



First Advantage

KnowYourPeople ID Verification

Best practice and guidance

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An introduction to ID verification

The ID verification stage is a crucial part of the application process, which ensures the accuracy of the applicants submitted data.

This can be summarised as two main functions:

- Confirm that the applicant is who they claim to be.
- Identify any errors which may have been made on the application form.



Why is this important?

- Missing or inaccurate data submitted for an application will lead to invalid results.
- Applications with incorrectly submitted data may be rejected by the DBS, First Advantage, or other relevant bodies.
- Certificates issued with missing or inaccurate data may be rejected by the employer / organisation when presented.



The Verification Process

From the main KYP dashboard, the quickest way to access any outstanding verifications is to use the 'My Tasks' button found within the main menu.

This will open your applications page, with a full list of all applications awaiting your attention.

The current check status will confirm which applications are specifically requiring verification

The screenshot displays the KYP dashboard interface. On the left, the 'Quick Access' menu includes buttons for 'Start an Application', 'Manage Applications', 'Manage People', 'Manage Drivers', 'View Reports', and 'Driver Statistics'. The 'My Tasks' button is highlighted with a red oval. To the right, the 'Tasks' section shows 'My Tasks' with a count of 3 and 'Make Payments' with a count of 3. Below this, the 'My Tasks' page is shown, displaying a table of applications. The first row is highlighted with a red box, indicating an application that is 'Awaiting verification'.

	Applicant		Application	Check
DBS ENHANCED	Demo Applicant kyp.example+nd@gmail.com	Demonstration	Individual Check Reference Y3JBVRBA Created 28 Jul 2023	Awaiting verification By Customer Since 28 Jul 2023
DBS ENHANCED	Clare Applicant kyp.example+june29D@gmail.com	Demonstration	Multiple Checks Reference ER9ZC9DK Created 30 Jun 2023	Awaiting verification By Customer Since 30 Jun 2023
DBS ENHANCED	Clare Applicant kyp.example+june29D@gmail.com	Demonstration	Multiple Checks Reference 0XCH58A3 Created 29 Jun 2023	Awaiting verification By Customer Since 30 Jun 2023

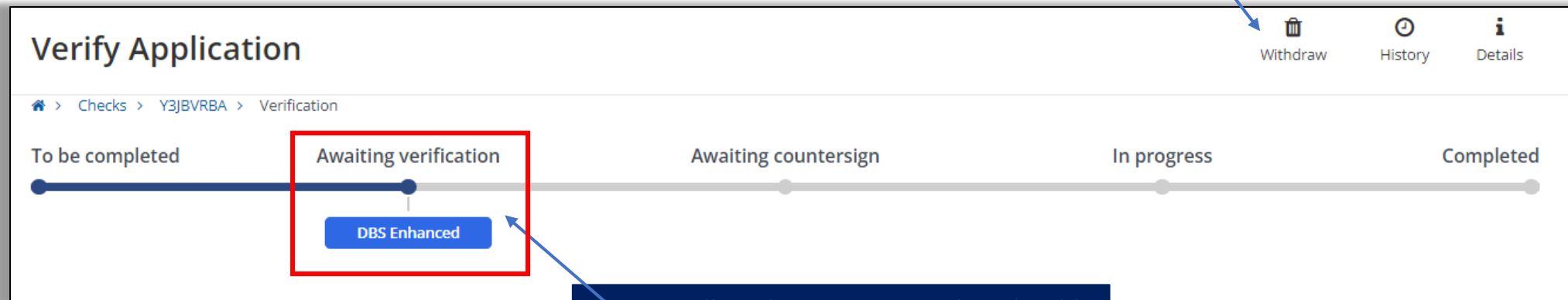
Click anywhere within the highlighted area to open the application and start the verification process.

The Verification Process

When starting the verification process through KYP, you will first see a breakdown of the application details and current status.

You can use this tool to withdraw the application if you do not wish to move forward at this point.

Note that as the application has not been processed, there would be no charge for withdrawing at this stage.



The overall application process bar should confirm the current status as 'Awaiting verification'

The Verification Process

Scrolling further down the page, KYP will present you with the applicants declared personal details.

Name First name Middle names Surname Title Gender	Demo Applicant Ms Female	Address Gb Group Plc 1 Nottingham South & Wilford Industrial Estate Nottingham NG11 7EP United Kingdom Since 1 Jan 2000
Previous Names Demo Applicant 1 Jan 1960 - 1 Jan 2000 (40 years)		
Birth Details Date of Birth Birth Nationality	1 Jan 1960 British	Town of Birth Country of Birth Town United Kingdom

These are the details which you must confirm when viewing the candidates ID documents.

