

Tips for completing the new application form

To ensure that the new application forms are completed correctly and are not rejected by the CRB at the first stage of the process, we have compiled a list of top tips that will help you to avoid the most common mistakes. Please ensure you familiarise yourselves with them before completing and submitting forms to the CRB.

Remember, although the applicant will be completing sections a, b, c, and e on the form, it is still your responsibility to ensure that all parts of the application form have been completed correctly.

General tips

Do NOT use correction fluid – This will cause your form to be rejected. If you make a mistake, put a line through the mistake and correct it to the right.

Date fields – If you are asked for DD/MM/YYYY – this should be completed as 15/08/2010. If you are asked for MM/YYYY – this should be completed as 08/2010. Be careful not to mistake this as requiring date/month/year.

Continuation sheet – If you are including additional names on a continuation sheet, you must ensure that you include the surname/forename and the period that the name was used.

Do NOT write anywhere outside the boxes – In particular, the anchor points must be kept clear in order for us to scan and process the application. Please ensure that you do not write around these points.

The continuation sheet is available at www.crb.homeoffice.gov.uk/continuation

Applicant Sections

You should ensure that the applicant pays particular attention to the following fields and ensure that they have been completed correctly before completing your own section of the form.

Section A4

If the applicant answers 'YES' to having other names, they must always complete the surname/forename(s) and dates used fields, even if the forenames are the same as those used with their current name.

Current Name: Mrs Joan Mary Robinson
 Previous Names:
 Surname – Jones
 Forenames – Joan Mary
 Date used – 12/2000 – 12/2002

4	have you ever been known by any other names?	no <input type="checkbox"/>	yes <input checked="" type="checkbox"/>	If 'yes' you must complete the full name(s) in a5 - a13 as appropriate, if 'no' go to a14	Use a continuation sheet if necessary, available from www.crb.gov.uk
5	surname	J O N E S			
6	forename(s)	J O A N M A R Y			
7	dates from and to	1 2 2 0 0 0 - 1 2 2 0 0 2			
8	surname				
9	forename(s)				
10	dates from and to				

Section A20 / A21

Ensure the national insurance number is in the following format - AB123456D

Section A23

Ensure the driving licence details follow the correct format.

20	do you have a national insurance number?	no <input type="checkbox"/>	yes <input checked="" type="checkbox"/>	If 'yes' you must complete a21, if 'no' go to a22	registered body use only a1-a3 verified <input type="checkbox"/> a14 verified <input type="checkbox"/> a21 verified <input checked="" type="checkbox"/> a23 verified <input checked="" type="checkbox"/> a25 verified <input type="checkbox"/>
21	national insurance number	A B 1 2 3 4 5 6 D			
22	do you hold a valid UK driving licence?	no <input type="checkbox"/>	yes <input checked="" type="checkbox"/>	If 'yes' you must complete a23, if 'no' go to a24	
23	driving licence number	R O B I N 7 5 7 0 2 5 J M 9 9 9 0 1			

Section A21 / A23 / A25 verification boxes

As evidence checker, you only need to complete these boxes if you have seen the related documentation. It may be that you have seen enough alternative documentation to verify an individual's identity.

Section A28 / A29

These fields are marked as mandatory; however they should currently be left blank. The form will not be rejected as the ISA registration phase of the VBS has been halted and no one has an ISA registration number.
PLEASE NOTE: This supersedes instructions in the e-guide that ask for provision of this number.

24	do you hold a valid passport?	no <input type="checkbox"/>	yes <input type="checkbox"/>	If 'yes' you must complete a25, a26, and a27, if 'no' go to a28
25	passport number			
26	nationality			
27	country of issue			
28	do you have an ISA registration number?	no <input type="checkbox"/>	yes <input type="checkbox"/>	If 'yes' you must complete a29, if 'no' go to a30
29	ISA registration number			

Registered Body Sections

Once you have thoroughly checked that the applicant sections have been completed correctly, you should pay particular attention to the following when completing Sections W, X and Y for Registered Body use only. Sections W, X and Y must not be completed by the applicant.

W58, W59

The identity checker must complete these boxes.

X60

This question must always be answered 'YES' as, currently, you can only use the form to apply for a CRB check. An applicant cannot apply for ISA registration only as the ISA registration phase of the VBS has been halted.

X61

Only the first 30 characters of the position applied for field will be used by the CRB – even though the form allows for 60 – therefore, it is important that you provide the principal role details in those first 30 characters.

X64, X65, X66

If you cross the 'enhanced' box in X63, you must answer the following three questions X64, X65 and X66 with a YES or NO to indicate if you require a check of the relevant ISA barred lists.

X68

You must answer 'YES' or 'NO' to this question to indicate if the CRB check is for a volunteer and, therefore, should be issued free of charge. If you fail to correctly indicate that you require a check for a volunteer, you will be charged without exception. No credits will be given.

Y72

If the applicant/evidence checker has signed this box by mistake, the Countersignatory should put a line through the incorrect signature and enter their own signature. Make sure that your signature stays within the box.

58	name of evidence checker	<input type="text"/>
59	have you established the true identity of the applicant, by examining a range of documents as set out in CRB guidance, and verified the information provided by the applicant in sections a and b, by completing the verification check boxes?	no <input type="checkbox"/> yes <input checked="" type="checkbox"/>
60	is the applicant applying for a CRB check?	no <input type="checkbox"/> yes <input type="checkbox"/> If 'yes' you must complete x61 - x68 as appropriate, if 'no' go to section y
61	position applied for	<input type="text"/>
62	organisation name	<input type="text"/>
63	level of CRB check	Please cross one box only standard <input type="checkbox"/> If crossed go to x67 enhanced <input type="checkbox"/> If crossed go to x64
64	are you entitled to know whether the applicant is registered to work with children?	no <input type="checkbox"/> yes <input checked="" type="checkbox"/>
65	are you entitled to know whether the applicant is registered to work with vulnerable adults?	no <input type="checkbox"/> yes <input checked="" type="checkbox"/>
66	does this position involve working with children or vulnerable adults at the applicant's home address?	no <input type="checkbox"/> yes <input checked="" type="checkbox"/>
67	application type	application is for a new post holder <input type="checkbox"/> application is for an existing post holder <input type="checkbox"/> application is for an existing post holder who is being re-checked <input type="checkbox"/>
68	is this application for a free of charge volunteer?	no <input type="checkbox"/> yes <input type="checkbox"/> By placing a cross in the yes box, you confirm that the post meets the CRB definition for a free of charge volunteer application. Please note that CRB may recover the application fee if this box is marked in error and that this could result in the cancellation of your CRB registration. The answer to this question must be the same as for question d53, if completed.
y statement by registered person		
69	registered body number	<input type="text"/>
70	countersignatory number	<input type="text"/>
71	do you have payment on account?	no <input type="checkbox"/> yes <input type="checkbox"/> Please enclose payment if required
72	declaration by registered person	<input type="text"/>

Documents

If the applicant has a national insurance number/driving licence/passport they must answer 'Yes' to these questions and provide the document details as indicated. If they do not have the document details, they should try to obtain them by whatever means they can; otherwise they must attach an explanation by letter, or on the additional information box of the CRB's continuation sheet, as to why they cannot provide the details. As the evidence checker/countersignatory, you only need to see this information if you are using it to verify the applicant's identity. The applicant may have already provided enough alternative documentation to prove their identity.

PLEASE NOTE: This supersedes instructions in the e-guide that ask for provision of these documents in all circumstances.

Driving licence format

All driving licences follow a set format. For example the format of the number for Joan Mary Robinson, born 2 July 1975 is:

R	O	B	I	N		7	5	7	0	2	5		J	M	9	9	9	0	1
N	N	N	N	N		Y	M	M	D	D	Y		I	I	C	C	C	C	C

N = 1st five letters of the surname (if the surname begins MAC or MC it is treated as MC for all).

Y = YEAR of birth.

M = MONTH of birth (In the case of a female, the number represented by the first M will have the value 5 added to the first digit e.g. a female born in November (i.e. 11) would display '61' in the MM boxes or if born in February (i.e. 02) would display '52').

D = DAY of month of birth.

I = Initial letter of the first two forenames - if only one, then 9 will replace the second letter. If the licence indicates that the applicant has a middle name, ensure that one has been provided at A3.

C = Computer generated.

Section B - Current address

The applicant must complete full current address details including town/city, country and postcode if they have a UK address along with relevant dates.

Section C - Previous addresses

If the applicant needs to complete this section they must complete all fields for each additional address. If they need to use a continuation sheet, this is available to download from: www.crb.homeoffice.gov.uk/continuation. Ensure that all relevant fields are completed on the continuation sheet.

If they have been OVERSEAS and travelling, then they should write 'OVERSEAS' in C38 and need only provide the country and dates they were in that country.

Section D - ISA Registration

DO NOT COMPLETE THIS SECTION

The ISA registration phase of the VBS scheme has been halted; as a result customers cannot apply for ISA registration at this stage.