



Quick Start Guide – DBS Checks

Quick Start Guide for the United Reformed Church

Welcome to your DBS online application system provided by Due Diligence Checking Limited.

Due Diligence Checking Limited are the provider for the DBS checking service for the churches and synods that form the United Reformed Church. In this Quick Start Guide for verifiers and document checkers you will find some introductory information about the DBS online process. Details of the PVG system and the paper-based application process are available from our website www.ddc.uk.net/urc.

This guide is for you as a verifier or document checker, which we would encourage you to use. Applicants are guided through the process as they complete their online form, so you do not need to give them a copy of this guide. If you would like more detailed information you can find this on our "How To" pages in the client area of our website when you log in. All verifiers and document checkers should have received their login details. Please call us if you have not received them.

If you need any assistance as you start to use the system you are welcome to contact our friendly support team on 0116 260 3055 or to contact us by email at contact@ddc.uk.net. You can also use the link on the URC website.

On behalf of the team at DDC, we look forward to working with you, and to supporting the churches and Synods that form the United Reformed Church.



Jonathan Bazely
DDC Director

Working in partnership with:



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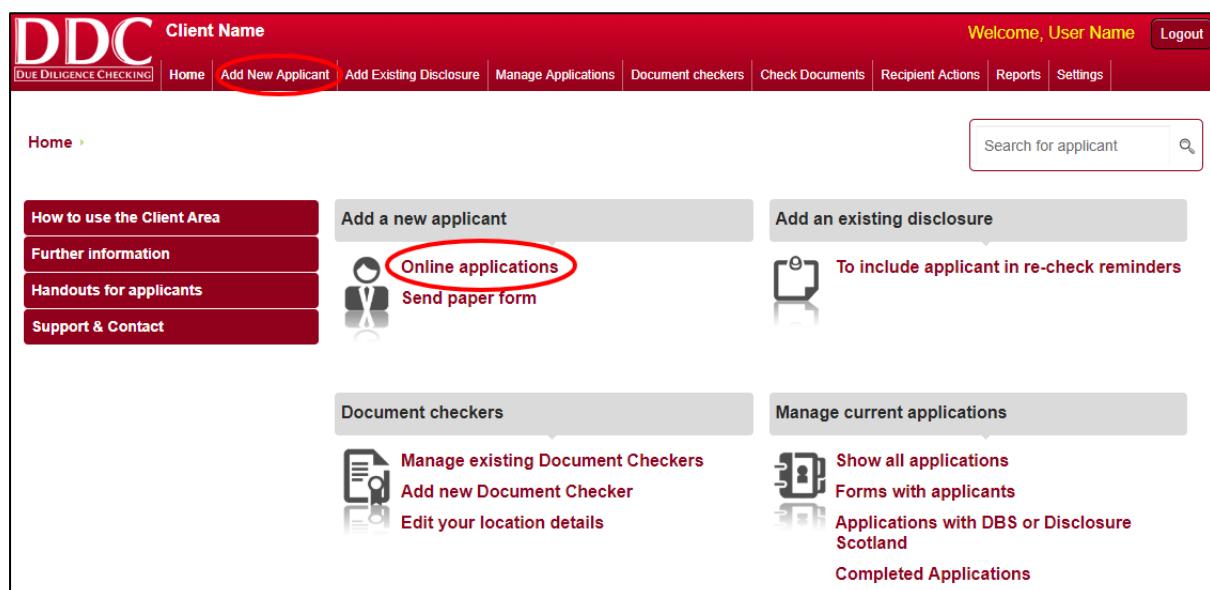
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Logging In

1. You will receive your log in details by email directly from DDC. If you have misplaced these please contact one of the team on 0116 260 3055 and we would be happy to help.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to <https://online.ddc.uk.net>
3. If you wish to read more about the process there are specific webpages for the URC at www.ddc.uk.net/urc. You can also click on the link at the top of this page to log-in.

Adding an Applicant

1. To initiate a DBS check for a new applicant, click on either the “**Online DBS applications**” or “**Add new applicant**” links on the Client Area home page.



The screenshot shows the DDC Client Area home page. At the top, there is a navigation bar with links for Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, Check Documents, Recipient Actions, Reports, and Settings. The 'Add New Applicant' link is highlighted with a red oval. Below the navigation bar, there is a search bar labeled 'Search for applicant'. On the left, a sidebar titled 'How to use the Client Area' contains links for Further information, Handouts for applicants, and Support & Contact. The main content area has three main sections: 'Add a new applicant' (with 'Online applications' and 'Send paper form' options), 'Add an existing disclosure' (with a reminder to include the applicant in re-check reminders), and 'Document checkers' (with links for managing existing document checkers, adding new ones, and editing location details). To the right, there is a section for 'Manage current applications' with links for Show all applications, Forms with applicants, Applications with DBS or Disclosure Scotland, and Completed Applications.

