



SERVICE LEVEL AGREEMENT

Between

CAUSEWAY VOLUNTEER CENTRE

and

[ORGANISATION]

June 2025

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Section 1 – The Agreement

Introduction

The purpose of this agreement between Causeway Volunteer Centre and [ORGANISATION] is to set out the terms under which both parties will agree to comply when handling personal information during the AccessNI disclosure process.

This agreement is made on *[insert date]* and will commence at the same time.

Unless the Agreement is specifically amended, altered or withdrawn it will be automatically agreed to have rolled over on the 1st April each year.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

Umbrella Bodies cannot take a recruitment decision on the basis of information contained on a Disclosure Certificate unless the applicant will be directly working for the Umbrella Body. This Agreement recognises that AccessNI provides one copy only of a Disclosure Certificate to the applicant. However, the on-line case tracking system enables Causeway Volunteer Centre to know when a Disclosure Certificate has been issued and whether there is any information in that Certificate. Causeway Volunteer Centre will provide relevant information to [RESPONSIBLE BODY]. Causeway Volunteer Centre will record details that their part of the process is complete.

Scope

The terms of this agreement shall not be varied or amended unless agreed to and confirmed in writing by authorised representatives of Causeway Volunteer Centre and [ORGANISATION] or AccessNI. AccessNI may, given appropriate notice, withdraw an organisations designation of Umbrella Body or request they do not offer their service to 3rd parties.

Assumptions

This agreement is based on the following assumptions:

- An employer / organisation has approached the Umbrella Body to assist with the processing of an AccessNI disclosure application;
- The employer / organisation requires Standard or Enhanced disclosures for individuals who they may seek to recruit;
- The Umbrella Body / employer has established that there is a legal entitlement to request Standard / Enhanced disclosures from AccessNI;

- If a charge is applicable for the Disclosure, both parties to this SLA will have agreed the means by which payment will be made, prior to submitting a disclosure to AccessNI;
- It is understood that AccessNI will only issue an invoice to the Umbrella Body;
- All disclosure applications will be submitted to AccessNI via the NI Direct on-line portal;
- That the information supplied in Disclosure Application is correct.

Section 2 – Roles & Responsibilities

Causeway Volunteer Centre will;

- make available the AccessNI Code of Practice (October 2020) to the employer;
- ensure there is a legal entitlement for the type of disclosure requested by the applicant;
- assist [ORGANISATION] through the AccessNI Disclosure process, including providing the appropriate personal identification number (PIN) for applicants to enable them to use the on-line application process. The PIN form at Annex A can be used for this purpose;
- ensure Disclosure Applications are countersigned properly;
- ensure identity documents uploaded to the AccessNI application by the applicant are listed on the [AccessNI list of acceptable identity documents](#);
- reject identity documents provided by the applicant which are not acceptable to AccessNI;
- verify the information provided on the AccessNI application accurately reflects details on identity documents to include the provision of all middle names and/or previous surnames;
- be first point of contact with AccessNI on matters relating to Disclosure Applications submitted through them;
- gather any additional information AccessNI request by either directly contacting [ORGANISATION] or the applicant;
- notify [ORGANISATION] that
 - a Disclosure Certificate has been issued by AccessNI; and
 - there is no information on the Disclosure Certificate; or
 - information has been disclosed on the Disclosure Certificate. Where information has been disclosed the Umbrella Body should advise the employer to ask the applicant to provide that employer with their copy of the Disclosure Certificate in order to view the information and progress to the next stage of the recruitment process.
- advise the employer to ensure that on sight of a Disclosure Certificate containing information they handle such information in line with the AccessNI Code of Practice and the Data Protection Act 2018;
- provide [ORGANISATION] with guidance on secure handling and storage of information;
- monitor [ORGANISATION] is complying with AccessNI Code of Practice.

[ORGANISATION] will;

- provide any information requested by Causeway Volunteer Centre to provide assurance that the position applied for meets the necessary legal entitlements for the type of Disclosure requested;
- ensure that the appropriate personal identification number (PIN) is supplied to the applicant to complete the on-line application form;
- use the on-line application process on the NI Direct portal to submit applications to AccessNI;
- comply with provisions set out in AccessNI Code of Practice;
- ensure the information on Disclosure Certificates provided by applicants is retained in a secure manner, accessible only by those with authority to see them. Details of non-court convictions, convictions, police information or barred list information should not be retained after the recruitment decision is made;
- ensure that Disclosure information is not passed to persons not authorised to receive it;
- comply with recommendations made by the Umbrella Body;
- issue all applicants with a copy of the Applicant Information Leaflet (as appropriately amended) at Annex B;
- complete and return to the Umbrella Body the SLA checklist form (Annex C) along with a copy of your policy on
 1. Recruitment of ex-offenders and
 2. Secure handling, use, storage and retention of disclosure information.

