

Disclosure and barring checks

Frequently asked questions

Q. What identification documents do I need to apply for a check?

A: You can find a list of acceptable documents on our website.

Q. Why do you need my ID?

A: The recruitment team need to verify your identity and validate the authenticity of the documentation provided. They will take a copy of your identification provided and will use the information to set you up on the online application system.

Q. What happens after I submit my ID?

A: A member of the recruitment team will create your profile on the online DBS application system and send you an email with the link to complete the personal section of your application form. This email will come from the following address-
dbs@westhertshospitals.disclosures.co.uk

Q. How do I log on when I receive this email?

A: The email will contain a link for you to click on to go to the application as well as your username and password. If the link is missing from the email then you will need to put the following into your URL: <https://westhertshospitals.disclosures.co.uk/php/index.php>

Q: I have followed the link and entered my username and password and I now need to answer security questions, how do I know the answer to these?

A: The answers to the security questions will be based on the ID documents that you provided to the recruitment team. You will need to have these documents to hand when you complete the application. This will either be:

- What is the issue date of your utility bill/Bank Statement?
- What are the 3rd, 5th and 9th digits of your passport number?
- What are the last 4 digits of your driving license number?
 - N.B. For the photo card license, this is the last two letters of your license number plus the two digits slightly separated from the rest of the number. If you hold an paper license, this is the last two letters of your license number plus the two digits in the issue number, which is located elsewhere on the license.

Q. When should I complete the personal information section of the application?

A: You should complete this application as quickly as possible, but no later than five working days after receiving the email in order to prevent delays in your start date. If you are unable to complete your application within this time, please contact the recruitment team as soon as possible.

Q. Do I need to provide HR with a copy of my clearance once received from the DBS?

A: You will not be required to provide a copy of your certificate as the recruitment team will be notified directly of the issue date and disclosure number.

In the event that your certificate contains information relating to cautions, warnings, reprimands or convictions, you will need to provide the original certificate to HR in order that an appropriate risk assessment may be carried out on the suitability of continuing with your offer of employment. Please note that prior convictions do not mean your offer will be automatically withdrawn.