



south dublin county volunteer centre

eVetting Policy and procedures

eVetting Service

statement of policy

It is the policy of South Dublin County Volunteer Centre to provide a Garda Vetting Service for not-for-profit voluntary organisations. This service will be managed by appropriately trained personnel to ensure the individuals privacy and confidentiality and the integrity of the information. To achieve this systems will be put in place to ensure that individual's information is carefully managed at all stages of the vetting process. In addition organisations wishing to avail of this service must:

1. Register with South Dublin County Volunteer Centre to avail of the service.
2. Have a designated Garda Vetting Contact Officer (GVCO) in place.
3. Have Data Protection/Confidentiality and Garda Vetting policies in place internally to ensure that all information gathered in the vetting process is used in a correct and appropriate manner.
4. Have no access to Garda vetting by any other means.

Purpose

To purpose of this policy is to provide a framework and assign responsibility for ensuring a timely and confidential Garda vetting service is provided for individuals availing of the service through relevant organisations.

Scope

This policy applies to all authorised staff and relevant organisations registered to avail of the service.

Responsibilities

Board/Steering Committee

- Ensuring resources are in place to carry out the service.
- Ensuring the Policy and Procedures are adequate, up-to-date, in line with legislative requirements and regularly reviewed.

Manager

- Assisting the Board/Steering Committee to develop, review and approve the policy and procedures.
- Ensuring only appropriately trained personnel engage in activities associated with providing the service.
- Monitoring the implementation of this policy and associated procedures.
- Dealing with concerns arising out of the implementation of this policy.

Staff

- Complying with the requirements of the policy and associated procedures.
- Creating and maintaining full and accurate records of all activities associated with the service.
- Handling information with care and respect so as not to compromise there integrity.
- Preventing unauthorised access.
- Bring any observations or concerns to the attention of the manager that may require updates to the policy and procedures.



Procedures

2.1 Confidentiality and Security.

Purpose

To ensure that information is managed in a consistent, secure and confidential manner.

Staff Involved

Manager, Liaison Person

Procedure

1. A member of staff will be appointed as the Liaison Person.
2. The staff member(s) will attend training provided by the National Vetting Bureau.
3. Ensure affiliate organisations meet all requirements to avail of the service.
4. An email account will be created specifically for the Garda vetting service - accessible by authorised personnel.
5. Computers should be password protected and only accessible by authorised personnel.
6. Ensure the e-vetting tracking sheet and confidential information is password protected.
7. Vetting invitation information will be deleted from salesforce on a 6 monthly basis
8. Ensure disclosures are only sent to the designated GVCO in the affiliated organisation.
9. Only download one PDF copy of a disclosure from the e-vetting system for processing – Disclosures are only available on the system for 30 days.
10. Permanently delete disclosures from the One Drive 60 days after download.
11. Information should be deleted as per the retention schedule.

Records

Liaison Person Role description, Training Records, Service Level Agreement, Garda Vetting Contact Officer Form, Emails, Computer Records, Retention Schedule



2.2 Signing Up Organisations

Purpose

To ensure that all the required actions are carried out when signing up an organisation to the Garda vetting service.

Staff Involved

Manager, Liaison Person

Procedure

If an organisation makes contact and is interested in signing up for the service the following information should be sought:

1. Have they used the Garda Vetting service previously?
2. Are they non-profit? (If not we cannot provide a service. Ask to explain why they require a Vetting Service. If feasible they need to write to the NVB)
3. Where is their organisation located? (if outside our catchment area refer to relevant Volunteer Centre)
4. Do they have a current Garda Vetting service? If yes are they allowed to disengage?
5. Are they a CE Scheme? If the organisation is a CE scheme, check with the Department of Social Protection that the scheme is active and can be added for vetting services.

