

## **Appendix 4:**

### **Guidance For PA to get their DBS on update service.**

The update service is an online subscription service that lets you keep your DBS certificates up to date and allows employers to check a certificate online, with your consent. You can use your certificate again when you apply for a position in the same workforce, where the same type and level of check is required. The 3 workforces are Child, Adult and Other.

You can join the update service with your certificate number when you receive your DBS certificate. If you want to, you must do so within 19 calendar days of the date of issue which is printed on the certificate.

Registration lasts for one year and costs £13 a year and starts from the date your DBS certificate was issued. The £13 fee is payable by debit or credit card only, you can use someone else's card with their permission. There's no charge if you are using a volunteer application or certificate to join the update service. By joining you could save yourself a lot of time and money.

The update service site is hosted on a secure system and is available in English and Welsh.

### **What information you will need to join**

- Name
- Gender
- Date of birth
- email address
- Application form reference, e-reference number or your DBS certificate number
- A payment card for the update service fee, if applicable. The payment will be taken securely from your account. If your employer reimburses the subscription fee it won't be subject to income tax because HMRC have made this exempt

Your personal details must match those on your application form or DBS certificate that you are using to join the update service. You will also need to read and agree to the terms and conditions of the service.

If you have joined with your DBS application form reference number your subscription will start from the date of issue printed on your DBS certificate. If for some reason your application form is withdrawn your update service fee will be refunded and your subscription cancelled. Fees are refunded within 31 days of making the transaction.

## **Make a note of your unique ID**

When you join the update service, you need to make a note of your unique subscription ID number and keep it secure; it begins with the letter C and followed with 10 randomly selected numbers. You shouldn't share this subscription ID number with anyone else because you will use it to access your update service account online. Anybody who has access to this number will be able to view the status of your certificates and may amend your contact details without your knowledge or permission.

If you want to join the update service from overseas, the same processes as above apply.

## **DBS reference number(s) and unique subscription ID**

To find out your application form reference number contact the person who asked you to complete your DBS application form or phone us on 03000 200 190. We can only give you the application form reference if we have received your application form.

The 12 digit DBS certificate number can be found on the top right-hand side of your DBS certificate.

If you forget your unique subscription ID number call us on 03000 200 190.

## **How to register**

<https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>

If you've not yet applied for a DBS check, you can register for the update service using your application reference number (the 'form ref' on your application form). DBS must receive your application form within 28 days.

For more information please visit the link below:

<https://www.gov.uk/government/collections/dbs-update-service-promotional-material>