



Volunteer Induction Pack 2021

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Introduction

Welcome to StreetDoctors!

You are about to start volunteering for our exciting and dynamic charity that has lots to offer both you and your local community. StreetDoctors is a youth social action movement where our network of young healthcare volunteers like you train young people affected by violence in lifesaving skills and increase their understanding of the consequences of violence across the UK.

- We do this through interactive training sessions delivered with a range of partners.
- Our sessions give young people the vital skills and confidence to act when someone is bleeding or knocked out.
- We provide safe spaces to explore attitudes to violence, including providing understanding of the consequences of violence.

We empower young people to become StreetDoctors in their communities, helping to keep themselves and others safe.

At the heart of StreetDoctors are our volunteers, over 300 healthcare students and/or professionals representing doctors, nurses and paramedics – and you are our latest recruit. Thank you for joining your local team. Without you, we wouldn't be able to reach the thousands of vulnerable and at risk young people who need our vital services.

StreetDoctors started in Liverpool in 2008 when two medical students asked a group of young offenders if they had ever been a victim of or witness to violent injuries – sadly, all of them had. It therefore became acutely apparent how important it was for young people affected by violence to know how and when to manage a medical emergency as they're often the first on the scene. Since then, StreetDoctors has [spread throughout the UK](#), now operating in 18 cities with 23 volunteer teams. We have taught over 20,000 young people since 2013 and know about many occasions where young people have utilised the skills they have learnt to act in a medical emergencies. By teaching these skills we also focus on the medical consequences of violence which enables young people to reflect on its tragic consequences.

So what do you need to do?

- Read this induction booklet to familiarise yourself with how StreetDoctors works and what you can expect. It's key that you understand our policies regarding claiming expenses, GDPR and Safeguarding.
- ♥ Complete the induction checklist overleaf. Some tasks can be easily done immediately, others will happen on specific dates, but everything should be completed by December 31st 2021.

StreetDoctors Promises and Expectations

What StreetDoctors promises you:

- ♥ **Full training** (as outlined on page 7) so that you are ready to be a proficient StreetDoctors teaching volunteer.
- ♥ **Expenses reimbursed** we don't expect you to be out of pocket while doing great work for StreetDoctors.
- ♥ **Certification** for all the hours you give to the charity and references (where appropriate).
- ♥ **A rewarding experience that broadens your horizons.** You will meet new and interesting people (young people in your community, fellow volunteers and other professionals).
- ♥ **Networking.** Many influential people are interested in what we do and there are lots of healthcare professionals like yourselves to network with.
- ♥ **Being part of a social movement** of healthcare volunteers who are invested in ending violence affecting young people in their communities across the UK.
- ♥ Access to a **friendly staff team** should you ever need assistance in your volunteer role.
- ♥ **Development of your portfolio** for any career path.
- ♥ **Fun!** Not only is volunteering with young people fun, but it's also enjoyable and you will learn a lot from teaching in a variety of sessions.

What StreetDoctors asks of volunteers:

- ♥ **At least a 2-year commitment.** This allows you to get the most from your volunteer experience.
- ♥ **Attend our Training and Engagement Day on October 30th 2021** so you can learn the skills and knowledge to be a volunteer.
- ♥ **Complete a DBS or PVG application** – this is a legal vetting process that allows us to approve you as a volunteer.
- ♥ **Be part of your team,** attending your local meetings where you'll receive updates from each other.
- ♥ **Be proactive** in signing up to deliver at least **SIX sessions** to young people every year. With over 18 locations across the UK you've lots of choice!
- ♥ **Support your local team** with reaching goals you all agree together e.g. number of young people to receiving training, gathering and inputting data, fundraising etc.. All vital tasks to keep StreetDoctors doing what we do.
- ♥ **Be vocal.** If there is something you don't like or something you think could be done better, let us know.
- ♥ **Enjoy yourself!** StreetDoctors is an exciting and dynamic charity with varied volunteer and paid opportunities available for you to develop yourself.

Induction Checklist

This list will help you track your StreetDoctors induction. Once you've ticked every box you'll be a fully-fledged member of your local team.

By October 27th 2021

- I have reviewed the Volunteer Induction Booklet.
- I've logged into the Playbook and had a poke around! Instructions on page 9.
- [I have signed up](#) to the compulsory National Training Day for new volunteers taking place on October 30th.
- I know the date of my Team's Set Up meeting in November and confirmed my attendance with my Team Leader
- I have completed my online application for an enhanced DBS (see instructions in the appendices) or I have completed a PVG application form.
- I have shared contact details for a professional reference
- I have connected with the local team WhatsApp group, some teams also have their own private Facebook group ask your Team Leader about this.