Once it is established that the organisation can avail of the service:

- Advise the organisation that they must have a designated GVCO who must attend training on the Children and Vulnerable Persons legislation and e-vetting process.
- Obtain a contact name, email address, telephone number and postal address.
- Add their details to Garda Vetting workshops waiting list.
- Forward them the Garda Vetting Service sign up information.
- Once a new workshop date has been added email details to the contact person.
- Once the designated GVCO has attended training, a Service Level Agreement (SLA) is sent to the affiliate organisation for completion and signature.
- On return of the completed SLA the Liaison Person also signs the agreement. (Vetting cannot start until the signed documents are received).
- The affiliate organisation's name and address is then sent to the National Vetting Bureau (NVB) to register them on the e-vetting system. The affiliate organisation's name is also added to the dropdown menu in Survey Monkey.
- The organisation are sent a welcome/induction email with the following (template in Salesforce):
 - The SLA for their organisation.
 - NVB1 Vetting Invitation
 - NVB3 Parent/Guardian Consent Form – Persons 16-18 can be vetted with parent/guardian consent.
 - Affiliate training pack
 - The link and password for SDCVC vetting website so the affiliate organisation can commence inputting the information from the paper vetting invitation.
 - Confirm processing timeframe for correct applications.
 - Advice on how to deal with user queries.
 - The link to the NVB's website for the user guide and help section.

2.2.1 Vetting for Sole Traders

The NVB recommend that all sole traders can use the United Vetting Alliance which is specifically aimed at providing vetting to individuals.

Records

Training Sign In Sheets, Emails, Service Level Agreement, Designated Garda Vetting Officer Form, Organisation Records.



2.3 Vetting Invitation

Purpose

To ensure that all the required actions are carried out when processing the vetting invitation.

Staff Involved

Liaison Person, Clerical Officer

Procedure

2.3.1 Check Affiliate Organisation

- Check that the organisation is registered for the service.
- Check that access to the service has not been revoked.
- Check that there are details of a GVCO for their organisation.

2.3.2 Sending the Invitation

Information from the paper vetting invitation is received from the affiliate organisation into our salesforce master.

1. Review the information for any omissions e.g. role description; date of birth; email address; date of consent; parent/guardian consent form if required.
2. If there are omissions or an unclear role contact the GVCO to report omissions and obtain the correct information.
3. Log into the e-Vetting system (<https://evetting-portal.garda.ie/user/Login>) and select Invite Subject.
4. Copy and paste details from salesforce email into the relevant fields.
5. Under Affiliate Information - Application Submitted on Behalf of Affiliate select yes
6. Then select the relevant Affiliate Organisation from the drop down list.
7. Under the Declaration of Consent section tick the box and insert the date of consent as provided through survey monkey.
8. Press next and a preview of all entered information will appear. Double check that all details match (particularly the date of birth and email address).

2.3.3 Invitation Due to Expire

- Vetting subjects are emailed reminders by the NVB to complete their online Garda Vetting form.
- Nine days before an invitation is due to expire an email will be sent from the NVB.
- Organisations are invited to contact us to get an up to date list of all outstanding vetting forms but our policy to date is to note actively contact organisations with lists due to expire.

2.3.4 Invitation Expired

- When an application has expired an email will be sent from the NVB.
- Search for the applicant on the e-Vetting trackers.
- Organisations are invited to contact us to get an up to date list of all outstanding vetting forms but our policy to date is to note actively contact organisations with lists due to expire.

Records

Service Level Agreement, Garda Vetting Contact Officer Form, Computer Records, Emails, Salesforce



2.4 Reviewing and Submitting the Application

Purpose

To ensure the correct information is received and submitted to the NVB,

Staff Involved

Liaison person

Procedure

2.4.1 Completed Garda Vetting Form

- When a vetting subject has completed a Garda Vetting form an email will be sent by NVB informing the VC of the completion.
- Login to e-Vetting and select Last 500 for Review.
- Under the status column click on Application awaiting review by registered organisation to view the information inputted by the vetting subject.
 - Check details have been entered correctly and there are no gaps.
- If details have been entered correctly press submit.
 - Open relevant e-Vetting tracker and search for vetting subject.
 - Input the date submitted under the Application Reviewed and Submitted to NVB column.
- If the details have been entered incorrectly Cancel & Resend Invitation, inputting a reason when requested.

2.4.2 NVB Request for Further Information:

- Call the GVCO for the organisation who requested the vetting.
- If they cannot be reached by phone email them. (Leave the NVB information request email in the inbox as a reminder to follow up).
- Once the information has been obtained email the NVB with the requested information
- Track all queries on the GVCO record in Salesforce

2.4.3 Queries about the Application Status:

- If the application is still within normal turnaround time, check the status on the e-vetting system. The vetting subject's status can be tracked by searching for them on the e-Vetting system.
- If the application exceeds normal turnaround time, email vetting@garda.ie for an update.
- Explain to the affiliate organisation that the NVB cannot provide any further information on an application other than the status due to confidentiality.
- If requested, inform the Affiliate Organisation that they can use the vetting subject's ID and date of birth to track the status online using: <https://vetting.garda.ie/Track>
- If requested, inform the vetting subject they can click on the link received in the original Invitation email to check the status of the application

2.4.4 Cancelling an Application

2.4.4.1 VC Cancellation

Once an Invitation has been sent the application can be cancelled if required. However an application cannot be cancelled once it has been submitted to the NVB for processing. To cancel an application at this stage the NVB need to be contacted directly.

To cancel an application:

- Sign into e-vetting and search for the vetting subject under Advanced Search
- Click on the NVB reference number to view the Application Status History.

- Scroll down and select Cancel Application. Give a reason when prompted.
- In the relevant e-Vetting tracker excel under the Invitation Sent column enter “Cancelled” and the date. In Notes state the reason.
- An email will be sent to the Vetting inbox stating the reason given.

2.4.4.2 Vetting Subject Cancellation

Once an Invitation has been sent the vetting subject can cancel their application.

- An email will be sent stating the reason for the cancellation as given by the vetting subject.
- In the relevant e-vetting tracker excel under the Invitation Sent column enter “Cancelled” and the date.
- In Notes state the reason.
 - If no reason was given or the reason given is unclear contact the GVCO for further information.
 - If a vetting subject cancels because they no longer require vetting contact the organisation to ensure they are aware.
- Occasionally vetting subjects will cancel an application by accident, if this occurs reissue a new invitation.

Records

Computer Records, Emails, Salesforce

2.5 Processing Disclosures

Purpose

To ensure that processing disclosures is carried out in a confidential and secure manner and are only processed by authorised personnel.

Staff Involved

Liaison Person

Procedure

2.5.1 Download and Send

Once a disclosure is available to view an email will be sent from the NVB.

1. Access the disclosure on the e-vetting system.
 - Log into the e-vetting system and search by Application Status.
 - Click on the status which reads Application Process Completed.
 - Click on Click here to View a PDF Copy of Disclosure online.
2. Download the disclosure PDF to the Disclosures to Process folder.
 - Do not change the default file name which should be the NVB reference number.
 - If downloading multiple disclosures create an individual folder for each organisation to download the disclosures into.
3. Log the date of receipt of the disclosure.
 - Open relevant e-vetting tracker excel and search for the vetting subject.
 - Insert the date the disclosure was sent into the Disclosure Sent column.
4. Send the disclosure to the affiliate organisation.
 - Check the tracker sheet for the email address of the GVCO for the relevant organisation.
 - If there are numerous contact officers for an organisation ensure you send to the GVCO.
 - Check that the disclosure was attached to the email.
 - Permanently delete the attachment and save the email.
 - Advise the GVCO that the result is only available on the e-vetting system for 30 days.

2.5.2 Processing a Disclosure Dispute.

1. Advise the GVCO to submit the reasons for the dispute in writing.
2. Once received forward to the NVB.
3. Once received from the NVB forward the additional information to the GCVO.

Records

Computer Records, Emails, Salesforce



2.6 Dealing with errors

Purpose

To ensure that a record is kept of all errors in vetting system submitted to VC, to allow us to track patterns of errors.

Staff Involved

Liaison Person, Manager

Procedure

1. When Vetting Subject contacts the volunteer centre and notes they can't login to system, Liaison person records the issue with error on the Salesforce system.
2. If volunteer can't login - but have received initial email, error is most likely with DOB.
 - Check DOB with Vetting Subject
 - If correct, cancel invitation and begin process again.
 - If **incorrect**, you must check the date of birth with the affiliate to ensure that the error is on the affiliate side rather than taking the word of the volunteer i.e you are checking against the documents used to establish identity.
3. If issue is problem with volunteer not being able to use the system, offer them support in the first instance but in the main, refer them back to the affiliate for support.
4. If there are constant issues with an organisation submitting incorrect invitation details, alert your line manager as it may require re-training on the part of the affiliate.

Records

Computer Records, Emails, Salesforce

Version Control

Doc No	5	Version No.	1
Last Reviewed	Sept 17	Approved By	Board
Next Review	Sept 20	Responsibility	Board