scheme, tick "Yes" and write the details of the changes and the previous details on a separate piece of paper and enclose this with this application form, e.g. if you are female and married since you last applied and now use your husband's surname, write to this effect on a piece of A4 paper and add your previous surname.

K8 Certain organisations are classified as a Regulatory Body who are charged to ensure that those persons registered with them are suitable to be in such roles as they regulate, e.g. Teachers are regulated by the General Teaching Council for Scotland. For some bodies Disclosure Scotland has a statutory duty to provide them with copies of any PVG Scheme Records they issue.

The regulatory bodies and corresponding roles are:-

Care Commission	101	General Teaching Council for Scotland	107
General Chiropractic Council	102	Health Professions Council	108
General Dental Council	103	Hairing & Millinery Council	109
General Medical Council	104	Royal Pharmaceutical Society of Great	110
General Optical Council	105	Strain	111
General Osteopathic Council	106	Scottish Social Services Council	

If you have joined one or more of the organisations listed since you last made an application for a document from the PVG Scheme, tick "Yes" and enter the code and your registration number.

CL-2 Read the declaration and sign the document within the space provided and enter the date you did so.

Please leave parts D, E, F, G & H blank

Application Form

Disclosure Scotland, PVG application form.

Guidance Notes

Two sided guidance on which identity documents Disclosure Scotland accept in support of an application.

The Methodist Church PVG Verifier Check Sheet

It is important to be sure that documents used to verify an applicant's identity relate to the person and are genuine. DDC will check that documents match the approved Government standards. The Church or Circuit Verifier must:

- Check the identification documents relate to the applicant
- Complete, sign and date this Check Sheet
- Take photocopies of the original identification documents
- Send the copy documents and the Check Sheet to DDC Ltd (envelope provided) with the applicant's completed application form

The acceptable identification documents are listed (overleaf). Please confirm the 3 documents provided below. All documents must be original and each from a different source e.g. not 2 Bank Statements from the same bank.

To be completed by the Church Verifier

Applicant's name: _____ Group: _____

Doc. 1 Type: _____ Group: _____

Doc. 2 Type: _____ Group: _____

Doc. 3 Type: _____ Group: _____

Doc. 4 Type: _____ Group: _____

Doc. 5 Type: _____ Group: _____

Post applied for: _____

The position is: Voluntary Paid

The application is for: A new post holder An existing post holder

Type of application? PVG Scheme Record PVG Scheme Update

This post includes Regulated activity with: Children / Young people Vulnerable adults

Circuit name: _____ Circuit Number: _____

Church address: _____ Postcode: _____

By signing below, I confirm that the enclosed identification documents relate to the applicant named above. I also confirm that the applicant has provided Group 1 documents, if available. Where no Group 1 document is available, the applicant has given consent for an Identity Verification Check to be undertaken.

Circuit Verifier: _____

Circuit representative: _____

Home Address: _____ Telephone: _____

Email: _____ Postcode: _____

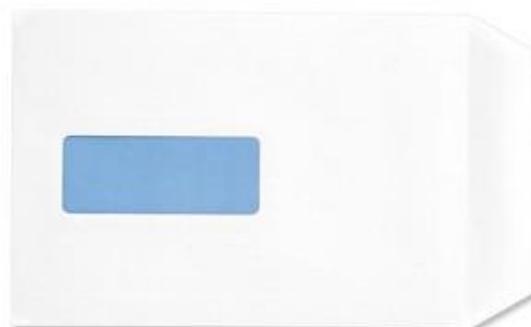
Signed: _____ Date: _____

To be completed by the applicant if they cannot produce a Group 1 document

I confirm that I do not possess any of the documents listed in Group 1 (overleaf) and give my consent for the third party Identity Verification Check to be undertaken.

