

fit2work  
Student Police  
Checks

User Guide

**fit2work is Australia's leading provider of police checks and background screening.**

This guide will answer most of your questions about how to get your Police Check. If you need more information, please email our helpdesk at [support@fit2work.com.au](mailto:support@fit2work.com.au) or call us TollFree on 1300 525 525 (8:30am – 7:00pm aest).

# Welcome to fit2work Student Checks.


You will have received an email with a link from fit2work. Follow the instructions below to complete your Police Check application.

If you have any questions, you can call fit2work on 1300 525 525 or email us on [support@fit2work.com.au](mailto:support@fit2work.com.au).

## Step 1

### Log In

Login via the link in the email (A).

Once logged in, click on  (B) to start your check.

## Step 2

### Fill in Info and Consent Form

Enter your details as accurately as possible, working through each of the 5 stages.

## Step 3

### Take 'Selfie' & upload ID

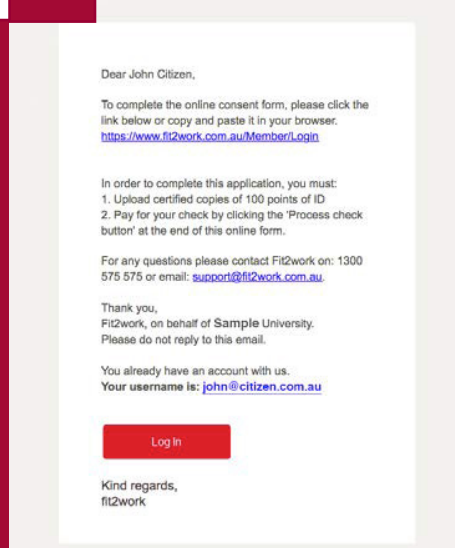
After entering your personal information, you will need to take a real-time 'selfie' photo holding your ID and upload ID. See next pages for more information.

## Step 4

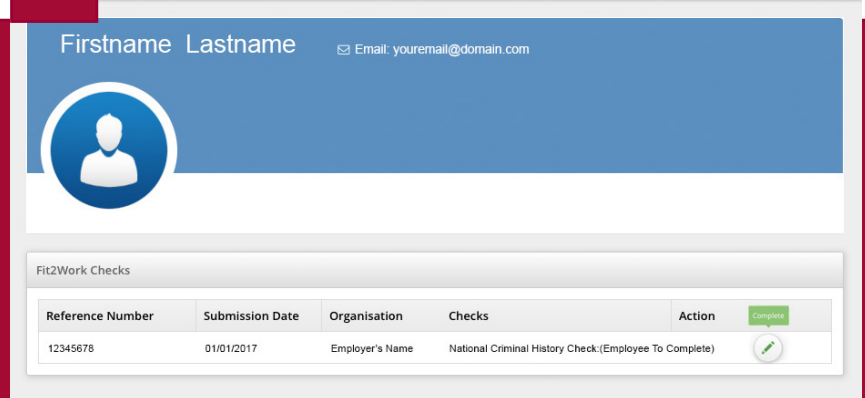
### Review, Pay & Submit

Review and confirm all the details are correct, and pay via our secure payment portal to submit the check for processing.

A



B



Your Police Check will be delivered to your email.

Up to 80% of Student Check results are returned within 15 minutes\*.

\*Approximately 10% of Student Checks are referred for further investigation. See website for details.

## PROOF OF IDENTITY

When applying for a national police history check it is necessary for you to verify your identity in line with Australia's National Identity Security Strategy. To achieve this, you must at a minimum:

- provide four (4) documents
- all four (4) documents cannot be drawn from a single category
- it is strongly recommended to try and use a document from each category

**In combination**, your documents must include your full name, date of birth, and a photograph.

### Commencement of identity documents

1. full **Australian birth certificate** (not an extract or birth card)
2. current **Australian passport** (not expired)
3. **Australian visa** current at time of entry to Australia as a resident or tourist
4. ImmiCard issued by Department of Home Affairs (previously the Department of Immigration and Border Protection) that enables the cardholder to prove their visa and/or migration status and enroll in services
5. **certificate of identity** issued by Department of Foreign Affairs and Trade (DFAT) to refugees and non-Australian citizens for entry to Australia
6. **document of identity** issued by DFAT to Australian citizens or persons who have the nationality of a Commonwealth country for travel purposes
7. certificate of **evidence of resident status**.

