

## Process recruitment and vetting checks in GO

The disclosure information in this guidance relates to all disclosure check processes (AccessNI, DBS, PVG and International) unless otherwise stated.

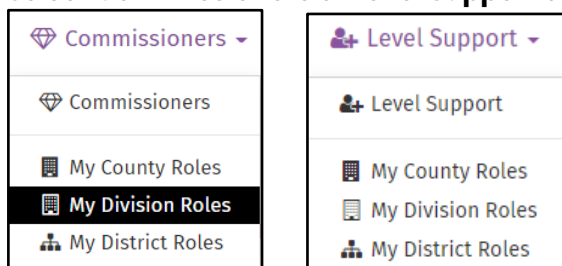
To process recruitment checks you can use either the volunteer enquiries or the safe practice areas in GO. This guidance also applies to young leaders and young external volunteers.

See the [recruitment and vetting procedure](#) for additional guidance.

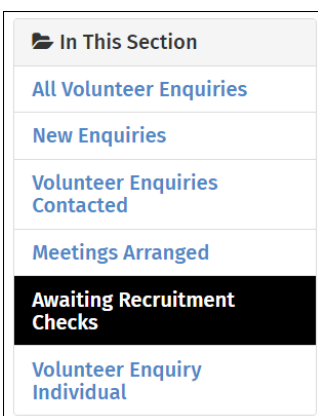
Young leaders and young external volunteers should complete the appropriate [new starter leaflet](#) for their age. Use either *New starter form: External volunteer aged 13* or *New starter form 14-17*.

All volunteers 14+ must have a unique personal email address.

1. Select **Commissioners or Level Support** and the relevant **Roles** from the drop down.



2. Select the relevant level.
3. Select the **Volunteer Enquiries** tab and **Awaiting Recruitment Checks**.

4. Or select the **Safe Practice** tab and **Awaiting Recruitment Checks**.



The **Add / View Notes** action currently does not work.

Use **Contact Individual** to send a message through GO, if the person has activated their account. If they haven't activated their GO account you will get an error message. You can ask them to redeem their GO invitation which was emailed to them when they registered to volunteer.

The list in the **Awaiting Recruitment Checks** area includes all volunteers new to guiding who need recruitment checks, together with any returning volunteer with a gap of over 12 months (14 days for Scotland). It will also include existing members taking on an adult volunteer role when they turn 18.

You can use the search box to find people in tables in GO. Any blue column heading can be sorted in ascending or descending order. You can search on any column that has a blue heading and you can use a \* to search on partial information. For example, if you entered \*jones into the search you'd find anyone with the surname Jones in the **Applicant** column.

Volunteers will stay on this list until the required recruitment checks for their role are completed.

Once a returning volunteer's reference status is complete and Safer guiding valid to date is in the future they will only appear on the **Disclosures** list in the **Safe Practice** area.

Under 18's don't need a reference or disclosure.

Under 18's complete the 14-17 A Safe Space on the learning platform.

Young members turning 18 and taking on an adult role only require one reference. For young leaders and young external volunteers, a reference request will be sent automatically to their unit leader. If this reference is marked unsuitable then another reference from outside of guiding will be needed in the same way as the normal referencing process.

For Rangers turning 18 and taking on an adult role, email [disclosures@girlguiding.org.uk](mailto:disclosures@girlguiding.org.uk) with the subject line 'Reference request for former Ranger', and including their name and membership number, to request that a reference is sent to their Ranger unit leader.

**Safer guiding valid to / Safer guiding basics valid to** show valid to dates for safer guiding and safer guiding basics. Safer guiding courses are completed through the [learning platform](#).

For more information on **Safe Practice** see the help zone.

## Add a referee

All enquirers aged 18+ need to have two character references (not from an employer). They must give the name and contact details of their two referees as part of the application process. Only one referee may know them through Girlguiding.

The enquirer must have their referees' permission to give their contact details to Girlguiding.

The [recruitment and vetting procedure](#) explains the questions that referees are asked.

Enquirers can add their own referee details from the **My safe practice summary** page. The [add referee details help file](#) explains how they can do this.

If needed, commissioners and level support users can also monitor and add referee details for an enquirer using the instructions below:

1. Use the **Actions** arrow and **View Individual/Add Referees**.

The screenshot shows a web interface titled "View Details". It contains two main sections: "References In Progress" and "References Received".

**References In Progress**

Reference Number ↑	Name	Actions
There are no records to display.		