Applicant is a URC minister or Assembly Accredited Lay Preacher (AALP)

If you are a document checker for a minister or AALP, please go to page 8. DDC will have been notified by the URC Ministries office that a minister or AALP requires a DBS check.

2. Fill in the details as requested on screen, selecting the applicant's job role from the drop-down menu and input any of your own references in the ID section. For more information on the job roles approved by Church House please see the final section of this document.

New Applicant (online form)

for Client Name [\[change\]](#)

SUBMIT - Applicant present. I will input data
SUBMIT - Applicant to input own data

Personal

Title * Mr i

Forename * i

Middle i

Surname * i

Date of Birth * i i

Contact

Contact telephone number (mobile preferred) * i

Daytime telephone number i

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the '**SUBMIT - Applicant present, I will input data**' button. You will need to enter data for the applicant.

Email * i

Confirm Applicant Contact Email i

Job

Role Group Coordinator i

Your reference: Applicant ID i

Your reference: Location ID i

Any extra comments that require action by DDC

- Click “Submit” to create the applicant. We recommend that you do this as soon as you know the applicant will be taking the role. To minimise your workload, please ensure that the applicant fills in their own form and nominate DBS compliant documents. They will be given full guidance on how to do this and DDC will issue reminders to encourage completion.

The request screen presents two different options:

- Selecting ‘Submit - Applicant to Input own data’ will send an email to the applicant containing a link to the online application form or,
- If the applicant is present, you can click the ‘Submit - Applicant present’ button to go directly to the blank application form and fill in the applicants details immediately.

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the **'SUBMIT - Applicant present, I will input data'** button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

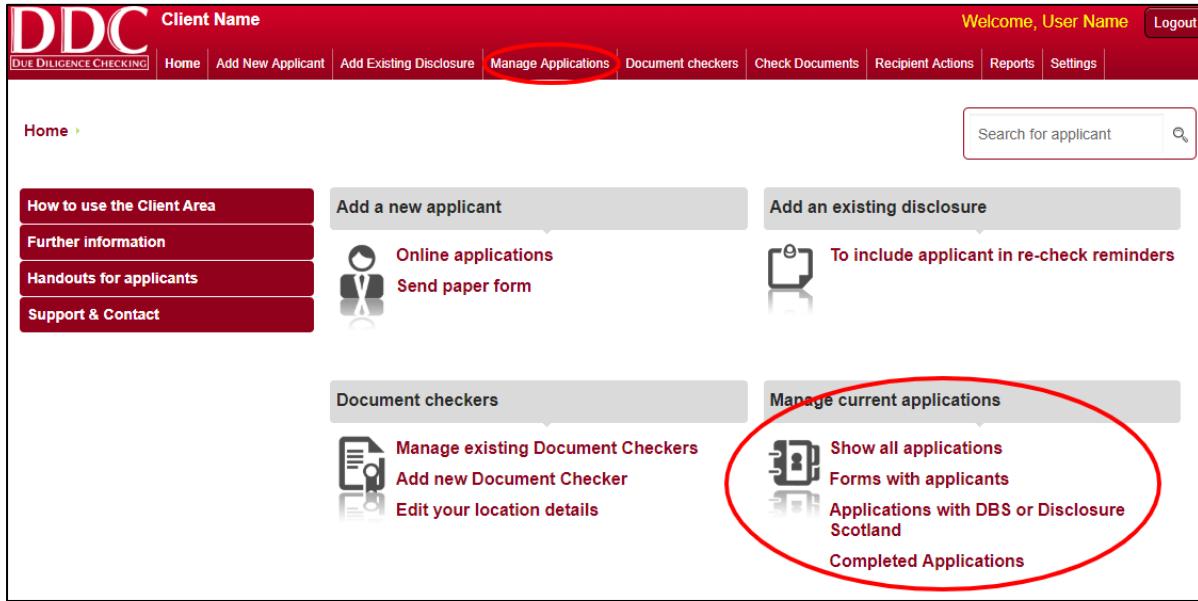
Job

Role	<input type="text" value="Volunteer Area Organiser"/> (i)
Your reference: Applicant ID	<input type="text"/> (i)
Your reference: Location ID	<input type="text"/> (i)
Any extra comments that require action by DDC	<input type="text"/>

SUBMIT - Applicant present. I will input data

SUBMIT - Applicant to input own data

4. The applicant will be instructed to present their documents for checking once they have completed the application form. DDC can notify you when an applicant has completed their form and nominated their documents as an optional system setting. If you do not have this notification turned on, please let the DDC team know and we can turn this on for you.
5. You can view the list of created applicants via the '**Manage Applications**' link. For more information on this feature, see the Tracking Applications section of this guide.



