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.
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

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.

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.
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:

<table>
<thead>
<tr>
<th>R</th>
<th>O</th>
<th>B</th>
<th>I</th>
<th>N</th>
<th>7</th>
<th>5</th>
<th>7</th>
<th>0</th>
<th>2</th>
<th>5</th>
<th>J</th>
<th>M</th>
<th>9</th>
<th>9</th>
<th>0</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>M</td>
<td>M</td>
<td>D</td>
<td>D</td>
<td>Y</td>
<td>I</td>
<td>I</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

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.
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 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.