



CRB Online Disclosure Guide (e-Bulk)  
Applicant Manager Guidance Notes

# Applicant Manager Guidance Notes – Section A

## Applicant Manager guidance notes

E-Bulk online CRB checks can be completed by accessing the internet from any PC/Laptop that has this facility. The software is simplistic and easy to use. You can gain access to the system within minutes.

## Logging onto the system

You have been granted access to e-Bulk in the role of an Applicant Manager. An Applicant Manager can view all applications created under the organisation or specific division they have been created under. An Applicant Manager can stipulate what ID has been seen in relation to an applicant and complete Section Y details. After an applicant's ID has been verified and Section Y completed an Applicant Manager has the authority to approve an application for countersigning.

## Section A

### HOW TO LOGIN

Please enter the following address into your web browser:

<https://disclosure.capitarvs.co.uk/oxfordshire>

You will now be on the main login page that shows three coloured boxes. Please note at this stage of the process, your login details are case sensitive.

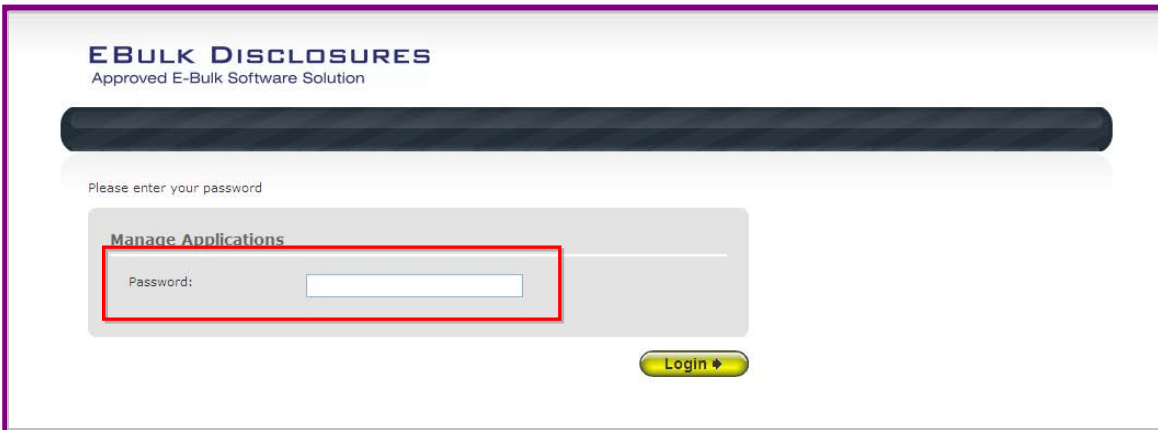
- Click on '**Application Management**'.
- Enter your company Organisation Reference - this will have been supplied to you in an automated email.
- Enter your Username.
- Enter your Date of Birth (**for first initial login please ensure you enter the default date of birth 01 Jan 1998. Failure to do so will deny you access to the system**).
- Once you have completed this section click 'Enter'.

### Screen Shot 1

- Enter your password (this will be supplied to you in an automated email) – see screen shot 2.

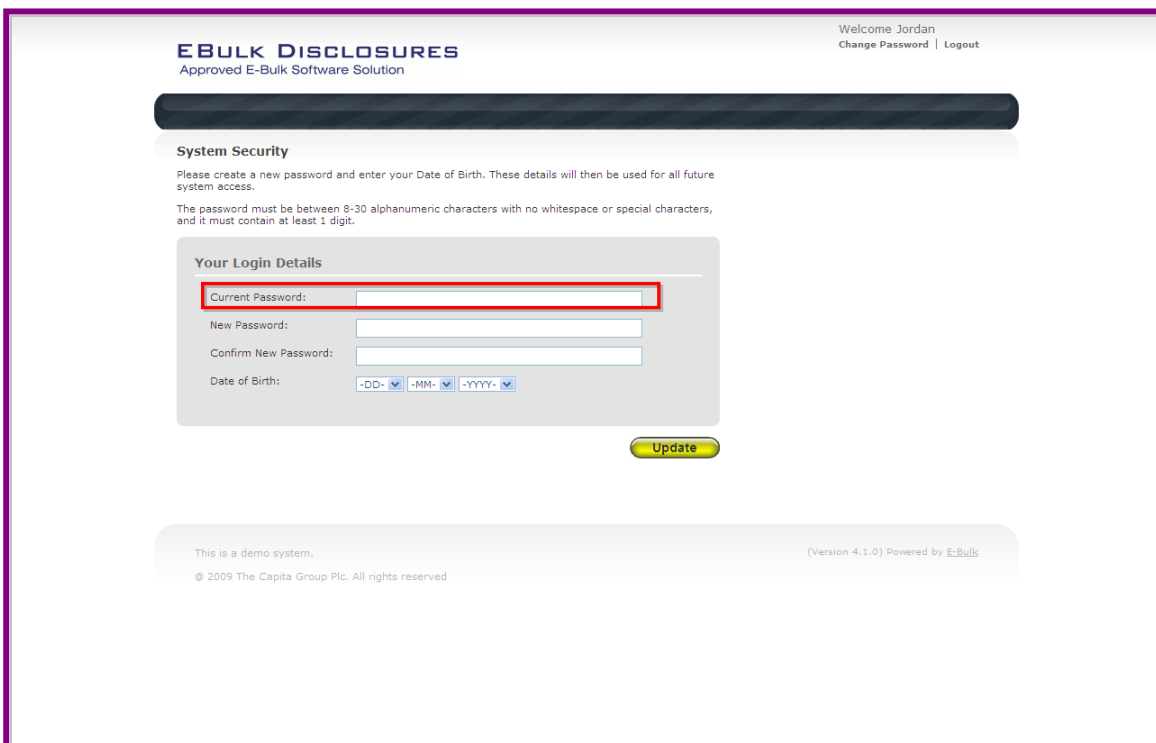
All details correct at time of upload. Version 6.0. 07/08/2012.