Section 3 – Authorisation and Agreement

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

PART A

For Causeway Volunteer Centre

Signed

Name Ciara McNickle

Position Centre Manager

Date

PART B

For [ORGANISATION]

Signed

Name

Position

Date

PIN NOTIFICATION FORM FOR REGISTERED BODIES (Enhanced disclosure checks)



Applicant instructions

- Go to www.nidirect.gov.uk/apply-for-an-enhanced-check-through-a-registered-body
- Select the green button to create a nidirect account and apply for an enhanced check. If you already have a nidirect account you should use this. You may be prompted to uplift this account to a higher level – instructions will appear on screen.
[Guidance document to create a nidirect account](#)
- You will need to retain your login credentials for future use.
- A digital identity validation will be conducted when you create or uplift the nidirect account. Your current name, DoB and current address will be verified by nidirect. You will be asked to upload the required identity documentation and provide a selfie. Instructions will appear on screen.
If there are problems creating this account contact nidirect on **0300 200 7868** or email nida@nidirect.gov.uk.
- Once you have successfully created/logged in, you will be taken to the on-line AccessNI application.
- Enter the PIN number below at **Step 1** of the form completion.

7	3	2	5	8	6
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- Complete the remainder of the application.
- Upload the required identity documents to the AccessNI application form. You are required to upload **two** identity documents, chosen from the [AccessNI list of acceptable identity documents](#), to the AccessNI application form to allow the Signatory to verify that middle names and previous surnames have been provided. To help avoid delays, where possible the following documents should be uploaded with the application form:-
 - Applicant's birth certificate issued at time of birth or another suitable document that confirms the name(s) at birth and date of birth;
 - A document that contains both the applicant's current name and photograph.
- Continue to complete the remaining fields on the application.
- At STEP 12 you must confirm and date the declaration.
- When you click on **confirm and proceed** the application will be automatically forwarded to the Signatory for approval.
- Make a note of the 10-digit AccessNI reference number in the boxes below: -

Application Reference

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Return this form to the person who asked you to complete the AccessNI application

(Organisation to complete) Please ask the applicant the following questions:

Is there any reason why you cannot work in Regulated Activity with children/adults? Yes ☐ No ☐

Full Name (including ALL middle names):

Any other Surnames (including maiden names):

Name known (by if applicable): Date of Birth:

Organisation:

Role Description: (summary of role to be used on AccessNI):

Is the applicant: Volunteer: ☐ Staff Member: ☐

I confirm I have made the Volunteer aware of the level of disclosure being requested and advised when a check is being made against any of the barred lists.

Type of AccessNI requested (tick 1 box only): Enhanced: ☐

Enhanced with Barred List Check: ☐

(Please circle) Children, Adult or Both

Completed by (Print Name)

Date:



AccessNI Disclosure – Applicant Information Leaflet

As part of the recruitment process for a role in which you have expressed an interest, a criminal record check is required to be completed. In Northern Ireland this check is undertaken by AccessNI, upon receipt of a valid application. A disclosure certificate will be issued at the end of the process, including criminal record and other relevant information.

You can find out more about AccessNI on the nidirect website, or at the following link:-

[AccessNI webpage](#)

Before the AccessNI process is commenced, and if you are applying for an Enhanced check (with a Barred List check), you are required to disclose if there is any reason why you cannot work in Regulated Activity.

The AccessNI application must be made on-line through the nidirect website. You will be required to set up a nidirect account to complete your application. The application will be checked and authorised by an approved Umbrella Body before being transferred to AccessNI for processing. A link to the AccessNI Privacy Notice is available [here](#) or prior to commencing the e-application form.

You should note the following important information about the AccessNI application process:-

1. [Name of Umbrella Body] has been appointed to check and authorise your application.
2. The name of the authoriser is Ciara McNickle, Causeway Volunteer Centre
3. The PIN to be used on the on-line application is **732586**.
4. You will be requested to upload two relevant identity documents to the application, these will be destroyed 90 days after the date the disclosure certificate is issued, in line with the AccessNI retention policy.
5. Your employer, and not the Umbrella Body, will be responsible for the decision whether or not to offer you a position.
6. Having a criminal record does not necessarily prevent you from obtaining a position.
7. A policy is in place that sets out the organisation's approach to recruiting ex-offenders – a copy of this can be made available at your request.
8. The AccessNI statutory Code of Practice is available on the nidirect website and can be viewed at:

[AccessNI Code of Practice](#)

If you have any questions in relation to this process you should, in the first instance, contact the person who asked you to complete the AccessNI application.

Service Level Agreement – Checklist

In order to evidence compliance with the provisions within the Service Level Agreement, this form should be completed by [Organisation] and returned to Causeway Volunteer Centre along with the signed SLA and copy documentation as indicated below.

I confirm that [Organisation] will:-

Requirement		Yes	No
1	Make all applicants (who require an AccessNI check) aware of the AccessNI Code of Practice and provide them with a copy of the CoP (upon request).		
2	Comply with provisions in Data Protection Act 2018, and will not retain disclosure information for any longer than is required for the specific purpose.		
3	Ensure that all applicants for relevant positions are notified in advance of the requirement for an AccessNI check.		
4	Clarify with applicants if there is any reason why they cannot work in Regulated Activity prior to them commencing an application for an Enhanced check with a Barred List check.		
5	Notify all potential applicants of the possible effect of a criminal record on the recruitment and selection process, and any recruitment decision.		
6	Discuss any matters revealed in disclosure information with the person seeking the position before withdrawing an offer of employment.		

I further confirm that [Name of Client Organisation] has the following policy documents in place, and that copies of same have been provided to [Name of Umbrella Body]:-

Requirement		Yes	No
1	Policy on recruitment of ex-offenders.		
2	Policy on secure handling, use, storage and retention of disclosure information		

To be signed by representative of Client Organisation.

Signed:

Date:

Print Name: