

# **Initiating a Criminal Record (DBS) Check**

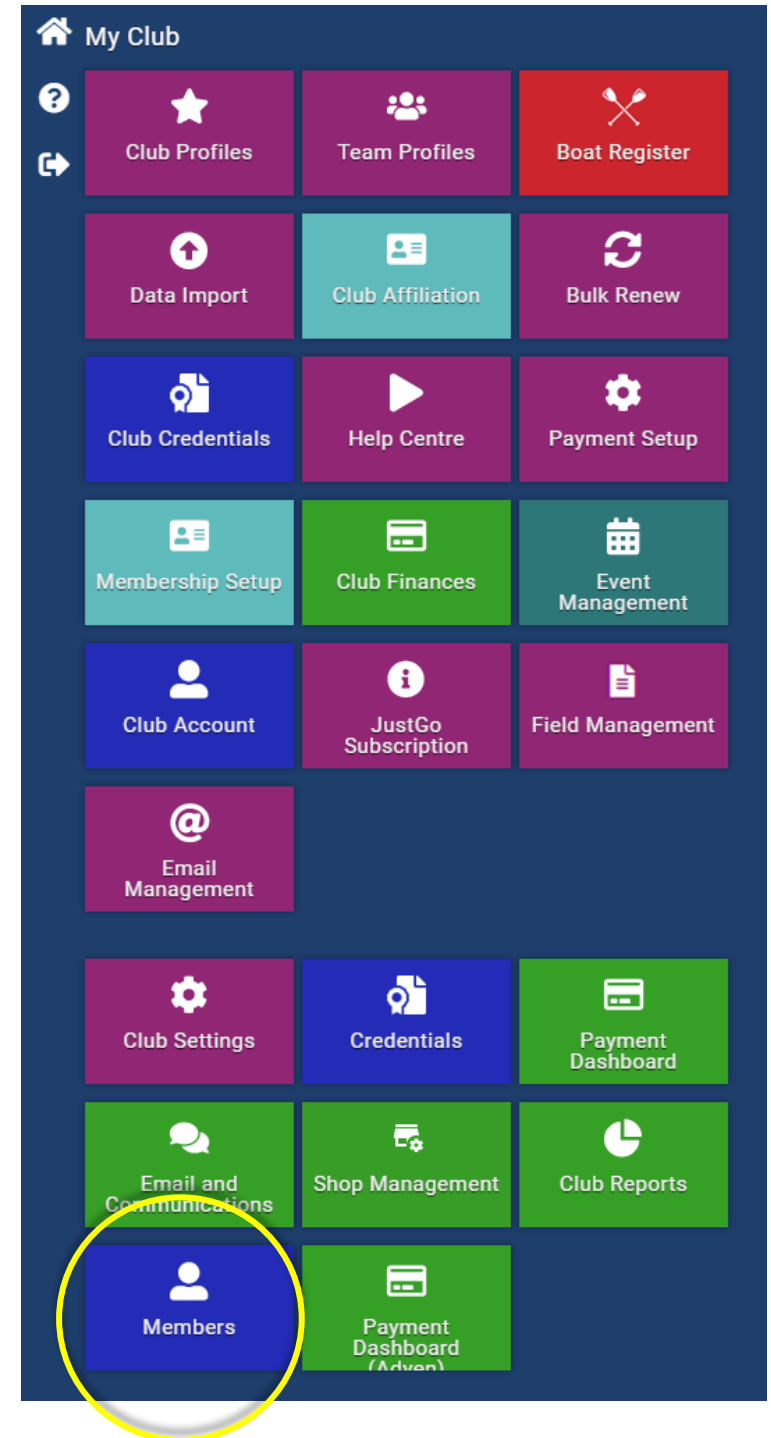
## **- CWO Guide**

**Notes before you start an application:**

- 1. Criminal Record checks must be initiated by the Club Welfare Officer for the club.**
- 2. The Club Welfare Officer must have 'Club Admin' permissions for their club on British Rowing's Club Hub system.**
- 3. If the person being checked is not a club member (a junior member's parent for example), a Club Admin will need to create a free Club Hub record for them on Club Hub and link that record to the club. Without this record you will not be able to start a Criminal Record check for the person.**

## I. Select the members record

Log in to your Club Hub account and select the “Members” tile from the ‘My Club’ section of the main drop down menu.