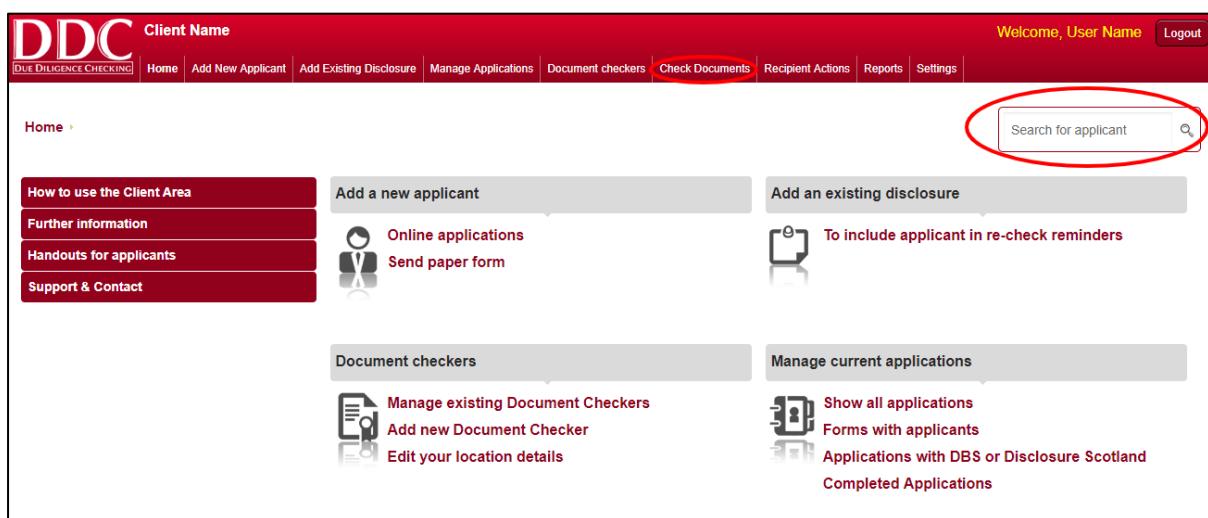
The screenshot shows the DDC Client Area homepage. At the top, there is a red navigation bar with the DDC logo, 'Client Name' placeholder, 'Welcome, User Name' and 'Logout' buttons. Below the navigation bar, there is a breadcrumb trail 'Home >' and a search bar 'Search for applicant'. The main content area is divided into several sections:

- How to use the Client Area** (button): Further information, Handouts for applicants, Support & Contact.
- Add a new applicant**: Online applications (button), Send paper form (button).
- Add an existing disclosure**: To include applicant in re-check reminders (button).
- Document checkers**: Manage existing Document Checkers (button), Add new Document Checker (button), Edit your location details (button).
- Manage current applications** (button, circled in red):
 - Show all applications (button)
 - Forms with applicants (button)
 - Applications with DBS or Disclosure Scotland (button)
 - Completed Applications (button)

Checking an Applicant's Identity Documents

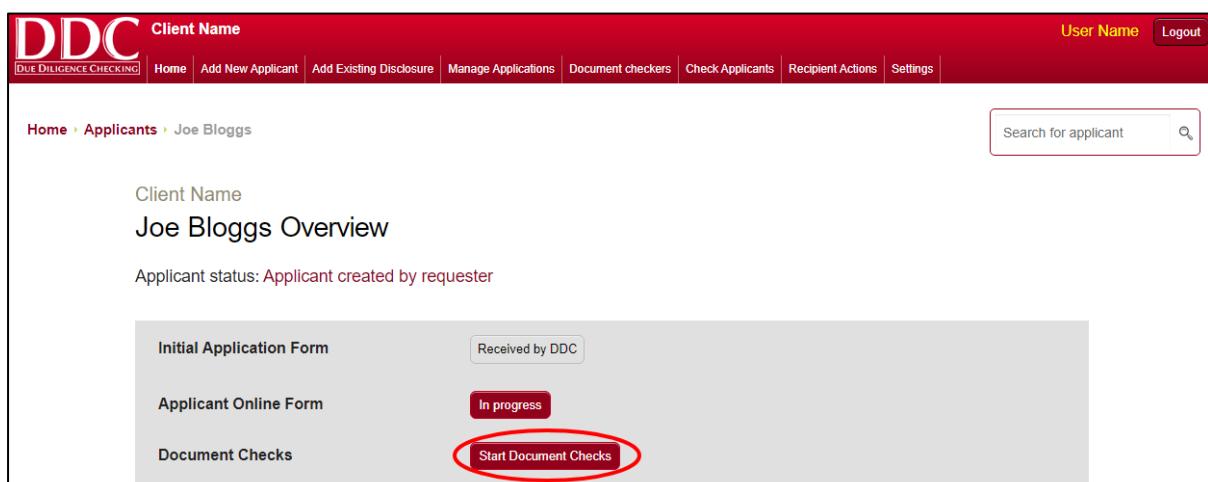
After the online application form has been completed, the applicant is required to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. This is handled by the system with a series of questions about the documents and the data that they contain, plus tips on common security features on documents. As an option, DDC can send you an email when the applicant has filled in their online application form and this step is ready to be completed.

1. When an applicant brings you their documents, log into the Client Area again. Either click on “**Check Documents**” at the top of the screen and an applicant list will appear or, type the applicants name in the “**Check an applicant's documents**” search bar.
2. Click on the appropriate applicant's name.



The screenshot shows the DDC Client Area homepage. At the top, there is a navigation bar with links for Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, **Check Documents** (which is highlighted in red), Recipient Actions, Reports, and Settings. Below the navigation bar, there is a search bar labeled "Search for applicant" with a magnifying glass icon. To the left of the search bar, there is a "Home" link with a green arrow. On the left side, there is a sidebar with links for "How to use the Client Area", "Further information", "Handouts for applicants", and "Support & Contact". The main content area contains several buttons and links: "Add a new applicant", "Add an existing disclosure", "Online applications" (with "Send paper form" link), "Document checkers" (with "Manage existing Document Checkers", "Add new Document Checker", and "Edit your location details" links), and "Manage current applications" (with "Show all applications", "Forms with applicants", "Applications with DBS or Disclosure Scotland", and "Completed Applications" links).

3. The applicant status screen will appear next to the “**Document Checks**” status. This will say “**Start Document Checks**” if this is a new application, or may indicate that they have been started if some of the questions have already been answered. Click on this status.



The screenshot shows the DDC Client Area applicant overview page for "Joe Bloggs". At the top, there is a navigation bar with links for Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, Check Applicants, Recipient Actions, and Settings. Below the navigation bar, the page shows the "Client Name" as "Joe Bloggs" and the "Overview" section. It indicates that the applicant is "Applicant created by requester". Under the "Initial Application Form" and "Applicant Online Form" sections, there are status boxes: "Received by DDC" and "In progress". Under the "Document Checks" section, there is a button labeled "Start Document Checks" which is circled in red. The page also includes a "Search for applicant" bar and a breadcrumb navigation path: "Home > Applicants > Joe Bloggs".

4. The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document. You can select the document name or the 'verify' button on the right-hand side.

 Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

Nominated Document(s)	Issuer	Group	Confirms DOB	Verified
Passport (Any Country)	GB	1	✓	verify
Bank or Building society statement (UK)		2b	-	✓
Council Tax Statement (UK)		2b	-	✓

5. If documents have not been nominated, or more documents are needed, you can select more from the 'Acceptable Documents' section at the bottom of the screen. Simply click on the document type to begin entering the correct details.

 **Acceptable Documents**

Nominating Further Documents

To nominate or check further documents, please **click** on a document from the list below.

Group 1: Primary identity documents <ul style="list-style-type: none"> • Passport (Any Country) • Photocard Drivers Licence (UK) • Birth Certificate (UK only. Issued within 12 months of Birth) • Adoption Certificate (UK) • Application Registration Card • e-Visa 	Group 2a: Trusted government documents <ul style="list-style-type: none"> • Photocard Driving Licence (Non-UK. Only valid for 12 months after entry into the UK) • Paper-style Driving Licence (UK) • Birth Certificate (UK only. Issued 12+ months after Birth) • Marriage / Civil Partnership Certificate (UK) • HM Forces ID Card • Firearm Licence (UK) • Immigration document, visa or work permit (Non-UK) (12)
Group 2b: Financial and social history documents <ul style="list-style-type: none"> • Mortgage Statement (UK) (12) • Bank or Building society statement (UK) (3) • Bank or Building society statement (Non-UK) (3) • Bank or building society account opening letter (UK) (3) • Credit Card Statement (UK) (3) • Financial statement (e.g. pension, endowment, ISA. UK only) (12) • P45 (12) • P60 (12) • Council Tax Statement (UK) (12) • Sponsorship Letter (Non-UK) • Utility Bill (Not Mobile Telephone) (3) • Benefits Statement e.g. Child Allowance, pension etc. (3) • Correspondence or Personalised document from a local or central UK Government body giving entitlement (3) • EU National ID card • Irish Passport Card • PASS Card • Letter from a Head Teacher • Global Health Insurance Card • HMRC Self-Assessment or Tax Demand Letter (12) 	

(3) Less than 3 months old (12) Less than 12 months old

6. After answering questions for each document, a “**Submit application**” button will appear. Click this and the application will now be submitted to DDC.

Applicant Name Route 1 Nomination

 Document Nomination Overview

Your Requirements

Minimum of 3 documents	✓
A group 1 document	✓
Document showing date of birth	✓
All documents must be verified	✓
All requirements met	✓✓

Submit application

You are following the Route 1 application process

The submit button will only become active when all the requirements have been met.

 Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; [How to verify documents](#)

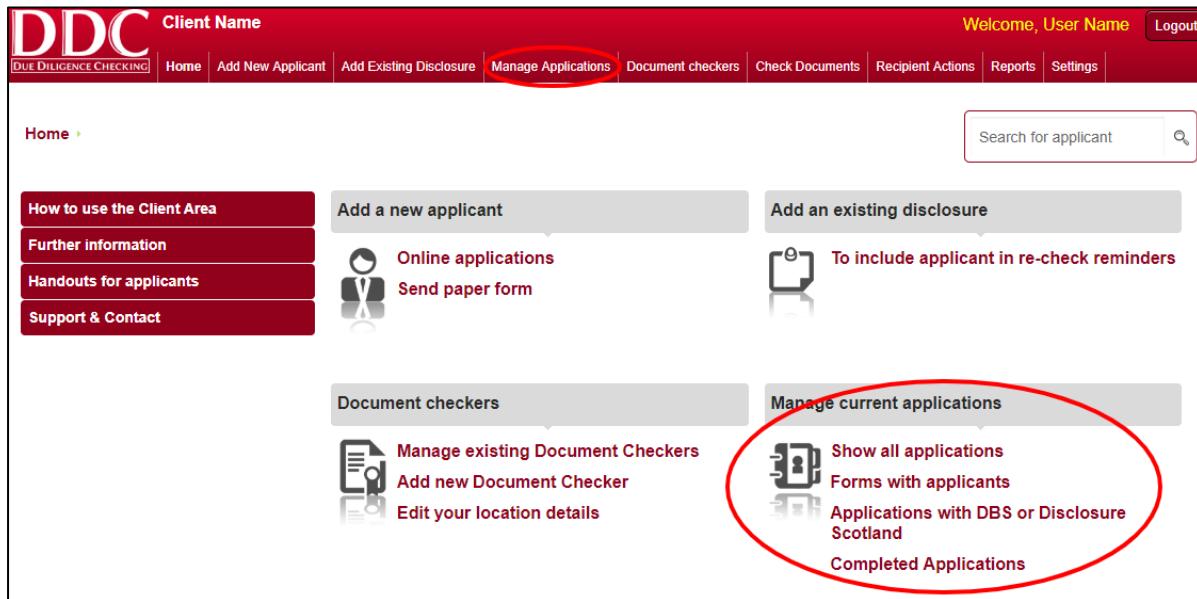
Nominated Document(s)	Issuer	Group	Confirms DOB	Verified
Passport (Any Country)	GB	1	✓	✓
Bank or Building society statement (UK)		2b	-	✓
Council Tax Statement (UK)		2b	-	✓

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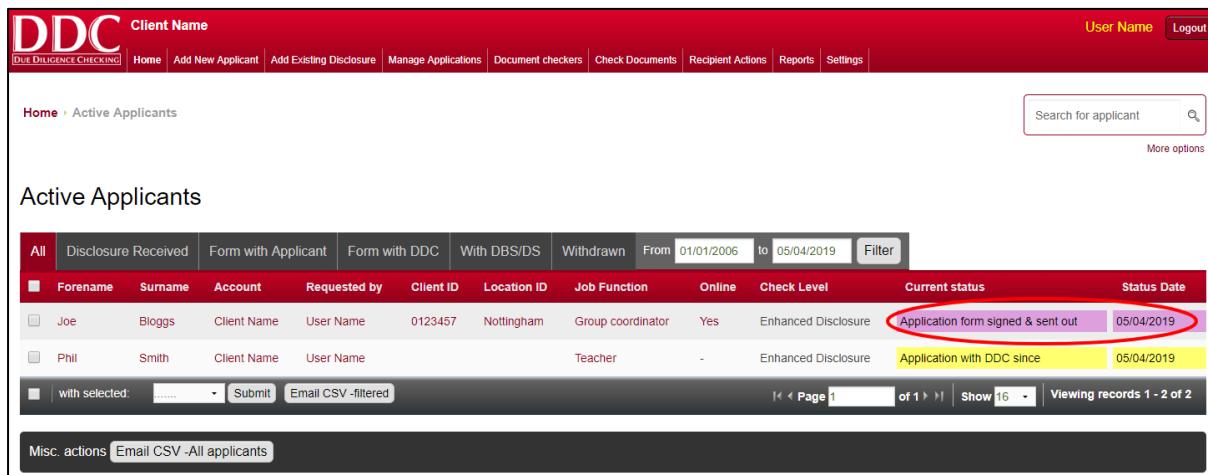
Tracking Applications for churches and synods

1. To see the status of applications already initiated click “Manage current applications” or “Manage Applications”



The screenshot shows the DDC Client Area homepage. At the top, there is a navigation bar with links: Home, Add New Applicant, Add Existing Disclosure, Manage Applications (circled in red), Document checkers, Check Documents, Recipient Actions, Reports, and Settings. Below the navigation bar, there is a search bar labeled "Search for applicant". On the left, there is a sidebar with links: How to use the Client Area, Further information, Handouts for applicants, and Support & Contact. The main content area has three main sections: "Add a new applicant" (with links for Online applications and Send paper form), "Add an existing disclosure" (with a note to include applicant in re-check reminders), and "Document checkers" (with links for Manage existing Document Checkers, Add new Document Checker, and Edit your location details). The "Manage current applications" section (circled in red) contains links for Show all applications, Forms with applicants, Applications with DBS or Disclosure Scotland, and Completed Applications.

2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on ‘Current Status’



The screenshot shows the 'Active Applicants' page. At the top, there is a navigation bar with links: Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, Check Documents, Recipient Actions, Reports, and Settings. Below the navigation bar, there is a search bar labeled "Search for applicant" and a "More options" link. The main content area is titled "Active Applicants". It features a table with columns: All, Disclosure Received, Form with Applicant, Form with DDC, With DBS/DS, Withdrawn, From (date range), to (date range), Filter, Forename, Surname, Account, Requested by, Client ID, Location ID, Job Function, Online, Check Level, Current status, and Status Date. Two rows of data are shown: Joe Bloggs (Client Name, User Name, 0123457, Nottingham, Group coordinator, Yes, Enhanced Disclosure, Application form signed & sent out, 05/04/2019) and Phil Smith (Client Name, User Name, Teacher, Enhanced Disclosure, Application with DDC since, 05/04/2019). At the bottom, there are buttons for "with selected:", "Submit", "Email CSV -filtered", and "Misc. actions". There is also a page navigation bar with "Page 1 of 1", "Show 16", and "Viewing records 1 - 2 of 2".

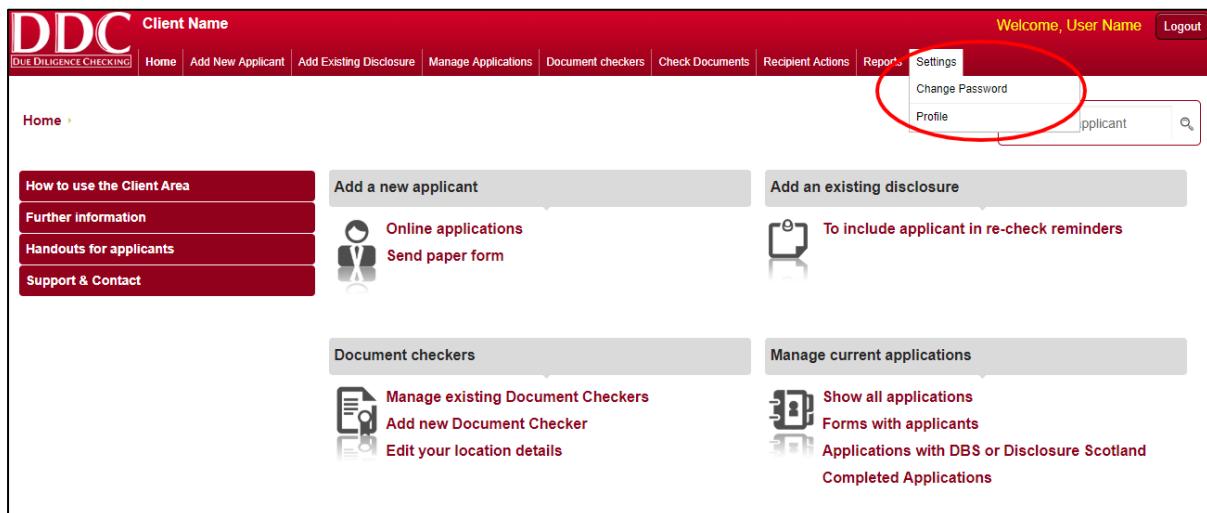
Tracking Applications for ministers and AALP

Document Checkers and verifiers are unable to track applications for minister and AALP, this is handled by the URC Ministries Office.

Settings for churches and synods

As part of the Document Checking process, applicants are provided with some instructions, informing them where they can take their documents to be checked. You can change these instructions to suit your requirements. This may come in handy if you are not at the same location all the time or work an irregular shift pattern or would like the applicant to call you to arrange a meet time.

1. Click on the “Settings” section and then select “Profile”.



The screenshot shows the DDC Client Area interface. At the top, there is a navigation bar with links: Home, Add New Applicant, Add Existing Disclosure, Manage Applications, Document checkers, Check Documents, Recipient Actions, Reports, and Settings. The 'Settings' link is highlighted and has a dropdown menu. The 'Profile' option in this dropdown is also highlighted and circled in red. The main content area has several sections: 'How to use the Client Area' (with links to 'Further information', 'Handouts for applicants', and 'Support & Contact'), 'Add a new applicant' (with 'Online applications' and 'Send paper form' options), 'Add an existing disclosure' (with a 'To include applicant in re-check reminders' link), 'Document checkers' (with 'Manage existing Document Checkers', 'Add new Document Checker', and 'Edit your location details' options), and 'Manage current applications' (with 'Show all applications', 'Forms with applicants', 'Applications with DBS or Disclosure Scotland', and 'Completed Applications' options).

2. Edit the location or give the applicant an instruction on where or how to bring documents to you.
3. Once you have made any changes click “Save changes”

Frequently Asked Questions – churches and synods

1. The applicant has no email address/is not confident using a computer, how do I complete the process?

An online application can still be submitted. There are a few solutions to this:

- The applicant can sit with you while you complete it on their behalf (or you can complete it together). This is initiated in the same way as normal but click “**Submit – applicant present I will input data**” at the bottom of the new applicant form. This takes you directly to the blank form followed by the document checking section. The form can be saved at any point as normal.
- A paper application form can be printed off from the “Handouts for applicants” section of the Client Area. The applicant can fill this in and bring it back to you with their identity documents (a handout for what documentation is required can also be printed). You then initiate the check in the same way as usual but as above click “**Submit - applicant present I will input data**” and copy the information across.
- Use your email address as the contact and when you receive the application email with log in details, print this off and hand it to the applicant. The applicant can then use any internet enabled computer or device. They can change their password when logging on to the blank form.

2. How do I know when a disclosure has been issued?

When a Disclosure is issued the applicant is always sent a paper copy to their home address directly from the DBS. You will be sent an email confirming it has been issued. This email confirms the Certificate issue number and issue date, which can also be found in the “**Manage Applications**” section of the Client Area. The applicant should not start working in their role until you have received this email. You do not need to view the applicant’s Certificate.

3. What happens if a Disclosure is blemished? (i.e. is not clear.)

The DBS Code of Practice requires that Disclosure information, including whether a Disclosure has content, is only made known to those who need to know as part of their duties. You are not required to see or request to see blemished Disclosures.

The URC Safeguarding Team at Church House is responsible for handling blemished Disclosures. DDC will contact the applicant directly if their Disclosure is blemished and send them a special pack in the post. DDC will make arrangements for the Disclosure to be sent directly to our offices to be passed on to the Safeguarding Team.

The URC Safeguarding Team will carry out a risk assessment of the information contained. If an applicant is cleared to work in a role, you will receive a standard email notification confirming the certificate issue number and date. If an applicant is deemed unsuitable to work in a role, or should work within particular conditions, you will receive a specific notification containing the relevant information. Applicants should not start working in their role before you receive such notification.

4. What documentation will the applicant need to submit to me as the verifier?

The required documentation is explained to the applicant during the online application process. You can find a printout of the documentation required in the Client Area under “**Handouts for applicants**” or if you would prefer you can view our website www.ddc.uk.net/help-advice/guidance-for-applicants.

5. What do I do if the applicant has produced the wrong documentation?

If the applicant provides different documents to those nominated via their application, this is not a problem providing the document is still valid as per the DBS requirements. You can add the document directly by clicking on the document type, reading the guidance and entering the basic document information. If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives.

6. Does using the online service make the check portable?

No, using the online system is just a quicker and more efficient way of applying for a DBS check. Once the DBS have issued the Disclosure, the applicant can choose to subscribe to the Update Service so their Certificate can potentially be reused in certain situations.

7. What is the Update Service?

The DBS Update Service was launched by the Disclosure and Barring Service on 17th June 2013.

When applicants receive their Disclosure, they can subscribe online and pay an annual fee. Subscription for volunteers is free. This will potentially allow the applicant to show future employers their current Disclosure and to check this is up to date using an online portal on the DBS website. The Disclosure can be accepted by the employer providing it is at the same level, workforce, vetting and barring lists and volunteer status as the Disclosure that the new employer would normally request. They should also recheck identity documents and the original Certificate.

The applicant has 30 days from the date of issue of the Certificate to join the service and can do so at www.gov.uk/dbs.

More information can be found at <https://www.ddc.uk.net/question/what-is-the-dbs-update-service/>

8. How do I register another verifier for my church?

If a church wishes another representative of the church to help manage the DBS application process and verify identity of applicants undertaking a DBS application, please complete form CSC7 which can be found at:

<https://urc.org.uk/safeguarding/> and send it to the United Reformed Church Safeguarding office.

Blank paper forms can also be obtained from United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; safeguarding@urc.org.uk; 020 7520 2729.

The United Reformed Church will notify DDC of the additional representative.

9. I am stepping down as a verifier, who should I tell?

Please contact the United Reformed Church Safeguarding office using form CSC7. <https://urc.org.uk/safeguarding/>.

Blank paper forms can also be obtained from United Reformed Church Safeguarding office: United Reformed Church Safeguarding Office, 86 Tavistock Place, London WC1H 9RT; safeguarding@urc.org.uk; 020 7520 2729.

Full documented instructions can be found in the Client Area but if you require more information, please contact DDC Ltd on 0845 644 3298 / 0116 260 3055 or send an email to contact@ddc.uk.net

PLEASE REMEMBER THAT APPLICANTS SHOULD NOT START IN THEIR ROLE UNTIL AN EMAIL IS RECEIVED CONFIRMING THE ISSUE DATE AND NUMBER.

Frequently Asked Questions – ministers and AALP

1. What if the minister is not on the list of document checkers?

Please contact the Ministries Office of the URC on 020 7916 8634 or ministries.dbs@urc.org.uk

2. What documentation will the applicant need to submit to me as the verifier?

The required documentation is explained to the applicant during the online application process. You can find a printout of the documentation required in the Client Area under “**Handouts for applicants**” or if you would prefer you can view our website www.ddc.uk.net/help-advice/guidance-for-applicants.

3. What do I do if the applicant has produced the wrong documentation?

If the applicant provides different documents to those nominated via their application, this is not a problem providing the document is still valid as per the DBS requirements. You can add the document directly by clicking on the document type, reading the guidance and entering the basic document information. If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives.

4. Can a minister join the Update Service?

The URC does not recommend that a stipendiary minister joins the scheme. Although the scheme is useful for the portability of the DBS check to other organisations.

5. Can a AALP join the Update Service?

Yes, the URC does recommend that an AALP joins the scheme.

Job roles

Below is a list of job roles that have been loaded to the system as per the Church House requirements and guidance. Please select the role that applies to the position applied for, making note of the volunteer or paid status of the applicant. Each of these job titles corresponds to a different type of check to be requested. If an applicant is carrying out more than one role in the church please ensure that the highest level of check is requested. All of these checks will be at the enhanced level. For more guidance on some of the terms used please see the URC website:

<https://urc.org.uk/disclosure-and-barring-service-checks-england-wales>

Job role	Barring Lists	Workforce	Paid / Volunteer
Adults at risk worker (Barred List Check VOL)	Adults	Adult	Volunteer
Adults at risk worker (Barred List Check PAID)	Adults	Adult	Paid
Adults at risk worker (No Barred Lists PAID)	None	Adult	Paid
Adults at risk worker (No Barred Lists VOL)	None	Adult	Volunteer
Authorised Elder (No Barred Lists VOL)	None	Child and Adult	Volunteer
Children & Adults worker (Barred List Check VOL)	U18s and Adults	Child and Adult	Volunteer
Children & Adults worker (No Barred List VOL)	None	Child and Adult	Volunteer
Children & Adults Worker Barred List Check Paid	U18s and Adults	Child and Adult	Paid
Children & Adults Worker No Barred List Check Paid	None	Child and Adult	Paid
Children & Youth worker (up to 25) (Barred List Check PAID)	U18s and Adults	Child and Adult	Paid
Children & Youth worker (up to 25) (Barred List Check VOL)	U18s and Adults	Child and Adult	Volunteer
Children & Youth worker (up to 25) (No Barred List PAID)	None	Child and Adult	Paid
Children & Youth worker (up to 25) (No Barred List VOL)	None	Child and Adult	Volunteer
Childrens Worker (Barred List check PAID)	U18s	Child	Paid
Childrens Worker (Barred List check VOL)	U18s	Child	Volunteer
Childrens Worker (No Barred Lists PAID)	None	Child	Paid

Job role	Barring Lists	Workforce	Paid / Volunteer
Childrens Worker (No Barred Lists VOL)	None	Child	Volunteer
Church Administrator (Basic)*	None	None	Paid
Church caretaker or cleaner (Basic)*	None	None	Paid
Church treasurer (Basic)*	None	None	Paid
Elder as local church trustee (No Barred Lists VOL)	None	Child and Adult	Volunteer
Lay Local Leader Pastor Preacher (Barred List check VOL)	U18s and Adults	Child and Adult	Volunteer
Lay Local Leader Pastor Preacher (No Barred Lists VOL)	None	Child and Adult	Volunteer
Lay Preacher (No Barred Lists VOL)	None	Child and Adult	Volunteer
Locally Recognised Worship Leader (No Barred Lists VOL)	None	Child and Adult	Volunteer
Safeguarding Officer Coordinator (Barred List Check PAID)	U18s and Adults	Child and Adult	Paid
Safeguarding Officer Coordinator (Barred List Check VOL)	U18s and Adults	Child and Adult	Volunteer
Serving Elder (No Barred Lists VOL)	None	Child and Adult	Volunteer
Synod treasurer (basic)*	None	None	Paid
Synod Trustee	None	Child and Adult	Volunteer
Youth Worker (up to 25) (Barred List check PAID)	U18s	Child	Paid
Youth Worker (up to 25) (Barred List check VOL)	U18s	Child	Volunteer
Youth Worker (up to 25) (No Barred Lists PAID)	None	Child	Paid
Youth Worker (up to 25) (No Barred Lists VOL)	None	Child	Volunteer

*Please note that basic level checks are always shown as paid roles, as there is no volunteer waiver available.