### Primary use in the community documents

1. current **Australian drivers licence**, learner permit or provisional licence issued by a state or territory, showing a signature and/or photo and the same name as claimed
2. **Australian marriage certificate** issued by a state or territory (church or celebrant-issued certificates are not accepted)
3. current **passport** issued by a country other than Australia with a valid entry stamp or visa
4. current **proof of age** or **photo identity card** issued by an Australian Government agency in the name of the applicant, with a signature and photo
5. current **shooters** or **firearms licence** showing a signature and photo (not minor or junior permit or licence)
6. for persons under 18 years of age with no other Primary Use in Community Documents, a current **student identification card** with a signature or photo.

### Secondary use in the community documents

1. **certificate of identity** issued by DFAT
2. **document of identity** issued by DFAT
3. **convention travel document secondary** (United Nations) issued by DFAT
4. **foreign government issued documents** (for example, drivers licence)
5. **Medicare card**
6. **enrolment with the Australian Electoral Commission**
7. **security guard** or **crowd control photo licence**
8. **evidence of right to an Australian government benefit** (Centrelink or Veterans' Affairs)
9. **consular photo identity card** issued by DFAT
10. **photo identity card** issued to an officer by a police force
11. **photo identity card** issued by the Australian Defence Force
12. **photo identity card** issued by the Australian Government or a state or territory government
13. **Aviation Security Identification Card**
14. **Maritime Security Identification card**
15. **credit reference check**
16. **Australian tertiary student photo identity document**
17. **Australian secondary student photo identity document**
18. certified **academic transcript** from an Australian university
19. **trusted referees report**
20. **bank card**
21. **credit card**
22. **Council Rates Notice**
23. **Professional or Trade Association Card**
24. **Utility Bills**
25. **Private Health Card**

Please note that it is an Australian Criminal Intelligence Commission (ACIC) requirement of fit2work to link identity documents to you as an individual as a part of the application process. To do so, it may be necessary to require additional documents to be uploaded as well as make all enquiries necessary to satisfy this requirement.

fit2work is required, and will report any suspicion of identity fraud detected on the platform to the relevant Australian Police Service and the ACIC.

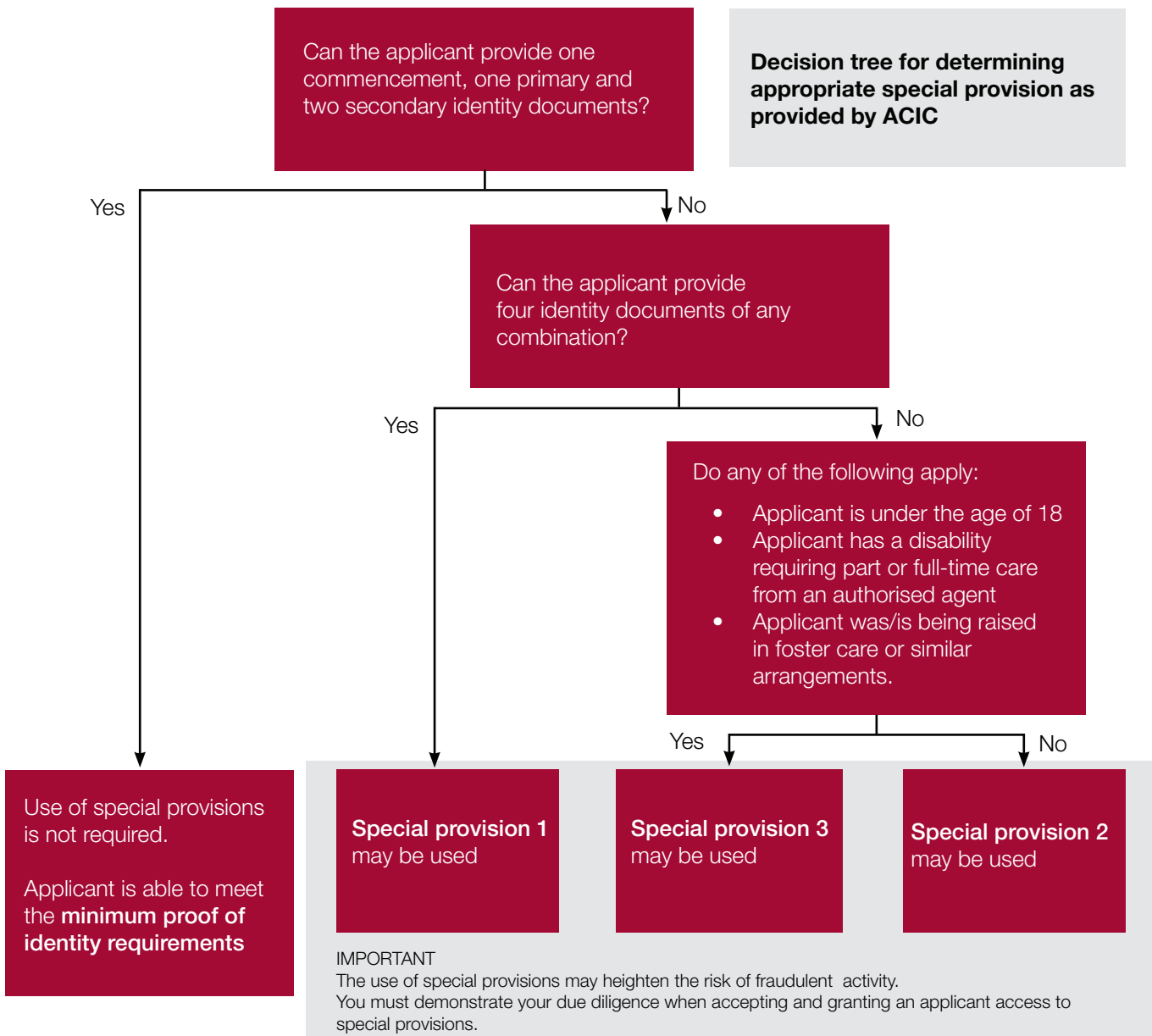
Applications must be made by the individual for whom the check is sought, or somebody authorised to make the application on the applicant's behalf (e.g. parent, legal guardian or authorised agent). The link between identity documents and the applicant must still be satisfied by fit2work.