All of your club members will be displayed in a table format.

If you are a Club Admin for multiple clubs, make sure you select the correct club.

**Members**

Select a view

Search

**Filters**

- Basic Details
- Additional Details
- Memberships
- Organisations
- Roles
- Status
- Pending Approval

Family	Club Membership(s)	Club	Club Role(s)	Date of Birth	Email
assigned-to-club-test Dent 1254083	No Active Membership	Summer Sculling BC	Member	19 October 1999	assigned-to-club-test@gmail.com
<b>Joanna Bloggs (CRC Test) 1254088</b>	No Active Membership	Summer Sculling BC	Member	01 March 1990	richmumdtest+15@gmail.com
RICHARD DBSTest13 1254087	No Active Membership	Summer Sculling BC	Member	18 August 2000	richmumdtest+13@gmail.com
Richard DBSTest12 1254086	No Active Membership	Summer Sculling BC	Member	17 November 2010	richmumdtest+12@gmail.com
RICHARD DBSTest11 1254085	No Active Membership	Summer Sculling BC	Member	13 September 1995	richmumdtest+11@gmail.com
Richard DBSTest10 1254084	No Active Membership	Summer Sculling BC	Member	15 November 2010	richmumdtest+10@gmail.com
Apple pie Man 1254081	No Active Membership			02 November 1981	Casey888@student.uk
Jonathan Dent 1254079	No Active Membership			03 May 2005	jon.dent11@student.uk
Richard DBSTestNine 1254070	No Active Membership			28 October 1994	richmumdtest+9@gmail.com
Richard DBSTestEight 1254068	No Active Membership			16 March 1963	richmumdtest+8@gmail.com
Richard DBSTestSeven 1254064	No Active Membership	Summer Sculling BC	Member	17 July 1988	richmumdtest+7@gmail.com
Richard DBSTestSix 1254061	No Active Membership	Summer Sculling BC	Member	23 January 1963	richmumdtest+6@gmail.com
Richard DBSTestFive 1254060	No Active Membership	Summer Sculling BC	Member	12 July 1993	richmumdtest+5@gmail.com
Ben DBSTestOne 1254059	No Active Membership	Summer Sculling BC	Member	01 January 1991	benghardmumdtest+1@gmail.com
Nabid Khan 1254058	No Active Membership	Summer Sculling BC	Member	03 April 1996	nabid.khan+DBSRcheck@outgo.com
Nabid Khan 1254057	No Active Membership	Summer Sculling BC	Member	03 June 1996	nabid.khan+DBSRcheck@outgo.com
Richard DBSTestCWO 1254056	No Active Membership	Summer Sculling BC	ClubHub Admin Member	17 December 1961	richmumdtest+CWO@gmail.com
Richard DBSTestFour 1254055	No Active Membership	Summer Sculling BC	Member	13 May 1978	richmumdtest+4@gmail.com

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Refresh

## 2. Add a new Credential

The screenshot shows a user profile interface. On the left is a vertical menu with the following items: 'Go To Membership >', 'About you', 'Emergency contact', 'Club role', 'Club Membership', 'BR benefits', 'PRI/Ranking Points', 'Rowing experience', and 'Credentials'. The 'Credentials' item is highlighted with a yellow circle. On the right, the profile details for 'Joanna Bloggs (CRC Test)' are displayed, including gender (Female), date of birth (01/03/1990), address (6 Lower Mall, Hammersmith, London, W6 9DJ, United Kingdom), and email (richnunndbtest+15@gmail.com). A blue callout box with an arrow points to the 'Credentials' menu item, containing the text: 'Select "Credentials" from the menu within their profile.'

