Licence Assist for Approved Contractors

April 2020 Version 6

Contents

Licence Assist for Approved Contractors

Licence Assist will:

- Allow you to fill in and pay for applications on behalf of your staff
- Keep you informed when we grant a licence to one of your staff
- Enable you to check the licensable status of licence holders

How can I set up a *Licence Assist* business account?

You will need to set up an online business account in order to use our *Licence Assist* service. Login credentials from our old site will not work, you need to use a new username and password.

1. Nominate a 'super user'
    a. You need to set up business users to submit and manage the licence applications you make on behalf of your operatives
    b. Each business must have at least one 'super user'
2. Super user to complete the set-up of the business account
    a. Click "Register for a business account",
    b. Select business account type: *Licence Pay Only* (LPO)
    c. Complete address details
3. Request an upgrade from *Licence Pay Only* to our *Licence Assist* service
    a. Log into your new business account
    b. Use the 'Contact the SIA' tab
    c. Submit a 'General Enquiry', in the text box, request to be given access to *Licence Assist*
    d. We will process your request and send you an email to confirm that your business account has been upgraded to include *Licence Assist*
    e. **Do not link to a business user or an operative before your upgrade to *Licence Assist* has been confirmed.**

Once your upgrade to *Licence Assist* has been confirmed you will able to request to link to other business users and request to link to your registered operatives and apply and pay online on their behalf.

How can I set my payment preferences?

If you are using our *Licence Assist* service you can pay for licences you submit using either a debit/credit card or by direct debit. You will need to set up your payment preferences when you set up your online business account.

To set up your payment preference:

1. Select 'Business account' in the business online account and set your payment preference (card or direct debit)
2. If you wish to pay by direct debit, you will need to add your bank details and print and post the signed copy of the direct debit mandate to us
    a. We will inform you when this has been set up, you should allow 10 working days, in the meantime you can complete applications and pay for them using a credit or debit card.

Linking

Once you have received confirmation that your upgrade to *Licence Assist* has been completed you will able to request to link to other business users and operatives. **To accept a linking request, the business user or operative must have already registered for their SIA online account before the request is sent.**

Linking to Business Users

Business Users are people within your organisation who manage licence applications. There are three types of business user:

- Super User
- Operator
- Administrator

These users have different permissions in the business account.

	Super User	Operator	Administrator
Invite business users to link	✔		✔
Invite operatives to link to your business	✔	✔	
Make and pay for applications on behalf of linked operatives	✔	✔	
Manage linked operatives' licences	✔	✔	
Manage the details of the business online account, including payment details	✔		✔
Make and maintain watchlists in our *Licence Status Checker* tool	✔	✔	✔
Manage correspondence between your business and us	✔	✔	✔

To invite additional business users to link, the Super User must:

1. Send a linking invitation from their business account. Business users must have already registered for an account using their business email address and can only be linked to one business.
2. In the 'Business Users' tab, select 'Invite a Business User'. Enter the details of other people involved with the administration of licensing and 'Send Invitation'. This will send the invite to the relevant business user by email.
3. The invited business user will receive an email requesting them to sign into their online account and either accept or decline the link
4. The final stage in this process requires a different business user type (Super User or Administrator), to confirm the link in the 'Business Users' tab.

Please note:

- A request for a business user to link to the business will time out after 48 hours. If it is not accepted a further request will need to be sent.
- The 'Super User' or 'Administrator' is responsible for removing business users from the system, for example if the individual has left the business and no longer requires access to the business account.

Linking to Operatives

Linking to operatives allows Super Users and Operators to make applications on behalf of the operative. Operatives can only be linked to one business. To link to an operative you must do the following:

1. In the 'People' tab, select 'Invite an Operative to Link'. This will send a request to link to their personal online account. This needs to be sent to the same email address the recipient is using for their online account.
2. The operative will need to register for an online account before they can accept the link.
3. The linking request will time out after 48 hours; if it is not accepted a further request will need to be sent. Operatives who have not yet accepted a sent link will show as 'Pending' in the 'People' tab of your business account.
4. At the point of linking the operative is asked to confirm that they are content to provide this consent by accepting the terms provided in the linking process.
5. After successfully completing the linking process, the business will be able to see that individuals' data. The business will not see any applications created/submitted before they link to the individual, or any applications created by the individual **after** they have linked. The business will be able to see personal information for any linked individual by starting a new application for that individual, as this information is automatically completed in the application
You will not be able to submit an application on their behalf until they accept the linking request.
6. Should your operative decide they want to de-link from your business, they can do this from the 'My Details' tab in their personal account. Your business will be alerted by a notification in your business account. The de-linked operative will be listed in your 'People' tab and their licence details will be removed from the 'Licences' tab.

Completing Licence Applications

What You'll Need To Do

Through your business account you are able to apply, on the behalf of your operatives, for new and additional licences or renew existing ones. Prior to making an application you must ensure the individual you are applying on behalf of is linked to your business.

Enter all of the required information, submit and pay for the application. Before the application is submitted, the operative will also be able to enter information into the application through their personal online account. Payment for licence applications can be made by direct debit, credit or debit card, through your online account.

Action	New application	Renewal	Additional Sector
Operatives' details	Provide all	Verify current	Verify current
Submit application	✔	✔	✔
Pay for application online	✔	✔	✔
Operative to visit post office	✔	✔	✔
Licence decision notification	✔	✔	✔

Operatives' details

When submitting a new application, you will have to provide all of the details for the operative.

When completing a renewal or second sector licence application, parts of the operatives' details will be matched with their previous account, and pre-populated. This will need to be verified and updated if necessary (e.g. new passport number).

Next Steps

Once you have submitted the application, the individual will receive a notification in their online account to confirm their next steps.

Please click the link below for details on what documents can be used to verify the applicant's identity and address.
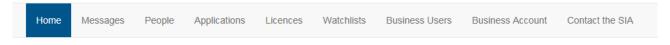
https://www.sia.homeoffice.gov.uk/Pages/licensing-id-checklist.aspx

What We'll Do Next

1. We check the information you have given us against the information we already hold and information held by other government agencies.
2. We use all of this information to decide whether the operative meets our published licensing criteria. If we judge it necessary to refuse their licence application we will write to them to explain why (you will not receive anything from us at this time). They will then have 21 days from the date on our decision letter to provide a response.
   a. **If we do not receive a response within the 21 days** the decision to refuse the licence will automatically take effect. You will receive an email copy of the letter that we send to the operative confirming this.
   b. **If we do receive a response within the 21 days** we will give it due consideration, and will write to the operative to inform them of our decision. You will receive an email copy of the letter that we send to them.
3. You will receive a notification of the licence decision in your messages. The link between you and the operative is broken after the licence decision, so the applications and licences for the operative will not be displayed.
4. We aim to process 80% of correctly completed applications within 25 working days. The process may take longer than this if an application is incomplete or we need to undertake further checks – for example, if the operative has to provide evidence of a criminality check from overseas. They and you can check the status of the application at any time by logging into our self-service website.

Your business account

On the Home Page of your business account you have a variety of options.

| Home | Messages | People | Applications | Licences | Watchlists | Business Users | Business Account | Contact the SIA |

Home

You are logged in as a business Super User. To view your personal account click "Switch" at the top of this page.

05 Linked people

01 Draft applications

00 Applications awaiting payment

01 Licences eligible for renewal

Business Details

Business Name
ALM-Bus4
Business Account Type
ALM

Information for businesses ⏏

SIA Updates

We aim to process a minimum of **80%** of all correctly completed applications within **25 working days**.

Linked people: Use this page to manage links with your operatives. You must be linked to an operative in order to perform tasks on their behalf, e.g. submit and/or pay for applications.

Once you send an operative an invitation to link, they must respond before the invite expires (48 hours) or you will need to send a new one.

The page will display the number of operatives you are linked to and who they are; forename, surname, email address, action date, actions. You are able to search for people (by forename or surname) or filter by accepted, declined, pending, withdrawn by business, withdrawn by individual.

Applications awaiting payment: This page displays a table which shows all the applications awaiting payment. Select the applications you wish to pay for and click "Pay Now". You can select and pay for multiple applications in a single transaction.

You will be able to pay by direct debit if this has been set up, or will be required to enter your credit/debit card details.

NB: Applications started by businesses must be paid for by the business and not the applicant.

Home   Messages   People   Applications   Licences   Watchlists   Business Users   Business Account   Contact the SIA

Applications Awaiting Payment

The table below shows all applications awaiting payment. Select the applications you wish to pay for and click "Pay Now". You can select and pay for multiple applications in a single transaction.