Print applicant name: _____

Signed by applicant: _____ Date: _____



Verifier ID Check Sheet

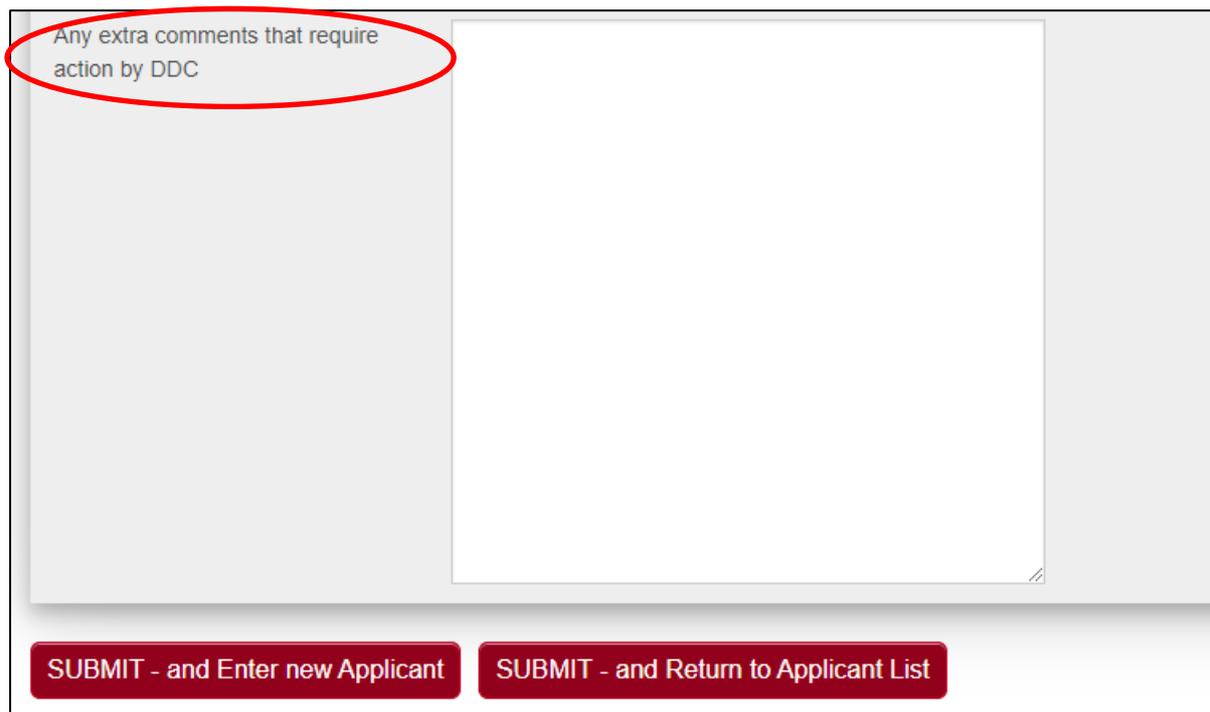
For the verifier to complete when the applicant provides their original identity documents. This will then be sent to DDC as confirmation that the process has been completed by an authorised verifier.

Addressed Envelope

A strong A5 envelope to return the completed application form, the Verifier ID Check Sheet and the photocopy of identity documents to DDC. Please note postage is required.

For paper applications

Paper PVG applications should only be requested where an applicant is incapable of completing an online application. To request a paper form, you must specifically state that you would like a paper application form in the comments box.



Any extra comments that require action by DDC

SUBMIT - and Enter new Applicant SUBMIT - and Return to Applicant List

Hand a pack directly to the applicant and ask them to complete all the information.

For some Verifiers or Appointers, it may be easier to hold a stock of PVG application packs to hand directly to applicants to complete. If this would be easier please contact DDC directly and request that these packs are sent to you.

OR

Request a single pack is sent directly to the applicant. Please note that to use this system you will need to specifically state so in the comment box illustrated above.

The Process - Paper

Step 1 – Applicant completes the application form

DDC will have sent an application pack to the applicant to complete or the Verifier may hold a stock of forms to distribute. This will contain all the information they need. They will be required to bring the completed application form with appropriate forms of identity documentation back to you or another verifier for completion of the process.

Step 2 – Verify and copy the ID documents

The applicant should bring you a minimum of 3 identity documents as listed on the guidance notes in the application pack. As the Verifier, you should:

- Ensure the correct forms and combination of documents have been produced
- Check that the documents are authentic and original
- Photocopy all the identity documents making sure all personal data they contain is clear on the copy
- Complete the Verifier Identity Document Check Sheet which was enclosed with the application pack and ensure it is signed.
- Return the original identity documents to the applicant.

Step 3 – Return the completed application pack



Return the completed application pack in the addressed envelope provided.

