

**PVG FAQs**



Q. Does every volunteer require a PVG?

A. If they will be working with children and/or protected adults; YES.

Q. Are we still using the paper forms when applying for PVGs?

A. No, all applications are now processed online using the attached form. All paper forms can be destroyed.

Q. Whose details go on the PVG application form?

A. The details of the person applying to be a volunteer go on the PVG application form along with a note of what identification you saw. When the volunteer comes to complete their part of the application, by following the link they receive from Volunteer Scotland Disclosure Services (VSDS), the details they give should match exactly those on the application form.

Q. What happens if the information given by the volunteer doesn't match that submitted on the PVG application?

A. An example of this would be if the volunteer's date of birth was incorrectly entered on the application form. Once the volunteer has filled out their details online it would be flagged as not matching the original form. In this case, an email would be sent to the Safeguarding Secretary who will then communicate this to the applicant and/or PSC. A copy of ID showing the applicants DOB should be sent to the Safeguarding Secretary and forwarded to VSDS. Once resolved the application is processed as normal.

This happens more than you think and is easily done!

Q. How long does a volunteer have to complete their online application?

A. VSDS will send an email to the volunteer containing a link for them to follow to complete their application. This often goes into their 'Junk' folder, so it is worth warning them to check this folder. This link comes with a 14-day expiry period and 2 reminders will be sent out. The first will be 9 days prior and the second 2 days prior, to the expiry date. The Safeguarding Secretary will also receive an update from VSDS and will send an email to the volunteer and PSC informing them that the link has been sent.

Q. What if the volunteer doesn't complete their application in time?

A. If the volunteer misses the expiry date the PVG application will need to be re-submitted to VSDS to be processed again.