

# uCheck DBS check Guidance

All applicants are required to complete a DBS check before they are able to start the Approach Social Work programme. Please complete this check promptly to avoid any delays and to ensure you are able to start the programme.

Please read through this document carefully to ensure you complete the process correctly. If you experience any issues or require further guidance, please contact us at [recruitment@thefrontline.org.uk](mailto:recruitment@thefrontline.org.uk).

## Step 1) uCheck application

You will receive an invitation from uCheck via email. Use the link provided in the uCheck email to fill in your application form with your personal details.

Please keep in mind the below when completing this form:

- You must enter your last five years of addresses, including any outside the UK. If you have overlapping addresses, include them in your application.
- Your DBS certificate will be posted to your current address, so ensure this is correct.
- Applications with incorrect details (e.g., missing middle or previous names, or previous addresses) will be withdrawn by the Disclosure and Barring Service (DBS).

**If this happens, you may be at risk of withdrawal from the programme. Please double-check your information before submitting.**

## Step 2) Digital ID check

After completing your application, you will be prompted to complete a Digital ID check. This can be done immediately via the application or through a link in a **separate** email from uCheck.

You will need to download the [TrustID](#) app onto your smartphone, the app is free and is available on all devices.

**Please ensure you complete this part of the process as your DBS application will not be processed without it.**

You can complete a Digital ID if you have either of the below:

- Current and valid ePassport
- OR a current and valid passport together with a valid UK driving license (must show current address)

If you do not have either of these, select “Opt-out of Digital ID.” Frontline will then contact you to arrange a manual document check, and you do not need to complete steps 3 or 4.

### **Step 3) Start your digital verification check**

Open the TrustID app and follow the instructions to complete your registration.

Scan the QR code on the uCheck website to link the app with your application.

If you are having trouble using TrustID, please contact their [support team](#).

### **Step 4) Facial Scan and ID documents**

You will then be asked to complete a take a photograph of your ID document followed by a Facial ID scan on the TrustID app.

You may also be asked to verify your address before scanning the chip in your passport.

### **Step 5) Complete: DBS processing**

Once you have completed the above steps, Frontline will review your application and your DBS check will begin processing.

Once your DBS check is completed the certificate will be dispatched to the current address registered on your uCheck application and you will receive notification from Frontline.

Please note that while you will receive updates from us, once your application is submitted, the Disclosure and Barring Service (DBS) is responsible for processing your check, including generating and posting your certificate.

We advise that you keep your DBS certificate safe as some local authorities request this upon starting placement. Frontline **will not** cover the cost of a second DBS check if you misplace or damage your certificate; the cost of this will need to be covered by yourself.

If you do not receive your certificate within 2–3 weeks of our notification, it is essential that you [contact the Disclosure and Barring Service](#) directly as soon as possible. Please note that reprints are only available under specific circumstances and within a limited timeframe.