By November 30th 2021

- I attended the National Training and Engagement Day on October 30th.
- I attended my local Team Set Up meeting
- I completed StreetDoctors [online e-modules](#) (more details on page 8):
 - o [Haemorrhage control and CPR](#)
 - o [Trauma Informed Training](#)
- I have a log in for Lamplight, and most importantly it works!
- I understand the organisational structure of StreetDoctors and who I can go to for support.
- I understand my local team structure and know who is on the committee.
- I understand what my training volunteer role is (you've received a handover if you have taken on a committee role too).
- *I have read and understood StreetDoctors Safeguarding policy.
- *I have read and understood StreetDoctors Claiming Expenses policy.
- *I have read and understood StreetDoctors GDPR policy.

By December 31th 2021

- I have attended StreetDoctors online Safeguarding Training
- I have observed a StreetDoctors session delivered by existing volunteers and filled out my findings. Instructions on page 8.
- I've co-delivered my first StreetDoctors session (Yasssssssss!)

**See appendices.*

StreetDoctors Organisational Structure

StreetDoctors is:

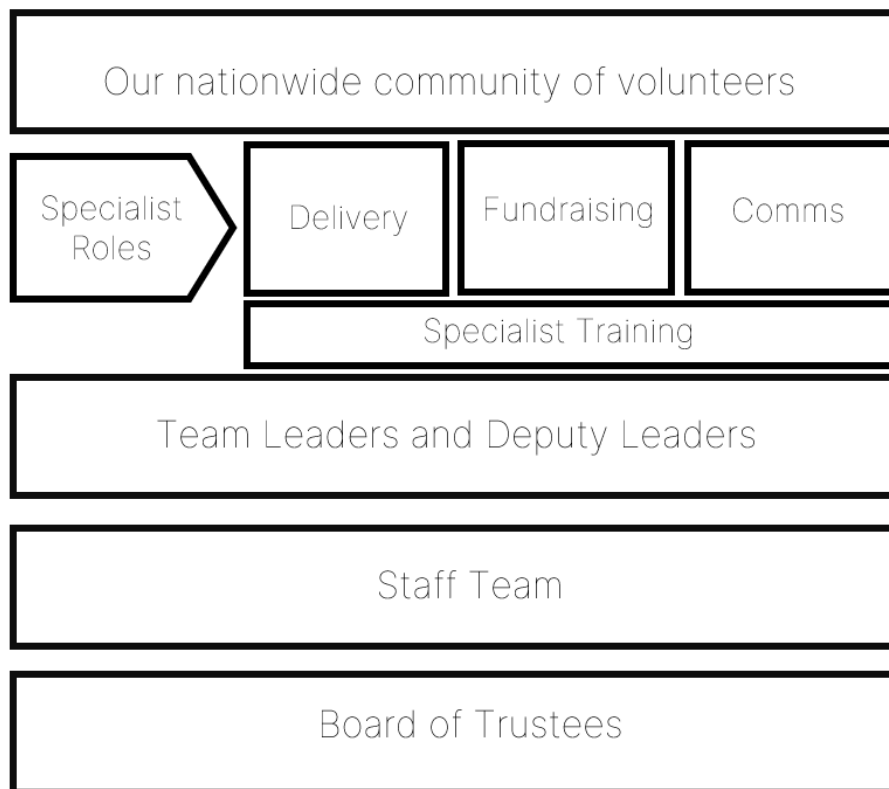
- ♥ Volunteer-led at a local level via committee roles and training volunteers.
- ♥ Volunteer-influenced at a national level via Team/Deputy Leaders and Specialists.
- ♥ Supported by a paid staff team and a volunteer Board of Trustees.

You can meet the staff team, trustees and local team leaders on our [webpage](#).

- **CEO**
Oversees the work of the entire charity
- **Director of Operations**
Manages all operations including HR, policies, finances, and projects
- **Partnerships Manager**
Manages new and all existing relationships for delivery of sessions
- **Youth Engagement Manager**
Oversees all things to do with volunteers and young people
- **National Volunteer Coordinator**
Supports all national volunteers and all teams outside of London
- **London Partnerships and Volunteering Officer**
Manages new and existing relationships for session delivery and supports all volunteers in London
- **Fundraising Manager**
Manages fundraising for the organisation including grants and donations
- **Training and Delivery Officer**
Responsible for logistics and planning for all volunteering events
- **Communications and Policy Officer**
Responsible for internal and external communications, media and press and any research which can influence change
- **Board of Trustees**
Oversees the governance and strategic direction of StreetDoctors

The charity's overall structure is depicted below. Your main point of contact in the staff team will be the National Volunteer Coordinator, this year it is Ange (Ange is taking sabbatical from her training as a medical student and is a member of StreetDoctors East London team). You can contact her about **anything** nvc@streetdoctors.org

If you are part of a London team your main point of contact is the London Partnerships and Volunteering Officer.



