CASE STUDY

University of Derby Leads the Way in **DBS Efficiency with Verifile's Cutting-Edge Solution.**

UNIVERSITY OF
DERBY

KEY OUTCOMES

Achieved exceptionally high student engagement with **over 85% of DBS checks managed virtually** through a user-friendly digital ID system.

Significantly improved planning capabilities with excellent reporting features, enabling better forecasting for the academic year.

Reduced enhanced DBS check turnaround times **to 10-12 days**, ensuring timely student placements and academic progress.

OVERVIEW

The University of Derby, a diverse institution with multiple locations across the UK, is committed to making a positive impact through ground-breaking research and teaching excellence. Awarded Gold in the Teaching Excellence Framework (TEF) 2023, Derby excels in fields such as healthcare and teaching.

With thousands of students requiring enhanced DBS checks for their programmes, the university faced the challenge of streamlining its background screening processes to meet compliance requirements while delivering an efficient, modern experience for students.

We spoke to Mo Aslam, Head of College Business Operations, to learn how partnering with Verifile transformed their DBS checking system, bringing speed, efficiency, and improved student engagement to this critical aspect of enrolment.

> *We've found that students are engaging virtually a lot more, and therefore are getting the benefits we wanted via Verifile. The fast turnaround times and digital connectivity have made a significant difference in our operations and greatly benefit the students too.*

Mo Aslam, Head of College Business Operations, University of Derby

CHALLENGE

Streamlining DBS checks to achieve compliance, efficiency, and a seamless student experience

The University of Derby faced a complex challenge managing Disclosure and Barring Service (DBS) checks for its students in health and education programmes. With government requirements to meet and students destined for roles working with vulnerable individuals, the university had to ensure DBS checks were conducted to the highest quality standards.

The efficiency of the process was paramount, as delays could affect students' ability to start their placements on time, impacting their academic progress. Student expectations were also evolving rapidly, with demand for faster, **more digital experiences.**

As Aslam noted, *"Students expect an instantaneous response. If they want something, then they ideally want it now."*

With the education sector facing new challenges, the University of Derby recognised that improving their DBS checking process was crucial to creating a best-in-class service, ensuring compliance, and maintaining their commitment to providing a seamless student experience.

SOLUTION

A comprehensive, digital-first DBS checking process

Verifile implemented a comprehensive **DBS checking solution** for the University of Derby. Key features included:

FAST-TRACK DBS CHECKS
Direct links with DBS systems delivering quicker turnaround times and more reliable results.

DIGITAL ID VERIFICATION
Allowing for virtual engagement, eliminating the need for in-person document checks in most cases.

BULK UPLOAD CAPABILITY
Enabling the processing of large student cohorts simultaneously, saving time and reducing administrative burden.

SYSTEM INTEGRATION
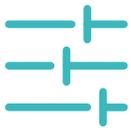Seamless connection with university systems for streamlined operations and reduced manual data entry.

COMPREHENSIVE TRAINING
Thorough onboarding and ongoing support for university staff to maximise system benefits.

RESPONSIVE SUPPORT
Dedicated customer service ensuring prompt issue resolution and continuous improvement.

CUSTOMISED APPROACH
Adaptable service model tailored to the university's specific needs and academic calendar.

RESULTS

Enhanced student engagement, improved planning, and streamlined operations

Verifile's solution **transformed the University of Derby's** DBS checking process, delivering significant improvements:

SMOOTH IMPLEMENTATION
The university experienced an exceptionally easy transition to Verifile's system, with comprehensive training and support minimising disruption to operations.

EXCEPTIONAL STUDENT ENGAGEMENT
The digital-first approach has resonated strongly with students, with over 85% of checks now managed virtually, eliminating unnecessary campus visits.

ENHANCED FORECASTING
Excellent reporting features have improved the university's ability to forecast workloads and plan effectively for the academic year, reducing administrative stress during peak periods.

ACCELERATED TURNAROUND TIMES
DBS checks now complete in 10-12 days, ensuring students can start placements on time and maintain academic progress.

CONTINUOUS IMPROVEMENT
The collaborative relationship between the University of Derby and Verifile has led to ongoing refinements and improvements in the service.

OPERATIONAL EFFICIENCY
Verifile's service runs smoothly in the background, allowing university staff to focus on other important tasks without disruption.

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" *The fast turnaround and direct link with DBS attracted us to Verifile initially. But what closed the deal were the people working for Verifile. Their engagement from the first meeting, their quick responses to calls and emails – it's the culture of Verifile that makes them easy to work with.* "

Mo Aslam,
Head of College Business Operations,
University of Derby

VERIFILE

Accurate data. Meaningful relationships.

READY TO STREAMLINE YOUR STUDENT INTAKE PROCESS?

Let us help you transform your screening systems.

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