Please include:

- Completed and signed application form (signed by the applicant)
- If the applicant requires a PVG Scheme Update application, please include a full copy of their most recent PVG Scheme Record certificate
- Photocopies of original identity documents (minimum of three)
- Completed and signed Verifier Identity Document Check Sheet
- Continuation sheets if used

PLEASE NOTE: Remember to pay the postage for the return envelope.

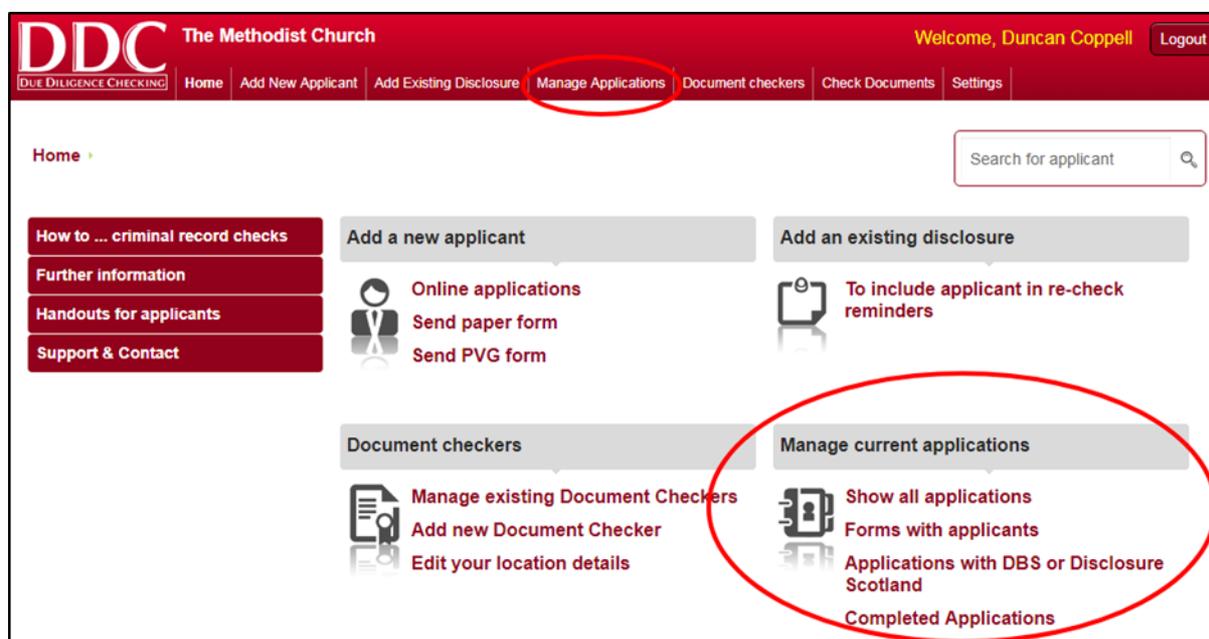
DDC will process the application form and check the details of the identity documents match the information on the form. We will then countersign the application and send it to Disclosure Scotland.

When the Scheme Record or Scheme Update is issued, Disclosure Scotland will send a paper copy to the applicant’s home address and will also send DDC a copy. We will let you know via email when we receive this (if you have provided a contact email address).

You can view the list of created applicants via the **‘Manage Applications’** link in the Client Area shown below. For more information on this feature, see the Tracking Applications section of this guide.

Tracking Applications

1. To see the status of applications already initiated click **“Manage current applications”** or **“Manage Applications”**



- From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **'Current Status'**.

Created on	Forename	Surname	Requested by	Client ID	Location ID	Job Function	Online	Active?	Check Level	Current status	Status Date
13/07/2017	Messy	Church	Duncan Coppell	MC123	Syston	Messy Church Helper	Yes	Active	Enhanced Disclosure	Application form signed & sent out	18/08/2017
12/07/2017	Volunteer	Helper	Duncan Coppell	54321	Syston	Messy Church Helper	Yes	Active	Enhanced Disclosure	Application form signed & sent out	18/08/2017
12/07/2017	New	Volunteer	Duncan Coppell	12345	Syston	Messy Church Helper	Yes	Active	Enhanced Disclosure	Application form signed & sent out	12/07/2017

Adding local Lay Verifiers

Circuit level users are authorised to add/delete/edit Lay Verifiers. To do this please click on the 'Document Checkers' button along the top or the 'Manage existing Document Checkers' from the Home Screen.

The screenshot shows the DDC Home screen for a Church User. The top navigation bar includes 'Document checkers' which is circled in red. Below the navigation bar, there are several action buttons: 'Add a new applicant', 'Add an existing disclosure', 'Document checkers', and 'Manage current applications'. The 'Document checkers' button is circled in red, and its dropdown menu is also circled in red, showing the following options: 'Manage existing Document Checkers', 'Add new Document Checker', and 'Edit your location details'. Other sections include 'How to use the Client Area', 'News', and 'Recipient Actions'.

This section allows the enabled user to add new Verifiers, reset passwords and manage those already with access to the system. Please note that any Verifier completing the Verifier ID Check sheet on behalf of the Circuit must be listed on the system. If they are not listed then DDC will be unable to accept documents signed by them.

The screenshot shows the 'Document Checkers' page in the DDC system. At the top, there is a navigation menu with options like 'Home', 'Add New Applicant', 'Add Existing Disclosure', 'Manage Applications', 'Document checkers', 'Check Documents', 'Recipient Actions', 'Reports', and 'Settings'. A search bar is located in the top right corner. Below the navigation, the page title is 'Document Checkers'. There is a search section with a dropdown menu set to 'Name' and a 'Search' button. A red circle highlights a 'New Document User' button. Below this is a table with columns: Name, Username, Email, Telephone, and Password. The table contains three entries: 'Change Document', 'Kim Scullion', and 'DDC Docchecker'. Each entry has a 'Reset' button in the Password column, with the first one circled in red. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'Showing 16 records'.

Name	Username	Email	Telephone	Password
Change Document	documentc	jonathan@ddc.uk.net	1	Reset
Kim Scullion	scullionk5	contact@ddc.uk.net		Reset
DDC Docchecker	duncandocument	ddc@ddc.uk.net	448456443298	Reset

Frequently Asked Questions

1. How do I know when a Scheme Record/Update has been issued?

When a Scheme Record/Update is issued the applicant is always sent a paper copy to their home address directly from Disclosure Scotland. You will be sent an email confirming when it has been received by DDC. This email confirms the document issue number and issue date, which can also be found in the “**Manage Applications**” section of the Client Area. The applicant should not start working in their role until you have received this email. You do not need to view the applicant’s Document.

2. What happens if the Scheme Record is blemished or new information is available? (i.e. is not clear.)

The Disclosure Scotland Code of Practice requires that document information, including whether a Scheme Record has content, is only made known to those who need to know as part of their duties. You are not required to see or request to see blemished Scheme Records.

The Connexional Safeguarding Team and District Safeguarding Officers are responsible for handling blemished Scheme Records or notifications of new information present. DDC will contact these teams directly if a new Scheme Record is required or if one is issued that contains information to be reviewed.

They will then carry out a risk assessment of the information contained. If an applicant is cleared to work in a role, you will receive a standard email notification confirming the document issue number and date. If an applicant is deemed unsuitable to work in a role, or should work within particular conditions, you will receive a specific notification containing the relevant information. Applicants should not start working in their role before you receive such notification.

3. What documentation will the applicant need to submit to me as the verifier?

The required documentation is explained to the applicant in the guidance contained in the application pack. You can also use this as guidance or the Verifier ID Check Sheet. If you would prefer you can view our website www.ddc.uk.net/documents or you can find a printout of the documentation required in the Client Area under “**Handouts for applicants**”.

Disclosure Scotland requires that the Umbrella Body (DDC) countersigning the application obtain documents to validate the applicant’s identity. To do this DDC utilise the requirements as set out by the Disclosure and Barring Service (DBS) which may include the verification of the identity of the applicant by a third party (Experian Limited).

4. What do I do if the applicant has brought the wrong documentation?

If the documents provided do not meet the requirements, the applicant will need to provide alternatives. Please wait until you have the correct documentation before returning the application pack to DDC, to prevent any delays with the process.

