

Candidate Experience

KYP application journey –DBS process



noreply@knowyourpeople.co.uk

to kyp.example+Journey ▾

Hello Example,

Demonstration has requested that you complete an application through KnowYourPeople.

A user account has been created for you using this email address.

Please use the following access link to activate your account. See further below for the link to access the system once your account has been activated.

<https://uat.knowyourpeople.co.uk/users/activate/aKPA91s0fBm7IHZvHmSzaQ2>

If you experience any issues when clicking the above link, please copy and paste the link into your browser.

Please be assured that the protection of your privacy and the confidentiality of your information supplied to us is given the highest priority.

After your account has been activated, KnowYourPeople is accessed at <https://uat.knowyourpeople.co.uk/>

To assist you in completing your application we have a **Quick Start guide**: <https://uat.knowyourpeople.co.uk/help/quickstartapplicant> and online help is available once you have activated your account.

If you have any queries regarding this request, please contact the KnowYourPeople Support Team.

Please note KnowYourPeople is optimised for Google Chrome or Internet Explorer 11 or higher. For the best user experience, we recommend the use of Google Chrome

Telephone: 0115 969 4953

Email: support@knowyourpeople.co.uk

Thank you

The activation email will provide some details to the applicant regarding the nature of the requested check, along with the activation link itself.

Advice on accessing the application –and contact details for support –are also included for the applicants' reference.



Welcome!

To access KnowYourPeople you need to activate your user account. Please enter your username below and click 'submit'.

Your username is the email address that the activation link was sent to.

Submit

After following the link, applicants will need to first confirm their user name (which will be their email address)

Also applicants will be required to create their own personal password before the account can be generated.



Create Your Password

Carefully enter your new password using the form below.

Submit

Note that guidance for password creation can be found by clicking this button



Account Activated

Your account has been successfully activated. Please click below and use the username (your registered email address) and your new password to access the system.

[Login here](#)

You will receive an email confirming that your account has now been activated.

Once the account has been activated, applicants are prompted to log in using their newly confirmed details.

The 'Login Here' button will bring the applicant to the main login page directly.

With the account login details entered and confirmed, the applicant will be able to access their profile and complete the application form as requested.



User Login

[Login](#)

- [Login with SSO](#)
- [Forgot Password](#)
- [Register](#)
- [Help](#)

Good Afternoon, Example!

KYP will present the applicant with relevant information regarding outstanding applications requiring action.

Your Applications

⚠ There is 1 application awaiting action by you

Show submitted applications

Awaiting action since 15 March 2023



for Demonstration



DBS Enhanced Criminal Record Check

[Complete this application](#)

Clicking here will launch this application process.

Further details and advice are presented to ensure the applicant is prepared to move forward, and complete the form correctly.



Details

Welcome

Your Application

You have been asked to complete this application by Demonstration.

During this process we will collect your details to perform the following checks:



DBS Enhanced Criminal Record Check

Before You Begin

It is important that you have the information required for your application to progress. The checks within this application require you to provide the following information:

- ✓ Your full name that you are officially known by i.e Mike should entered as Michael
- ✓ Your current address + 5 years address history
- ✓ Your passport and driving licence (if you have these) as well as Identity documents as required by the DBS as part of verification
Full details can found [here](#).
- ✓ Demonstration will check your documents

If you don't have any of the details or documents listed above please contact your organisation.

Consent

Statement of Fair Processing

KnowYourPeople is a product of First Advantage (known as 'First Advantage | KnowYourPeople') ('we', 'us', 'our'). By submitting your application details you agree to the First Advantage | KnowYourPeople Statement of Fair Processing and the [Privacy Policy](#)

Please confirm below that you have obtained the applicant's agreement to the following statement of fair processing

Applications for **Standard and Enhanced Checks** are processed by Disclosure and Barring Service (DBS).

By accessing the Website and providing your personal details, you agree to accept and be bound by the [Privacy Policy](#), which explains how First Advantage processes your data for the purposes of obtaining your Disclosure from DBS, the key terms of which are non-exhaustively summarised in this statement of fair processing.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

By ticking the two boxes below, applicants using this service for the purpose of obtaining a Disclosure from DBS, confirm that:

If I am applying for a **DBS Standard and Enhanced Check**, I have read the Standard/Enhanced Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbs-privacy-policies> and I understand how DBS will process my personal data and the options available to me for submitting an application.

Consent to obtain e-Bulk Standard/Enhanced Check electronic result

I consent to the DBS providing an electronic result directly to the registered body that has submitted my application. I understand that an electronic result contains a message that indicates either the certificate is blank or to await certificate, which will indicate that, my certificate contains criminal record information. In some cases, the registered body may provide this information directly to my employer prior to you receiving the certificate.

I understand if I do not consent to an electronic result being issued to the registered body submitting my application that I must not proceed with this application and I should submit a paper application form.

I understand that to withdraw my consent whilst my application is in progress I must contact the DBS helpline 03000 200 190. My application will then be withdrawn.

If I am making an application with a company that is based overseas or their head office is based overseas then I am consenting to this information being transferred by First Advantage to them at their specified location.

Finally, the applicant is required to acknowledge and accept the Statement of Fair Processing before the application itself can be launched.

Do you confirm your understanding of the above statement of fair processing and agree to continue with this application?

Yes

No

Application Form



Save



Details

Name and Gender

Please enter the applicant's name and gender.

Shortened names, nicknames and initials should not be used unless these are stated on the applicant's Identity Documents.

For DBS applications. A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on Sensitive@dbs.gsi.gov.uk

You can then remove this check from your application if needed.

The application form will include guidance on the left for each section.

As seen here, the process starts with the applicant providing their name details.

Gender

Male Female

Title

Mr Others 

First name

Example

Middle names

Middle name

Surname

Application

Historical names

Has the applicant ever been known by any other names? This includes birth name or any changes to either the first name or surname.

No Yes

Progress on the application can be saved at any time by pressing this icon. The applicant can then sign out, and return later to complete the form without losing any already submitted details.

If the applicant has any additional previous / historic names, they should select 'Yes' here which will open a new window.

Name History

Please enter the applicant's previous name in full. All first names, middle name and the surname should be included, e.g., if the current name is Jane Amanda Doe, their previous name was Jane Amanda Smith, it should be entered as:

First name: Jane

Middle names: Amanda

Surname: Smith

Where known, include the exact day of the month and the month the applicant changed their name. If this is not known please enter '01'. Where multiple previous names have been used, there must not be any gaps in the name history.

To assist with filling this form in we have pre-populated it with the the previous name which you have entered. You can amend what has been set or clear all of the values by pressing 'Reset' below.

The previous name section will provide instruction, and allow any names to be declared.

First name	
<input type="text" value="Previous"/>	
Middle names	
<input type="text" value="Middle name"/>	
Surname	
<input type="text" value="Application"/>	
Used from	Used until
<input type="text" value="01 / 01 / 1960"/>	<input type="text" value="01 / 01 / 2000"/>
<input type="button" value="Remove"/>	<input type="button" value="Cancel"/> <input type="button" value="Done"/>

Once names are entered, the main application page is updated with these details.

Historical names

Has the applicant ever been known by any other names? This includes birth name or any changes to either the first name or surname.

Previous Application

1 Jan 1960 - 1 Jan 2000 (40 years)

For the address section, 5 years must be provided with no gaps. The system will again provide information on the left.

Address

A full 5 year address history of where the applicant has lived since 15 Mar 2018 must be provided. There should be no gaps in the address history.

It is possible for addresses to overlap.

If the applicant was a student during this time, their term-time addresses must also be included.

If the applicant spent time travelling abroad during this time but held a current address in the UK then they do not need to include the address(es) of the places they stayed whilst abroad. However, if they did not hold UK address during this time, then they should provide the details of where they stayed.

If the applicant lived in emergency accommodation during this time, enter the name of the shelter/home they were living in.

Please enter the details for your current address

Find Address

[Address outside of the UK?](#)

UK address details can be entered and filled automatically using Post Code lookup. For non-UK addresses, a separate option is provided to manually enter information instead.

If a full 5 years has been declared, the system will display a green tick, confirming that this will be accepted.

Note the Address Timeline on the top shows an unbroken green line from 5 years ago to today.

The screenshot displays an address verification interface. At the top, a horizontal timeline spans from "5 years ago" to "Today", with a solid green bar indicating a continuous address history. Below this, the address "FIRST ADVANTAGE, 1 NOTTINGHAM SOUTH & WILFORD INDUSTRIAL ESTATE, NOTTINGHAM, NG11 7EP, UNITED KINGDOM" is shown with a pencil icon for editing. A second timeline below the address shows a green bar from "1 Jan 1990" to "Today", with the duration "33 years, 2 months and 19 days" displayed. A green bar with a white checkmark is positioned on the left side of the interface. The main content area contains the message: "Thanks, you have entered enough addresses. We have enough address history to cover the 5 years required for your application. However if you have lived in any other addresses during this time please also enter those." Below this message is a green button labeled "Add Additional Address".

5 years ago Today

Today

1 Jan 1990

FIRST ADVANTAGE
1 NOTTINGHAM SOUTH & WILFORD INDUSTRIAL ESTATE
NOTTINGHAM
NG11 7EP
UNITED KINGDOM

33 years, 2 months and 19 days

Thanks, you have entered enough addresses

We have enough address history to cover the 5 years required for your application. However if you have lived in any other addresses during this time please also enter those.

Add Additional Address

Should an incomplete address history be provided, KYP will recognise this shortfall, and display an error message like the one seen here.

To aid in the identification of specific gaps, KYP arranges the declared addresses vertically –with the top representing the current address.

With specific dates and date ranges show, the applicant can see at a glance where the gap can be found.

Note that the address bar is now only partially filled out in orange, with a gap representing the dates which are not accounted for.

The screenshot displays an address history interface. At the top, a timeline bar spans from '5 years ago' to 'Today'. Below this, a table lists addresses with their respective dates and durations. The first address is 'FIRST ADVANTAGE' at '1 NOTTINGHAM SOUTH & WILFORD INDUSTRIAL ESTATE', Nottingham, NG11 7EP, United Kingdom, starting 'Today' and ending '1 Jan 2022' (duration: 1 year, 2 months and 19 days). A second address is 'GB GROUP PLC' at the same location, starting '1 Jan 2021' and ending '1 Jan 1960' (duration: 61 years). A gap is shown between '1 Jan 2021' and '31 Dec 2021' with the message: 'There is a gap in your address history. Either correct the dates of the surrounding addresses or add another address.' Below this message is an 'Add Address' button. A third address is shown starting '2 Jan 2021' and ending '11 months and 29 days' later. A red bar highlights the gap between '2 Jan 2021' and '1 Jan 2021'. At the bottom, a red note states: ''Address history' should cover 5 years'.

Date	Address	Duration
Today	FIRST ADVANTAGE 1 NOTTINGHAM SOUTH & WILFORD INDUSTRIAL ESTATE NOTTINGHAM NG11 7EP UNITED KINGDOM	1 year, 2 months and 19 days
31 Dec 2021	There is a gap in your address history Either correct the dates of the surrounding addresses or add another address Add Address	
2 Jan 2021		11 months and 29 days
1 Jan 2021	GB GROUP PLC 1 NOTTINGHAM SOUTH & WILFORD INDUSTRIAL ESTATE NOTTINGHAM NG11 7EP UNITED KINGDOM	61 years
1 Jan 1960		

'Address history' should cover 5 years

The next section deals with the applicants birth details.

Birth Details

Information is required about the applicant at the time of their birth.

Date of Birth

01 / 01 / 1960

Town of Birth

Nottingham

Country of Birth

United Kingdom

Birth Nationality

British

Both Country of Birth and Birth Nationality are declared through a dropdown menu.

These dropdown menus are arranged alphabetically –but note that the ‘UK’ options default to the top option for convenience.

United Kingdom

Afghanistan

Aland Islands

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antarctica

Antigua and Barbuda

Argentina

National Insurance Number

If the applicant has a UK National Insurance Number, please provide it.

Does the applicant have a UK National Insurance Number?

No

Yes

National Insurance Number

AB 12 34 56 C

The first page will end with the applicants' NI number, (if present), and a criminal record declaration.

Disclosure and Barring Service

This information is required so that we can process the criminal record check with the Disclosure and Barring Service (DBS).

Does the applicant have any convictions, cautions (excluding youth cautions) which would not be filtered in line with current guidance?

No

Yes

With all these details entered, the page can move forward.

Next

If KYP registers that something is missing / potentially incorrect, the applicant will see this message.



We have found some errors on the form above. Please correct these before you continue.

Next

Scrolling back up the page should reveal the cause of the error with a clear message.

In this example, we can see that the date of birth was omitted.

Once any errors are resolved, the application can move to the next page.

Date of Birth

DD / MM / YYYY

'Date Of Birth' is required

Town of Birth

Nottingham

Country of Birth

United Kingdom

Birth Nationality

British

This next page deals with the applicants' ID document declaration for Verification purposes.

Note that this process is sometimes also referred to as '*Attestation*'

DBS Criminal Record Check Verification Process

🏠 > Applications > WZVR0YC1

As part of the DBS Criminal Record check verification process, the applicant needs to provide documentation to prove their identity. The documentation selected in the following steps will need to be presented at the verification meeting.

As we will see, the form provides as much guidance as possible for each step.

However the link below leads to the full official DBS guidance regarding acceptable ID documentation, and is a potentially valuable additional resource:

[DBS ID guidance](#)

As this status will affect the available ID options, it is necessary for the applicant to confirm if they are *currently* a UK national before proceeding.

Applicant

Please enter the applicants details. Your response below will determine what document selection route will be presented on the following pages.

Is the applicant a UK national?

Yes

No

Back

Next

0 of 3 documents selected

As part of the DBS Enhanced application process, the applicant must provide a range of ID documents that they are able to present to the verifier. Please make sure that the applicant's documents match the criteria specified next to the document and also the below criteria:

- At least one document contains the applicant's current address
- At least one document provides the applicant's Date of Birth
- At least one document provides the applicant's name and any name changes where applicable

Note: the verifier will need to be in **physical possession** of the documents selected. All documents must be original, photocopies and documents downloaded from the internet cannot be accepted.

Please select **the documents the applicant can provide** during verification.

The above guidance will be presented to all applicants above the relevant ID options.

This details the requirements as laid out by the DBS, and ultimately the validity of the application will depend upon this guidance being followed.

UK national document view

Group 1



Passport

- Issued in any country
- Must be valid



Biometric Residence Permit

- Issued in the UK



Driving Licence - Photocard

- Must be current and valid
- Issued in the UK, Isle of Man or Channel Islands
- Must be a photocard driving licence (not the paper counterpart)
- Full or provisional



Birth Certificate

- Issued within 12 months of birth
- Issued in the UK, Isle of Man or Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces



Adoption Certificate

- Issued in the UK or the Channel Islands

UK nationals will be presented with the 'Group 1' documents section, and can select up to 3 documents from this group.

Back

I cannot select any of these documents

As documents are selected, the bar at the top will update with the current status.

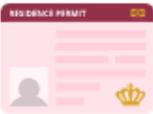
2 of 3 documents selected

Group 1



Passport

- Issued in any country
- Must be valid



Biometric Residence Permit

- Issued in the UK



Driving Licence - Photocard

- Must be current and valid
- Issued in the UK, Isle of Man or Channel Islands
- Must be a photocard driving licence (not the paper counterpart)
- Full or provisional



Birth Certificate

- Issued within 12 months of birth
- Issued in the UK, Isle of Man or Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces



Adoption Certificate

- Issued in the UK or the Channel Islands

As soon as the third document is selected, KYP will recognise that this fulfils the requirements, and move immediately onto the next section.

Back

I cannot select any more documents

If the applicant cannot provide all 3 documents from this group, the button at the bottom will present additional options.

Group 2A



Non-UK Driving Licence - Photocard

- Must be current and valid
- Issued outside of the UK (excluding Isle of Man and Channel Islands)
- Must be a photocard driving licence (not the paper counterpart)
- Full or provisional



Driving Licence - Paper

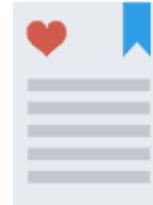
- Must be current and valid
- Paper licence issued before 1998
- Issued in the UK, Isle of Man or Channel Islands
- Full or provisional



Birth Certificate



- Issued 12 months after time of birth
- Issued in the UK, Isle of Man or Channel Islands



Marriage/Civil Partnership Certificate

- Issued in the UK or Channel Islands



Immigration Document, Visa or Work Permit

- Issued by a country outside the UK.
- Valid only for roles whereby the applicant is living and working outside of the UK.
- Visa/permit must relate to the non-UK country in which the role is based



HM Forces ID card

- Issued in the UK



Firearms Licence

- Issued in the UK, Channel Islands or Isle of Man

This is the first part of the expanded document list provided if the applicant is not able to use 3 documents from the first group.

Group 2b



Bank Statement (UK or Channel Islands)

- Issued in the UK or Channel Islands
- Issued in last 3 months
- Bank or Building Society Statement



Bank Opening Letter

Bank or building society account opening confirmation letter

- Issued in the UK
- Issued in last 3 months



Utility Bill

- Issued in the UK
- Cannot be a mobile telephone bill
- Issued in last 3 months



Government Letter

Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC

- Issued in the UK or Channel Islands
- Issued in last 3 months



P45 or P60 Statement

- Issued in the UK or Channel Islands
- Issued in last 12 months



Bank Statement (Non-UK)

Bank or Building Society Statement

- Issued in countries outside the UK
- Issued in last 3 months
- Branch must be in the country where the applicant lives and works



Credit Card Statement

- Issued in the UK
- Issued in last 3 months



Benefit Statement

Benefit statement, for example child benefit or pension

- Issued in the UK
- Issued in last 3 months



Mortgage Statement

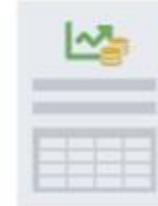
- Issued in the UK
- Issued in last 12 months



Employment Sponsorship Letter

Letter of sponsorship from future employment provider

- Non-UK only
- Valid only for applicants residing outside of the UK at time of application
- Must still be valid



Financial Statement

Financial statement, for example pension or endowment

- Issued in the UK
- Issued in last 12 months



Council Tax Statement

- Issued in the UK or Channel Islands
- Issued in last 12 months



EEA National ID Card

- Issued in the EEA
- Must still be valid



PASS Card

Cards carrying the PASS accreditation logo

- Issued in the UK, Isle of Man or Channel Islands
- Must still be valid



Irish Passport Card

- Cannot be used with an Irish passport
- Must still be valid

And the final selection if the applicant is struggling to provide a valid combination using the other groups.

Non-UK national document view

In line with the requirements of the DBS, (See the previous link for full details), non-UK applicants *must* declare at least one **Primary** document from the list below before the application can be accepted.

Primary



Application Registration Card

An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice from the Home Office Employer Checking Service.**



Positive Verification Notice

A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.



Frontier worker permit

A frontier worker permit issued under regulation 8 of the Citizens Rights (Frontier Workers) (EU Exit) Regulations 2020.



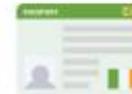
Current document issued by the Home Office

A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.



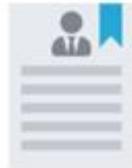
Online evidence of immigration status

Online evidence of immigration status. Either via the View and Prove service or using the BRP or BRC online service. Issued by the Home Office to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question. Must be valid. Note: this includes the EUS5 digital status confirmation.



Irish Passport Card

A current passport card showing that the holder is a national of the Republic of Ireland.



Document issued by the Home Office (application)

A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.



Home Office Family member document

A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom for a time limited period and to do the type of work in question.



Biometric Immigration Document (Indefinite Stay)

A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.



Irish Passport

A current passport showing that the holder is a national of the Republic of Ireland.

- Must be valid



Passport (Current Stay)

A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.



Passport (Indefinite Stay)

A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.



Biometric Immigration Document (Current Stay)

A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.



Immigration Status Document (Current Stay)

A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, **together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.**



Immigration Status Document (Indefinite Stay)

A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.**

Once at least one document is confirmed from this Primary Group, non UK nationals will be able to select their remaining documents from the same listing we saw for UK nationals.

When a valid group of documents is selected, the applicant will be asked to fill out specific details for each –with the example here showing the passport.

Please see the DBS ID link previously provided for full details of valid ID document combinations. –Remember that KYP is built to only allow submission of applications that meet those requirements.

DBS Criminal Record Check Verification Process i
Details

🏠 > Applications > WZVR0YC1

Please enter the information below as it is displayed on the document.
Some information may have been entered automatically, please confirm this is correct before continuing.

Passport



- Issued in any country
- Must be valid

Passport Nationality

Date of Birth

Passport Number

Date of Issue

BackNext

All documents will include specific guidance on the left so the applicant understands the requirements of each.

As each document is filled out and accepted, the applicant can click 'Next'. With all three completed, the process will move forward.

Once the ID documents are declared, the application is ready for submission.

KYP will display a full summary of all declared details, and ID document selections for final applicant review before submission.

Change Verification Document Selection

You can reselect the verification documents by clicking on the button below.

Change Verification Document Selection

Verification / Attestation document selection can be amended using this button.

Please arrange for the applicant to take the above documents with them to the verification meeting.

DBS Declaration by applicant

I declare that I have provided complete and true information in support of the application and I understand that knowingly making a false statement for this purpose is a criminal offence.

I confirm the documents that I have chosen to provide for the verification meeting meet the below criteria:

- At least one document contains your current address
- At least one document provides your Date of Birth
- At least one document provides your name and any name changes where applicable

✓ Confirm Declaration

This DBS declaration *must* be ticked and confirmed by the applicant before submission is possible.

Back

Confirm and Submit

If any errors are identified, the applicant has a last chance to click 'Back' to amend their form at this point. Otherwise, 'Confirm and Submit' can be pressed to lock in the details and the application will be considered complete, and submitted.

KYP will confirm that the application has been submitted, and will advise the applicant if there are any additional steps required on their part.



Thank you

Your application has been submitted