Go To Membership >

About you

Emergency contact

Club role

Club Membership

BR benefits

PRI/Ranking Points

Rowing experience

Credentials

Joanna Bloggs (CRC Test)

Female

01/03/1990

6 Lower Mall

Hammersmith  
London  
W6 9DJ  
United Kingdom

richnunndbtest+15@gmail.com

Select "Credentials" from the menu within their profile.

Select the '+ Add' button

Back To Members

Go To Membership >

About you

### Credentials

This is where you can add and track the status of credentials that have an expiry date, such as first aid certificates, DBS checks etc.

**+ Add**

Credential Category

All

Relevant All Active Pending Approval Expired Awaiting Referral Awaiting Response

Inactive Pending Conditions Completed Complete (Under Review) Complete (Passed)

Complete (Failed) Complete (Awaiting Information) Submitted Pending Review

Submitted Pending Completion

From the menu on the right hand side search for 'Criminal Record Check (CRC) Request' and select it.

✕ Select a credential type

Credential Category

All

🔍 Type here to search

Criminal Record Check (CRC) Request ✓

#### 4. Select the Role and Volunteer/Paid Status

Setup credential

##### Criminal Record Check (CRC) Request

OVERVIEW NOTES

Click Save to begin the background check process. Once you do, you will receive an invitation email from our background check provider, First Advantage. The email will contain the instructions necessary for you to complete the online background check process. You can check back here to see status updates as your application is processed.

Please select a position \*

- Coach - Children
- Volunteer Coach Children
- Vol Supervisor of Children
- Vol Inclusive SportCoach-Ad WF
- Welfare Officer
- Volunteer Welfare Officer
- Medical Professional
- Volunteer Medical Professional
- Coach Non RA Child Workforce
- Vol Supervisor-Child- Non RA

✓ Save


From the drop down list select the appropriate role and click 'Save' in the top-right hand corner.

It is important that the correct role is selected, as this will determine the level of check undertaken and the fee charged by the DBS.

Guidance on the appropriate role and level of check required is available on the Safeguarding page of the British Rowing website.

## 5. Creation of “Criminal Record Check (CRC) Request” Credential

Back To Members



Go To Membership >

About you

Emergency contact

Club role

Club Membership

BR benefits

PRI/Ranking Points

Credentials

This is where you can add and track the status of credentials that have an expiry date, such as first aid certificates, DBS checks etc.

+ Add

Credential Category

All

Relevant

All

Active

Pending Approval

Expired

Awaiting Referral

Awaiting Response

Inactive Pending Conditions

Completed

Complete (Under Review)

Complete (Passed)

Complete (Failed)

Complete (Awaiting Information)

