



PVG APPLICATION PROCESS

SAFEGUARDING OFFICER GUIDE

This guide has been created to support **Safeguarding Officers** with processing club **PVG Applications** on **SCRUMS**, the Scottish Rugby User Management System.

IS A PVG REQUIRED?

PVG applicants will first be identified by **Safeguarding Officers** within each club as carrying out a regulated role as stipulated by **Disclosure Scotland** that meets the criteria for a **PVG Scheme Membership**. Please see [here](#) for more details on new regulations surrounding this that came into force on 1st April 2025.

If you are unsure if an individual requires a **PVG Check**, please use our [club resources here](#). Our club resources include a handy '**PVG Application flowchart**' and '**PVG membership roles**' documents which can support your decision making.

HOW WILL AN APPLICATION BE REQUESTED?

Once an individual's role has been assessed as a **regulated role** at your club and requires a **PVG check**, applicants should be instructed to raise a request for a PVG through our Scottish Rugby Management System (**SCRUMS**).

You can send them the **PVG Applicant Guide** to support them through this process. This guidance can be found on the **SCRUMS Guidance Tile** located on users **SCRUMS Dashboard**.

This differs from the current process where **Safeguarding Officers** must gather applicant information manually and submit to Scottish Rugby.

Most of the applicant information will now be pulled from **SCRUMS** when the applicant opens the **PVG Application Form** located in the **Request PVG Tile** on **SCRUMS**. The applicant will fill out the rest themselves. They will also sign the PVG consent form on SCRUMS when making the request.



PVG CHECKS (FOR EXISTING SCOTTISH RUGBY PVG HOLDERS)

Individuals can still apply for a PVG through **SCRUMS** if they have already had a **PVG Check** carried out by Scottish Rugby previously.

They may need to do this when they need to add a new regulated group to their **PVG Membership** (for example if they are taking up a first aider role and require a membership for both children and adults).

They may also need to request a *check after 5 years* in line with best practice guidance.

When an applicant applies and selects that they are an existing **Scottish Rugby PVG Holder**, an automated email will be sent to the **Scottish Rugby Safeguarding Team** who will check their PVG records and update the relevant **Safeguarding Officer** on next steps.

PLEASE NOTE: If an applicant has selected 'Yes' to being an existing **Scottish Rugby PVG Holder**, please await further instruction from the **Safeguarding Team** before approving the application.

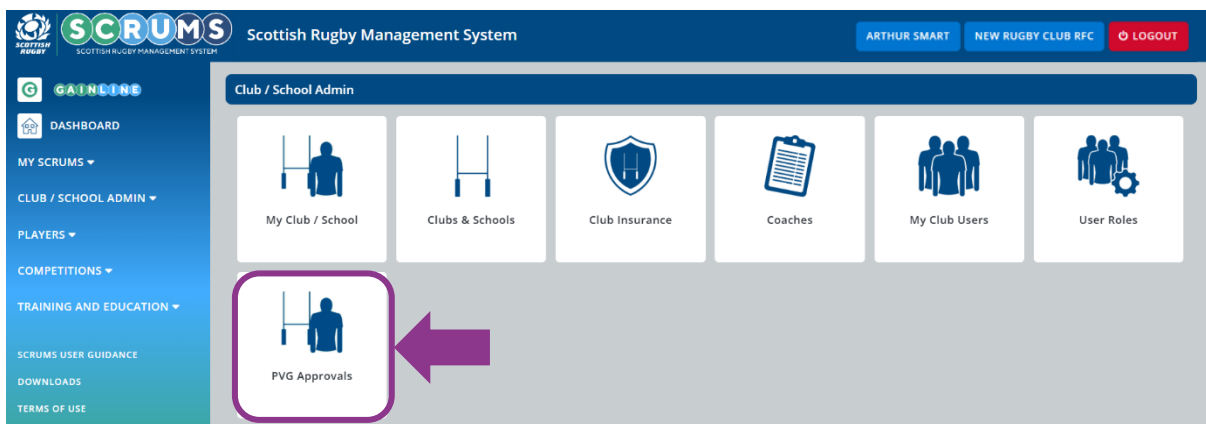


FINALISING AN APPLICATION

STEP 1

Safeguarding Officers will now have access in **SCRUMS** to allow them to view applicants who have requested **PVG Checks**. This option will only appear if you have registered as a member of the **Safeguarding Team** for your club for example the **Safeguarding Officer / Assistant Safeguarding Officer** roles. Please make sure your profile role is up to date to ensure you have appropriate access.

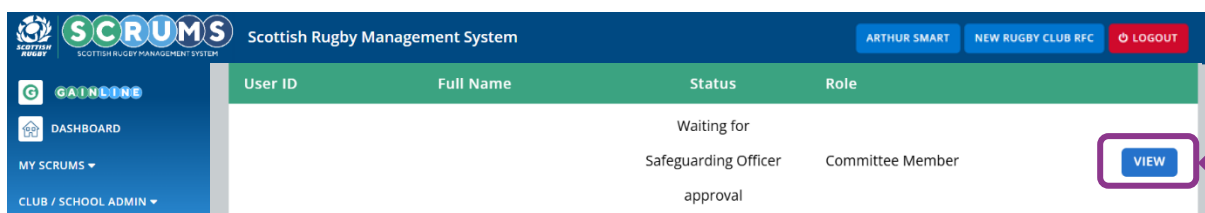
To access this, log into to SCRUMS and locate the **PVG Approvals Tile**.



STEP 2

From here you can view a list of all applications linked to your club. For new application requests you must first approve these. These will be noted as **'Waiting for Safeguarding Officer Approval'**.

To **Approve New Application Request**, locate the relevant applicant from the available list and click the **VIEW** button.





STEP 3

Then, review the information provided in the application and click on the **APPROVE** button at the bottom of the screen.

TERMS OF USE
PRIVACY POLICY
COOKIE POLICY
ACCESSIBILITY
CONTACT US
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Do you already hold a PVG through Scottish Rugby / rugby club that has been processed within the last 5 years No

Which role are you applying for

APPROVE

Navigate back to your **PVG Dashboard** by pressing the **Back** button at the top right of the screen. You will see that the **Applicant Status** should have updated.

STEP 4

The next step is to upload the **Applicant ID** in our PVG System known as **Patronus**.

PLEASE NOTE: You do not need an additional login for this as **SCRUMS & Patronus** are fully integrated.

To navigate to **Patronus** click on the **GO TO PATRONUS** button, as highlighted.

SCRUMS Scottish Rugby Management System

ARTHUR SMART NEW RUGBY CLUB RFC LOGOUT

G GAINLINE

DASHBOARD

MY SCRUMS

CLUB / SCHOOL ADMIN

PLAYERS

COMPETITIONS

TRAINING AND EDUCATION

SCRUMS USER GUIDANCE

DOWNLOADS

This page lists all PVG applications in your club. **BACK** **FILTERS**

Surname Filter By Status **SEARCH** **CLEAR**

Results from 1 to 4 of 4

Total Applications: 4 **GO TO PATRONUS**

User ID	Full Name	Status	Role
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STEP 5

You will land on the **Patronus** homepage.

Here, you will see a list of all **PVG Applications** linked to your club and view their **Status**.

The screenshot shows the SCRUMS interface with a sidebar on the left containing navigation options like Feed, Dashboard, Forms, People, Admin, and Tools. The main content area is titled 'Single Central Record' and contains a table of PVG applications. The table has columns for Name, Role, and PVG (Experian). The status 'Pending' is highlighted in a grey box for the first row.

Name	Role	PVG (Experian)
Tommy Match Official	First Aider	Pending
Ned Flanders	Safeguarding Officer	Pending
Daisy May Cooper	Youth Rugby Coach	Pending
Lou Sanders	Safeguarding Officer	Pending
Greg Davies	Safeguarding Officer	Pending
Doc Brown	Safeguarding Officer (Mixed Ability)	Pending

To provide **Applicant ID** locate the application that has been submitted by the new applicant and from the **PVG (Experian)** column click on the **Status** which should be showing as **Pending**.

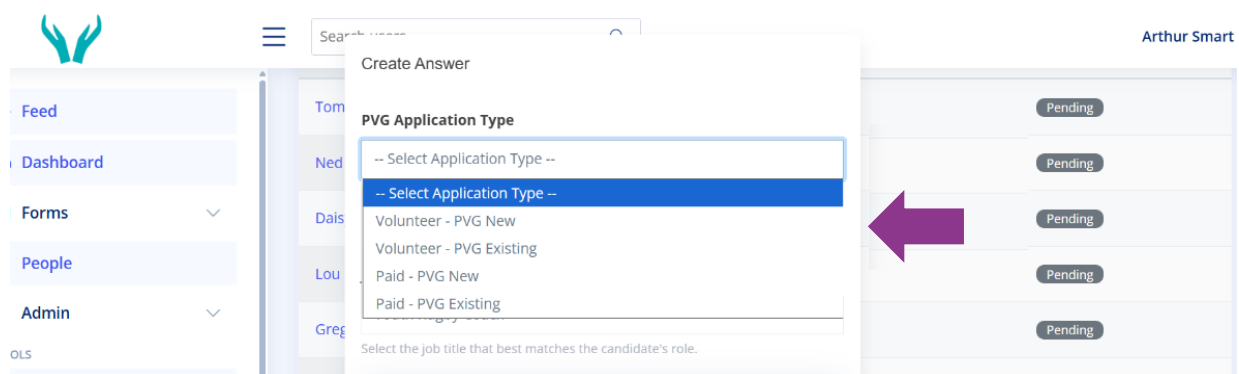
This screenshot is identical to the previous one, but with a red arrow pointing to the 'Pending' status in the PVG (Experian) column of the first row in the table.

PLEASE NOTE: Information inputted in **SCRUMS** is pre-populated for applications and certain bits of information can be amended at this point.

STEP 6

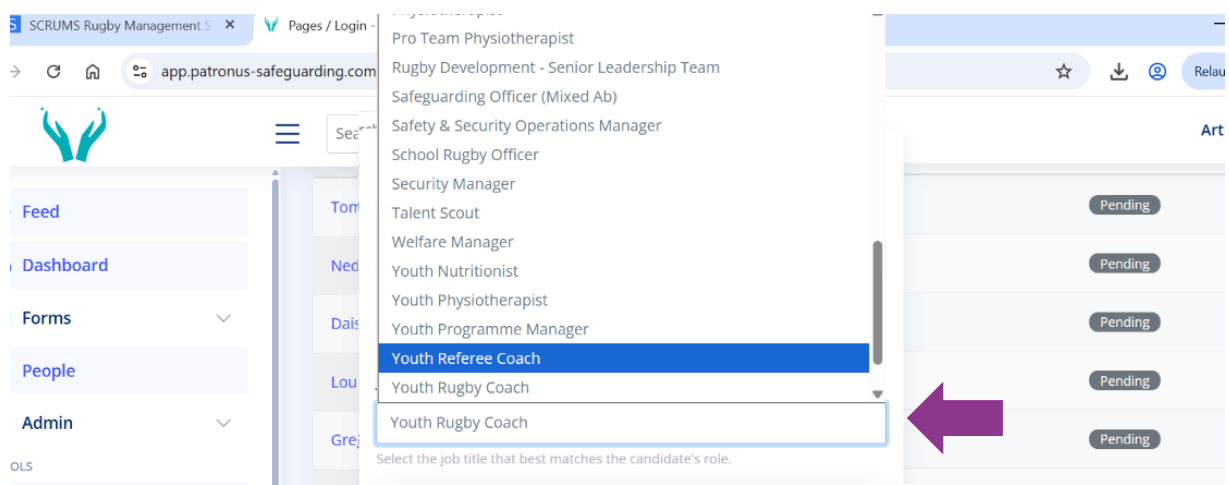
You will then be presented with the **Create answer** section for the candidate.

First, please confirm the **PVG application type** for the applicant. If they have selected the wrong option for their application type during the application process, you can amend this here accordingly.



STEP 7

Next, please confirm the **Job Title** for the applicant. If they have selected the wrong option for their regulated role during the application process, you can amend this here accordingly.

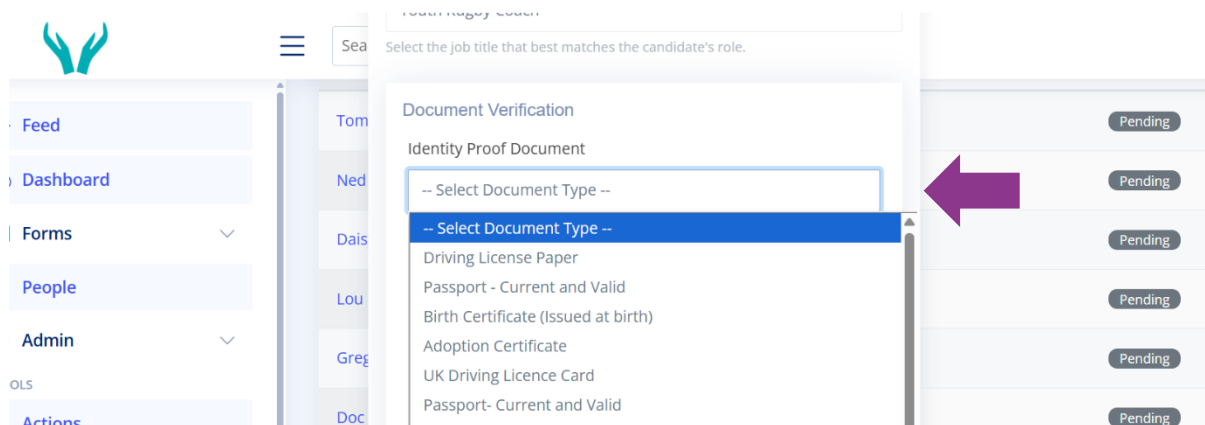


STEP 8

Next is **Document Verification**. If you are unsure, you can take guidance from **Experian** list of accepted ID.

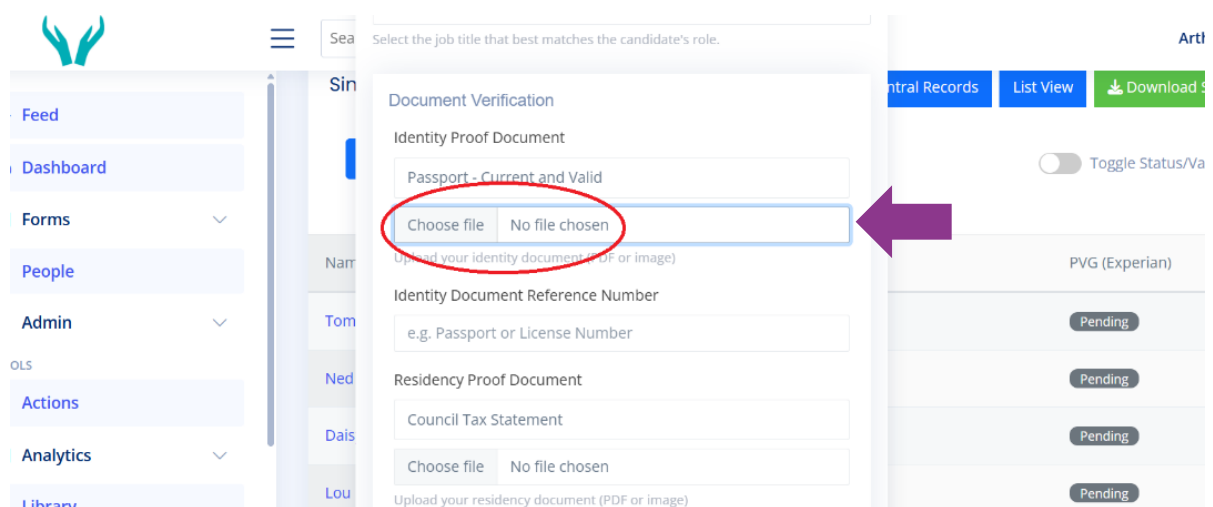
PLEASE NOTE: If you accept **Applicant ID** that is not in line with the **Experian** guidance, this will be rejected once submitted to **Experian** for processing and the applicant themselves will have to resubmit this **Applicant ID** directly to **Experian** causing a delay in application processing.

To confirm you have seen appropriate proof of Identity, first select the **Identity Proof Document type**.



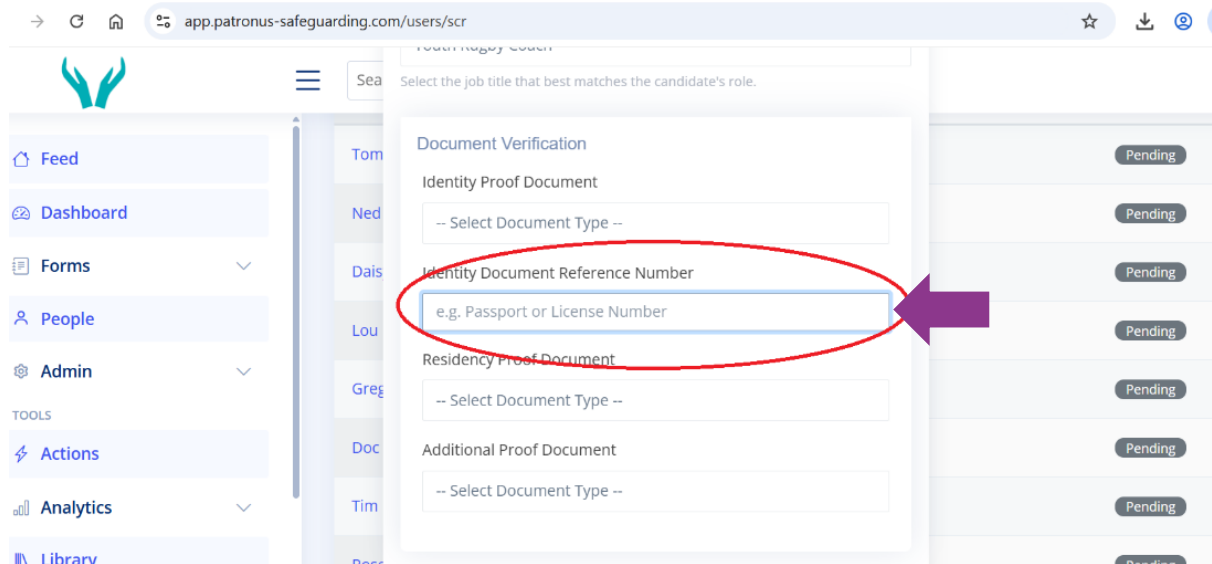
The screenshot shows the 'Document Verification' section of the SCRUMS interface. The 'Identity Proof Document' dropdown menu is open, showing a list of document types. A purple arrow points to the dropdown menu. The list includes: -- Select Document Type --, Driving License Paper, Passport - Current and Valid, Birth Certificate (Issued at birth), Adoption Certificate, UK Driving Licence Card, and Passport- Current and Valid.

You will then need to upload a copy of the **Proof of Identity Document**.

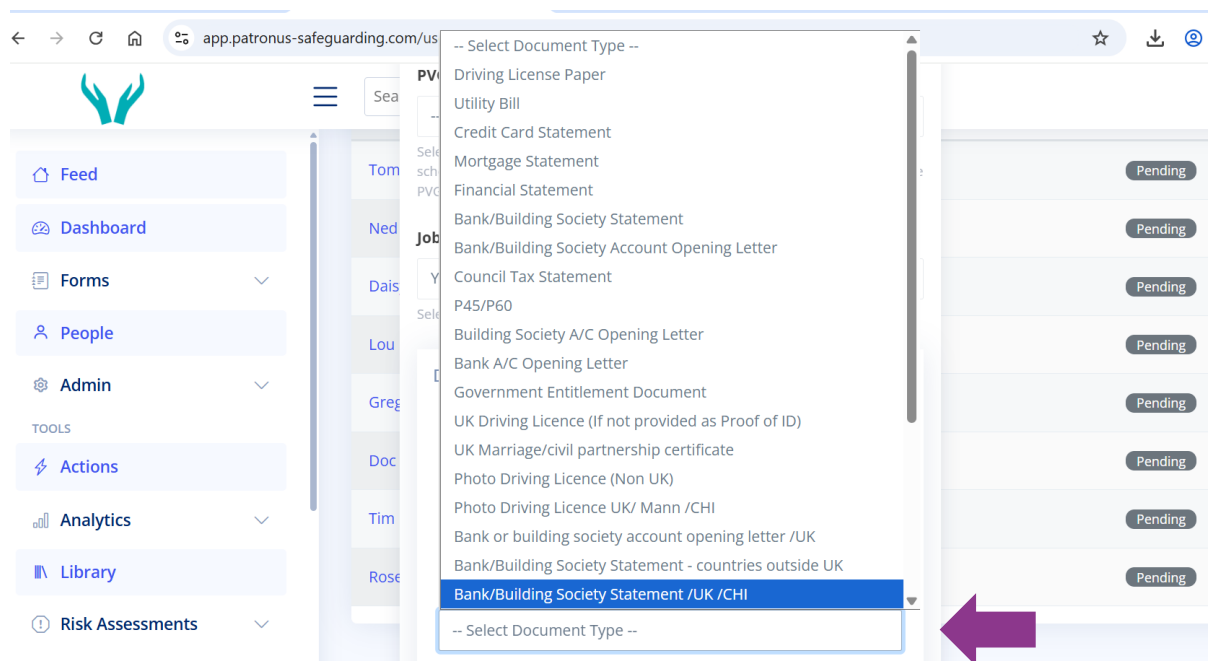


The screenshot shows the 'Document Verification' section of the SCRUMS interface. The 'Identity Proof Document' dropdown menu is selected as 'Passport - Current and Valid'. The 'Choose file' button is highlighted with a red circle, and a purple arrow points to it. The form also includes fields for 'Identity Document Reference Number' (e.g. Passport or License Number) and 'Residency Proof Document' (Council Tax Statement).

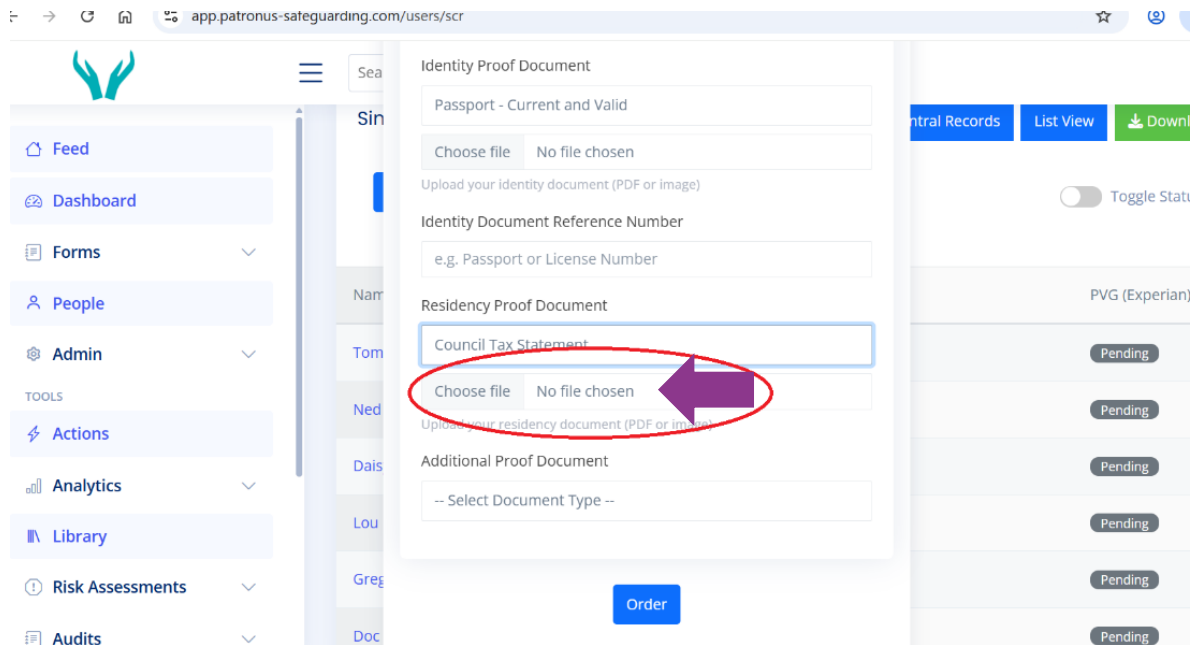
Then, record the **Document Reference Number** (if applicable for documents such as passport / driving licence etc)



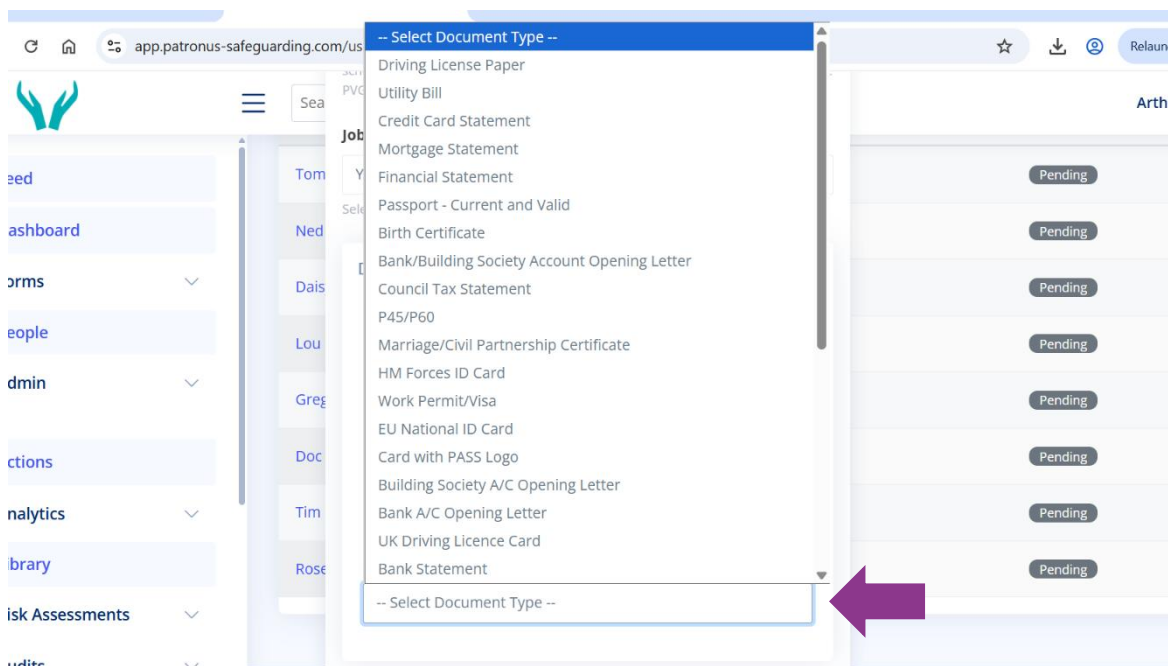
Thereafter, you need to confirm proof of residency. To do so, select the **Proof of Residency Type** that has been checked.



Then, upload a copy of the **Proof of Residency Document**.

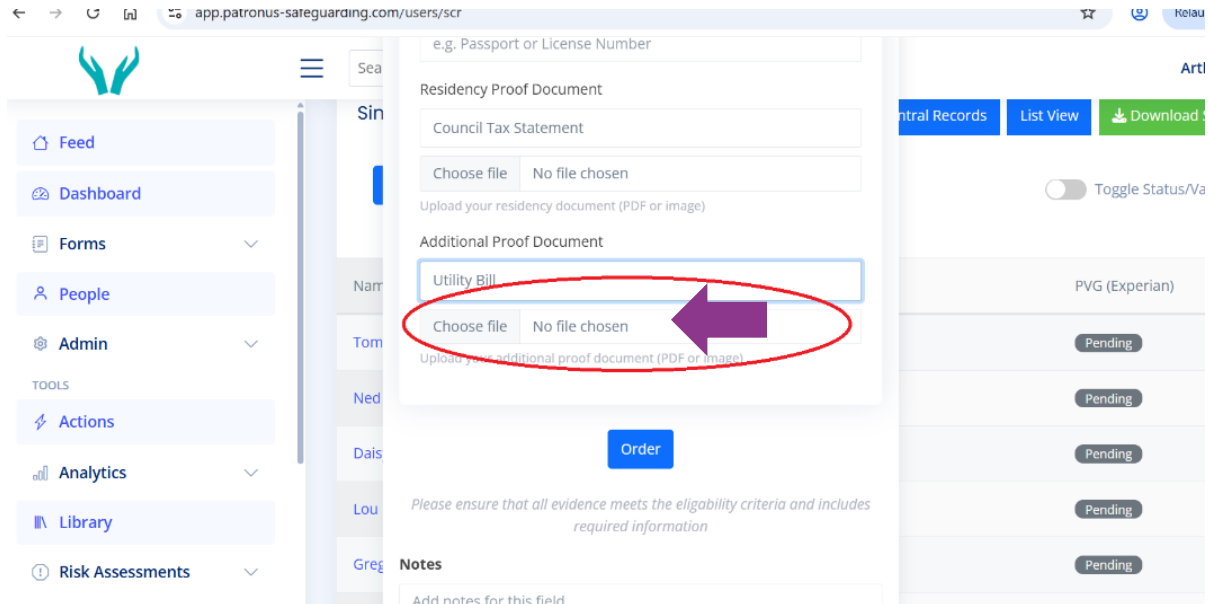


Lastly, you can select to upload documents from a list of any **Other Documents** that need to be seen as part of the **Proof of Identity Process**.



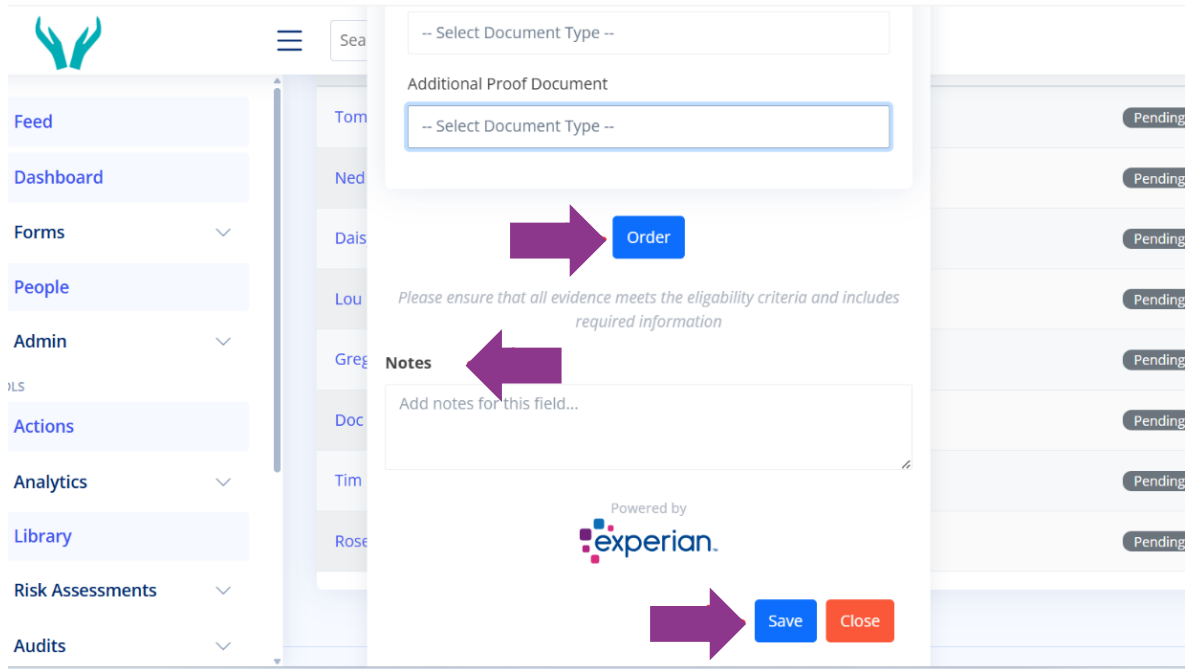


You can then upload any **other documents**.



Once you are confident that you have uploaded all relevant documents for the applicant, select the **Order** button.

You can also add in any notes for the **Experian Team** (who will be supporting the processing of applications) that you feel are relevant to this application and remember to click the **Save** button.



NEXT STEPS

From here, a third party (**Experian**) will manage the application process on behalf of Scottish Rugby.

The application will move through various stages, and the application status will be updated on Patronus to reflect this. Once the results have been issued and verified, the applicant status will be updated to **Compliant** on SCRUMS, and the individual can start their role.

PLEASE NOTE: Applicants must not start their role before the status of **Compliant** is reached.

If an application requires further review by Scottish Rugby, for example there is vetting information noted on the **PVG Certificate**, the application will take longer, and the status will show as **Action required**. Scottish Rugby will update this once processed.



STAY INFORMED OF APPLICATION PROGRESS

You will be able to track the **Application Progress** in **Patronus** (this will also feed through to **SCRUMS**)

The most common application stages you are likely to see are:

STATUS	DESCRIPTION
Pending	Application has been authorised in SCRUMS. Requires action by Safeguarding Officer in Patronus (ID verification)
Waiting For Application Form	This is the Experian application form; Experian have sent this to the applicant to gather all the info the need for the check and are awaiting this being returned.
Awaiting Missing Crucial Information (OR) Waiting For Proof Documents	Missing information such as ID documents. Experian are actively chasing missing information with the applicant. They cannot submit to Disclosure Scotland until this is resolved.
Waiting To Send Data to CRB	Experian have submitted to Experian Team for processing with Disclosure Scotland OR Disclosure Scotland link has been sent to Applicant by Disclosure Scotland and is awaiting applicant action.
Data Sent to CRB	Applicant has now completed Disclosure Scotland link, and the application is now being processed by Disclosure Scotland
Action Required	This status means that action is needed by Scottish Rugby such as PVG suitability process
Cancelled	Applicant did not respond to Experian or Disclosure Scotland within the relevant timeframes and the application must be resubmitted.
Compliant	The application process has been fully completed and PVG has been verified. Only when this status has been reached can the applicant start their regulated role.

APPLICATION ISSUES

If the applicant encounters issues with processing, please encourage them to use the contact details contained within the **PVG Applicant User Guide**.

PLEASE NOTE: Only one application should be active at any time. Please do not instruct applicants to resubmit / request multiple times if there is an issue – contact the relevant source for support to resolve.



RESUBMISSIONS

PLEASE NOTE: Resubmissions should be rare as this new process should reduce the need for resubmissions.

If an application has been cancelled by **Experian**, you can start the check again in **Patronus**.

1. Locate the applicant, click on the **Cancelled Status**, as highlighted.
2. Click **Refresh Check**.
3. If the check was unsuccessful due to wrong email address – please leave details in the notes for Experian including correct email address.

You can also leave any other notes relevant to the refresh. This will convert back to **Pending Status** where you can reupload **Applicant ID**.

We suggest you keep a copy of **Applicant ID** on file until the check is **Compliant Status** then delete this.

The screenshot shows a web interface titled "Update Answer" with a close button (X) in the top right corner. The main content area displays the following information:

- Status:** Cancelled (highlighted in a red box)
- Reference Number:** 5013243
- Buttons:** "Download Report" (highlighted with a green border) and "Refresh Check" (highlighted with a blue border)
- Notes:** A text area with the placeholder "Add notes for this field..." and a small icon in the bottom right corner.



CANDIDATE COMMUNICATIONS

TYPE 1

Following a case being created within **Patronus**, the applicant will receive an email from **Experian** inviting them to complete their application.

TYPE 2

The applicant will receive an email from **Disclosure Scotland** via the email address: disclosurescotland@notifications.service.gov.scot with their application link.

Applicants will be informed in the email that they have **14 days** (upon receiving the link) to complete the application.

Applicants will receive a reminder to complete the form from **Disclosure Scotland** on days **9 and 12** of the 14 days.

PLEASE NOTE: These emails may go to spam / junk folders so please make sure your applicant checks these folders regularly. If the applicant does not receive or complete the link, it will expire on the 14th day.

TYPE 3

When the application on the **Disclosure Scotland** site has been created but has not been submitted by the candidate within **3 working days**, they will receive the following e-mail:

"Hello,

In order to complete your Disclosure Scotland Criminal Records Check we require you to complete the online application form emailed to you by Disclosure Scotland on xx/xx/xxxx.

Please note if this is not completed by [11 days later] then we will be forced to close down the criminal records check.

If you are unable to locate the email or have any additional queries, please contact XXX"



TYPE 4

When the applicant has not submitted their application to **Disclosure Scotland** after an additional 3 working days (final chase) they will receive the following e-mail:

"Hello,

In order to complete your Disclosure Scotland PVG Criminal Records Check we require you to complete the online PVG application form emailed to you by Disclosure Scotland on xx/xx/xxxx.

Please note this is the final reminder and if this is not completed in the next 3 days we will be forced to close down the criminal records check.

If you are unable to locate the email or have any additional queries please contact our Customer Support Team via Live Chat, accessed via your portal, or by phone on 0333 00 00 237."

TYPE 5

If the check falls into the chase pool (Candidate has not responded within required timescales) the applicant will receive the following e-mail:

"Hello,

We are currently processing your [Standard/Enhanced] Criminal Record Check with Disclosure Scotland on behalf of [INSERT CLIENT NAME].

It has now been [INSERT DAYS SINCE CHECK APPLIED FOR] working days since we submitted your application. At this stage, most applications are ready for the results to be shared with us.

Please can you check both your inbox and spam/junk folders for an email from Disclosure Scotland requesting for you to share your results. Please note you have 14 days from the date your results become available to take action before they expire.

If you have not received confirmation that your results are ready to be shared, please let us know by emailing documents@backgroundchecking.experian.com"



TYPE 6

When **Disclosure Scotland** shows the result has been issued but hasn't yet been shared with **Scottish Rugby** and / or the candidate needs more direct instruction:

"Hello,

The Disclosure Scotland portal shows that your results have been issued, however they are yet to be shared with Experian and your employer. Please can you check your inbox for an email from Disclosure Scotland advising how to share these results.

Please Note: If these are not shared within 14 days of the results being issued then Disclosure Scotland will withdraw the check and your employer will need to request another. If you have having difficulties sharing your results, please contact Disclosure Scotland directly at 0300 020 0040.

Send confirmation to us at documents@backgroundchecking.experian.com with your application number in the subject line.

If you have any additional queries please contact our Customer Support Team via Live Chat, accessed via your portal, or by phone on 0333 00 00 237. Kind Regards"

HELP & SUPPORT

- safeguarding@sru.org.uk For support understanding general PVG compliance, verification queries and general support with new PVG process.
- **Patronus help button** (located within Patronus system, bottom right-hand side) – for technical issues experienced when using Patronus. Please note they cannot support with queries regarding application progress/ status.
- **Experian support**- please direct applicants to use this function when they are experiencing issues during the Experian processing stage. If they have any queries they can contact Experian Customer Support Team via **Live Chat**, accessed via their portal, or by phone on **0333 00 00 237** quoting their reference. Note this must be the applicant that does this- they will not give you information directly on applications for GDPR purposes.
- SCRUMS@sru.org.uk – For support when experiencing technical issues using SCRUMS. Please note they cannot support with queries regarding application progress/ status.