



Security Industry Authority

Bulk Application Service Guidance Notes for Company Users of SIA Licensing Services

Version 7 (August 2010)

The Bulk Application Service

Our bulk application service allows companies to manage the completion and submission of forms on behalf of their employees.

Companies wishing to use the service must nominate at least one 'lead sponsor' to act as our main point of contact. The registration process is described in our document, *Registering as a Company Sponsor*.

Benefits of Bulk Submission

- You can order blank application forms in packs of 25 to be delivered to your company
- You can pay for up to 50 applications with one payment, which can be by cheque, credit/debit card or Direct Debit. If you pay by Direct Debit or credit/debit card we will only charge for the applications we accept.
- If you pay by Direct Debit you will be notified of the amount that will be debited from your account at least 3 days in advance of the payment being taken.
- Registered sponsors will receive a username and password for our online services such as the batch application tracker, company licence checker and e-Fill.
- Sponsors can monitor the progress of applications. **Please note that we can only discuss an application with the applicant or a registered company sponsor.**

A Step-By-Step Guide

Step 1: Request Application Forms

You can order blank forms in packs of 25 via the company sponsors section of the Online Services at <https://portal.the-sia.org.uk/web/start.swe> or from our contact centre on 0844 892 0925.

Step 2: Completion of Forms

Applications submitted through the bulk application service may include application forms that have been completed by hand and/or printouts generated by our e-Fill service.

Each application form should be signed and dated by the applicant and counter-signatory. The payment details section on the application form should be left blank if the application is part of a company batch.

The form, along with photograph and supporting identity documents, should then be sent to us. **Only original identity documents are acceptable.** Up to 50 application forms can be submitted in a single batch. Please note that you can submit a single application form in a batch.

The bulk application cover sheet

If you provide a single payment for the submission of more than one licence application, you must supply a completed bulk application cover sheet. If you fail to supply a completed cover sheet, any applications you submit will be rejected. The current version of the cover sheet can be downloaded from www.sia.homeoffice.gov.uk/bulkapplications.

The cover sheet (a Microsoft Excel spreadsheet) should be completed for each batch of applications submitted and should provide sponsor, company, and payment details. When you have completed the cover sheet you will need to print it on white A4 paper and sign it on behalf of your company.

Each application must be individually sealed in a separate envelope to avoid loss or mixing of documents. The cover sheet should be enclosed with the batch of envelopes, together with your bulk payment. This is a vital step to ensure we correctly allocate the batch payment you are making.

Batch payment

Payment can be made by direct debit, credit/debit card or cheque.

If you wish to pay by Direct Debit we must have received and processed a valid Direct Debit mandate for your company. This can be obtained from www.sia.homeoffice.gov.uk/bulkapplications. You should complete it and return to:

SIA Document Handling Centre
PO Box 1290
Liverpool
L69 1AS

Unless you are registered for Direct Debit each submission should be accompanied by a single bulk payment for each batch.

Please indicate payment method on the batch cover sheet using the drop down list. For Direct Debit and debit/credit card payments we will calculate and charge the fee due for the batch. Where payment is by cheque a refund will be made if necessary for any incomplete applications.

Step 3: Submission of Batches

The batch should be sent to:

**SIA
Municipal Buildings
Dale Street
Liverpool
L2 2DH**

We recommend that you use a courier service that provides a delivery confirmation receipt.

You may submit a number of batches, but each batch, of a maximum of 50, must have a separate cover sheet and payment to enable them to be processed independently of each other.

Acknowledgments

You will receive two acknowledgments:

1. An email confirming the batch reference number and application reference numbers as they will appear in the batch application tracker
2. A second email confirming those applications accepted and those returned as incomplete, after the applications have been checked.

Step 4: Application Form Processing

Supporting documents and applications will be returned to the individual applicant unless the application was created online and printed by the applicant using our e-fill service, in which case their application form **will not** be returned to them.

After we have checked that the applications are complete, they will be processed individually. From this point on, all contact will be with the individual applicant.