Submitted Pending Review

Submitted Pending Completion

★

FA Check Request  
Safeguarding

SUBMITTED PENDING COMPLETION

Starts 22/05/2025

Ends 22/05/2124

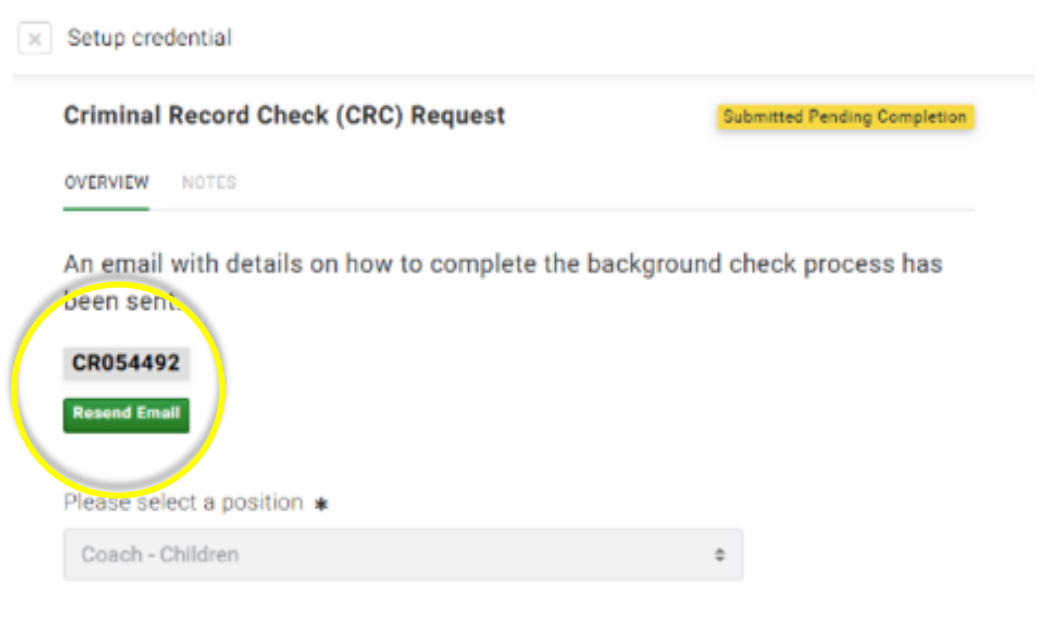
CR054483

A new credential called “Criminal Record Check (CRC) Request” will be created on the member’s record with the status: “SUBMITTED PENDING COMPLETION”

An email will be automatically sent to the member's email inbox (as recorded on their British Rowing Club Hub record) with instructions to start their application in the 'Know Your People' platform.

If the member does not receive the email, prompt them to check their spam/junk folder and also confirm to them which email address is listed in their Club Hub record.

By opening the credential, there is an option to 'Resend Email'.



Setup credential

### Criminal Record Check (CRC) Request

Submitted Pending Completion

OVERVIEW NOTES

An email with details on how to complete the background check process has been sent.

**CR054492**

Resend Email

Please select a position \*

Coach - Children



## **6. Applicant completes their application within Know Your People**

- Once the applicant has received the email they be required to complete their application within the Know Your People system.
- They will have the option to select to have their documents verified either at a Post Office branch or in person with a British Rowing ID Checker. (Most British Rowing ID checkers are also Club Welfare Officers).
- If 'in person' verification is selected, an ID Checker will be required to meet the applicant and complete the verification process within the Know Your People system.

Note: Separate guides to the Know Your People system are available for applicants and ID Checkers from the safeguarding page of the British Rowing website.

## 7. Creation of “Criminal Records Check (CRC)” credential

Back To Members

**Credentials**  
This is where you can add and track the status of credentials that have an expiry date, such as first aid certificates, DBS checks etc.

+ Add

Credential Category  
All

Relevant All Active Pending Approval Expired Awaiting Referral Awaiting Response  
Inactive Pending Conditions Completed Complete (Under Review) Complete (Passed)  
Complete (Failed) Complete (Awaiting Information) Submitted Pending Review  
Submitted Pending Completion

**Criminal Record Check (CRC) 054590**  
Criminal Record Check (CRC)  
Safeguarding  
**ACTIVE**  
Starts 01/08/2025  
Ends 31/07/2028

**Criminal Record Check (CRC) 05462**  
Criminal Record Check (CRC) Request  
Safeguarding  
**COMPLETE (PASSED)**  
Starts 31/07/2025  
Ends 31/07/2124

Once the criminal record check has been completed by the DBS, a second ‘outcome’ credential will appear on the member’s record called “Criminal Records Check (CRC)”.

The status of both credentials will be dependant on the outcome of the check.

It is important to note that a Criminal Record check has only been accepted by British Rowing when the outcome credential is created with an **“ACTIVE”** status. (See table below for details).

## Potential DBS Check Outcomes - Credentials

	Credential Status	
Outcome of Criminal Records (DBS) Check	“Criminal Records Check (CRC) Request” Credential	“Criminal Records Check (CRC)” Credential
The check has been accepted by British Rowing	<b>‘COMPLETE (PASSED)’</b>	<b>‘ACTIVE’</b>
The check is under review by British Rowing	<b>‘COMPLETE (UNDER REVIEW)’</b>	<b>‘PENDING APPROVAL’</b>
The application has been withdrawn	<b>‘COMPLETE’</b>	<i>No Credential created</i>
The application has been cancelled	<b>‘CANCELLED’</b>	<i>No Credential created</i>