

## How to complete the VRF Consent Form to avoid your application being returned

- 1. Don't use your own organisation's consent form or a note from the client
  - We can't accept your organisation's consent form. We also can't accept a note / letter from the client. We can only accept a completed, signed **VRF** Consent Form. This is because of General Data Protection Regulation ('GDPR'). We need to know that the client understands the Data Protection Privacy Notice on pages 1-3, and that they agree to the statement on page 4 of the form.
- 2. Use the current version of the consent form. We can't accept outdated versions. To avoid using outdated versions please don't save a copy. Always download the consent form either from our <a href="Help Page">Help Page</a> or from the application itself.
  - 2a The Written Consent Form can be found in Section / Page 1 of the application form.

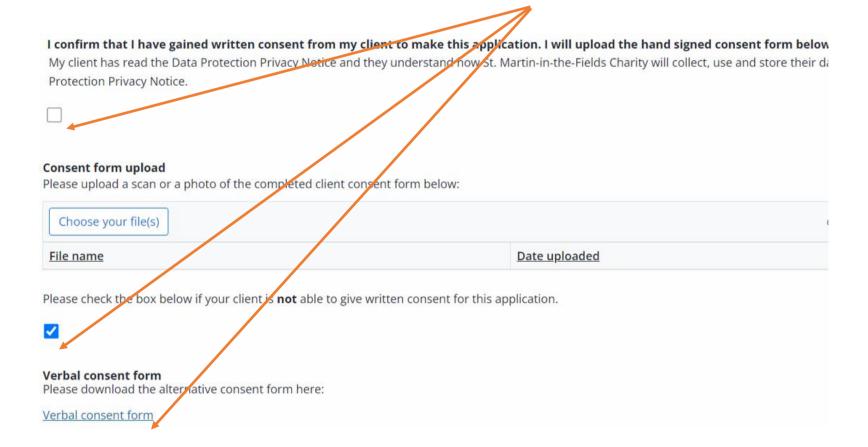
## **VRF Client Consent Form**

Your client must be made aware that this application is being completed and submitted on their behalf. You must also explain how we will treat their confidential information.

Please see the <u>VRF Help page</u> for further information on how to complete the consent form.

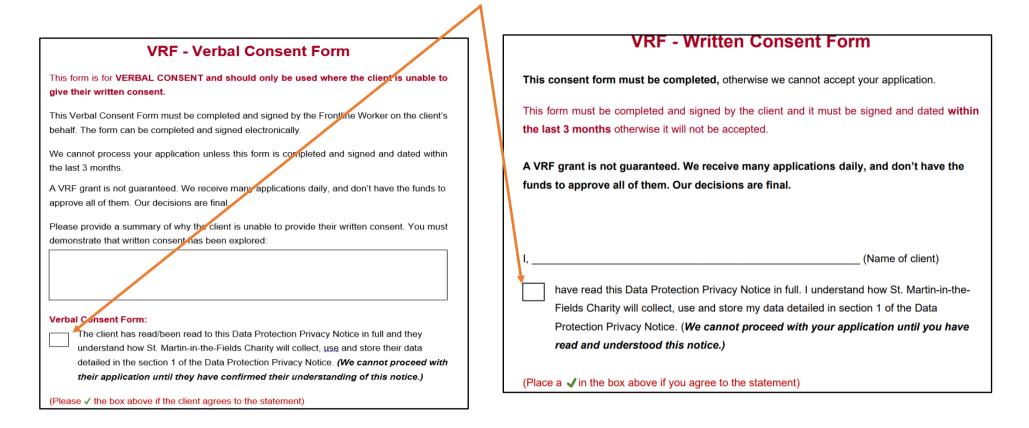
Please obtain consent from your client using the VRF consent form which can be downloaded here. Please ensure the client has ticked the box on the form to confirm their consent before scanning or photographing the form and uploading it below.

- 2b Only use Verbal Consent when the client isn't able or available to sign the Written Consent Form by hand themselves for personal, or practical reasons. The Verbal Consent Form from can be accessed by:
  - Unticking the box 'I confirm that I have gained written consent from my client to make this application.' in Section/Page 1 of the application form.
  - Ticking the box 'Please check the box below if your client is not able to give written consent for this application.'
  - Download from the link.

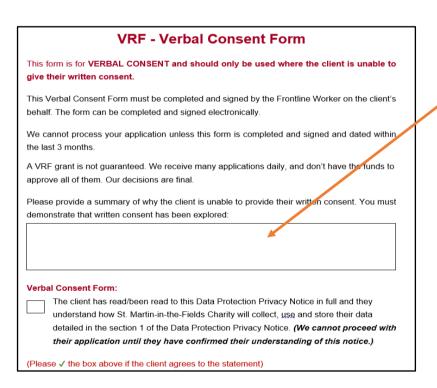


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3. Make sure the tick box on the Written / Verbal Consent Form has been filled in. This is needed as confirmation that the client understands the Data Protection Privacy notice and that they give their consent.



4. If Verbal Consent is provided, please make sure that you fill in the text box giving the reason/s for this.



- 5. Make sure that written consent forms are signed in the clients handwriting. Signatures must be in the client's own handwriting in the following formats:
  - Handwritten directly on to the form
  - Written using a mouse / touch pad / stylus
  - A screenshot of the client's handwritten signature pasted into the form

We can't accept written consent forms with the client's name typed in by way of a signature with the following exception:

- Form is signed using 'DocuSign' (or similar, other software) where there is a label by the signature clearly stating that DocuSign / the relevant software has been used
- 6. Fill in the signature date on the form. We need to know the date the client gave their consent as we can't accept consent that is more than 3 months old.