**References Received**

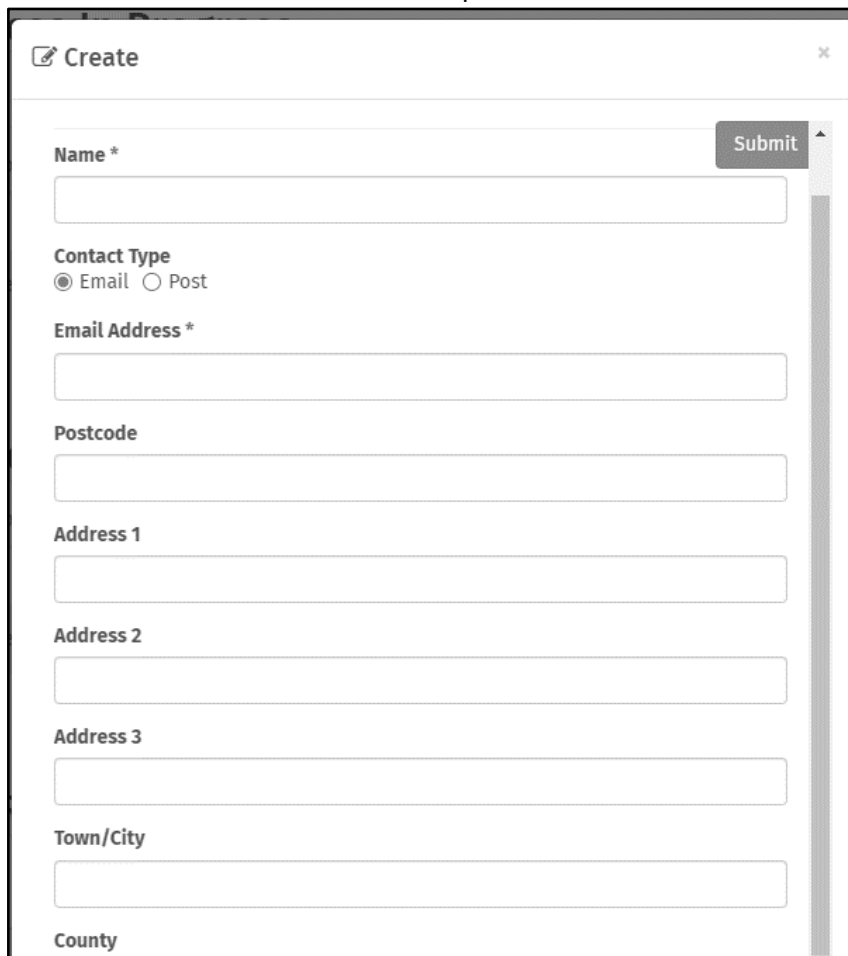
Reference Number ↑	Name	Status Reason
There are no records to display.		

**SUMMARY**

INDIVIDUAL INFORMATION

Preferred Name E-mail

2. Select **Add New Referee**. This will open a new window.



The image shows a web form titled "Create" with a close button (X) in the top right corner. The form contains the following fields and options:

- Name \***: A text input field with a "Submit" button to its right.
- Contact Type**: Radio buttons for "Email" (selected) and "Post".
- Email Address \***: A text input field.
- Postcode**: A text input field.
- Address 1**: A text input field.
- Address 2**: A text input field.
- Address 3**: A text input field.
- Town/City**: A text input field.
- County**: A text input field.

Emails are sent immediately; postal requests go the next working day.

Once a referee completes the online form and submits it the reference will move to **References Received** and be marked **OK** or **Unsuitable**. If a referee answers a question in a way the automated approval system can't define, the reference is referred to Complaints and Compliance who will contact the referee for more information. Commissioners aren't told the reason a reference is unsuitable or queried.

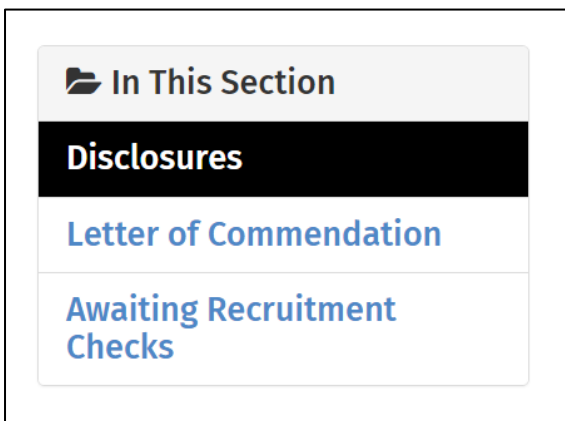
3. If an **Unsuitable** reference is received, add the contact details of another referee.
4. Only three **Unsuitable** references can be added to GO. After this, send the contact details for a new referee to Complaints & Compliance.

Once two **OK** references are received the **Reference Status** is marked **Complete**.