Step 5: Tracking Application Processing

You may track the progress of an application using the application tracker or the batch application tracker available to registered company sponsors at <https://portal.the-sia.org.uk/web/start.swe>

Annex A: Further Explanation of the Application Process

The process for handling an accepted application has a number of stages after initial acceptance and scanning of the forms and supporting documents. This includes:

1. Initial validation of the signed form and documents
2. A check of qualifications on the SIA's National Qualification Database
3. A submission to the Criminal Records Bureau (CRB), Disclosure Scotland or Access Northern Ireland for a criminality check
4. A check of the criminality report upon receipt
5. A right to work check for non EEA applicants
6. Request to the applicant to provide overseas criminality check(s) if applicable
7. A decision based upon all of the above
8. Sending a letter to the applicant advising them on whether their licence has been granted or refused
9. Dispatch of the licence under separate cover.

It should normally take around six weeks for each application to be processed; this time starts from when a correctly completed application form is received. Complex applications (for example, applications subject to Criminal Records Bureau or qualification enquiries and those requiring overseas criminality checks) may take longer than six weeks to process.

All applications are processed in the order in which they were received.

It is very important that applicants inform us in writing of any change of address or other information relevant to their application in order to avoid delays in processing. This is because we write to applicants at the address they have given us to inform them of progress and to ask for any additional information.

It is helpful if applicants quote their unique application reference on any correspondence they send to us. This 13 digit number can be found on any letters we send to the applicant and in the e-mail that we send to you when we acknowledge receipt of a bulk submission..

We strongly suggest that the applicant retains all correspondence relating to their application until we notify them of our decision.

Letters to the Applicant

Each applicant will receive a letter telling them whether their application has been accepted. Their documents and application form will be sent back separately.

Application forms created online and printed by the applicant will not be returned to the applicant. If the application has been rejected, the applicant will need to 'copy' the application online, correct any errors before printing it off and submitting it.

Application accepted

This will confirm that the application has been accepted.

Application incomplete

This will explain why an application is incomplete and what steps need to be taken – for example, to supply additional or different supporting documents.

The applicant should give you their corrected application form for you to re-submit as part of a new batch. The applicant may choose to submit their application themselves but must include the licence fee if they do.

Annex B: Further Considerations Before Submitting Application Forms

We cannot begin to process a licence application until we are in possession of a correctly completed application form and all of the required supporting documents. We recommend that you assist your employees with the completion of their forms: doing so will help to prevent errors and avoid unnecessary delays.

Qualification Certificates

Even if an applicant holds a qualification that exempts them from the SIA approved training and assessment, they will need to get their certificates exchanged for one of the licence-linked qualifications before applying for an SIA licence. Training providers will do this for them.

If applicants do not have the new certificate the details may not be on the SIA qualifications database. This will result in the licence application being rejected and possible loss of the application fee.

Before sending licence applications, check that applicants have the new certificate.

For a list of training providers who will exchange certificates, go to our website at www.sia.homeoffice.gov.uk.

Supporting Documents

We can only accept exactly what is stated in section D of the *How to fill in your SIA licence application form* booklet (May 2010). Make sure the correct supporting documents are enclosed.

The supporting documents must show the applicant's name **as it has been entered onto the application form**. Forms have been returned by the Criminal Records Bureau because a driving licence includes a middle name that is not shown on the application form.

Photograph

This must meet our requirements and be signed and dated by a UK passport holder – see section C of the *How to fill in your SIA licence application form* booklet (May 2010).

Address History

Make sure a full address history is given covering the last five years. The addresses provided must be fully completed. There must be no gaps or overlaps between dates. In the case of applicants having multiple residences, then only the main residence should be included.

Incomplete Application Forms

Check carefully to make sure that applicants have not missed out any required information. Make sure that 'X' is entered in the relevant yes/no boxes on the form. If you are unsure about what information should be entered on the application form, please check the *How to fill in your SIA Licence Application form* and if you still have any questions, contact us for help and advice. This will help prevent application forms being returned to individuals and avoid subsequent delays.



Contacting the SIA

Please don't hesitate to contact us if you have any questions or need further guidance.

- Bulk application enquiries: **0844 892 0925** (8am – 8pm, Mon-Fri)
- General enquiries: **0844 892 1025** (8am – 8pm, Mon-Fri)
- General query email: **info@sia.homeoffice.gov.uk**
- Company email: **companysponsors@sia.homeoffice.gov.uk**