

## Chaperone Licence Application- Frequently Asked Questions

### 1. How long does the full chaperone application process take?

The process can take approximately 12 weeks, but this is not guaranteed. Timescales vary depending on several factors, including DBS processing times and document submission.

### 2. What if I need a licence urgently for a show?

If a licence is required before the 12-week timeframe, we cannot guarantee it will be processed in time. Please plan accordingly.

### 3. How many referees do I need to supply?

Provide email addresses of two referees (if not already supplied on application form). Referees are sent a form to complete via email only. Chaperone Licence will not be issued until both references are returned and it is your responsibility to provide your referee correct email addresses.

### 4. Who can act as a referee?

This should be responsible persons who would be prepared to provide a reference as to your suitability to be a chaperone. References cannot be accepted from a spouse, partner or family relation or from someone with whom you live. They must have known you for 2 years or more. If you are employed one referee **MUST** be your current/previous employer. Follow up emails will not be sent to referee's as part of the process unless specifically requested by the applicant.

### 5. How will I be enrolled in the Basic Introduction to Safeguarding Children eLearning Course?

Your details will be sent to our training department (POD), who will arrange for you to complete the course. You will receive an email with your login details and instructions from either POD or admin.

### 6. I stated on my application that I have already completed a Safeguarding Children course. What do I need to do?

Please email us a copy of your certificate as soon as possible.

We will check:

- If the course was completed within the last year with a registered and recognised body.
- If it is valid for the 3-year period of your Chaperone Licence.

If it does not meet these requirements, you will need to complete our training course. We will email you if this is required.

### 7. I am a renewal applicant. Do I need to complete the training again?

Yes. Renewal applicants must complete the Basic Introduction to Safeguarding Children eLearning Course again.

If the course is not automatically re-set for you, contact POD via the 'Request a course reset' form on the POD support page.

**8. How do I access the POD training?**

Go to: <https://barnsley.learningpool.com/login/index.php>

- Select External Partners box.
- Click Forgotten password if you don't remember your login details.

If you have problems resetting your password, email [support@learningpool.com](mailto:support@learningpool.com).

**9. I am a Barnsley Council employee or POD account holder. What do I need to do?**

As a Barnsley Council employee, you are already set up on POD.

- Search for Safeguarding Children in the POD search bar.
- Scroll down to find the course and complete it.

If you have done this training before and need it re-set, use the 'Request a course reset' form on the POD support page.

**10. What should I do if I have problems accessing the course?**

If you experience any issues, please contact the POD team at [pod@barnsley.gov.uk](mailto:pod@barnsley.gov.uk).

**11. Do I need to inform you when I have completed the training?**

No, you do not need to inform us. We can verify your completion on the POD system.

**12. Is a DBS check mandatory for becoming a Chaperone?**

Yes. A DBS (Disclosure and Barring Service) check is mandatory for this role. It is role-specific and not transferable from other positions.

**13. Is Barnsley Council signed up to the DBS Update Service?**

No. Barnsley Council is not signed up to the Update Service, so a new DBS must be completed for this role.

**14. What documents do I need to provide for the DBS check?**

You must supply all required documents as outlined on the DBS ID checklist (sent to you separately).

Ensure all documents are:

- Original, valid, and in date
- Photographed clearly
- Evidence of any name changes

Please also provide proof of your National Insurance number, such as:

- a. A National Insurance card
- b. A letter from DWP or HMRC
- c. A payslip with your NI number clearly visible

**15. How should I send my documents?**

Please email your documents to:

✉ [admin-educationwelfareservice@barnsley.gov.uk](mailto:admin-educationwelfareservice@barnsley.gov.uk)

Documents must be sent as good quality photos or scans in one of the following formats: .doc, .pdf, or .jpeg.

Ensure the entire document is visible, including:

- a. Passport or driving licence numbers

b. Letterheads (where applicable)

Do not send links to cloud storage (e.g., Dropbox, Google Drive, iCloud, OneDrive).

Do not post original documents – they will not be returned.

**16. How are my DBS documents stored?**

Effective 1 November 2025, the Disclosure and Barring Service (DBS) have updated its guidance regarding the rendition of identification documents. For each DBS check, all associated ID documents will be securely retained by The Council's DBS Team in compliance with GDPR requirements for a period of two years. After this retention period, these documents will be permanently deleted in accordance with the new DBS storage and retention policy requirements.