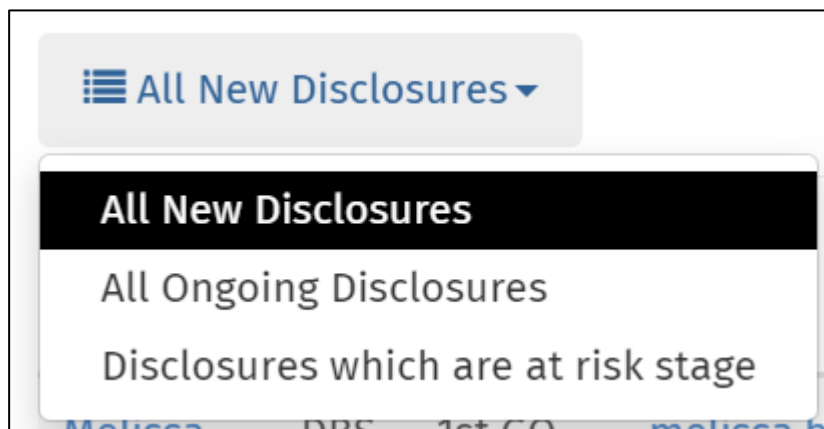
## Disclosure check status

This guidance is for commissioners and level support who want to check the status of disclosure applications. If you need help with this process, use the directory in GO to contact your county ID verifier coordinator or GO coordinator.

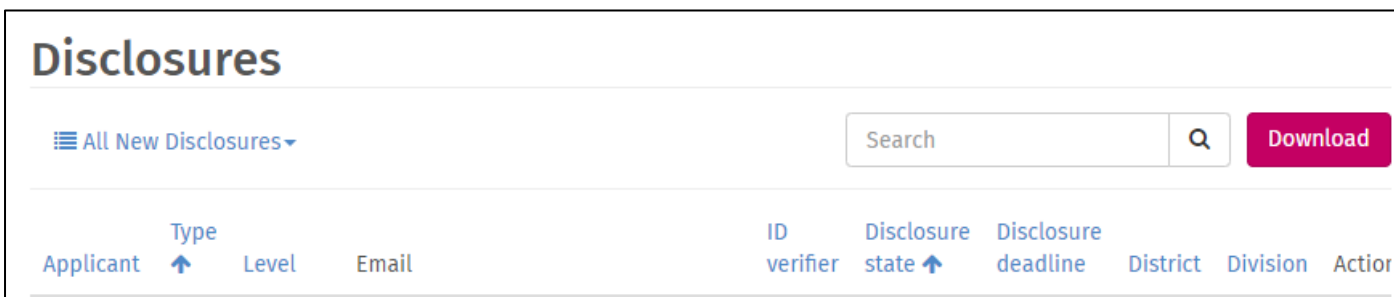
1. Select the **Safe Practice** tab.



There are three table views in the **Disclosures** section:



**All New Disclosures** shows volunteers whose disclosure is due now. This is both volunteers new to guiding and those due for renewal.



**All Ongoing Disclosures** lists all disclosure checks that are **in progress**. This means the application has been started (for AccessNI and PVG) or submitted (for DBS). For international checks it means the ID verifier has recorded the **ID check done** date.

The screenshot shows a web interface titled "Disclosures". At the top left, there is a menu icon and the text "All Ongoing Disclosures" with a downward arrow. To the right is a search bar with the placeholder text "Search" and a magnifying glass icon, followed by a pink "Download" button. Below this is a table with the following columns: Applicant (with an upward arrow), Type, Level, Email, ID verifier, Disclosure state (with an upward arrow), ID check done, District, and Division.

In the **Disclosure state** column, **New** means that the disclosure application has not yet been started.

A disclosure is started when an applicant's ID documents have been verified (AccessNI and PVG) or submitted (DBS).

In England & Wales, applicants can use digital ID verification to verify their identify themselves or they can meet with an ID verifier to verify their ID documents in the disclosure system.

In Scotland, the ID verifier does this by entering the ID documents verified and the date they checked the ID in the **ID check done** field.

In Ulster, the individual needs to create or log into their NIDirect account and upload their documents for ID verification.

In overseas territories, island commissioners or ID verifiers must update the **ID check done** field on the volunteer's GO record when they have shown receipt that a police check has been applied for to their island police force/station.

Please note: There's no digital ID verification option for disclosure checks in Scotland. Individuals must provide consent to PVG to share their disclosure with Girlguiding within 14 days after the disclosure is received.

When a disclosure is complete and has updated the applicant's GO record, they will disappear from the **Disclosures** list.

## Add an ID verifier

See also the [guidance for ID verifiers and commissioners](#).

1. Use the **Actions** arrow and **View Disclosure**.

The **ID Verifier Selector** will list all ID verifiers at your level and below.

2. Select an ID verifier. The verifier can now see the contact details of anyone they need to arrange to meet for the disclosure check.

**View Details**

### Disclosure Information

Update

Form Number

ID Verifier Selector

Disclosure Type \*

Applicant \*

ID Check Done