



SERVICE LEVEL AGREEMENT

Between

AccessNI

and

[Name of organisation]

Month 2025

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Section 1 – The Agreement

Introduction

- 1.1 The purpose of this agreement between AccessNI and **xxxxxxxxxx** is to set out the terms under which **xxxxxxxxxx** can be designated as a “Responsible Body” within the AccessNI Basic Disclosure scheme.
- 1.2 This agreement is made on **xxxxxxxxxx 202x** and will commence at the same time.
- 1.3 Unless the Agreement is specifically amended, altered or withdrawn, it will be automatically agreed to have rolled over on the 1st April each year.

Background

- 1.4 Under section 112 of the Part V of the Police Act 1997, any individual can make an application to the Justice Minister for a criminal conviction certificate containing details of their “unspent” convictions (i.e. convictions considered to be unspent under the Rehabilitation of Offenders (Northern Ireland) Order 1978) or indicating they have no such record. In Northern Ireland such applications are made to AccessNI and are called “Basic Disclosures”.
- 1.5 For those employers who require a substantial number of Basic Disclosures each year, AccessNI is prepared to grant “Responsible/Umbrella Body” status to these employers. This is an administrative arrangement that enables the employer/Umbrella Body to conduct the required checks on identity documentation for potential employees/volunteers, and countersign applications for Basic checks.

Scope

- 1.6 The terms of this agreement shall not be varied or amended unless agreed to and confirmed in writing by authorised representatives of AccessNI and **xxxxxxxxxx**. AccessNI may, giving appropriate notice, withdraw an organisations designation of “Responsible Body” status.

Assumptions

1.7 This agreement is based on the following assumptions:

- That xxxxxxxxxx only requires Basic Disclosures in terms of those:-
 - who may seek employment or a volunteer position with them;
 - who may seek employment or a volunteer position with client organisations;
- The Responsible/Umbrella Body agrees to set up an Account with AccessNI to handle the payment of all Disclosure Applications;
- The Responsible/Umbrella Body will only submit applications to AccessNI using the on-line portal on the nidirect website;
- The Responsible/Umbrella Body requests all applicants, or their designated representative, to create their own nidirect account for completing the basic disclosure e-application;
- The Responsible/Umbrella Body will process a minimum of 20 basic disclosure applications each financial year;
- Basic Disclosure checks are based on a search of all relevant UK databases; and
- That the information supplied on applications has been verified by the Responsible Body, and is correct.

Section 2 – Roles & Responsibilities

2.1 AccessNI will:-

- Grant **xxxxxxxx** designation as a Responsible/Umbrella Body;
- Require the Responsible/Umbrella Body to verify identity information uploaded to the AccessNI Basic online application in relation to persons seeking employment or a volunteer role with them;
- Provide a Basic Disclosure check on the basis of information supplied on the on-line application;
- Issue a monthly invoice to the Responsible/Umbrella Body for the Disclosure certificates that have been issued during the month;
- Ensure a Privacy Notice is in place in line with the new Data Protection Act 2018;
- Send a Disclosure Certificate to the applicant. Where the applicant has given permission, the information will be sent to the Responsible/Umbrella Body;
- Issue a digital disclosure certificate to the applicant unless criminality information is disclosed or the applicant specifically requests a paper certificate to be issued - paper certificates will only be issued to UK addresses;
- Provide 95% of Basic Disclosure checks within 14 calendar days;
- Provide a Customer helpline for queries (via NI Direct Call Centre);
- Provide a dispute service where those receiving a criminal conviction certificate are in disagreement with its contents; and
- Check that Responsible/Umbrella Body is complying with the terms of this SLA by undertaking periodic compliance audits.
- Review the Responsible Body network to ensure all organisations process the minimum threshold of 20 basic disclosure applications during the period 1 April to 31 March each year.

2.2 xxxxxxxxxx will:-

- Agree to become a Responsible/Umbrella Body;
- Ensure that the subject of a disclosure is aware that a Basic check (or re-check) is required for a position in the organisation before they apply for the role;

- Retain signed documentary evidence (for at least 90 days) that an applicant has agreed to undertake a Basic check;
- Ensure two acceptable identity documents from **Annex A** to this document have been uploaded to the AccessNI online basic application.
- Thoroughly check the identity documentation to ensure full and accurate information has been provided on the AccessNI online Basic application.
- Countersign and submit all Basic disclosure applications to AccessNI using the appropriate e-applications tool on the NI Direct website;
- Process the minimum of 20 basic disclosure certificates each year between 1st April and 31st March.
- Pay AccessNI invoices within the 30 days of the date of issue (as per AccessNI credit terms);
- Ensure all applicants or client organisations are provided a copy of or a link to the AccessNI Privacy Notice. This is currently in place on the AccessNI website for all individuals/clients submitting e-applications.
- Obtain written permission from the individual applying for a Basic Disclosure if the certificate is to be delivered to the address of **xxxxxxxxxx**. Without such permission the Responsible/Umbrella Body will be in breach of the Data Protection Act (DPA) 2018;
- Have a written policy on the suitability of ex-offenders for employment in relevant positions that should not unfairly discriminate on the basis of conviction or other information disclosed. Prior to applying for a position all applicants should be made aware of this policy and it should be made available to them upon request. In the case of those carrying out an umbrella function, all applicants in the client organisation should be made aware of this policy prior to applying for a position and it should be made available to applicants on request;
- Accept an AccessNI digital disclosure certificate but where a paper certificate is required recruitment material will reflect this requirement;
- Ensure that Disclosure information is not passed to persons not authorised to receive it;
- Ensure that Disclosure information is only made available to those who need to have access in the course of their duties;
- Securely store Disclosure information;
- Have a written policy on the Secure Handling, Use, Storage and Retention of Disclosure information. Prior to applying for a position all applicants should be aware of this policy and it should be made available to them upon request and, in the case of those carrying out an umbrella body function, all applicants in the client organisation should be made aware of this policy prior to applying for a position and it should be made available to applicants on request.

