



Initiating a Criminal Record (DBS) Check

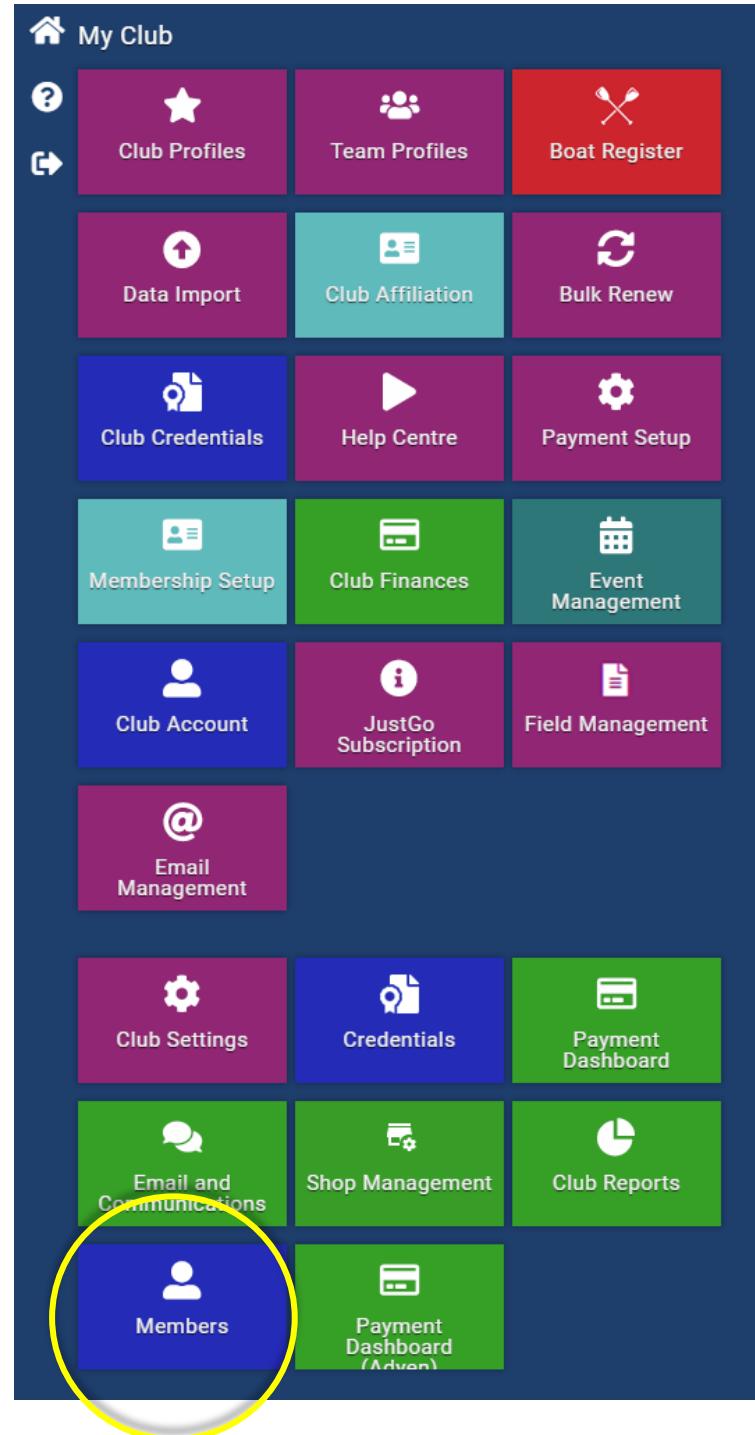
- CWO Guide

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 within 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

Search: Filter:

Basic Details

Additional Details

Memberships

Organisations

Roles

Status

Pending Approval

Club: Summer Sculling BC

Club Role(s)