5. I do not have an email address or use a computer. How do I request new checks?

DDC can provide you with blank application packs for PVG checks. You can give a paper pack to the applicant who should complete it and arrange to see you for identity documentation verification. There are two different application forms depending on whether the applicant is already a member of the PVG Scheme. If they already have a PVG scheme membership, give them an Existing PVG Scheme Member Application pack. If they are not, give them an Application to Join the PVG Scheme pack.

The applicant will need to give you their application, together with the Verifier ID Check Sheet, which is included in the pack. When you meet with the applicant you must complete the check sheet and take photocopies of the original ID documents. You should then send the ID check sheet, the completed application form and the photocopies of the original ID documents to DDC in the envelope provided.

6. Why do I need to send photocopies of the identity documents to DDC with the application?

The checking of identity is the most crucial part of the process and any errors at this point can lead to an inaccurate Certificate being issued, and an employment decision based upon wrong information. The Verifier plays a crucial role in ensuring that the correct identity documents are presented by the applicant. Sending photocopies of documents enables us to carry out the second and third stages of the identity checking outlined below and ensure that a compliant process has been followed.

The initial part of the process requires the Verifier to check that the identity documents presented match the person presenting them. This includes all initial checks such as matching the photo to the individual, ensuring any signatures are consistent and checking the documents show no sign of tampering.

The second part of the process is checking that documents presented match the requirements for identity verification. DDC will also assist in this process by double checking the copy documents that we receive against current requirements and advising if any further information or documents are required.

Finally, DDC will run additional checks to make sure that all form information submitted matches the information contained in the documents and that there are no discrepancies, for example, another name not declared on the form. We will then keep a log of the information to provide an audit trail for the Methodist Church, should they require it.

7. How do I register another verifier for my Circuit?

If a church or Circuit wishes another representative of the church to help manage the PVG application process and verify the identity of applicants undertaking a PVG application, the name and contact details of additional representatives should be sent to your local Circuit or Church Minister. Details required are:

- Address (home address)
- Telephone (home telephone number or mobile number)

- Email
- Circuit (for which you will be a Verifier)

8. I am stepping down as a Verifier, who should I tell?

If you are a Lay Verifier then please tell your local Minister and they can remove your log-in details from the system. If you are a Minister or Superintendent please contact the Methodist Connexional Safeguarding Team at safeguarding@methodistchurch.org.uk or direct to 02074 675 189.

9. I need to change my details, who do I tell?

To change your details please contact DDC directly who can amend basic details however we recommend that you let the Connexional Team know about your new details if you are a Minister or Superintendent.

Job Roles

The system has been pre-loaded with job roles that meet the requirements of the Methodist Church in Scotland, as agreed with the Connexional Team. The following types of check will be requested when the corresponding job role is selected.

If the role you are looking for is not on the list or you are doing a check for someone with multiple roles please select the one that will cover the activities that the role/s need to be checked for.

Job Role	Vulnerable Groups	Paid / Volunteer
Adult volunteer working with vulnerable adults	Adults	Volunteer
Adult worker working with vulnerable adults	Adults	Paid
Children and Adults Worker	Children and vulnerable adults	Paid
Children and Adults Worker (Volunteer)	Children and vulnerable adults	Volunteer
Children and Young People's volunteer	Children	Volunteer
Children and Young People's worker	Children	Paid
Circuit Safeguarding Officer	Children and vulnerable adults	Volunteer
Circuit Superintendent	Children and vulnerable adults	Paid
Deacon	Children and vulnerable adults	Paid
District Chair - Superintendent	Children and vulnerable adults	Paid
Local Church Safeguarding Officer	Children and vulnerable adults	Volunteer

Pastoral Visitor*	Adults	Paid
Presbyter	Children and vulnerable adults	Paid
Supernumerary minister – not in active ministry, NOT REQUIRED (Please check)**	Children and vulnerable adults	Volunteer
Supernumerary volunteer	Children and vulnerable adults	Volunteer

* This role is only to be requested by the Superintendent, who will review the work being undertaken by the individual to confirm that it meets Regulated Work requirements.

** Please check if the minister is in active ministry. If not then a check is not required.

For more information on safer recruitment please go to the Methodist website:

<http://www.methodist.org.uk/for-ministers-and-office-holders/safeguarding/recruitment-dbspvg-forms-etc/safer-recruitment-policy-and-practice-guidance/>