

# Completing your basic disclosure check

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The company performs background screening to ensure the safety and integrity of the workplace. To conduct this process in the most efficient and fair way possible, we have partnered with Sterling Talent Solutions.

Sterling Talent Solutions will contact you via email to request the relevant personal information and consent needed. So that your checks are completed speedily and that you are not required to submit any further information, we recommend completing the online forms as comprehensively and as quickly as possible.

## Frequently Asked Questions

### **What happens if I don't have access to the internet or don't have an email address?**

Let the Pelican HR team know that you don't have access to the internet and we can send you the paper version of the consent forms instead.

### **What questions will I be asked during the online consent process?**

The questions you'll be asked depends on the level of screening being conducted. Typical questions include your name, aliases, date of birth and address history. The system is designed to only ask you questions relevant to the screening being conducted; Sterling Talent Solutions will not collect unnecessary information from you. For this reason, please ensure that you fill out the online forms thoroughly to avoid any delays in processing your file which may affect your employment start date.

### **What if I get part way through filing out the online forms and then need to come back and finish the rest later?**

That's not a problem. You can access the eConsent forms through the emailed link and begin filling out the online forms. If you need to stop for any reason, you can simply click the save and close button in the top right hand corner. It will save the details you've entered and you can access it again when you're ready, through the original emailed link. You will only be able to access the link for 14 days and after that point the link will have expired and you won't be able to access it.

### **What happens after I submit my online consent forms?**

Once you submit your online consent forms, Sterling Talent Solutions and the company receives them and commences work on your file. Real-time results are available to specified individuals within the companies HR team, so they're aware of the progress of the screening. Should Sterling Talent Solutions require any further information during the screening process, you will be contacted and asked to provide that information. Responding quickly to any such requests will help expedite the screening process. Sterling Talent Solutions will not be able to discuss details of your results with you and so should you have any specific questions then these should be directed to the Pelican HR team.

## **What is a Basic Criminal Disclosure?**

A Basic Criminal Disclosure is a check that involves searching the Police National Computer for convictions which are not spent under the terms of the Rehabilitation of Offenders Act. It discloses all such convictions, or states that there are none.

Under the Rehabilitation of Offenders Act, certain convictions will eventually become 'Spent' so long as the person does not re-offend. Such spent offences will not appear on a Basic Criminal Disclosure. As it discloses only unspent convictions, a Basic Disclosure is available to any individual applying for, or already employed in, any position. For this reason, it is the most commonly ordered criminal disclosure and is suitable for all industries and levels of candidates.

## **What is a DVLA report?**

DVLA reports are a statement of fact concerning someone's driving history in the UK. Information reporting includes: all impaired charges, speeding, and other driving offences as well as a confirmation as to the specific categories of vehicle someone has permission to use.

## **Does Sterling Talent Solutions utilize the personal information of candidates for reasons not mentioned on the consent forms?**

Sterling Talent Solutions will only ever use personal information for the use of background screening and, in that process, takes all the relevant measures needed in order to handle and dispose of private information securely. Sterling Talent Solutions has strict policies in place to safeguard the information submitted and these can be viewed in full at the following address:

[https://www.sterlingtalentsolutions.co.uk/about/privacy\\_policy/](https://www.sterlingtalentsolutions.co.uk/about/privacy_policy/)

## **Further Questions?**

If you have any further questions that have not been addressed thus far, please contact Sterling Talent Solutions on 0208 741 0000 and select option one. Or else email [customersupport@sterlingts.com](mailto:customersupport@sterlingts.com)

Alternatively, you can contact the Pelican HR team on 01225 528 191.