

## Key DBS information

### Starting the application:

Once your induction is complete, your Local STEM Ambassador Hub will generate a link for you to complete a DBS application.

It is important that you have the original ID with you before completing the application, otherwise ID verification may fail and you will have to start again.

### Completing the application and ID check:

Please complete the application as soon as possible (you have a maximum of **90 days** to complete the application – you will receive reminder emails throughout the life of the application).

You will be asked to select whether you wish the Hub to verify your ID or if you prefer to select an external verifier from an approved list.

If you select the Hub you will need to contact them to make arrangements to meet and take the **exact same original** documents with you.

If you select an external verifier they will automatically be sent a link to enable them to verify your ID – you will need to meet with your verifier and take the **exact same original** documents with you.

You can track the progress of the application using your log in details, once the application has been approved you will no longer be able to log in.

### Receiving your certificate and the Update Service:

Once your ID has been verified the police and local authority checks will be undertaken, all being well you can expect to receive your certificate approximately 2 weeks later, the certificate will be sent to your current address.

It is important that you keep this certificate safe as you may be asked for it at volunteering activities, additionally it is not possible to obtain a copy after 93 days of issue. Your local STEM Ambassador Hub, nor STEM Learning get a copy of your certificate.

Once your certificate has been issued we recommend that you register it with the Update Service, by doing this you will not need to apply again when the certificate expires as we can simply meet with you to view the existing certificate and one element of photographic ID, such as a passport or driving licence. There is no charge to register with the Update Service but you must register within **28 days** of the certificate being issued.

# FAQ and Tips

## Frequently Asked Questions:

1. Who should I speak to about my DBS queries?  
If you have any questions about the DBS process please refer them to your Hub via <https://www.stem.org.uk/stem-ambassadors/local-stem-ambassador-hubs>
2. When should I tell the external verifier I am going to ask them to verify my ID?  
If you choose an external verifier please speak with them at your earliest opportunity, before selecting them, so that they don't reject the link sent to them on email. If they do reject the link you can log back into your application and issue a new link *not a reminder*.

## Top Tips:

1. If you select a UK driving licence as part of your ID ensure that you include the 2 characters after the space as part of the licence number
2. Ensure that you enter the correct date from bank statements/council tax bills and utility bills.
3. Ensure that you have ID that corresponds with the address you have used
4. Take the exact same original documents to be verified when going to your local Hub or external ID verifier. For example, if you used a bank statement, it must be the same one you used during the application, not a more recent one.
5. Keep your certificate in a safe place