Date of Birth

Email

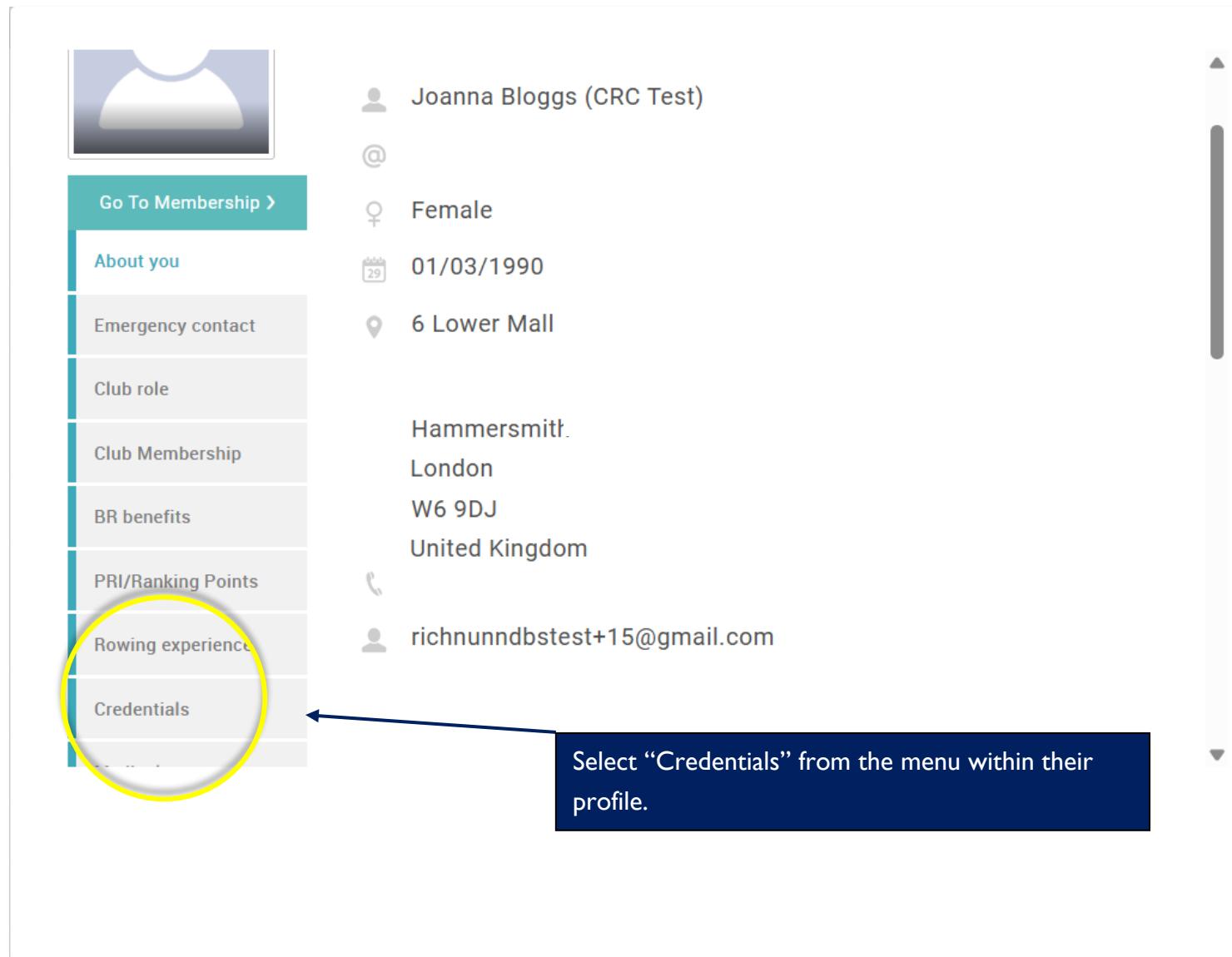
Actions

Refresh 1-68 of 68

Add Member | Export | SB Summer Sculling BC

Member	Family	Club Membership(s)	Club	Club Role(s)	Date of Birth	Email	Actions
assigned-to-club-test Dent		No Active Membership	Summer Sculling BC	Member	19 October 1999	richieunndbtest+15@gmail.com	⋮
Joanna Bloggs (CRC Test)	1254088	No Active Membership	Summer Sculling BC	Member	01 March 1990	richieunndbtest+13@gmail.com	⋮
RICHARD DBSTest13	1254087	No Active Membership	Summer Sculling BC	Member	18 August 2000	richieunndbtest+12@gmail.com	⋮
Richard DBSTest12	1254086	No Active Membership	Summer Sculling BC	Member	17 November 2010	richieunndbtest+11@gmail.com	⋮
Richard DBSTest11	1254085	No Active Membership	Summer Sculling BC	Member	13 September 1995	richieunndbtest+10@gmail.com	⋮
Richard DBSTest10	1254084	No Active Membership	Summer Sculling BC	Member	15 November 2010	richieunndbtest+9@gmail.com	⋮
Apple pie Man	1254081	No Active Membership	Summer Sculling BC	Member	02 November 1981	Cake8888@dent.uk	⋮
Jonathan Dent	1254075	No Active Membership	Summer Sculling BC	Member	03 May 2005	jon.sdt11.10@gmail.com	⋮
Richard DBSTestnine	1254070	No Active Membership	Summer Sculling BC	Member	28 October 1994	richieunndbtest+9@gmail.com	⋮
Richard DBSTesteight	1254068	No Active Membership	Summer Sculling BC	Member	16 March 1963	richieunndbtest+8@gmail.com	⋮
Richard DBSTestseven	1254064	No Active Membership	Summer Sculling BC	Member	17 July 1988	richieunndbtest+7@gmail.com	⋮
Richard DBSTestSix	1254061	No Active Membership	Summer Sculling BC	Member	23 January 1963	richieunndbtest+6@gmail.com	⋮
