

Disclosure Barring Service (DBS) - Frequently Asked Questions (FAQs)

This document contains the Frequently Asked Questions received by CIW about the process for identity checks through the Post Office DBS Identity Checks. If you have any further queries or other questions you would like to ask, please email us at CIW@gov.wales.

Who needs to go to the Post Office for an identity check?

Anyone applying for a DBS check with CIW, through our third party provider, Vibrant Nation.

Can someone else take my identity documents to the Post Office to be checked?

No. Identification checks are carried out to;

- Confirm an applicant's identity; and
- Validate the applicant's identity documents.

This means that the person named on the application must attend the Post Office have their identity confirmed and their original identification documents validated.

How do I find out which Post Offices offer the services?

A Post Office branch finder has been built into the online application form, which allows you to search for a Post Office located close to where you live.

How do I arrange an identity check with the Post Office?

When completing your online application form, you will have to select what identity documents you will be using to prove your identity. Once you have selected the documents, the system will generate a QR Code.

This QR Code lets the Post Office know that you need an identity check, and what documents you will be taking with you.

You must take the QR Code to the Post Office along with the documents you selected on your application form, or they will not be able to do your identity check.

Do I need to book an appointment, or can I turn up and queue?

No, you do not need to make an appointment.

As long as you have your QR Code and the documents you have selected on your application form, you can go to any Post Office listed on the branch finder to have your identity checked.

What documents do I need to take to the Post Office for my DBS identity check?

You'll need to bring original documents that prove your identity and address. These typically include a valid passport or driving licence, and a recent utility bill or bank statement. The exact list will be provided by the DBS service provider or via this link:

[The 3 Route ID Checking Process](#)

Do I have to print out the QR Code?

No, you do not need to print the QR Code. You can take a picture of the QR Code on your mobile device, or take a screen shot if you have completed your application on your smart phone. If you do not have a phone that takes pictures, you can print the QR Code and take that along with your documents.

What days do Post Offices offer DBS identity checks on?

This service is offered within the Post Offices normal opening hours. This includes weekends. You will need to check the Post Office website for each offices opening hours.

What is the cost associated with a check at the Post Office?

There is a £12.75 fee payable once you have completed your identity check.

Will I need to do an identity check with the Post Office if I subscribe to the DBS Update Service?

No. Once you have subscribed to the update service, you pay an annual fee to keep your DBS current. This means you do not need to renew your DBS every three years and undergo an identity check, providing your subscription remains active.

I want to subscribe to the update service, will I need to do an additional Identity check for this?

No, once your DBS certificate has arrived you can contact DBS and register with for the update Service.

How many days do I have to subscribe to the DBS Update Service after receiving my DBS certificate?

You must subscribe to the DBS Update Service **within 30 calendar days** from the date your DBS certificate is issued. After this 30-day window, you will no longer be

able to add that certificate to the Update Service and would need to apply for a new DBS check if you still wish to subscribe.

Can I use a DBS certificate from another job or organisation for my CIW registration?

Only if you have subscribed to the **DBS Update Service** and your certificate is the correct level (usually enhanced with barred list check, depending on the role). CIW will check your status online. If you're not subscribed, you'll need to apply for a new DBS check through CIW.

What do I need to do if I got my DBS through a different company?

As long as your DBS certificate is dated within the last 3 months CIW will be able to use that certificate.

If I have a query, who do I ring?

If you require any assistance with your DBS application please contact Vibrant Nation on 02920 334995 or email admin@vibrantnation.co.uk