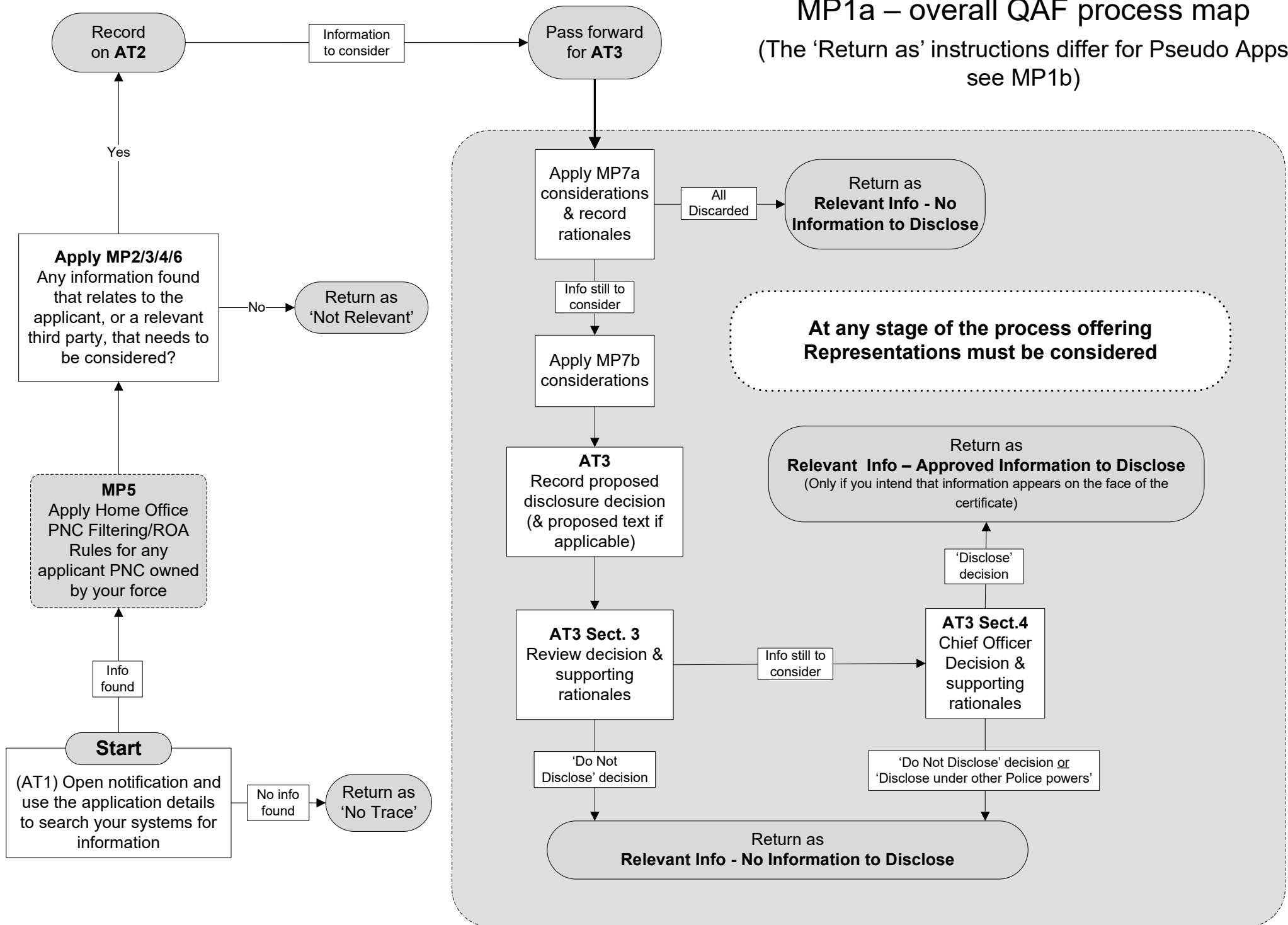


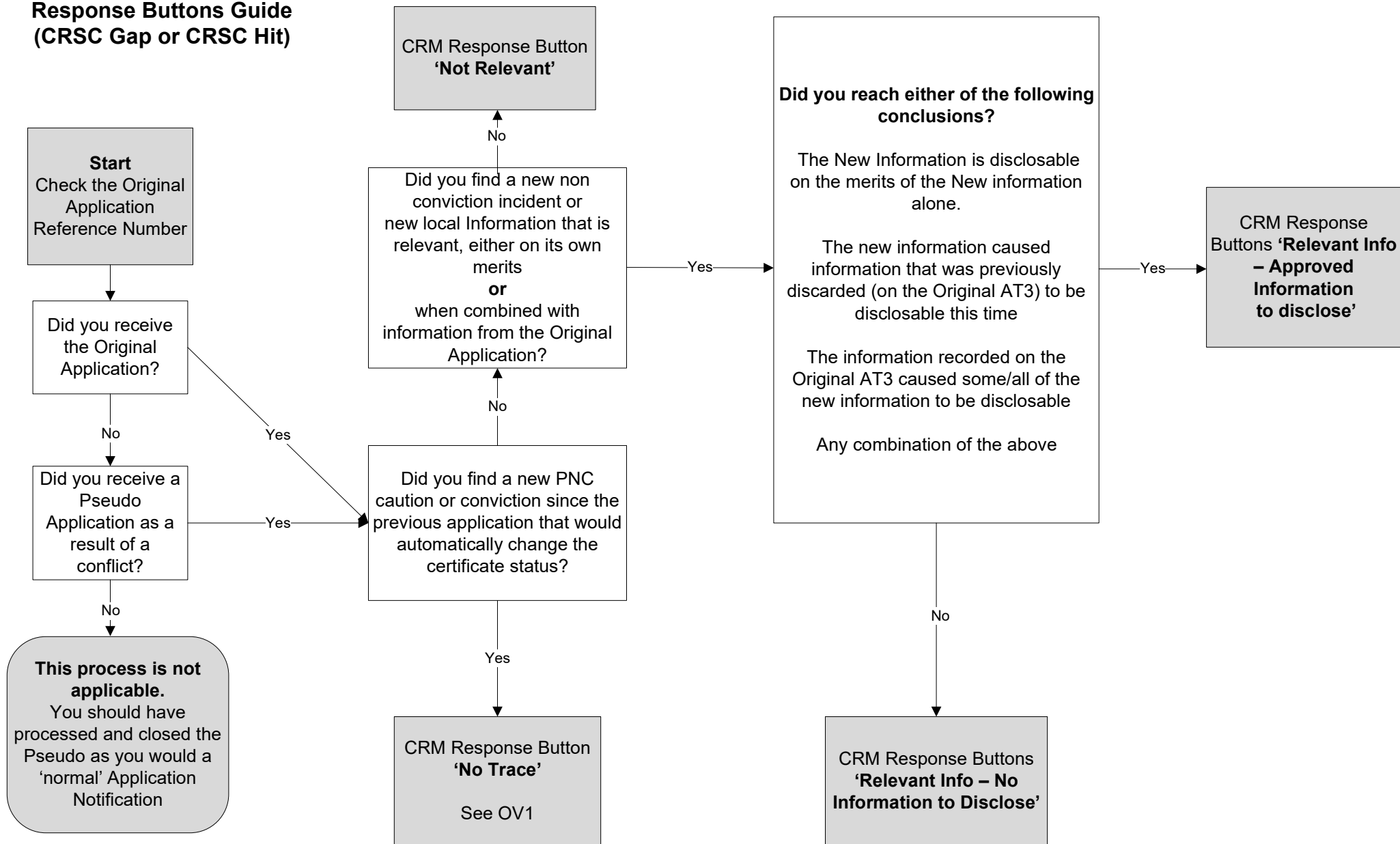
MP1a – overall QAF process map

(The 'Return as' instructions differ for Pseudo Apps see MP1b)



MP1 b - Pseudo Applications – CRM

Response Buttons Guide (CRSC Gap or CRSC Hit)



Note 1: The **No Trace** button serves two purposes when it comes to Pseudo Applications. It is used when you, genuinely, have no trace of the applicant on your systems and also when you **do** have a trace but have no new information has been recorded on your systems since the Original Application was processed. This new use of the No Trace button records that **for this Pseudo Application Notification**, you have **No (new) Trace** of the applicant since the Original Application was processed.

Guidance notes

The purpose of this product is to help determine the most appropriate CRM Response Button to use when closing/returning any Pseudo Application Notification

If your force never received the Original Application Notification, you should process the case as you would for a disclosure using MP1a

Pseudo Application Notifications - description

There are two types of Pseudo Application Notifications (Pseudo's), each is prefixed by the acronym 'CRSC' in the Application Type field: **CRSC Gap** and **CRSC Hit**.

Pseudo Application notifications are only generated for subscribers to the DBS Update Service.

CRSC Gap – created to cover the 'gap' between an applicant receiving their certificate and then deciding to join the DBS Update Service (applicants have 30 days in which to do so) or where the status has been reverted following a successful dispute of the information which caused a status change

CRSC Hit – created when searches against PNC or PLX identify that the subscriber is a potential match against new/recently recorded information.