Richard DBSTestFive	1254060	No Active Membership	Summer Sculling BC	Member	12 July 1993	richieunndbtest+5@gmail.com	⋮
Ben DBSTestOne	1254059	No Active Membership	Summer Sculling BC	Member	01 January 1991	bengillardbest10@gmail.com	⋮
Nabid Khan	1254058	No Active Membership	Summer Sculling BC	Member	03 April 1996	nabid.khan+DBSBRCcheck@justgo.com	⋮
Nabid Khan	1254057	No Active Membership	Summer Sculling BC	Member	03 June 1996	nabid.khanDBSBRCcheck@justgo.com	⋮
Richard DBSTestCWO	1254056	No Active Membership	Summer Sculling BC	(ClubHub Admin) Member	17 December 1961	richieunndbtest+CWO@gmail.com	⋮
Richard DBSTestFour	1254055	No Active Membership	Summer Sculling BC	Member	13 May 1978	richieunndbtest+4@gmail.com	⋮

2. Add a new Credential



The screenshot shows a user profile page for Joanna Bloggs (CRC Test). The profile includes a placeholder profile picture, a teal 'Go To Membership >' button, and a sidebar menu with the following items: 'About you' (highlighted in teal), 'Emergency contact', 'Club role', 'Club Membership', 'BR benefits', 'PRI/Ranking Points', 'Rowing experience' (circled in yellow), and 'Credentials'. To the right of the sidebar, user details are listed: Joanna Bloggs (CRC Test), Female, 01/03/1990, 6 Lower Mall, Hammersmith, London, W6 9DJ, United Kingdom, and the email address richnunndbtest+15@gmail.com. A callout box with a blue arrow points to the 'Rowing experience' menu item, containing the text: 'Select “Credentials” from the menu within their profile.'

Joanna Bloggs (CRC Test)