- Protect AccessNI Reference Numbers that have been allocated to the Responsible/Umbrella Body and its authorised Post holders;
- Either return original Disclosure Certificate to the Applicant or agree with the Applicant (in writing) the period for which the organisation will retain the original Certificate;
- Comply with recommendations arising from AccessNI Compliance Audits;
- Provide AccessNI with advance notice of any changes in the status or constitution of the Responsible/Umbrella Body that will impact on the working relationship with AccessNI;
- Manage the on-line account on the NI Direct portal for the Responsible/Umbrella Body, ensuring:
 - All information pertaining to the Responsible/Umbrella Body is up to date;
 - All information pertaining to additional Countersignatories is up to date;
 - Countersignatories no longer required by the Responsible/Umbrella Body are immediately removed from the list of Countersignatories;
 - Countersignatory login details are never shared with anyone who isn't a signatory;
 - Countersignatory login details are only used to verify and submit applications to AccessNI. They will never be used to create or complete an e-application on behalf of an applicant.
 - A unique e-mail address is used for each new signatory who registers as a countersignatory.
- Ensure all Countersignatories operate within the terms and conditions of the AccessNI Service Level Agreement.

Section 3 – Nominated Representatives

AccessNI and **xxxxxxxx** authorise the following officers to undertake the day to day administration of this Agreement

1 AccessNI Authorised Officer

Name	Heather Gallagher
Address	Block 4, Knockview Buildings, Stormont Estate, Belfast BT4 3SG
Telephone	02890 523213
e-mail	Heather.Gallagher@accessni.gov.uk

2. xxxxxxxx Authorised Officer

Name	
Address	
Telephone	
e-mail	

Section 4 – Authorisation and Agreement

The Services detailed in this Agreement have been authorised and agreed by the following parties

PART A

For AccessNI

Signed



Name Heather Gallagher

Status Finance and Compliance Manager

Date

PART B

For

Signed

Name

Status

Date

ACCESSNI LIST OF ACCEPTABLE IDENTITY DOCUMENTS

Original Birth certificate (issued within 12 months of birth)	UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, eg Embassies, High Commissions and HM Forces
Certified copy of birth certificate (issued more than 12 months after time of birth)	UK, Isle of Man, Channel Islands or Ireland
Long form Irish birth certificate (issued at time of registration of birth)	Ireland
Adoption Certificate	UK, Channel Islands or Ireland
Passport	Any current and valid passport
Irish Passport Card	Cannot be used with an Irish passport, Current and Valid
Current driving licence photocard	Full or provision - UK, Isle of Man, Channel Islands or Ireland
Current driving licence photocard (full or provisional)	All countries outside the UK (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before March 2000)	UK, Isle of Man, Channel Islands and Ireland
eVisa – via weblink and share code	Current and valid
Immigration document, visa or work permit	Issued by a country outside the UK. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the country in which the role is based, Current and Valid
Electoral ID card	Northern Ireland only
Marriage / Civil Partnership certificate	UK, Channel Islands or Ireland
HM Forces ID card	UK
Firearms licence	UK, Channel Islands and Isle of Man, Current and Valid
Mortgage Statement	UK or Ireland, dated within 12 months
Financial statement, for example ISA, pension or endowment	UK or Ireland, dated within 12 months
P45 or P60 statement	UK or Channel Islands, dated within 12 months
Land and Property Services rates demand	Northern Ireland only, dated within 12 months
Council tax statement	UK or Channel Islands, dated within 12 months
Credit card statement	UK or Ireland, dated within 3 months
Bank or Building Society statement	UK, Channel Islands or Ireland, dated within 3 months
Utility bill (not mobile phone)	UK or Ireland, dated within 3 months
Benefit statement, for example Child Benefit, Pension etc	UK, dated within 3 months
Official Government/Council Document	Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC, UK and Channel Islands, dated within 3 months
EEA National ID card	Current and Valid
SmartPass issued by Translink	Northern Ireland
yLink card issued by Translink	Northern Ireland
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands, Current and Valid
Letter from head teacher or further education college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided
Letter of sponsorship from future employment provider or voluntary organisation	Non UK only - Valid only for applicants residing outside UK and Ireland at time of application
Exceptional circumstances – Document agreed with AccessNI	Cannot be used unless advised by AccessNI