The Verification Process

A little further down the page, the details of the DBS position will be presented.

If necessary, you can use this dropdown menu to amend the selected DBS position for the candidate.

Position Title

- Carer
- Carer
- Carer Homebased
- Carer NOT home based
- Pharmacy Technician
- Standard for API Testing test
- Volunteer

DBS Position

Position Title
Carer


Disclosure Level
Enhanced

Workforce Type
Adult Workforce

Volunteer
No

Home Based
No

Barred List
DBS Adults Barred List

 Edit Position

Details of the selected position will be shown here

This option can be used to edit the specifics of the DBS check for this particular candidate –but note this should only be used where absolutely necessary, and will require additional confirmation from our processing team.

Position Title
Carer



Disclosure Level
Enhanced

Workforce Type
Adult Workforce

Volunteer
☐ Yes ☒ No

Home Based
☐ Yes ☒ No

Barred List
☐ Children Barred List
☒ Adults Barred List

 Cancel  Save

The Verification Process

Next is the actual document selection as made by the applicant. All documents will be listed in the below format:

Documents Selected

Passport 	<table><tr><td>Passport Nationality</td><td>British</td></tr><tr><td>Date of Birth</td><td>1 Jan 1960</td></tr><tr><td>Passport Number</td><td>12345</td></tr><tr><td>Date of Issue</td><td>1 Jan 2020</td></tr></table>	Passport Nationality	British	Date of Birth	1 Jan 1960	Passport Number	12345	Date of Issue	1 Jan 2020	<ul style="list-style-type: none">• Issued in any country• Must be valid
Passport Nationality	British									
Date of Birth	1 Jan 1960									
Passport Number	12345									
Date of Issue	1 Jan 2020									

Document name and reference image.

Document details declared by the applicant.

DBS requirements for this specific document type.

A link to the more comprehensive DBS guidelines can also be found should greater detail be needed –this is also included below for reference.

[DBS ID guidelines](#)

The Verification Process

Beneath the ID document selection, you will have a number of options on how to proceed.

You may amend the document selection using this option.

Change Verification Document Selection

You can reselect the verification documents by clicking on the button below.

Change Verification Document Selection

General guidance can be found here regarding the verification requirements

DBS Enhanced Criminal Record Check

As a Verifier, it is your responsibility to confirm and verify the provided identity documents and application information against the applicant details.

Please confirm that the documents provided for verification **are the original documents and match the details entered above** as well as meeting the following criteria:

- At least one document contains the applicant's current address
- At least one document provides the applicant's Date of Birth
- At least one document provides the applicant's name and any name changes where applicable

If there is a difference in the document details provided or they do not meet the criteria then either "reselect" the documents or "reject check" back to the applicant to re-provide the details.

Click here to confirm that verification has been successful.

✓ Confirm Verification

✗ Reject Check

⏸ Verify Later

Click here to leave this verification process for later.

Click here to reject the check back to the applicant for amendment.

The Verification Process

After making your selection, you can close out the verification process.

If there is a difference in the document details provided or they do not meet the criteria then either "reselect" the documents or "reject check" back to the applicant to re-provide the details.

✓ Confirm Verification

✕ Reject Check

⏸ Verify Later

What next?

After you've verified this application what would you like to do next?



Continue working on this application.



Show the next application awaiting verification from all of 'My Tasks'.

Submit

You can choose to continue working on this application, (going back to the application status), or automatically move on to the next outstanding verification using these options.

Click 'Submit' to finalise and confirm your selection.

The Verification Process

If you need to reject an application, KYP will need some additional details.

If there is a difference in the document details provided or they do not meet the criteria then either "reselect" the documents or "reject check" back to the applicant to re-provide the details.

✓ Confirm Verification ✕ Reject Check || Verify Later

What is the reason for rejecting this check?

Date of birth declared incorrectly

Any information you enter here will be sent to the applicant via email along with their rejection notification.

After clicking 'Submit' KYP will move the application back a step, which will require the applicant to sign back in, action the required changes and resubmit.


Common Issues

- Over the next few slides we will look at some examples of common errors which can be easily identified during verification.
- We will first see some examples of incorrectly submitted ID documents which you should be aware of.
- Then we will examine some common personal details entry errors which will cause the application to be rejected / queried by our processing team if they are not picked up during verification.
- Lastly we will outline some avoidable general systems based issues which may ultimately lead to rejection of the application.

Common Issues –ID selection

If an applicant has declared a Birth Certificate, be aware that there are two different options –and ensure the correct version has been selected.

