**Security Clearance - A guide for Sponsors, helping to reduce delays.**

**Common challenges**

Undergoing security vetting can take a little time.

However, by better understanding some of the common challenges, Sponsors can help to prevent further delays:

* + Transcription issues can impact the final clearance notification, due to an incorrect mixture of upper and lowercase, and failing to enter county names in full
	+ A lack of checks conducted by Sponsors before submitting​, to ensure details align with documents for the Applicant’s BPSS checks
	+ Incomplete Applicant postal addresses, with the Sponsor unaware of the available tools
	+ Sponsors failing to note in the application if candidates have limited access to e-mail, for example, service personnel on postings/in basic training

**Be prepared**

Sponsors are a vital part of the Security Vetting process, without a valid Sponsor, applications are unable to be considered. You must be registered and hold a valid portal account before submitting any applications to us.

Further guidance on the portal can be found on our [guidance for Sponsors](https://www.gov.uk/government/publications/uksv-national-security-vetting-solution-portal-guidance-for-sponsors) pages on gov.uk.

**Tips for Sponsors**

Helping ensure the vetting process runs efficiently:

1. Check to ensure the details provided align exactly with the supporting documents and those provided by the Applicant
2. Make sure the upper and lowercase characters are used appropriately when completing the form
3. Check to make sure the County is entered in full, for example: Buckinghamshire not Bucks
4. Make sure the postal address is included in full, consider using the Royal Mail Post Code Finder <https://www.royalmail.com/find-a-postcode> or Eire Code <https://finder.eircode.ie/#/>, to help
5. If you know the Applicant is likely to have limited access to email, note on the application when they will be unavailable, so this can be considered

**Contact us**

Please take your time to familiarise yourself with the available guidance:

* + [Portal guidance for Sponsors](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/778866/NSVS_Portal_Guidance_Notes_SPONSOR_V2.2.pdf)
	+ [Sponsor hints & tips](https://www.gov.uk/government/publications/uksv-national-security-vetting-solution-portal-guidance-for-sponsors/uksv-national-security-vetting-solution-sponsor-hints-and-tips)
	+ [Vetting Status Information
	(VSI) Guide](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/864572/20200210_-UKSV_VSI_Guide-OFFICIAL.pdf)

If you are still unsure, please contact the enquiry centre, ensuring the following information is included:

* + Your Sponsor ID (this is needed every time)
	+ Applicant’s full name
	+ Applicant’s date of birth & Case ID

Email: uksv-helpdesk@cabinetoffice.gov.uk

Phone: temporarily unavailable, please use e-mail above