Completion of a Pseudo Application does not result in the issue of a physical certificate – even when new information has been found and you decide that it should be disclosed. In such circumstances (where you do have new information to disclose) your closure of the notification as '**Relevant – Approved Information**' will result in a change to the validity status of the certificate. No information will be passed to the employer by DBS, that will only be possible if and when the applicant applies again.

If you received the Original Application (the one used by the applicant when they joined the Update Service) and then receive a Pseudo Application Notification (CRSC Gap or CRSC Hit) you must take care to return (close) the case using the correct CRM Response Button. Failure to do so could result in:

- the subscribers profile status, for the certificate in question, being changed unnecessarily;
- a necessary change in the subscription status not being made;
- credit for the work involved in processing the case not being recorded.

Please use the flowchart **after you have completed QAF processing**, to determine which Response Button to use.

Pseudo Application response '**Relevant Info – Approved Information to disclose**' changes the status of the applicant's Update Scheme profile - no certificate is issued. You should only arrive at a '**Relevant Info – Approved Information to disclose**' result when information, **NOT** disclosed at the time of the Original Application, **NOW** requires disclosure.

For a Pseudo Application, you should **NOT** use this button to disclose **ONLY THE SAME INFORMATION** that you disclosed on the Original Application.

Conflicts – Conflicts will be raised as per standard guidance prior to the completion of the Pseudo Application Notification. Conflicts raised during the processing of a Pseudo Application Notification must not be a repeat of conflict queries that have already been resolved on the original application (Check the original application for conflict response. If you did not receive the original application proceed as normal). Conflicts do not impact on the use of the Pseudo Applications Response Buttons flow chart .