**17. How will sensitive or personal information be sent to me?**

All emails containing personal or sensitive information will be sent using our secure encryption service. This ensures your data is protected.

**18. Do I need to log in to see my email sent using encryption service?**

Yes. Depending on your mail platform you will receive an option to use your email address to simply sign in and view your email. E.g. Sign in With Google, Sign in with Yahoo, Sign in with Hotmail. The alternative method is picking the Sign in with a One Time passcode option.

Clicking "Read the message" will take you to your secure email.

Your replies are also encrypted for your protection.

If you experience any issues using the encryption service, please contact us using the email provided at the bottom of this document.

**19. How much does the DBS check cost?**

£15 for volunteers

£50 for professionals

This fee is non-refundable.

**20. How do I pay for the DBS check?**

An invoice will be sent to you by email or post within 10 days of receiving the Chaperone Process email. You can make payment within 2 working days of receiving the invoice. Payment instructions will be included on the invoice.

Alternatively, you can pay:

Via the automated payment line: 📞 01226 775445

Or online (details will be on the invoice)

When paying:

Follow instructions for paying an invoice starting with 3 or 90

Use the payment reference number beginning with 9000 (found on your invoice). You do not need to send confirmation of payment, but please keep it for your records.

**21. How long does the DBS process take?**

The DBS is a third-party organisation. Barnsley Council does not control the timescales for issuing DBS certificates. It can take around 90days for a DBS certificate result. When your DBS Disclosure is issued, you will receive a physical copy through the post and we will receive an electronic notification. You do not need to send us a copy. Providing no results have been returned, we aim to issue your Chaperone Licence within one week of receiving the DBS Notification.

**22. Who can I contact with questions about the DBS process?**

For any queries or concerns, please contact the DBS Team directly:

✉ [DBS@Barnsley.gov.uk](mailto:DBS@Barnsley.gov.uk)

**23. What happens if I have any offenses or charges on my DBS?**

It is advisable you inform the company in which you wish to chaperone. Following discussions with the education welfare service, each case will be reviewed on an individual basis before issue of licence.

**24. Will I require a DBS ID verification check of documents meeting?**

Yes, all applicants (new and renewal) will be required to verify and show on screen, via Microsoft Teams, your DBS documents. These 10minute appointments take place on Mondays and Tuesdays and a time will be allocated to you. You will be sent a calendar appointment and guidance on how to log in when the meeting is booked. Following this online meeting, you will receive an email from the DBS Team to confirm your details, it is important at this stage to input any previous names/addresses/disclosures. If you do not complete this stage then the DBS will not be processed further.

**25. What happens if I don't sign/date or return the Code of Conduct document?**

Your Chaperone licence will not be issued to you if you do not agree, sign and return the code of conduct as requested. This is a mandatory requirement.

**26. Will I receive reminders or updates during the process?**

No. Other than:

Login details for your Safeguarding course (if applicable)

DBS documentation requests/queries

DBS ID verification meeting booking

**27. How will I receive my Chaperone licence?**

You will receive your Chaperone licence via encrypted email, please ensure you save the attachments as the encryption link will expire. We do not post out paper copies of the licence.

**28. What if my Dance School or Theatre Group needs more information?**

If your organisation requires further details, they should contact us directly via the email address below.

**29. What happens if my licence isn't issued to me before a show or production?**

As, timeframes cannot be guaranteed, sometimes licences cannot be issued before you require them, in this case, please speak to your dance/theatre lead and explain where you are at in the chaperone process and if you already have a DBS through work etc. You may be able to help out in other ways, however you are not able to Chaperone without the licence issued to you.

**30. What happens if I don't respond or complete the process?**

If we do not hear from you within 6 weeks, your application will be closed. No refunds will be given.

If you still require a chaperone licence after that time, you will need to reapply from the beginning.

**31. How long does my chaperone licence last once issued?**

Your chaperone licence will last 3 years. If you wish to renew your Chaperone Licence, you will need to apply using the application form on our [website](#) at least 8 weeks before the expiry date.

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 **For any further queries or support with the application process, please contact:**  
**[admin-educationwelfareservice@barnsley.gov.uk](mailto:admin-educationwelfareservice@barnsley.gov.uk)**