	Application No	Surname / Family Name	First Name	Date Of Birth	Role	Sector	Application Fee
☐	1976382560975	Smith	James	01 January 1964		Key Holding	£110.00
☐	1976382560976	Smith	Jane	01 January 1965		Key Holding	£110.00
☐	1976382560977	Smith	Julia	01 January 1966		Key Holding	£110.00

Pay Now

Back to Applications

Licences eligible for renewal: This page displays a table of licence numbers that are eligible for renewal; licence number, start date, licence type, expiry date, and actions.
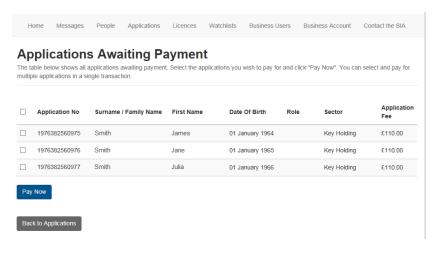
NB: An operative's licence will not show for renewal if you are not linked to them, or if they have started their application before you have linked to them.
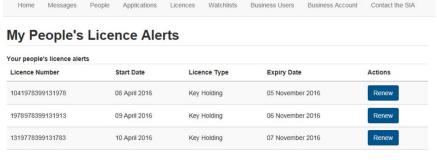
Home   Messages   People   Applications   Licences   Watchlists   Business Users   Business Account   Contact the SIA

My People's Licence Alerts

Your people's licence alerts

Licence Number	Start Date	Licence Type	Expiry Date	Actions
1041978399131978	08 April 2016	Key Holding	05 November 2016	Renew
1978978399131913	09 April 2016	Key Holding	06 November 2016	Renew
1319778399131783	10 April 2016	Key Holding	07 November 2016	Renew

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Draft applications: Use this page to manage and view applications on behalf of your linked operatives. Whilst the application is in "draft" status, both you and the applicant will be able to view and update all sections of the application including mental health and declared criminality.
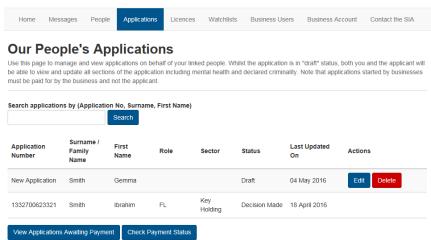
You are able to search for people (by forename or surname).

You are able to sort the list of licence applications by status: draft, submitted, Next Steps, Checks in Progress.

You can view applications awaiting payment and check the status of payments you have made from this screen.

Home   Messages   People   Applications   Licences   Watchlists   Business Users   Business Account   Contact the SIA

Our People's Applications

Use this page to manage and view applications on behalf of your linked people. Whilst the application is in "draft" status, both you and the applicant will be able to view and update all sections of the application including mental health and declared criminality. Note that applications started by businesses must be paid for by the business and not the applicant.

Search applications by (Application No, Surname, First Name)

Search

Application Number	Surname / Family Name	First Name	Role	Sector	Status	Last Updated On	Actions
New Application	Smith	Gemma			Draft	04 May 2016	Edit Delete
1332700623321	Smith	Ibrahim	FL	Key Holding	Decision Made	18 April 2016	

View Applications Awaiting Payment   Check Payment Status

Status of licence applications: You are only able to see the status of licence applications for those operatives who you are linked to.
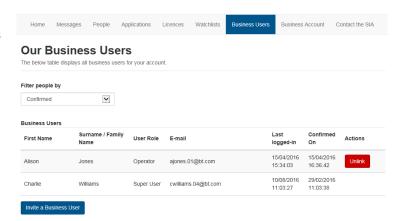
The status of licence applications made in our old system (before 6th July 2016) will not be available for viewing through a business account.

The individual who applied for a licence in the old system should register for an online account and match their data. Once their data has been matched, they will be able to check the status of their application.

If you want to understand the status of the application, you must contact the individual.

Business users: This table displays all business users for your account; first name, surname, user role, email, last logged-in, confirmed on, actions.

You are able to invite and remove a business user from this page.

Business account: This page shows your business details and payment preferences.

Messages: We will send messages to your business account to update you on applications and licences. We may also send you an information request if we require further information to support an application.

Watchlists: Watchlists are used to monitor the licence statuses for groups of people. You do not need to be linked to licence holders to include them in a watchlist.

To create a watchlist, click on the 'Watchlists' tab and 'Create a Watchlist'. There are on screen instructions which allow you to add or edit a watchlist.

It is not possible for business users to upload more than 10,000 licence holders to a watchlist.

To ensure your upload is successful the licence numbers must be in the correct format prior to uploading them. To ensure the correct format, the numbers must be pasted directly into the csv file when opened in notepad or opened in Excel. If you update your lists in excel, please ensure the file extension remains .csv and not .xls

Note that watchlists will only show licences if they appear in the public Register of Licence Holders, expired licences are displayed for three months only after the expiry date as Non Active without the licencees name.

If you upload any invalid licence numbers as part of your list, these will also not be displayed. You will receive a notification in your business account that will highlight any invalid licence numbers after your upload.

You are able to sort your watchlist by various columns; first name, last name, licence number, licence sector, role, expiry date. To do this click on the column heading (click again to reverse the order).