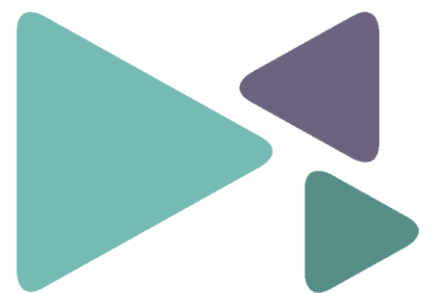


# Update Service



disclosure  
services

Expert Support. Informed Clients. Clear Decisions.

## DBS Update Service

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### **What is the Update Service?**

The Update Service is an online subscription service that lets you keep your Standard and Enhanced DBS certificates up-to-date.

It also allows employers to check a certificate online, with the applicant's consent.

You can use your certificate again when you apply for a position within the same workforce, where the same type and level of check is required.

### **How much does it cost?**

The service costs £13 per 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.

If you use someone else's card and select the annual 'auto renew' option, the DBS will attempt to take the annual renewal fee from the card used to initially subscribe.

There is no charge if you are using a volunteer application or certificate to join the Update Service.

If for some reason your application form is withdrawn, your Update Service fee will be refunded and your subscription will be cancelled. Fees are refunded within 31 days of making the transaction.

### **How can an applicant register to be on the DBS update service?**

You can join the Update Service for Standard and Enhanced checks as soon as you have your application form reference number. You can request this number when you apply for your DBS check.

You can also join the Update Service with your certificate number when you receive your DBS certificate. If so, you must do so within 30 calendar days of the 'date of issue' which is printed on the certificate.

[DBS update service link](#)

## **Information you need to join**

You will need to read and agree to the terms and conditions of the service.

Your personal details must match those on your application form or the DBS certificate that you are using to join the Update Service.

- Name
- Gender
- Date of birth
- Email address
- Application form reference, e-reference number or certificate number
- A payment card

If you have joined with your DBS application form reference number, your subscription will start from the 'date of issue' displayed on your DBS certificate.

## **What happens once you are registered on the Update Service?**

When you join the Update Service you will be able to:

- View the reference details of any applications and/or DBS certificates linked to your subscription
- View the status of any DBS certificate linked to your subscription
- Amend your contact details
- View the details of any organisations that have made a status check of your DBS certificates
- Cancel your subscription
- Renew your subscription (the DBS will email you 30 days before your subscription expires)
- View the status and expiration date of your subscription

All applications and DBS certificates attached to your subscription must be in the same name.

If you change your name you can link a new DBS certificate to your subscription, if your previous name is listed on the DBS certificate application.

You can add as many DBS certificates you need to your Update Service account.

If you remove a certificate, you can't add it again or use it to create another Update Service account.

## **Update Service for Volunteers**

Volunteer subscriptions are free of charge but if you move from a volunteer position to a paid position you will need to:

- Apply for a new DBS check
- Re-join the Update Service
- Pay the annual fee of £13 by credit or debit card

You can't add a DBS certificate for a paid position to a free subscription which was created with a DBS certificate for a voluntary position; you would need to create a new subscription for the paid-for certificate.

You can however add a DBS certificate for a volunteer position to an Update Service account that was set up for a paid-for certificate.

## **What the DBS do to keep your certificate up to date and what they check for**

When you add your DBS certificate to the Update Service, the DBS will keep your certificate up to date by regularly searching to see if any new information has to come to light since its issue.

If new information is identified when we carry out the checks, you will receive a letter notifying you of the change and advising you of what to do next.

### **For all DBS certificates**

Your DBS certificate status will change if:

- New convictions, cautions, reprimands or warnings are identified
- Any amendments or change to a current conviction, caution, warning or reprimand are identified

### **For all Enhanced DBS certificates:**

Your DBS certificate status will change if:

- New convictions, cautions, reprimands or warnings are identified
- Any amendment or change to a current conviction, caution, warning or reprimand are identified
- Any new, relevant police information is identified

### **For Enhanced with Barring certificates:**

Your DBS certificate status will change if:

- You are added to the barred list that have been checked as part of an Enhanced DBS certificate
- Any amendment or change to a current conviction, caution, warning or reprimand are identified
- Any new, relevant police information is identified

You can log in to your account and check the status of your certificate at any time. You can also see a list of any employers/organisations that have checked your certificate status and how many times they have checked.

The DBS will notify you if your status changes on a certificate that is linked to the Update Service.

In these circumstances, we advise you to consider whether you need to discuss the basis for the status change with your employer or volunteer organisation.

### **Checking the status of your updated certificate & what each status means**

You will need to consent to an employer or organisation carrying out a status check on your certificate(s). You will need to show them your original DBS certificate (DBS check).

The employer will see one of the following results when they check your status:

#### **This DBS certificate did not reveal any information and remains current as no further information has been identified since its issue**

This means:

- The DBS certificate when issued was blank (it didn't reveal any information about the person) and
- No new information has been found since its issue and can be accepted as being current and valid

#### **This DBS certificate remains current as no further information has been identified since its issue**

This means:

- The DBS certificate revealed information about the person but no new information has been found since its issue – it can be accepted as current and valid

#### **This DBS certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information**

This means:

- New information has come to light since the DBS certificate was issued - you will need to apply for a new DBS check to see the new information

**The details entered do not match those held on our system. Please check and try again**

This means either:

- The person has not subscribed to the Update Service
- The DBS certificate has been removed from Update Service
- You haven't entered the correct information

If you don't want an employer or organisation to continue checking the status of your certificate(s), contact them and withdraw your consent for any future checks.

**Updating personal information once registered**

You can change your email, mobile phone number or correspondence address at any time by logging into your account.

You can also amend your payment details, however this can only be done within 30 days of the renewal date of your subscription, and if you have selected to automatically renew.

If you change your current address, your DBS certificate will still be valid. Your address is just one piece of information used when searching the Police National Computer (PNC) for conviction information.

If you are convicted of an offence when subscribed, our system will link the offence to you and cause the status of your DBS certificate to change.




You can amend your address details in your account. This does not update your DBS certificate which would still be at your old address.

If you change your name you will need to apply for a new DBS check to replace existing, linked certificates. Once your new applications are linked to your Update Service account you can remove your old certificates.

If the names declared on a certificate attached to a subscription change or are incorrect, we reserve the right to cancel the incorrect DBS certificates attached to that subscription.



Disclosure Services  
Ellice House  
Ellice Way  
Yale Business Village  
Wrexham  
LL13 7YL

-  [info@disclosureservices.com](mailto:info@disclosureservices.com)
-  [www.disclosureservices.com](http://www.disclosureservices.com)
-  01978 510100

