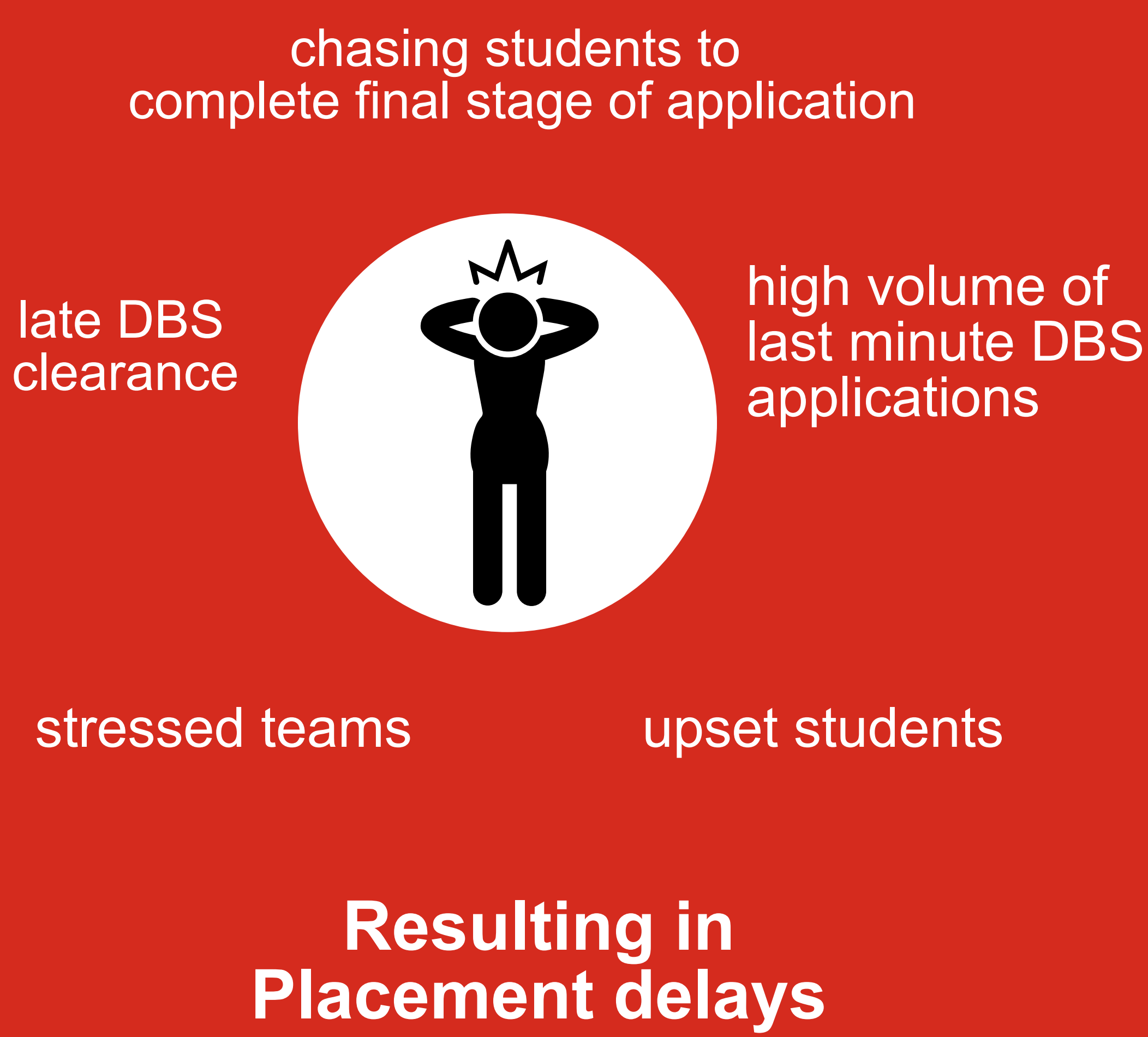


# One-Stop-Shop for DBS applications

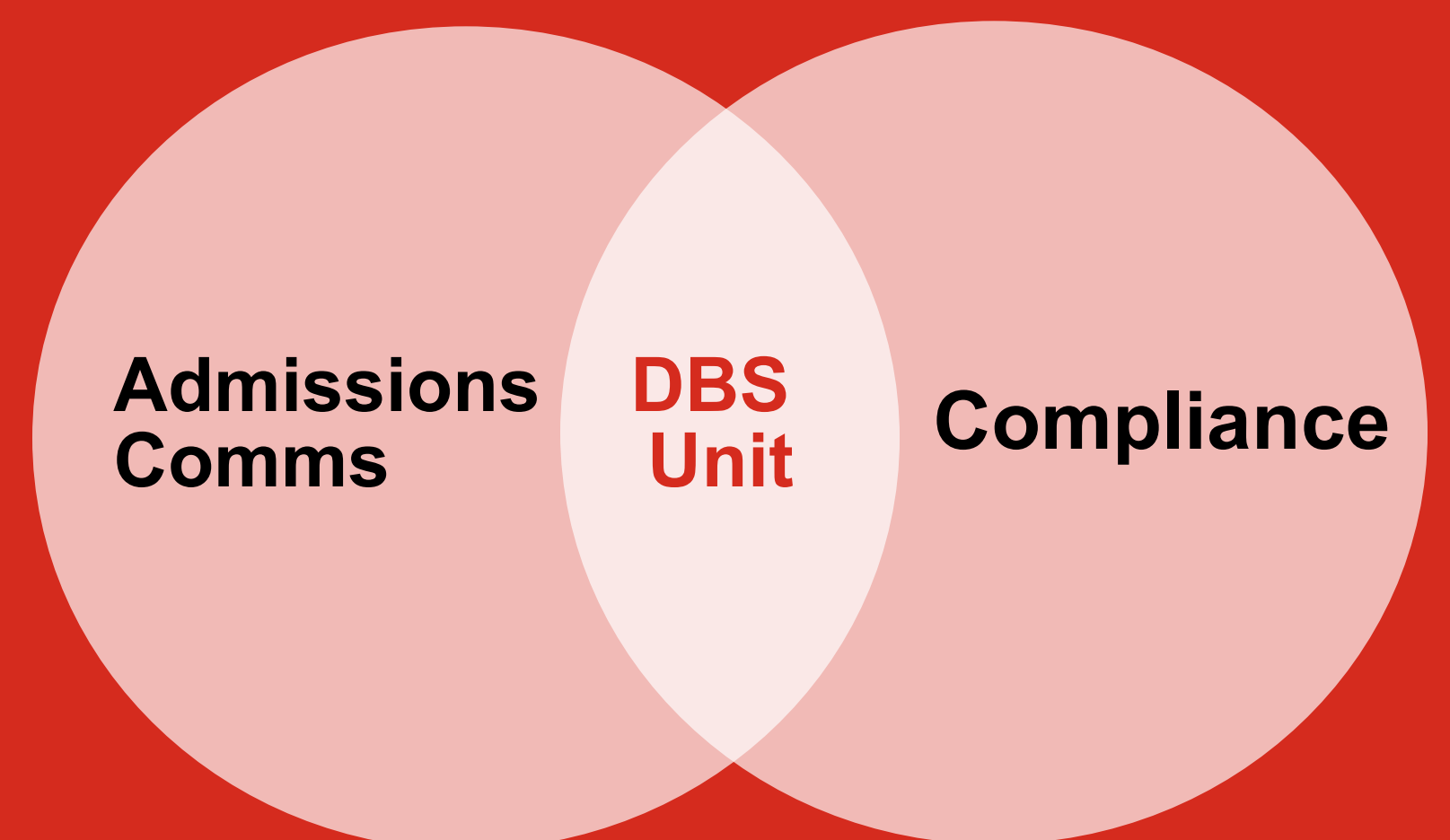
The Disclosure and Barring Service check (DBS) is required by some members of staff and students who will carry out a work placement during their studies where they might be working with children and vulnerable adults