Applicants are only required to provide identity documents for their primary name, not for any previously known names.

If identity documents are provided using a former name (e.g. maiden name) evidence of the name change must be provided in addition to the minimum four (4) identity documents.

If you have a legitimate reason prohibiting you from meeting these verification of identity requirements, special provisions can be used to verify your identity.

If this applies to you please go to <https://www.fit2work.com.au/Documents/General/IdRequirements.pdf>



## Special Provision 1 – Acceptance of alternative combinations of types of proof of identity documents

To meet the conditions for Special Provision 1 – the applicant must still provide **four** documents in total.

If they are unable to provide the specific documents from each of the categories, they must provide a reason in the text box provided.



The screenshot shows a web form with a grey header bar containing the text "Please provide reasons for not having the necessary identity documents." Below the header is a text input field containing the placeholder text "asdsa a123". At the bottom left of the input field, it says "990 characters remaining". At the bottom right, there are three buttons: a grey "Cancel" button with a red 'x' icon, a red "I Don't Have Documents" button with a right-pointing arrow, and a red "Next" button with a right-pointing arrow.

Once their response has been recorded, fit2work will accept alternative types of proof of identity documents.

Where an applicant **cannot** provide a:

- **Commencement of identity document, they must provide:**
  - At least **one primary use** in the community document; and
  - At least **one secondary use** in the community document.
- **Primary use in the community document, they must provide:**
  - At least **one commencement of identity** document; and
  - At least **one secondary use** in the community document.
- **Secondary use in the community document, they must provide:**
  - At least **one commencement of identity** document; and
  - At least **one primary use** in the community document.

In all instances, the combination of identity documents must contain at minimum the applicant's **full name, date of birth and a photograph**. Only **ONE** of the documents provided must contain a photo.

If none of their documents contain a photo, they must submit a certified passport-style photograph certified by a person listed in Schedule 2 of the Statutory Declarations Regulations 1993 (Cth).

## Special Provision 2 - Verification of an applicant's identity by an authorised referee

Special Provision 2 may be used to support an applicant to verify their identity. A Verification of Applicant Identity by an authorised referee form will be provided by ACIC to assist in obtaining a written reference from an authorised referee.

The authorised referee must:

- know the applicant
- meet the ACIC's authorised referee requirements (outlined on the form)
- complete the required sections in the special provisions form, including a declaration
- provide, if requested, a written reference confirming the applicant's identity on company or/organisation letterhead.

The applicant must provide as many identity documents as practically possible to support the use of this provision.

## Special Provision 3 - Verification of the applicant's claimed identity with a parent, legal guardian, or authorised agent

Access to Special Provision 3 is restricted to applicants who:

- are under 18 years of age
- have a disability requiring part or full-time care from an authorised agent
- were raised in foster care or similar arrangements.

To meet the requirements of Special Provision 3, the applicant, parent, legal guardian, or authorised agent must meet the minimum proof of identity requirements:

Applicant must provide:

- one identity document containing a photograph. If they cannot, they must submit a passport-style photograph certified by a person listed in Schedule 2 of the Statutory Declarations Regulations 1993 (Cth).

Parent, legal guardian or authorised agent must:

- confirm their own identity by meeting the minimum proof of identity requirements; and
- provide a documentary link between the child and the parent or legal guardian, such as the child's birth certificate or
- provide a documentary link between the applicant and their authorised agent, such as a signed power of attorney.