



Chapter One

Chapter One 2026-27: PVG Check FAQ

What is a PVG?

The Protecting Vulnerable Groups (PVG) scheme is managed by Disclosure Scotland. It is a background check that ensures people who are applying to work with children and protected adults are suitable for the role. Organisations such as Chapter One who use volunteers to work with children in Scotland, are able to apply for a background check for each volunteer to check their suitability as an Online Reading Volunteer.

Why do I need a PVG check?

It is a legal requirement for individuals to be a member of the PVG scheme when carrying out a regulated role with children, protected adults, or both. Chapter One takes seriously its responsibility to safeguard children and therefore requires all volunteers to have a PVG check in place before they can start reading with a child.

I already have a PVG check from another organisation. Can I use that one?

Although a PVG check is considered as a 'lifetime membership', every new organisation that requires you to have a PVG check will need to be added to this. It is important therefore to accurately select on the Survey Monkey questionnaire whether you have a PVG and what type of PVG check you already have - children or adults, so that we can select the correct type of PVG application for you to avoid any delays.

Do I need to pay for the PVG check?

No, the check as a volunteer is free of charge.

How do I complete a PVG check?

If you have not volunteered with Chapter One before to read with a pupil in Scotland, at registration you will be prompted to complete a Survey Monkey questionnaire. The next working day you will be contacted by a member of the Volunteer Support Team to request your ID documents and arrange a video call to confirm your identity. Following the call we will make an online application request to Volunteer Scotland Disclosure Scotland (using the details collected from the Survey Monkey questionnaire) which will result in an email link from Disclosure Scotland. You will need to follow this link to create a ScotAccount (if you do not



Chapter One

already have one). Following on from this you will receive your link to complete your online application for your PVG check. You only have 14 days to complete this.

What documents do I need?

Please see the list of accepted ID documents [here](#).

I don't have a passport, can I do a PVG check?

You must be able to provide one form of photo identification - passport or driving licence. At least one of these documents must also be provided when creating your ScotAccount.

I haven't got a document with my address on it.

We must see a proof of address with your name on - without this you will not be able to proceed. You are able to request a statement from your bank or building society, and/or utility provider.

Will I receive a copy of my PVG certificate and will I need it in the future?

When your PVG check has been processed you will receive an email from Disclosure Scotland advising that your result is ready and can now be shared with your organisation. You will be able to view your result via your ScotAccount and will be able to 'share' them with the Chapter One Volunteer Support Team member who took your ID call. You will not receive a paper certificate. Your result must be shared within 14 days from receipt of the completion date otherwise a new application may need to be submitted. There may be exceptional circumstances that cause Disclosure Scotland to print a paper result in replacement of a digital disclosure result. Volunteer Scotland Disclosure Services will issue the paper result to you via post or by telephone result.

What is a ScotAccount?

A ScotAccount is a digital identity service developed by the Scottish Government. It allows you to securely sign in to online public services like Disclosure Scotland. You can use this service to view results of PVG applications online. You will not receive a paper certificate other than in exceptional circumstances. You must create a ScotAccount to be able to share your results with Chapter One. We will not be notified of your result without this part of the process being completed and must be shared within the time frames stated.

How do I create a ScotAccount?

Please follow this link [here](#) to view the steps required to create a ScotAccount.



Chapter One

Should I let you know when I receive email confirmation that my PVG check has been processed?

When you receive email confirmation from Disclosure Scotland that your PVG check has been processed and your online results are ready, please follow the instructions within the email from Disclosure Scotland to sign in to your ScotAccount to be able to share your result with Chapter One. This must be completed within 14 days otherwise the PVG application may have to be resubmitted.

What happens at the end of the school year/I am only able to read for one year/I will be leaving my organisation and not able to continue supporting Chapter One

Please complete [this form](#) if you are leaving your organisation and no longer able to read with a pupil through Chapter One, or not planning/able to return the following academic year. If you return at a later date, a new PVG check would be required. As a volunteer, Chapter One may remain associated with your PVG membership after you stop actively volunteering. This helps volunteers return in future without necessarily needing to complete a new PVG application. A summary guide will be provided to all volunteers registering to read in Scotland at point of registration, if they choose to withdraw part way through the year and also at the end of the year. This will contain everything you need to know about Chapter One's associated interest in your PVG.

I've moved house/changed my name since receiving my PVG check, do I need to let you know about any changes?

Please let Disclosure Scotland know of any changes to your address or name within 3 months. Follow this link [here](#) to access the form.