Local Team Committee

Within your team there are several roles to be aware of (and maybe consider doing!):

***Team Leader:** Oversees the running of your local team and relays information from the staff team to volunteers and vice-versa. They hold regular team meetings and facilitate setting aims and objectives for the year. They're a source of support for trouble-shooting and are a good point of contact if you have any questions.

***Deputy Team Leader:** Works alongside the Team Leader to oversee the organisation of the team and steps in when the Team Leader is unavailable.

Liaison Officer(s): Communicates with your local delivery partners (places where you deliver sessions) to arrange sessions and puts scheduled sessions on Lamplight. They feedback any comments or suggestions from delivery partners. Responsible for data collection, supporting and encouraging data collection for all sessions delivered by the team. You are supported by the Delivery Specialist within your team.

Social Secretary: Does what it says on the tin! Who doesn't want to have a good time together; movie nights, pub quizzes, nights out... the possibilities are endless!

Resources Manager: Has oversight of the local team's finances, processes all team members' expenses. They keep track of session delivery equipment and order more from the staff team when needed. Send them copies of your receipts for reimbursement.

*Specialist Leads:

There are four specialist groups within StreetDoctors that, between them, support all areas of our work. Each local team has a volunteer (or 2) to be representatives at Specialist meetings.

The four specialists are:

- ♥ **Fundraising** - Facilitates local fundraisers, with the support of your team, looks out for (and applies with staff support) for locally available grants and contributes to the national fundraising strategy.
- ♥ **Communication** – Helps StreetDoctors become part of their local community. Responsible for the team’s presence on social media and external comms. Each team should have at least one social media account – find out yours and help promote it! Will be supported by the Communications and Policy Officer in the staff team.
- ♥ **Delivery** – Point of contact for delivery partners liaising between partners and the team, responsible for booking sessions agreed by the HQ team. Supports the resource manager in keeping track of equipment required, delegates delivery partners to liaison officers, in teams with multiple delivery partners. Ensures sessions are on Lamplight and session data added following delivery. This group is supported by the Partnerships Manager for the National teams and the London Partnerships and Volunteering Officer for the London teams.

***These roles are supported by 2 national training meetings held across the academic year.**

Your Training

To be a StreetDoctors volunteer there are some key aspects to your training. Information about each area is contained in this Induction Booklet. Broken down, your training covers the following:

Knowledge, Skills and Certification

- Delivering a StreetDoctors Session
- Practical skills relating to haemorrhage control, the recovery position and CPR via our e-learning platform
- Safeguarding Children and Vulnerable adults
- Legal rights of young people
- Trauma Informed training, e-learning platform
- DBS or PVG certificate

Systems

- StreetDoctors Playbook
- Lamplight
- Xero (finance database that is used to claim volunteer expenses. Mostly used by Resource Managers)

Policies

- Safeguarding
- Claiming expenses
- GDPR

Delivering a StreetDoctors Session

We appreciate that all new volunteers might bring a variety of facilitation and training experience, it may be your first time or might feel quite familiar. Our training is designed to ensure that everyone has the same foundations. We want you to feel ready to train young people to the best of your ability. Once you've attended the Training and Engagement Day, you'll continue learning at a pace that suits you. We want to allow you to build your knowledge and confidence to deliver a StreetDoctors session that is of a high standard.

At the training day you'll be taught how to train young people in the unique features of StreetDoctors sessions by existing volunteers who have taken part in a one-day training course. After the training day there'll be follow up localised training in your local teams, you can be buddied up with an existing volunteer to learn alongside them and should observe a session(s) before co-delivering your very first one.

StreetDoctors Sessions

StreetDoctors trains young people three sessions:

1. What to do when someone is bleeding
2. What to do when someone is Knocked out (unconscious)
3. What to do in a real-life incident: Scenario Workshop (new for November 2021)

Training sessions are simple, interactive and fun and take 60 to 90 minutes to deliver. We have comprehensive training plans for all sessions. You will be given paper copies of these at the training and engagement day. You can also find them online [here](#).

Observing a StreetDoctors session

To support you to familiarise yourself with how the training plans go from paper to practice we strongly encourage all volunteers to partake in observing a StreetDoctors session. Not only will you see how the structure of a session comes together but you'll also gain valuable insight into how young people engage with the content and materials. As an observer your role is to do just that, observe!

The volunteers delivering the session should introduce you and why you and that you are here to observe their training. That you will be making notes on them as trainers and not the young people.

You can submit your observation notes to YEM Joanna where we collate session delivery quality throughout the year. Together with all the other observations it will provide vital information about StreetDoctors sessions so we can improve them for you and young people.

E-learning Training

Haemorrhaging Control and CPR

To ensure that every volunteer has the same understanding of the skills you'll be teaching young people StreetDoctors created e-modules about haemorrhage control, the recovery position and CPR. The content and production of the e-modules was put together by StreetDoctors volunteers in 2017 (and verified by consultant experts).

The e-modules purpose is to give you an insight into how StreetDoctors sessions are delivered and to complement the curriculum of your healthcare degrees/profession. We'd recommend you complete the e-modules before the training and engagement day to get the most out of your training day. This is a resource to aid your volunteer training, you may find it helpful in gaining a deeper understanding the effect of bleeding on the body and effective delivery of CPR.

For details of how to access the e-modules [click here](#). It can take between 60-90 minutes to complete.

Trauma Informed Training

StreetDoctors is a Trauma Informed organisation which means we work with young people, volunteers and stakeholders with a trauma informed approach. With the aim to safeguard young people from being triggered, traumatised or retraumatised from our sessions.

This training consists of four videos, multiple choice questions and reflective questions. The course time is 1 hour 40 minutes.

These [trauma training e-module](#) were created with a Trauma Psychotherapist specifically for StreetDoctors volunteers to understand the effects of trauma and how they can impact young people. It is likely some of the young people you are delivering sessions to have experienced psychological trauma at some point in their lives. Knowing how you can best support them when they are with you in a session is a crucial part of being a StreetDoctors volunteer.

This training is compulsory completion will be monitored by StreetDoctors HQ, trauma informed training must be completed before December 31st 2021.

Safeguarding and Legal Issues

Given StreetDoctors aims to reach young people most vulnerable to the effects of violence, it's incredibly important you are aware of how to recognise if a young person or a member of your team is at risk of harm and know how to manage a safeguarding situation if it arises.

Safeguarding training sessions will take place during November and December. The session is three hours. Delivered online via Zoom. You must complete your safeguarding training by the end of December 2021.

Additionally, young people often ask questions in sessions about their legal rights. Volunteers will receive training during the Training and Engagement Day from a legal expert.

Our intention for both training sessions is to ensure you have the basic knowledge to be able to:

- Recognise if a young person, or team member has safeguarding needs.
- Follow a protocol to raise safeguarding concerns.
- Signpost young people to where they can acquire information about their legal rights.

DBS and PVG certificate applications

Before any volunteer can deliver a StreetDoctors session you **must have an enhanced DBS or PVG certificate.**

DBS certificates

As a volunteer in England or Wales you'll need an enhanced DBS certificate. We will request a DBS check for all volunteers via Disclosure Services. You will receive a separate email link detailing the complete process. All completed DBS certificates must be registered with the Update Service.

Step 1: Complete the invite link from Disclosure Services with your personal details and ID information.

Step 2: Complete the doddle poll selecting a convenient time to verify your ID documents via Zoom with HQ staff.

Step 3: You will receive an email with your completed certificate number, use this to register for the Update Service.

PVG certificates

If you are a volunteer in Scotland, we will be in touch regarding PVG. If you have any questions please email Katiem@streetdoctors.org.

StreetDoctors Playbook

The Playbook is the must have item for your library. It is essentially an online resource where you can find out everything about StreetDoctors. It is broken down into small chapters so that you can easily access information that you need, for example, training materials, how to claim expenses, discovering more about the various roles in local committees etc...

The Playbook is designed to make your role easier, so if it doesn't or it needs updating, let us know nvc@streetdoctors.org You can access the Playbook [here](#) and will need the following password: v0lunt33r

Lamplight

This is our IT system making signing up for sessions, recording your hours and entering important evaluation data so much easier. You will receive your individual log in details via an email. Sometimes it goes to your junk mail, please check the week after the Training and Engagement Day. Training for Lamplight is part of the volunteer induction process and will feature again at your local Team Set Up meeting.

You will be informed via your team leader when the lamplight training is taking place.

The Playbook also contains Lamplight guidance notes. Access them via this link: [Lamplight Guides](#)

Xero

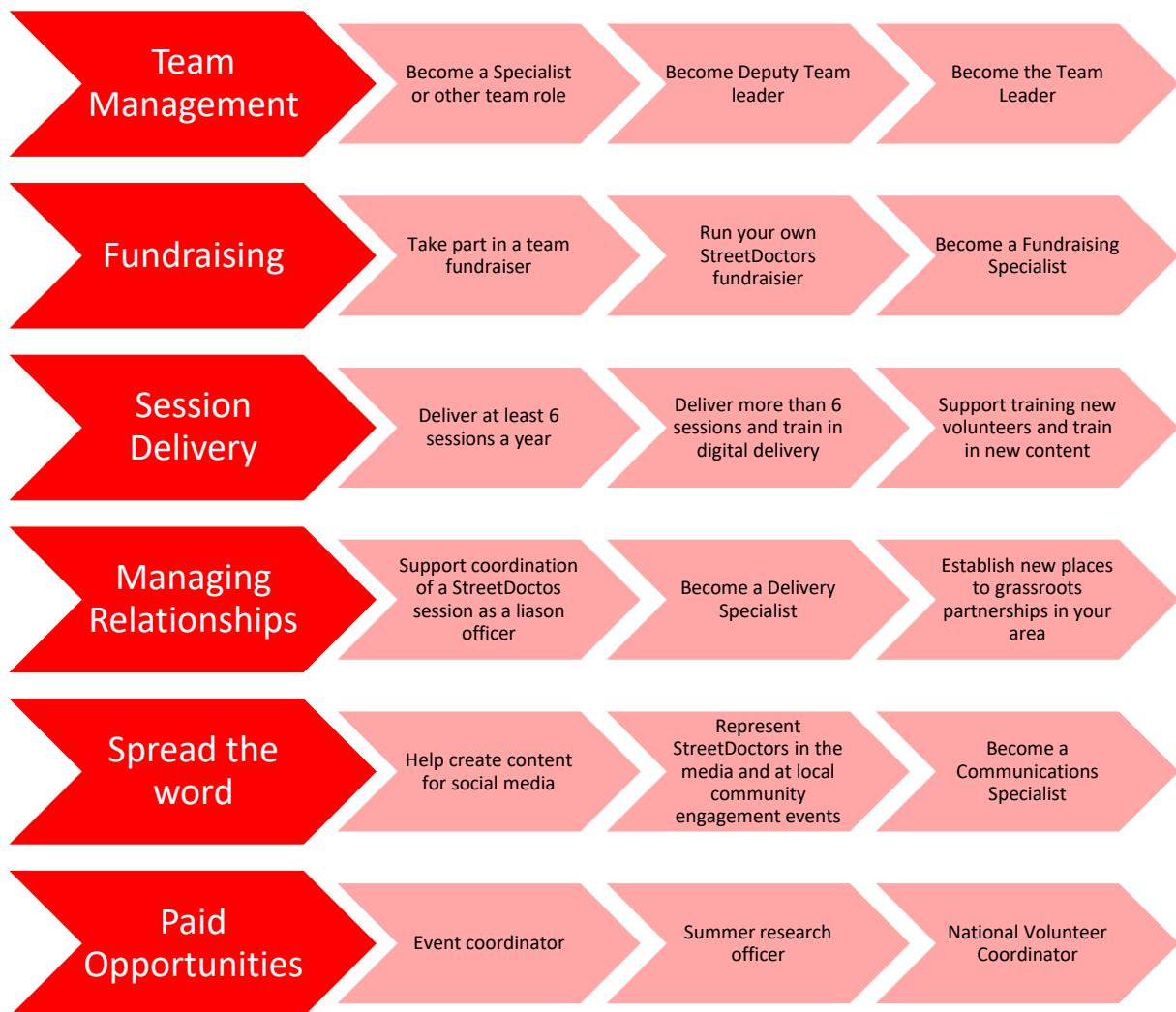
This is the finance IT system used by StreetDoctors. In order to reimburse volunteer expenses, you'll be asked for your bank details as part of the Welcome Email sign-up form. If you become the Resources manager in your team you'll receive training in how to use Xero. It is very simple and has an amazing app to make the job easy.

Policies

StreetDoctors is a national charity and so it is important the conduct of our staff, volunteers and trustees is in accordance with the law. There are 3 key policies that you will be required to read as part of your induction. StreetDoctors has created policies not as a 'tick box exercise' but because we believe these are processes that will ensure we're giving due care and attention to you, our volunteers, and also to young people. Therefore, we expect you to follow what is outlined in the 3 policies. You can find them below in the appendices.

Your StreetDoctors Journey

So, what does your two-year commitment to being a volunteer look like? Once you've completed all your training the most vital activity available to you, of course, is training young people in lifesaving skills on a regular basis. But why stop there when there is a range of opportunities that will expand your current skill set. You can mix and match, as much or as little as you like, to create your own unique experience and get the most out of being a StreetDoctors volunteer.



Recognising Your Hard Work

Your time as a StreetDoctors volunteer is incredibly valuable. As mentioned above, without you, young people would not learn lifesaving skills. We intend to reward and acknowledge individual and team achievements in the following ways.

1. Local Volunteer of the Term

You can nominate any member of your team.

You might nominate someone for many reasons. The list is endless, for example:

- ♥ If someone has delivered a large number of sessions
- ♥ If someone has raised money (ka-ching!)
- ♥ Great contribution to supporting/running your local team
- ♥ Ensuring vital research is being carried out
- ♥ Good feedback from an organisation or young person

Towards the end of each term, volunteers send their nominations to their local Team Leader. The individual with the greatest number of nominations is “Local Volunteer of the Term”. If there is a tie-break situation, the Team Leader has the final say. Winners will be provided with a certificate and a StreetDoctors sweatshirt.

2. National Volunteer of the Year

All “Local Volunteers of the Term” will be put forward for this award and an overall winner will be named annually during the summer when we report on our annual impact, the winner will receive a certificate and a prize.

3. Recognition of Volunteer Hours

Volunteer hours are recognised by the following system and rewarded with certificates annually. Your hours are cumulatively tracked whilst you’re a volunteer so over 1, 2, 3 or more years you can reach the Diamond level!

	Bronze	Silver	Gold	Platinum	Diamond
<i>No. of hours volunteered</i>	16	32	64	128	256

You can easily build up your hours to work your way through these precious metals and gems for any StreetDoctors tasks you complete during your time as a volunteer. For example:

- Delivering StreetDoctors Sessions
- Attending team meetings
- Attending Specialist Days
- Time spent fundraising
- Liaising with delivery partners
- Buddying another new volunteer
- Representing StreetDoctors at community events

The options are endless! Log all of your tasks on Lamplight (see below) as this is how we track the number of hours you've given to the charity. If it's not on Lamplight it's hard for us to know about it.

4. Teacher of the year

Awarded annually, one volunteer will receive this accolade. Nominated from within the volunteer cohort and adjudicated by the staff team it's certainly one to aim for as it's the core activity of any volunteer.

5. Teaching Team of the Year

This is awarded to the team that teaches the highest number of new young people. It's based on data that is recorded in Lamplight, so if you teach a session, log how many young people were there as you and your team could be rewarded with a prize.

6. Fundraising Team of the Year

After you're done running/swimming/walking/dancing miles or hosting events and if it all adds up to your team being top of the fundraising pile, there'll be a prize in store.

7. Most Improved Team of the Year

Teams are based across the UK and there are many of them, so every year we like to acknowledge a team that has made a significant difference for themselves, perhaps you've doubled your teaching numbers in one year, maybe you conducted an informative research project or increased your team's engagement level. We know you're all working hard, and we proactively seek to highlight uniqueness every year.

Ideas for an award that doesn't exist yet? Let us know.

We look forward to celebrating your individual and team achievements with you!

Appendices

Safeguarding Policy

We have a new Safeguarding policy revised in 2020. The accompanying volunteering guide is in progress. For the time being our Safeguarding policy statement [here](#). Key principles to be aware of are:

- ♥ **Never deliver sessions alone** (please let us know if you are unable to find another volunteer, sessions should be cancelled instead of delivered on your own).
- ♥ Never give out your personal details to a young person (e.g. phone number, social media account, email).
- ♥ **Always have a member of staff present** in the session, it is the staff members responsibility to manage behaviour and any safeguarding concerns
- ♥ If you are concerned about the safety or wellbeing of a young person please report it to the member of staff present. Then call the Out of Hours number on **07553 458 882** and contact safeguarding@streetdoctors.org
- ♥ If a young person makes a disclosure or shares something of concern, never promise confidentiality, report the information to the member of staff present. Then call the Out of Hours number on **07553 458 882** and contact safeguarding@streetdoctors.org

GDPR Policy

All volunteers need to read our new data protection information about managing other people's data whilst being a StreetDoctors volunteer. Please [click here](#) to access our policy and register that you have read and understood the information.

Claiming Expenses Policy

To view our full claiming expenses policy click [here](#).

The Rules

- Expenses **over £50 needs prior approval** before purchasing from the **National Volunteer Coordinator**, nvc@streetdoctors.org
- Example expenses:
 - Travel to StreetDoctors session
 - Travel to training events; Specialist days, Team Set Ups, Focus groups
 - Booking meeting rooms
 - Fundraising expenses
- **NO RECEIPT = NO PAYMENT**. We work within the accounting rules of the Charity Commission and need a receipt or payment confirmation to reimburse you.
- Expenses need to be claimed **within three months** of the date on the receipt or travel ticket (i.e. date of travel).
- Expenses cannot be claimed prior to an event unless in exceptional circumstances. If for some reason you need to be reimbursed early, please email the National Volunteer Coordinator.

- Always try to spend as little as possible, book travel tickets early and only drive if you absolutely have to! The less we spend on admin, the more we can spend on creating great training programmes for our young people and you!
- If you need to get a taxi to support getting to an event or StreetDoctors session safely please check in with the NVC beforehand booking.

Overview of claiming expenses

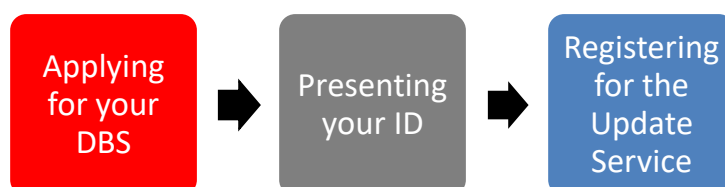


Online DBS Application

StreetDoctors is using an online service (Disclosure Services) to help our volunteers acquire a DBS certificate as quickly and easily as possible.

You can find a series of tutorial videos on [YouTube](#) to support completing an online application.

Overview of the application process



What ID will I need to complete the form?

You can only complete the online form in one sitting. The system does not allow you to go back and complete an unfinished application. Most applicants will be "route 1". Review the list of ID documents below and make sure you have the necessary ID documents to hand when completing the form. You'll

need to use the exact same ID documents to be verified online via Zoom by a member of the HQ staff team. Appointments are booked in advance via doddle.

Evidence Provided *	<input type="checkbox"/> Route 1 (1 document from Group 1 + 2 from Group 1, 2a or 2b) <input type="checkbox"/> Route 2 (1 document from Group 2a + 2 from Group 2a or 2b) - Only if Route 1 can't be used. <input type="checkbox"/> Route 3 (UK / Channel Isl's Birth Cert. + 1 document from Group 2a and 3 from Group 2a or 2b) - Only if Routes 1 or 2 can't be used. Not for EEA nationals UK resident for <= 5 years.
Group 1 Primary Trusted Identity Credentials	<input type="checkbox"/> Passport (Any current and valid passport) <input type="checkbox"/> Biometric Residence Permit (UK) <input type="checkbox"/> Current Driving Licence - Photo card (UK / Isle of Man / Channel Islands & EEA) Note: Full or provisional. Must be valid in line with current DVLA requirements <input type="checkbox"/> Birth Certificate (UK and Channel Islands) - issued at the time of birth Note: Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces) <input type="checkbox"/> Adoption Certificate (UK & Channel Islands)
Group 2a Trusted Government / State Issued Documents	<input type="checkbox"/> Current Driving Licence - Photo card (For All Countries other than UK / Isle of Man / Channel Islands & EEA) Note: Full or provisional (where a counterpart has been issued but no counterpart is presented) <input type="checkbox"/> Current Driving Licence - (Old Style) Paper version (UK / Isle of Man / Channel Islands & EEA) Note: Full or provisional. Must be valid in line with current DVLA requirements <input type="checkbox"/> Birth Certificate (UK and Channel Islands) - Photocopies are not acceptable <input type="checkbox"/> Marriage/Civil Partnership Certificate (UK and Channel Islands) <input type="checkbox"/> Immigration Document, Visa or Work Permit (All countries outside the EEA) Note: Valid only if you're working in the country that issued the document <input type="checkbox"/> HM Forces ID Card (UK) <input type="checkbox"/> Fire Arms Licence (UK, Channel Islands & Isle of Man)

Group 2b Financial / Social History Documents	<input type="checkbox"/> Mortgage Statement (UK or EEA) issued in the last 12 months <input type="checkbox"/> Bank/Building Society Statement (UK & Channel Islands or EEA) issued in the last 3 months Note: Branch must be in the country where you live and work <input type="checkbox"/> Bank/Building Society Statement (Countries outside the EEA) issued in the last 3 months <input type="checkbox"/> Bank/Building Society Account Opening Confirmation Letter (UK) issued in the last 3 months <input type="checkbox"/> Credit Card Statement (UK or EEA) issued in the last 3 months <input type="checkbox"/> Financial Statement e.g. Pension or Endowment (UK) issued in the last 12 months <input type="checkbox"/> P45/P60 Statement (UK & Channel Islands) issued in the last 12 months <input type="checkbox"/> Council Tax Statement (UK & Channel Islands) issued in the last 12 months <input type="checkbox"/> Letter of Sponsorship from future employment provider (must still be valid) Note: Non-UK/Non-EEA only - valid only for applicants residing outside of the UK at time of application <input type="checkbox"/> Utility Bill (UK) - Not Mobile Telephone issued in the last 3 months <input type="checkbox"/> Benefit Statement e.g. Child Benefit, Pension etc. (UK) issued in the last 3 months <input type="checkbox"/> Central or Local Government, Government Agency or Local Authority document giving entitlement (UK & Channel Islands) issued in the last 3 months e.g. from the Department for Work and Pensions, the Employment Service, HMRC <input type="checkbox"/> EEA National ID Card (must still be valid) <input type="checkbox"/> Irish Passport Card (must still be valid, cannot be used with an Irish Passport) <input type="checkbox"/> Card carrying the PASS Accreditation logo (UK and Channel Islands - must still be valid) <input type="checkbox"/> Letter from Head Teacher or College Principal (UK - 16 to 19 year olds in full time education) Note: Only used in exceptional circumstances when all other documents have been exhausted
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Applying for your DBS online

TOP TIP: Have your ID documents ready to input their information at the “Supporting Evidence” step below

Answer all questions on the online form that are starred with an asterisk*

Application Level

- Select “enhanced”

Gender

- If you don’t wish to disclose this on an electronic form, please call the number detailed on the screen on that page

Employment

- For workforce type select “child and adult”
- For position select “other” and type “Unsup Medical Helper”
- For volunteer select “yes”
- Ignore the box titled “cost centre....”

Supporting Evidence

- Ignore the red box message at the top. You don’t need to use Veri-fy.
- Select “route 1” unless you don’t have the appropriate ID for route 1.
- Route 1 ID = 1 x document from Group 1, AND 2 x documents from Group 1, 2a or 2b, i.e. **THREE forms of ID** in total.
- ID documents are listed below this question on the online form. It is very clear what documents can be used for which group.
- You’ll be required to enter the details of the respective ID documents you select. You do not need to upload them.

Declaration by the applicant

- Tick all boxes (1-5), including box 3. If you do not tick box 3 we will not be able to verify your DBS certificate and this will delay you being able to teach.

Application Submitted screen

- Once you get to this screen there are no further steps for you to take.
- DO NOT select the box “generate veri-fy form”.

Presenting my ID documents

- ID documents must be varied online with a member of HQ staff. Book a convenient 15-minute time slot via the doddle poll. You must have the original documents to hand for the staff team to verify.
 - documents cannot be emailed, nor photos sent.
- Once your ID documents have been verified your online form will be submitted and the processing of your application will begin.
- You will receive your DBS certificate at the primary postal address you detailed on your online form.

Registering with the Update Service

You must register with the Update Service one of two ways:

- Using your DBS application reference number after you apply online
- Using your DBS certificate number when it arrives in the post

You only need to register with the Update Service **once**, it is **free** for volunteers and if you select **automatic annual renewal** you won't have to apply for a DBS again.

Using your DBS application number

- Once you've completed your online application **you only have 28 days to register**. If those 28 days lapse, you can register for the Update Service using your certificate number (see below).
- Take a note of the ID number given to you when you set up your Update Service account in case they don't email it to you.

Using your DBS certificate number

- Once your DBS certificate arrives in the post, **you only have 19 days to register** with the Update Service. If 19 days lapse, you'll need to complete a new DBS application.
- Take a note of the ID number given to you when you set up your Update Service account in case they don't email it to you.

Register with the Update Service here: <https://secure.crbonline.gov.uk/crsc/subscriber>

For more information about the Update Service and its benefits click here:

<https://www.gov.uk/dbs-update-service>