Birth Certificate



Date of Issue
1 Feb 1960

- Issued within 12 months of birth
- Issued in the UK, Isle of Man or Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces

This option should be seen only if the applicant has the original certificate issued at birth.

Birth Certificate



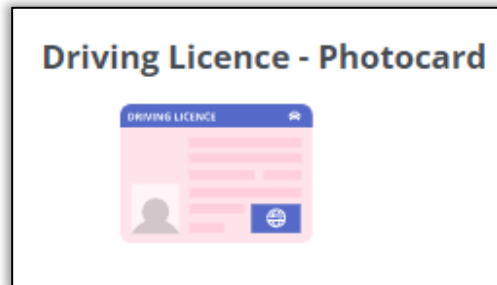
Date of Issue
1 Jan 1970

- Issued 12 months after time of birth
- Issued in the UK, Isle of Man or Channel Islands

This option should be seen only if the applicant has a replacement certificate which was printed more recently.

Common Issues –ID selection

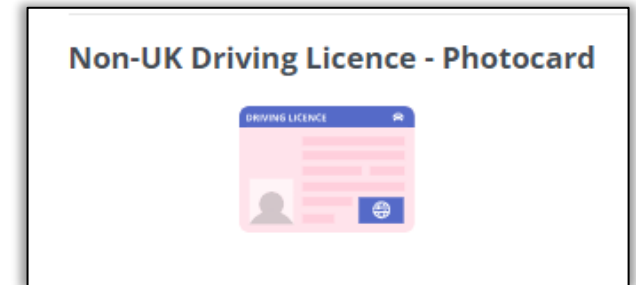
Applicants may have selected the incorrect Driving Licence from the available options.



The majority of applicants will typically wish to use a UK photocard driving licence –which will appear as above.



This option should only appear if the applicant has an older style UK paper driving licence.



This option should only appear if the applicant has a photocard licence which was issued outside the UK.

Make sure to check that applicants have declared the correct licence option.

Common Issues –ID selection

If these, (or any other), errors with the ID selection are identified, you can amend the application directly by selecting either of the highlighted options. One is visible *above* the document list, and the other is found *beneath* the list.

You will then be able to re-select the correct ID documents on the applicants behalf.

This will avoid the rejection process and allow the verification to continue without delay.

Verification Document Selection

The details below have been selected for use during verification.

If you spot a mistake you can change verification document selection

Change Verification Document Selection

You can reselect the verification documents by clicking on the button below.

Change Verification Document Selection

Common Issues –Personal Details

Applicants should not use initials or abbreviations of their full official name.

Name	
First name	Matt
Middle names	John
Surname	Smith
Title	Mr
Gender	Male

Name	
First name	M
Middle names	John
Surname	Smith
Title	Mr
Gender	Male



Common Issues –Personal Details

Name

First name	Matthew
Middle names	John
Surname	Smith
Title	Mr
Gender	Male

If the applicants name avoids the above issues, this will be accepted by our processing team without issue.

Note that it is still the responsibility of the verifier to confirm the name matches that on the ID provided.



Common Issues –Personal Details

Every effort is made within KYP to ensure that these, (and any other), issues are avoided by the candidate while filling the form.

Guidance notices such as the example to the upper right accompany all sections of the application form.

Additionally clear error messages such as the example to the lower right will be generated to highlight any issues.

Despite these efforts, it is important to be vigilant and thoroughly check the applicant's declared information during the verification stage.

Name

Please enter the applicant's name and associated details.

Shortened names, nicknames and initials should not be used unless these are stated on the applicant's Identity Documents.

For DBS applications. A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on Sensitive@dbb.gsi.gov.uk

You can then remove this check from your application if needed.

Date of Birth

01 / 01 / 2020

The applicant must be over 16 years old to create an application

Best Practices

- Always remember that the Verification Process requires two things:
 - Confirm the ID documents are valid and in date.
 - Confirm that the declared details on the application match those for the applicant, with no mistakes or deliberate misrepresentation by the applicant.
- Be aware of any additional records your organisation may use internally.
 - If your organisation uses their own internal Database to store personal details, it is always worth referring to this to check for potential missing details. For example -previous name / address information.
- Never change the applicants position settings (especially the **Volunteer** Status), unless you are absolutely sure it is appropriate for the applicant in question.

Contact Us

If you have any further questions or concerns regarding verification, you can reach out to our Customer Support team who will be more than happy to assist.

Contact details below:

Telephone: 0115 969 4953

Email: support@knowyourpeople.co.uk

You can also access our support teams directly through KYP, (including the new live chat function), by selecting this option from the main KYP dashboard:

