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Ministry  
of Defence

## DBS-NSV Customer Bulletin

Issue 2 June 2014

### Advice and Guidance for Vetting Sponsors

#### **URGENT APPEAL:**

When completing the Sponsor e-form please ensure that you only check the NATO/EU boxes if the subject requires these additional clearances (to go to NATO/EU bases outside the UK) on top of the DV/SC/CTC you are requesting.

We have now improved automation on Cerberus which means these checks are done over an interface as soon as the form is submitted. Failure to complete this section correctly will result in additional checks being completed with increased costs and processing times.

#### **DBS Contact Centre—Call Management**

To assist us with reducing the number of calls and emails from subjects chasing their clearances and then our Contact Centre being unable to provide them with a timeline we are asking that Sponsors consider including the following wording in their initial correspondence with the Subject:

85% of SC and CTC applications are completed within 25 days (net).

85% of DV applications are completed within 95 days (net).

Unless you have received correspondence in relation to your application, please do not contact DBS until these target times have been exceeded.

If you require assistance in completing a request for further information, you may contact the DBS Contact Centre for Vetting.

Where additional checks are required, or further information is requested, your application is likely to be delayed.

If you have returned correspondence, please allow four weeks for this information to reach NSV and be processed. The DBS Contact Centre will be able to confirm receipt of correspondence, but will not be able to provide an update on your security clearance application.

Please check the portal regularly, as the status of your application will change to 'complete' once it has reached a conclusion. If security clearance is granted, the details will appear on the HRMS/JPA HR Systems within three days and your Sponsor will be notified.