



Guidance and Hot Topics for Vetting Sponsors

Quick Guide for Subjects on Submitting a Vetting e-Form to NSV

We now have a new leaflet for subjects giving them helpful tips to enable them to avoid technical issues and complete and submit their vetting e-form painlessly. The leaflet also includes a list of some of the information they will need to provide.

Could all Sponsors assist us by sending the link to the leaflet in their initial email to the subject when setting up the portal account.

<https://www.gov.uk/government/publications/db-national-security-vetting-submitting-a-vetting-e-form>

The leaflet contains links to detailed guidance and technical help and a check list of the information the subject will need to gather before completing the form.

Technical Support

We now have a dedicated ITMS Team who can assist subjects with technical issues with the Vetting e-Forms.

When telephoning our Contact Centre (01904 66 2644) Subjects will now be able to select options specific to their technical issues and will be directed to the most appropriate team to help with their enquiry.

They can also contact the team direct at the following email address:

DBS-NSV-TechSupport@mod.uk

Contacting DBS-NSV

Our Vetting Teams have recently reported a significant increase in Sponsors contacting them direct via email and telephone requesting case status information.

These enquiries take the case workers away from processing the vetting clearances and they will usually have to redirect the enquiry through to our Contact Centre delaying the response time.

Sponsors and Subjects should only contact the Case Worker in direct response to a vetting enquiry from them. All other enquiries should go via our Contact Centre for vetting:

Email: DBS-NSV-CustomerEnquiries@mod.uk

Tel: 01904 66 2644

RFC 80 – HTML e-Form

We are about to enter the first phase of testing for the new HTML versions of the vetting e-forms.

There are 4 phases in total – they are:

- Sponsor Form
- CTC
- SC
- DV

We are expecting to go live with phase 1 (Sponsor Form) by the end of April 14, with a gradual roll out of the other phases finishing in the Summer of 2014.

Further information will be issued in due course.