Female

01/03/1990

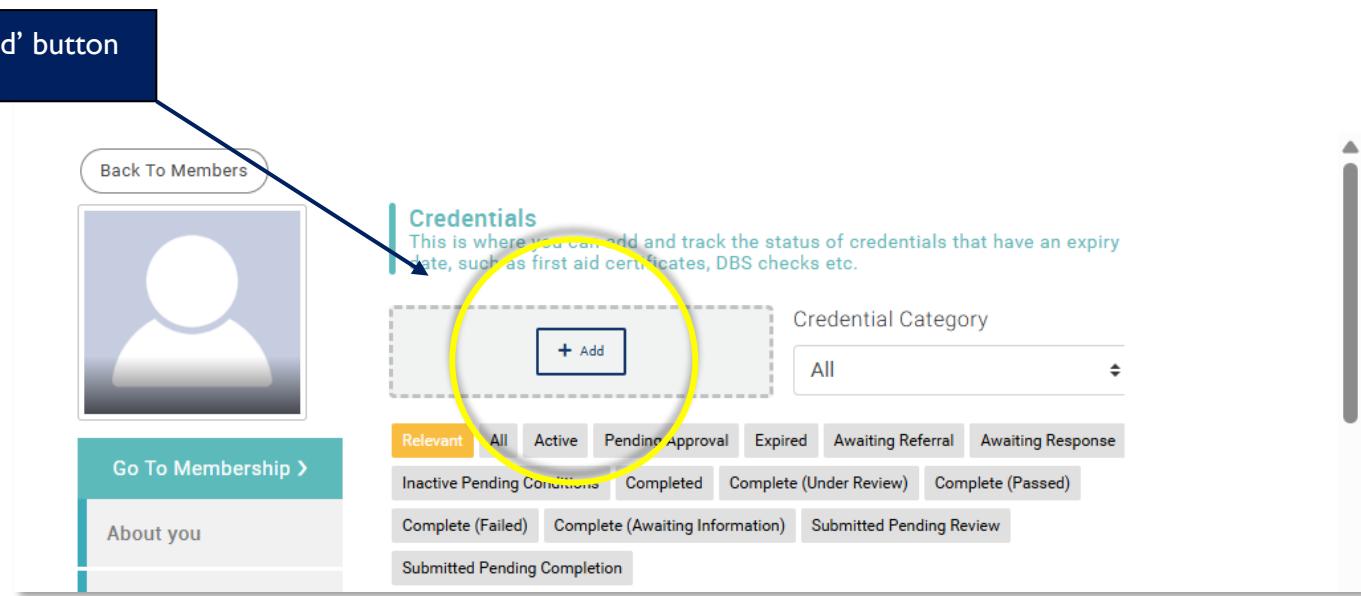
6 Lower Mall

Hammersmith, London, W6 9DJ, United Kingdom

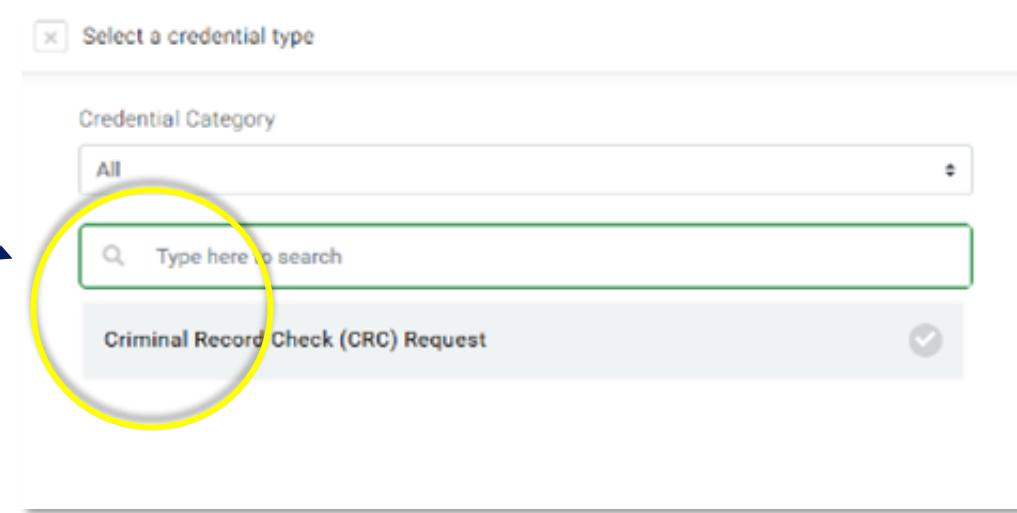
richnunndbtest+15@gmail.com

Select “Credentials” from the menu within their profile.

Select the '+ Add' button



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



4. Select the Role and Volunteer/Paid Status

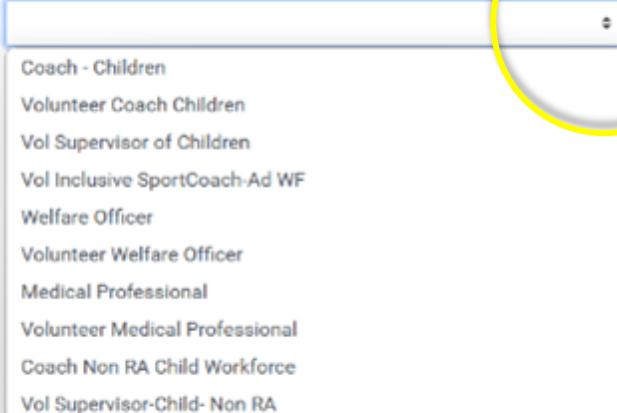
Setup credential

Criminal Record Check (CRC) Request

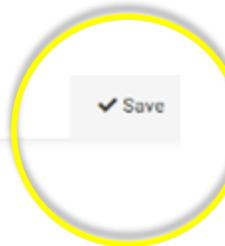
OVERVIEW NOTES

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



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.

NOTE – The role selected and the paid/volunteer status drop-down selection must match. If they do not, the application may be rejected.

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.

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

CR054483

FA Check Request
Safeguarding
SUBMITTED PENDING COMPLETION
Starts 22/05/2025
Ends 22/05/2124

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) R054590

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

Criminal Record Check (CRC) R05458

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	‘COMPLETE (PASSED)’	‘ACTIVE’
The check is under review by British Rowing	‘COMPLETE (UNDER REVIEW)’	‘PENDING APPROVAL’
The application has been withdrawn	‘COMPLETE’	<i>No Credential created</i>
The application has been cancelled	‘CANCELLED’	<i>No Credential created</i>