## Before the changes...

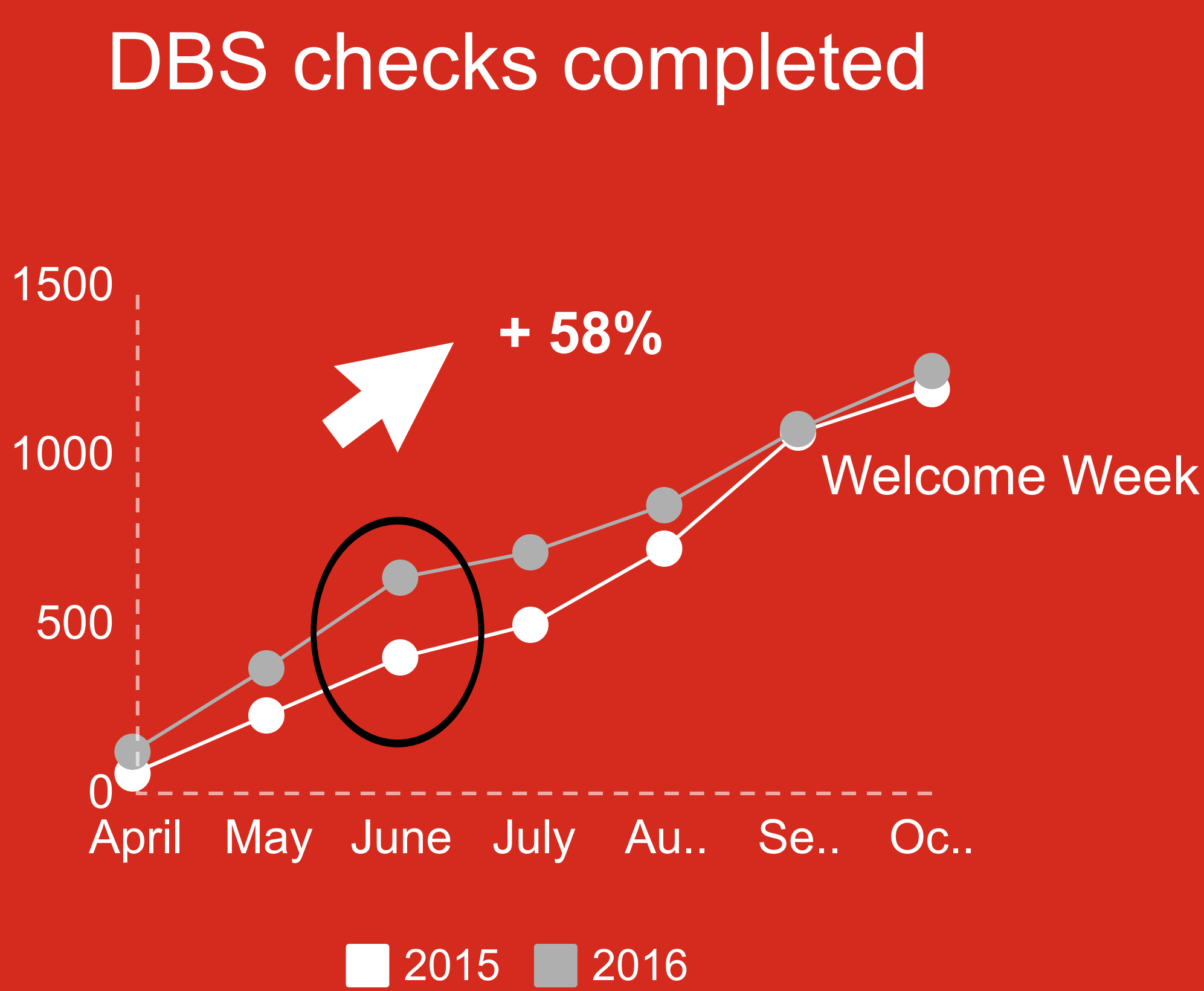


## Top 3 Changes

- Co-location and close collaboration between Admissions Communications and Contracts&Compliance
- Supporting applicants with the completion of the DBS application on campus in one visit
- Encouraging applicants to complete their DBS applications as early as possible



## The Impact...



- Lead time for completing a DBS application from several weeks to 1 day (at DBS ID check)
- Less time needed to chase applicants to complete their DBS application
- Fewer placement delays caused by late DBS applications
- Less stress for applicants & students
- Improvements allowed the team to take on additional tasks, such as university wide overseas police checks and DBS update service for students

## Small Changes... BIG Difference

Applicants and Students say...



- Clear process between Admissions and Compliance
- One location
- Better communication
- Less time spent chasing final stage of application
- Sharing data for planning

## ... Impact on Teams

*'It is a much more efficient process.'*  
*'knowing each other better'*  
*'working more closely together'*  
*'if we have a question we can just walk over and ask'*  
*'understanding and appreciating each other's workload and the impact on the student and staff when considering the end-to-end process'*

## How did we do it?

- Involving the right people
- All ideas welcome
- Identify Improvements big AND small
- Creating a standardised process and procedures
- Plan of Action
- Time and space to review
- Shout about it!
- Celebrate improved service

Source:

Student feedback collected by DBS Unit  
Feedback from Admissions Comms and Contracts and Compliance Team