If you have difficulty gaining access to the system please contact Oxfordshire County Council's HR Vetting & CRB Team on 01865 797407 or email [crb@oxfordshire.gov.uk](mailto:crb@oxfordshire.gov.uk), however please ensure the first time you login that you have not been denied access because of entering your own date of birth. **The first time you login you must enter the temporary default date of birth 01 Jan 1998.**



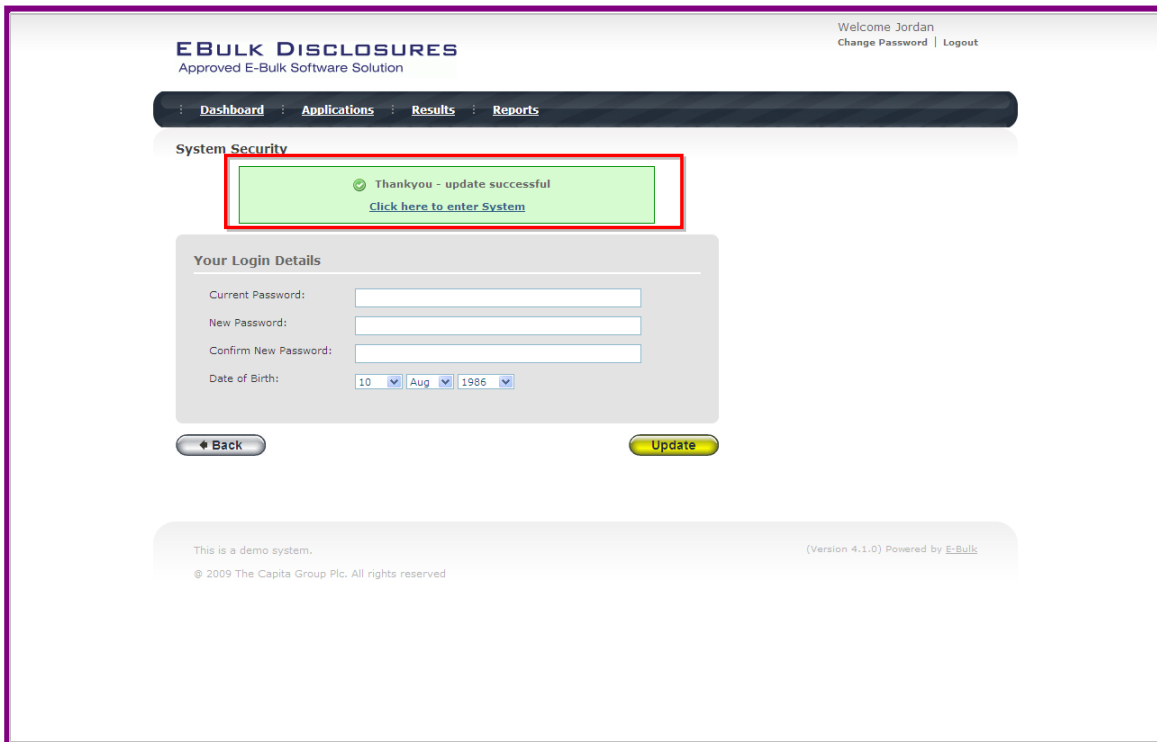
Screen Shot 2

- Please note, after initial login you will be required to set your own password and enter your own date of birth for future login purposes.
- Please re-enter into the 'Current Password' field the temporary password you received in your initial e-mail and then create your own unique password (see screen shot 3).
- The password you create must be between 8 & 30 characters containing at least one capital letter and at least one number.
- Please then enter a date of birth of your choice for future login purposes.
- Please then click 'Update'.



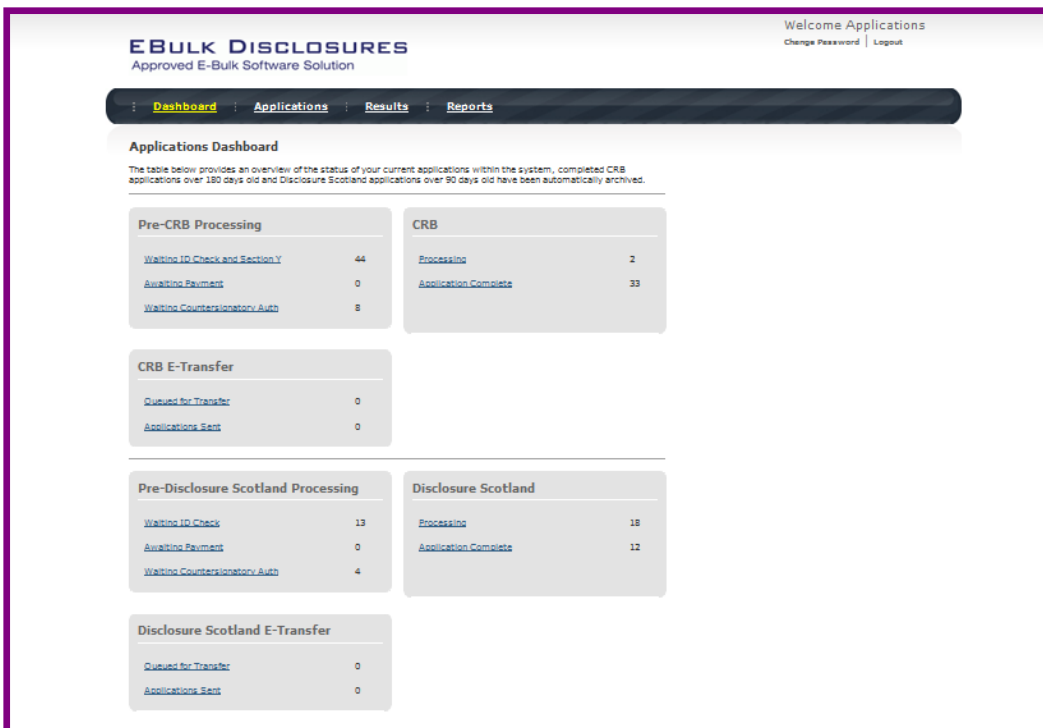
Screen Shot 3

- If you have successfully created your own password, you will now be able to enter the system by clicking the 'Click here to enter System' icon in the green box (please note you do not need to re-enter your password details once the green box has appeared).



#### Screen Shot 4

- This will now take you to the main e-Bulk Home Page called the 'Dashboard' (see screen shot 5).
- Please note that the Dashboard will also include fields in regards to Disclosure Scotland processing, this is due to the online system being capable of processing both CRB & Disclosure Scotland applications. If you are only registered with us to process applications through the CRB please disregard the Disclosure Scotland details shown on the Dashboard.



#### Screen Shot 5

# Applicant Manager Guidance Notes – Section B

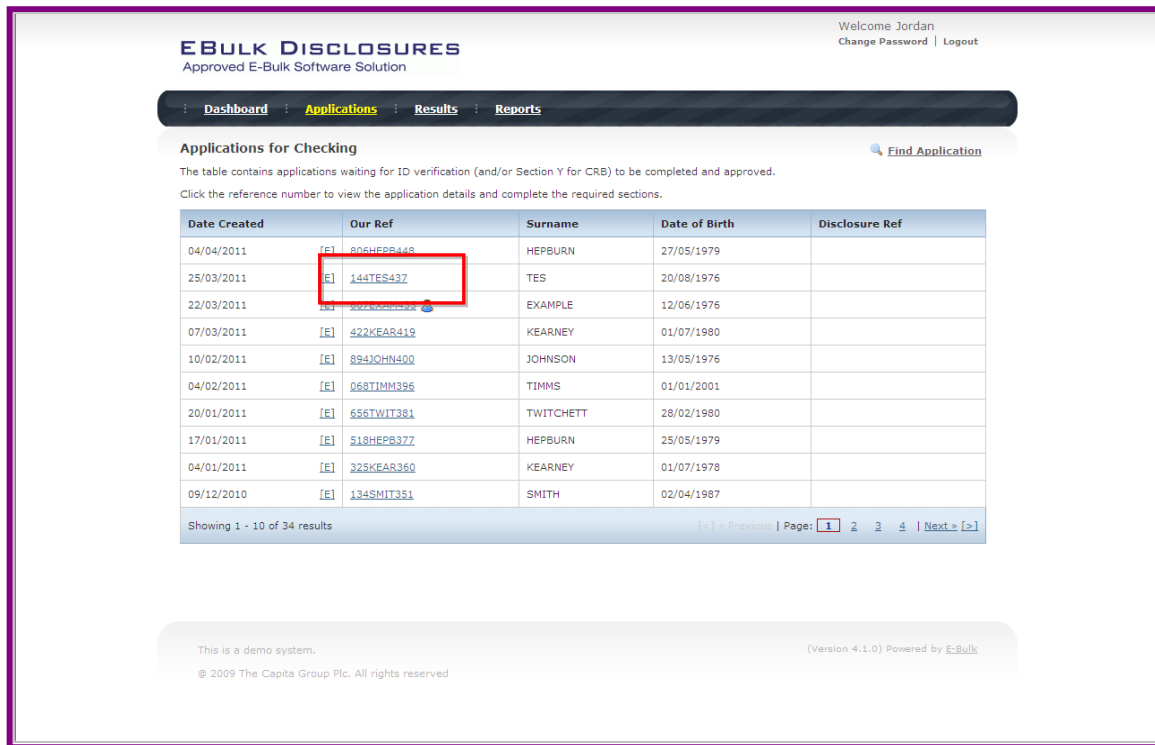
## Section B

### HOW TO VERIFY ID AND COMPLETE SECTION Y

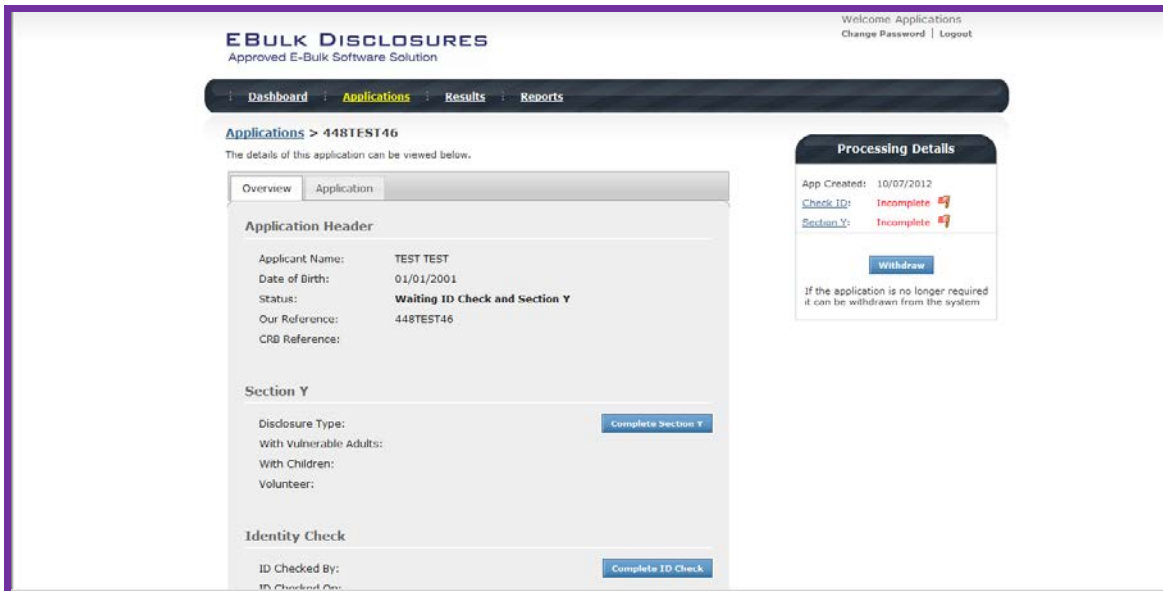
**Step 1** – On the Dashboard page (see screen shot 5), in the top left hand box entitled **Pre-CRB Processing**, click on 'Waiting ID Check and Section Y'. Please note that you will be able to see the total number of application forms you have awaiting ID verification and Section Y to be completed.

**Step 2** - Opening an application form:

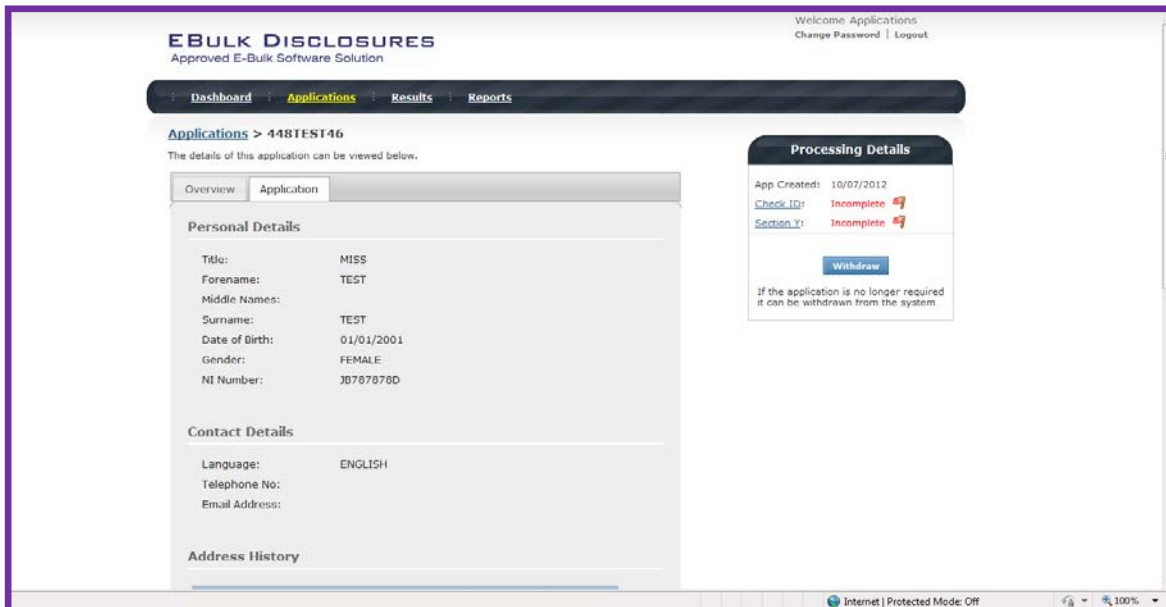
Click on an applicant's reference number to open up their application form (see screen shot 6).



Screen Shot 6



Screen Shot 7



Screen Shot 8

**Step 3** – Overview, you will now see two tabs of the applicant’s completed form (see screen shot 7 & 8).

**Step 4** – Application, to view the application details entered by the applicant, click on the ‘Application’ tab. Here you can see the entire application submitted by the applicant, this can be used to ensure the correct job role has been entered and to verify any ID given by the applicant in a previous surname or previous address (see screen shots 7 & 8).

## Step 5 - Verifying ID

- You will notice on the right hand side of the screen a box which highlights if the ID has been verified or not (see screen shot 7 above), with a section completion date. It will say in red 'Incomplete' with a flag if the section has not been completed for either ID verification or Section Y. If there is a green tick it means that this action has been completed and will show the date that it was carried out on.
- To complete the ID verification section click on 'Complete ID Check' (see screen shot 7 above), access to this section is located in two places – to the right of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shot 9 below).

### Screen Shot 9

**e-Bulk will automatically ascertain the route that should (or must) be taken based on the nationality stated by an applicant within their application form and will also take into account their 5 year address history. If an applicant does not hold sufficient ID to be able to go through Route 1, you will then be required to click the 'Unable to verify ID via Route 1 – proceed to Route 2' button at the bottom of the screen.**

- Please select the ID the applicant has provided for you from the drop down boxes. Guidance notes can be found on the right hand side of the screen and are in accordance with the CRB Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a utility bill if it is more than 3 months old or do not accept an out of date passport.
- Ensure that you confirm from the drop down boxes that you have verified a document showing the applicant's address and also that you have verified their date of birth.
- If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
- Now click 'Save' and then click the 'Return to Application' icon in the green box located at the top of the screen. Now you are ready to complete Section Y of the form (this is the equivalent to Section X on the new lilac paper CRB application forms).

**Please note, that if an applicant cannot verify their identity via Routes 1, 2 or 3 they will not be able to process their application through e-Bulk and will need to complete a paper application stating 'NO' in section W59. Fingerprints will need to be taken and consent will be required by the applicant. An applicant who is a non-EEA national can only go through Route 1, if Route 1 cannot be taken then they will have to go straight to completing a paper application.**

**\*A full list of CRB acceptable ID for each route can be found at the end of this guide (SECTION G)\***

## Step 6 - Completing Section Y

- To complete Section Y click on 'Complete Section Y' (please refer back to screen shot 7). Access to this section is located in two places – to the right of the screen or on the overview of the actual form itself. You will now be on the 'Section Y' screen – (see screen shot 10).
- Please read the information guidance notes located on the right hand side of the screen if you require any clarification in regards to the disclosure type required or any other drop-down boxes within Section Y.

The screenshot shows the 'EBULK DISCLOSURES' interface. At the top, it says 'Welcome Jordan' with links for 'Change Password' and 'Logout'. A navigation bar includes 'Dashboard', 'Applications', 'Results', and 'Reports'. The current page is 'Applications > 144TES437 > Section Y'. Below the navigation, there's a message: 'Please complete the following information to enable the application for submission.' The main form area is divided into 'Application Details' and 'Additional Information'. 'Application Details' has four dropdown menus: 'Disclosure Type', 'Working With Vulnerable Adults', 'Working With Children', and 'ISA Adult First Check Required'. 'Additional Information' has a text box with a character limit of 250. The 'Information' sidebar on the right provides detailed instructions for each dropdown option. At the bottom of the form are 'Back' and 'Save' buttons.

### Screen Shot 10

- Please complete the application details by selecting Yes/No answers from each of the drop down boxes. You can add additional information about an applicant and their job role if you wish in the box at the foot of this screen.
- Finally click 'Save' then scroll to the top of the screen to the green box and click 'Approve'.

The screenshot shows a green confirmation box with a checkmark icon. The text inside reads: 'Thankyou - this section is complete. This application is now ready for CounterSignatory Authorisation please click the Approve button to proceed.' There is an 'Approve' button at the bottom of the box.

- Please ensure you click on 'Approve' – failure to do so will result in the form not being submitted for Countersignatory Authorisation.

- You have now completed this section; you will have no further action to take. The form will automatically transfer over to be countersigned, ready for onwards transmission to the CRB.
- Once a form has been countersigned, the application will be moved to the 'CRB E-Transfer' section. Applications at this stage are awaiting collection by the CRB. Once the CRB have collected them they will move into the processing stage – please see below for further details.

**NB. An application form can be withdrawn at anytime up to and including Countersignatory stage. Once a form has been electronically transferred to the CRB we cannot withdraw it without incurring the CRB charge. If you wish to withdraw an application at Countersignatory stage, please contact us immediately, to enable the process to be halted.**

# Applicant Manager Guidance Notes – Section C

## Section C

### CRB PROCESSING

Step 1 – Tracking an application – see screen shot 11.

- On the Dashboard you will see on the right hand side a box called CRB.

The screenshot shows the EBULK DISCLOSURES dashboard. At the top right, it says 'Welcome Applications' with links for 'Change Password' and 'Logout'. A navigation bar contains 'Dashboard', 'Applications', 'Results', and 'Reports'. The main heading is 'Applications Dashboard' with a sub-note: 'The table below provides an overview of the status of your current applications within the system, completed CRB applications over 180 days old and Disclosure Scotland applications over 90 days old have been automatically archived.' There are six summary boxes: 'Pre-CRB Processing' (Waiting ID Check and Section Y: 44, Awaiting Payment: 0, Waiting Counterfactual Auth: 8), 'CRB' (Processing: 2, Application Complete: 33), 'CRB E-Transfer' (Queued for Transfer: 0, Applications Sent: 0), 'Pre-Disclosure Scotland Processing' (Waiting ID Check: 13, Awaiting Payment: 0, Waiting Counterfactual Auth: 4), 'Disclosure Scotland' (Processing: 18, Application Complete: 12), and 'Disclosure Scotland E-Transfer' (Queued for Transfer: 0, Applications Sent: 0). The 'Processing' link in the CRB box is highlighted with a red rectangle.

Screen Shot 11

- To track an application with the CRB click on 'Processing', this will take you to a screen which will show all the applications for your company that are currently being processed by the CRB. To track an individual's application click on 'Track' next to their CRB reference number in the right hand column (see screen shot 12). This will take you directly into the CRB's tracking page for that applicant.

The screenshot shows the 'Applications Being Processed' page. It has a search bar 'Find Application' and a table with the following data:

Date Created	Our Ref	Surname	Date of Birth	Disclosure Ref
19/04/2011	[E] 882HEPB458	HEPBURN	27/05/1979	E0303046302 <a href="#">Track</a>
18/04/2011	[E] 076HERD457	HERDA	09/02/1973	E0303046500 <a href="#">Track</a>
12/04/2011	[E] 139HEPB454	HEPBURN	23/05/1979	E0303046488 <a href="#">Track</a>
30/11/2010	[E] 861SAMU320	SAMUEL	02/06/1980	E0303046343 <a href="#">Track</a>
30/11/2010	[E] 265BART318	BARTON	10/08/1986	E0303119306 <a href="#">Track</a>

Showing 5 results

Screen Shot 12

# Applicant Manager Guidance Notes – Section D

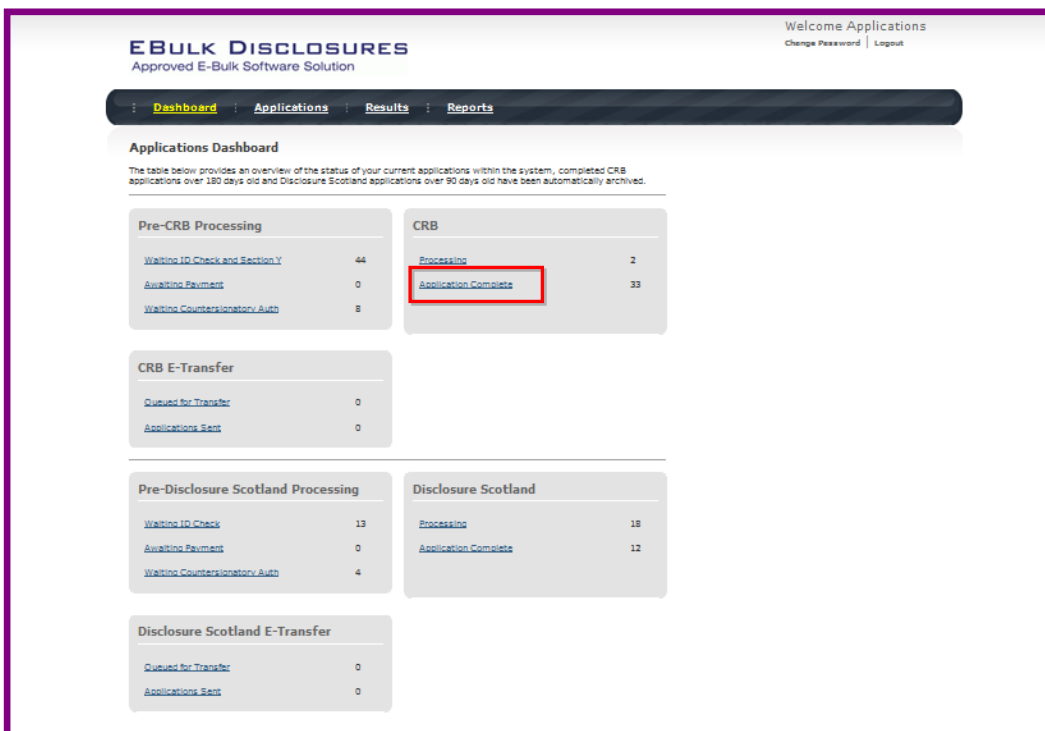
## Section D

### RESULTS

#### Results with content:

**Step 1** - Notification – see screen shots 13 & 14.

- The CRB will send notification online as soon as a disclosure has been completed. To view a result please return to the Dashboard and click on 'Application Complete' in the CRB section.



**Screen Shot 13**

**Step 2** - Viewing a Disclosure Certificate with content – see screen shot 14.

- To view the disclosure information of a disclosure with content e.g. disclosure issue date, reference number and disclosure status, click on the applicant's reference number (see screen shot 13). This information will always be retained on the system, even after the disclosure has been archived.
- For disclosure results with content you **will not** have the facility to download the Disclosure Certificate from the online system, the certificate will be sent by the CRB to the Countersignatory for onwards transmission to you the Applicant Manager (if applicable) by post. The applicant will still receive their own hard copy in the post.

27/10/2010	[E]	085TEST273	TEST	000000000168	27/10/2010	Clear	BLKCAP
27/10/2010	[E]	211HEPB269	HEPBURN	000000000167	27/10/2010	Clear	CHEQSORG
27/10/2010	[E]	543FLIN270	FLINT	000000000166	26/10/2010	Clear	CHEQSORG
26/10/2010	[E]	857WIND263	WINDSOR	000000000161	19/10/2010	See Disclosure	CHEQSORG
23/10/2010	[E]	549KEAR137	KEARNEY	000000000165	22/10/2010	Clear	CHEQSORG

**Screen Shot 14**

All details correct at time of upload. Version 6.0. 07/08/2012.

## Clear Results:

**Step 1** – Notification – see screen shots 14 & 15.

- To view a clear result please return to the Dashboard and click on 'Application Complete' (please refer back to screen shot 13).
- All **Clear** results are notified online only – you **will not** receive a Disclosure Certificate in the post. The certificate will be available to view online and/or download (PDF format) for up to and including **180 days**. The applicant will still receive their certificate in the post.

**Step 2** - Viewing a Clear Disclosure Certificate – see screen shots 15 & 16.

- As an Applicant Manager you can click on the word 'Clear' found in the applicant's 'Status' column. This will open up their application form.

27/10/2010	[E]	<a href="#">085TEST273</a>	TEST	000000000168	27/10/2010	<a href="#">Clear</a>	BLKCAP
27/10/2010	[E]	<a href="#">211HEPB269</a>	HEPBURN	000000000167	27/10/2010	<a href="#">Clear</a>	CHEQSORG
27/10/2010	[E]	<a href="#">543FLIN270</a>	FLINT	000000000166	26/10/2010	<a href="#">Clear</a>	CHEQSORG
26/10/2010	[E]	<a href="#">857WIND263</a>	WINDSOR	000000000161	19/10/2010	See Disclosure	CHEQSORG
23/10/2010	[E]	<a href="#">549KEAR137</a>	KEARNEY	000000000165	22/10/2010	<a href="#">Clear</a>	CHEQSORG

### Screen Shot 15

- You will now see the following screen shot below:

The screenshot shows the 'EBULK DISCLOSURES' application interface. At the top, it says 'Welcome Jordan' with links for 'Change Password' and 'Logout'. A navigation bar includes 'Dashboard', 'Applications', 'Results', and 'Reports'. The main heading is 'Disclosure Results > E0000000049'. On the right, there is a 'Documents' section with a 'Download Disclosure' link. The main content area is divided into sections: 'Disclosure Header' (CRB Reference: E0000000049, Disclosure No: 000000000049, Issue Date: 24/05/2011, Disclosure Result: No match exists for this person in requested fields), 'Enhanced Disclosure' (Applicant Personal Details: Surname, Forename(s), Other Names: None Declared, Date of Birth: 09/02/1973, Place of Birth: SOUTHAMPTON, Gender: Male; Employment Details: Position Applied For: SUPPORT WORKER, Name of Employer: CHEQS ORGANISATION; Countersignatory Details: Registered Body: CHEQS TEST RB, Countersignatory: TEST CSIG NAME), and 'Police Records of Convictions, Cautions, Reprimands and Final Warnings' (none recorded).

### Screen Shot 16

**Step 3 – Downloading a clear Disclosure Certificate – see screen shots 16 & 17.**

- Click on the 'Download Disclosure' link, this will open up a separate PDF document containing the clear Disclosure Certificate (see screen shot 16). This certificate is available for you to download and print, or to save a copy into a secure folder.
- Please ensure that you follow the CRB Code of Practice – Secure Storage, Handling, Use, Retention & Disposal of Disclosures and Disclosure Information.
- This PDF Disclosure Certificate will be available to view online for up to a maximum **180 days**, thereafter it will be deleted from the system. However you will still be able to view, via a report request, all relevant information such as applicant name, date of birth, certificate number, issue date and disclosure result.

STRICTLY PRIVATE AND CONFIDENTIAL

**CHEQS TEST RB**  
Enhanced Disclosure

Disclosure No: 000000000049  
Date of Issue: 24 May 2011

Applicant Personal Details:	Employment Details:
Surname: TEST	Position applied for:
Forename(s): TEST	SUPPORT WORKER
Other Names: NONE DECLARED	Name of Employer:
Date of Birth: 09/02/1973	CHEQS ORGANISATION
Place of Birth: SOUTHAMPTON	
Gender: MALE	

Countersignatory Details:
Registered Person/Body:
CHEQS TEST RB
Countersignatory:
TEST CSIGNAME

Police Records of Convictions, Cautions, Reprimands and Final Warnings
NONE RECORDED

Information from the list held under section 142 of the Education Act 2002
NONE RECORDED

ISA Children Barred List Information
NONE RECORDED

ISA Vulnerable Adults Barred List Information

THE INFORMATION CONTAINED IN THIS DISCLOSURE HAS BEEN PROVIDED ELECTRONICALLY BY THE CRB

**Screen Shot 17**

# Applicant Manager Guidance Notes – Section E

## Section E

### FIND AN APPLICATION

**Step 1** - Finding an individual application – see screen shots 18 & 19.

- To find an individual application pre or post CRB processing, select from the Dashboard the Applications tab and then click on 'Find Application'.

Welcome Jordan  
Change Password | Logout

EBULK DISCLOSURES  
Approved E-Bulk Software Solution

Dashboard Applications Results Reports

Applications for Checking Find Application

The table contains applications waiting for ID verification or Section Y to be completed and approved.  
Click the reference number to view the application details and complete the required sections.

Date Created	Our Ref	Surname	Date of Birth	Disclosure Ref
04/04/2011	[E] 806HEPB448	HEPBURN	27/05/1979	
25/03/2011	[E] 144TES437	TES	20/08/1976	
22/03/2011	[E] 607EXAM435	EXAMPLE	12/06/1976	
07/03/2011	[E] 422KEAR419	KEARNEY	01/07/1980	
10/02/2011	[E] 894JOHN400	JOHNSON	13/05/1976	
04/02/2011	[E] 068TIMM396	TIMMS	01/01/2001	
20/01/2011	[E] 656TWIT381	TWITCHETT	28/02/1980	
17/01/2011	[E] S18HEPB377	HEPBURN	25/05/1979	
04/01/2011	[E] 325KEAR360	KEARNEY	01/07/1978	
09/12/2010	[E] 134SMIT351	SMITH	02/04/1987	

Showing 1 - 10 of 34 results [<] Previous | Page: 1 2 3 4 | Next [>]

This is a demo system. (Version 4.1.0) Powered by E-Bulk  
© 2009 The Capita Group Plc. All rights reserved.

### Screen Shot 18

- The following box will appear for you to enter as much of the applicant's details as you have available. E.g. if you only enter the surname without date of birth or CRB reference, it will bring up a list of every applicant with that surname. However if you enter their date of birth as well, then this will define the search results accordingly.

CLOSE X

Find applications by any or all of the following fields

Find Application

Our Reference:

Surname:

Date of birth:

CRB Reference:

Search

### Screen Shot 19

All details correct at time of upload. Version 6.0. 07/08/2012.

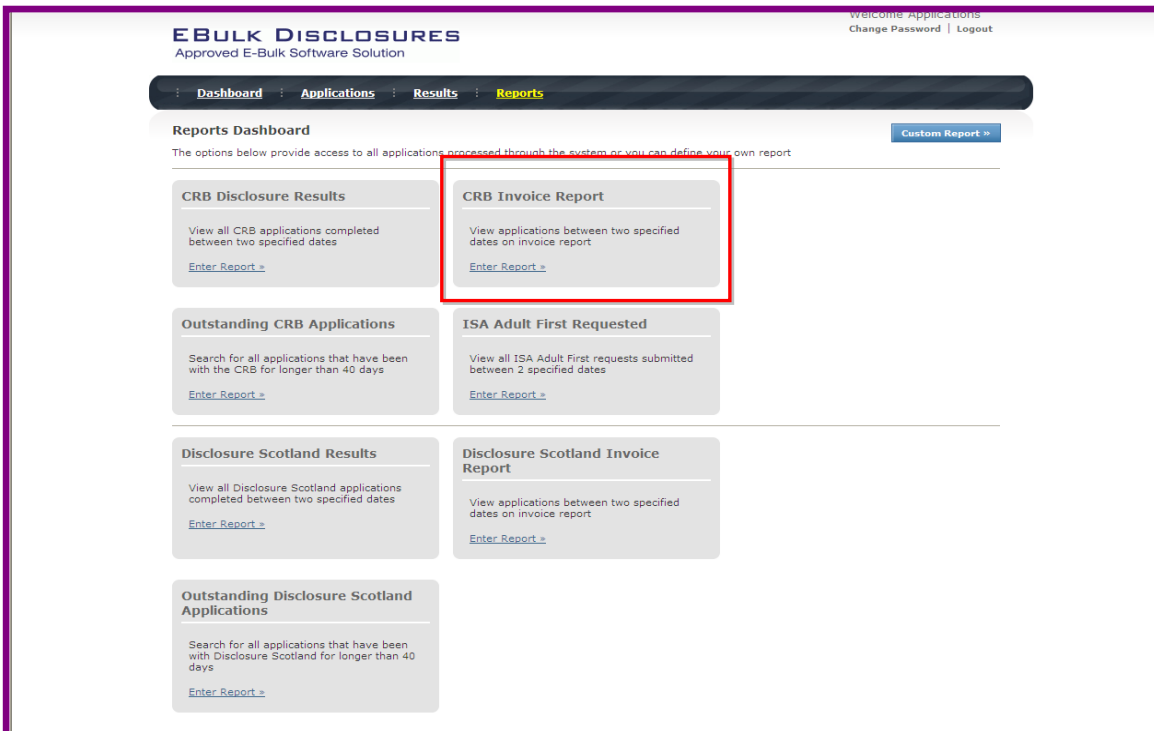
# Applicant Manager Guidance Notes – Section F

## Section F

### REPORTS

**Step 1** - Running a report – see screen shot 20.

- To run a report you need to return to the Dashboard and select the tab 'Reports' and then select the report you wish to run. There are currently four main standard reports that you can choose from, however it is also possible to run a customised report (**please note that as you only process CRB checks, you can ignore the lower section of the reports screen containing Disclosure Scotland report information**).



**Screen Shot 20**

**Stage 2** – Invoice Report – see screen shot 20 above.

This report can be used to produce an electronic version of the invoice you will receive from us or for you to calculate the company budget required in relation to CRB costs. This can be filtered by a specific division or can be run on all divisions within your organisation. The report captures applicant and organisation data with the addition of;

- Basic, Standard or Enhanced Fee
- Cost Code
- Organisation Postcode
- Admin Fee (referred to as Base Fee on the system)
- VAT
- Total application price

Applications that were submitted before the system was capable to produce invoice reports will not be captured in the report. These will have a zero value against them. Only applications processed after the system was capable of producing this report will be captured.

**Stage 3** - Customised Reports and selecting field headings – see screen shot 21.

- To run a customised report you can select the field headings and date criteria that you wish the report to contain. For example this is an ideal opportunity to run a report when carrying out re-checks on your staff or for capturing cost codes for invoicing purposes. All reports can be printed, or saved into an Excel spreadsheet (.CSV file) or PDF document.

The screenshot shows the 'EBULK DISCLOSURES' interface. At the top right, it says 'Welcome Applications' with links for 'Change Password' and 'Logout'. A navigation bar contains 'Dashboard', 'Applications', 'Results', and 'Reports'. Below this is 'Reports Dashboard > Create Report'. The main area is titled 'Define Report Parameters' and includes several dropdown menus: 'Status' (set to 'Optional Select'), 'Channel' (set to 'Optional Select'), 'Date Type' (set to 'Created Date'), and 'Order' (set to 'Oldest First'). There are also 'Date From' and 'Date To' input fields with a 'Go' button. A 'Find Application' button is on the right. Below the parameters is a section 'Select which fields you want to display in the report' with a grid of checkboxes. Fields include 'View', 'Created Date', 'Status', 'Channel', 'Our Ref', 'Disclosure Ref', 'Disclosure Type', 'Forename', 'Surname', 'Date of Birth', 'Csig Auth Date', 'Sent Date', 'Disclosure No', 'Disc Result', 'Disc Issue Date', 'Disc Received Date', 'Disc Sent Date', 'Risk Assessment', 'Organisation', 'Org Internal Ref', 'ID Checked By', 'ID Checked Date', 'Approved Date', 'Enhanced Fee', 'Standard Fee', 'Basic Fee', 'Base Fee', 'Total', 'Cost Code', 'Org Postcode', and 'VAT'. A section 'The following fields are for CRB Only' includes 'Is Volunteer', 'Position', 'Section Date', 'ISA Reference', 'ISA Date', and 'ISA Adult First Admin'. The footer contains links for 'Payments Cancellations Policy', 'Payments Delivery Policy', 'Payments Privacy Policy', and 'CRB Online Disclosure Guidance', along with copyright information for 2011 The Capita Group PLC.

Screen Shot 21

**ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN TEN MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF (THIS IS DUE TO SECURITY REASONS).**

### Contact Details

If you experience any technical issues with the online system, please contact the Oxfordshire County Council's HR Vetting & CRB Team on 01865 797407 or email [crb@oxfordshire.gov.uk](mailto:crb@oxfordshire.gov.uk)

# CRB List of Acceptable Identification – Section G

## Route 1

Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address.

## Route 2

One document must be seen from Group 2a and two further documents from Group 2a or 2b; one of which must verify the applicant's current address. Applicants will also be required to undergo an external ID validation service through Route Two.

## Route 3

A Certified copy of a UK Birth Certificate (UK and Channel Islands, issued after the time of birth by the General Register Office/relevant authority) required to be seen and four further documents must be seen from Group 2 comprising of one document from Group 2a and three further documents from Group 2a or 2b; one of which must verify the applicant's current address.

### Group 1 – Primary Trusted Identity Credentials

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK, Isle of Man /Channel Islands) (Full or provisional)
  - A photo card is only valid if the individual presents it with the associated counterpart licence (except Jersey)
- Birth Certificate (UK and Channel Islands) - issued at the time of birth;
  - Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)

### Group 2a – Trusted Government/State Issued Documents

- Current UK Driving licence (old style paper version)
- Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)
- Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable)
- Marriage/Civil Partnership Certificate (UK and Channel Islands)
- Adoption Certificate (UK and Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK and Channel Islands)

### Group 2b – Financial/Social History Documents

- Mortgage Statement (UK or EEA)\*\* (Non-EEA statements must not be accepted)
- Bank/Building Society Statement (UK or EEA)\* (Non-EEA statements must not be accepted)
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)\* (Non-EEA statements must not be accepted)
- Financial Statement \*\* - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement \*\*(UK & Channel Islands)
- Council Tax Statement (UK & Channel Islands) \*\*
- Work Permit/Visa (UK) (UK Residence Permit) \*\*
- Utility Bill (UK)\* – Not Mobile Telephone
- Benefit Statement\* - e.g. Child Allowance, Pension
- A document from Central/Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)\*- e.g. from the Department for Work and Pensions, the Employment Service, Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID Card
- Cards carrying the PASS accreditation logo (UK and Channel Islands)
- Letter from Head Teacher or College Principal (16/17 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)

#### Please note:

If a document in the List of Valid Identity Documents is:

- Denoted with \* - it should be less than three months old
- Denoted with \*\* - it should be issued within the past 12 months
- Not denoted – it can be more than 12 months old