



ACRO Police Certificate Application Guidance Notes

These notes apply to applicants wishing to obtain a visa for Australia, Belgium, Canada, New Zealand, South Africa or the United States of America

(Applications for other countries may be accepted subject to confirmation by the applicant of acceptance by the relevant Embassy, High Commission or requiring organisation)

Note: Only use the latest version of the application form which can be accessed via the ACPO website. www.acpo.police.uk Other forms provided may cause delays in processing your application.

Payment:

Standard Service - £45.00 (10 working days, [Not including dates of receipt or dispatch](#))

Premium Service - £80.00 (2 working days, [Not including dates of receipt or dispatch](#))

The Premium and Standard costs cover the processing of the certificate and standard return postage, either 1st class Royal Mail or standard airmail for international post. The applicant is advised to allow extra time if the application is made approaching or during Public Holidays.

Acceptable payment methods are UK Sterling Cheque, Postal Order, Bankers Draft or Bank Transfer. Payment must be made out to '[**Police and Crime Commissioner for Hampshire**](#)' or '[**PCC for Hampshire**](#)'. Do not send cash. If a receipt is required for the payment this must be requested with the application.

If the applicant overpays by less than £10.00 the overpaid amount will be donated to charity. If there is an overpayment of £10.00 or more, the applicant will be contacted to arrange a refund or to obtain their agreement to donate the overpaid amount to charity.

If the applicant cancels the application after posting or ACRO cannot process the application due to a failure by the applicant to respond to requests for information, an administration fee of £10.00 will be deducted from any refund.

ACRO will **NOT** accept prepaid return envelopes or postal coupons provided by customers, these will not be returned.

Optional services available on request:

Additional Certificate Copies - £6.00 each (If ordered at the time or within three months of submission of the application)

Optional Postage Delivery - £9.00 per applicant per address, (UK next day or secure international delivery)

Optional International Courier Delivery - £48.00 per return address

Supporting Documentation:

To process your application, the following documentation is required:

- 1. Fully completed application form.** Ensure all sections are completed in BLOCK CAPITALS and in black ink, original signatures are required throughout. Scanned or facsimile signatures will not be accepted.
- 2. TWO copies of different documents to prove your current address.** Official correspondence **showing your name and address both dated within the last 6 months**. These cannot be hand written and envelopes will not be accepted as sufficient evidence. If these are not in English you will also need to provide a translation which may be hand written.
- 3. Copy of your passport.** Clearly showing passport photo, personal information including expiry date, nationality, extension pages if applicable and signature.
- 4. ONE recent colour passport style photograph (Approximately 45mm x 35mm).** This should be appropriately endorsed on the back (See page 7).
- 5. Payment.** UK Cheque, UK Postal Order, Bankers Draft, or Bank Transfer made payable to '**PCC for Hampshire**'.

Do not send original documents as these will not be returned.

Additional Information:

ACRO will be unable to provide you with information contained on Police Systems by email.

The validity of the Police Certificate is at the discretion of the relevant Embassy or High Commission.

Please send the required items of documentation to the appropriate address:

Address for Premium

Service:

**ACRO (P)
PO Box 660
Fareham
Hampshire
PO14 9LN
(UK)**

Address for Standard

Service:

**ACRO
PO Box 481
Fareham
Hampshire
PO14 9FS
(UK)**

Address for Courier

Delivery:

**ACRO, c/o CitySprint
Unit 2, Solent Estate
Shamblehurst Lane
Hedge End
Southampton
SO30 2FX**

If sending your application to ACRO by a courier service, your chosen courier company must arrange for the application to be delivered to the above address. ACRO cannot accept responsibility for lost items or the late or failed delivery of couriered items showing any other address

Please ensure that you apply the correct postage to your envelope otherwise your application form may not be delivered to ACRO. Documents sent to the incorrect address for the service required may delay your application.

All documents relating to your Police Certificate will be scanned and retained for a period of at least 12 months, and the originals will be destroyed. Please note, additional copies are only available up to 3 months from the submission of the original application form.

If you are having difficulty in completing this application, please contact ACRO Customer Services on 0845 60 13 999 during our office opening hours (08:30-23:00 UK) Monday to Friday or via email to: customer.services@acro.pnn.police.uk

If calling from outside the UK please dial +44 1962 871111 during the above UK times.

Police Certificate Application Form

This Application Form must be completed in English using
BLOCK CAPITALS and Black Ink

Service Requested:	Standard <input type="checkbox"/>	Premium <input type="checkbox"/>
Total Certificates Required:		

Country relating to your visa or immigration application:			
Australia	<input type="checkbox"/>	New Zealand	<input type="checkbox"/>
Canada	<input type="checkbox"/>	South Africa	<input type="checkbox"/>
United States of America	<input type="checkbox"/>	Other (Please specify)	

Personal Information

Title:	Mr Mrs Miss Ms Other (Please specify):
ALL Forename(s)/Given Name(s):	
Surname/Family Name:	
Have you ever used or been known by any other names?	Yes <input type="checkbox"/> No <input type="checkbox"/>

If yes, please provide a list of all other names below, including Maiden/Married names. Failure to answer this question will delay your application. If you run out of space please use the continuation page found at the end of this application form.

Other Forename(s)		Other Surname(s)/Family Name(s)	
Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/>	Date of Birth (dd/mm/yyyy):	- -
Place of Birth:	Town:		
	Country:		
Nationality:		Passport Number:	

Contact Details

Home Telephone Number:	
Mobile Telephone Number:	
Work Telephone Number:	
Email Address: Print in CAPITALS	

WHEN ENTERING ADDRESSES IN THE FOLLOWING SECTIONS, PLEASE ENTER THEM IN THE MAILING FORMAT RELEVANT TO YOUR COUNTRY.

<p>Current Address: This is the physical address at which you reside and should be shown on your proofs of address. If you cannot provide proofs of address please contact the enquiry number on page 2.</p>	
<p>Postal Address(es) for the return of your Police Certificate(s) if different to your current address: Please ensure you include c/o, Department or Case Reference Numbers if this is to be sent to an Embassy/High Commission.</p>	

<p>Have you lived at your current address for 10 years or more? If no, please provide your address history from the last 10 years below:</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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<p align="center">Previous Addresses and dates of occupancy (Use the continuation page if necessary)</p>	
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<p>Previous Address 1:</p>	<p>Year: From To</p>
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<p>Previous Address 2:</p>	<p>Year: From To</p>
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<p>Previous Address 3:</p>	<p>Year: From To</p>
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<p align="center">If you have lived outside of the UK for the last 10 years please provide your last UK address</p>	
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<p>Last UK Address:</p>	<p>Year: From To</p>
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Service Required				
Service Requested (1 certificate)		Standard (£45) <input type="checkbox"/>		Premium (£80) <input type="checkbox"/>
Number of Additional/Extra Certificates (£6 each) If you are not requesting additional certificates leave blank.			Number:	£
<u>OPTIONAL</u> Postage (If required please select only <u>ONE</u>) IF 1st CLASS UK OR STANDARD AIRMAIL REQUIRED LEAVE BLANK				
UK Next Day Delivery £9.00 per applicant			£	
Secure International Delivery £9.00 per applicant THIS SERVICE IS NOT AVAILABLE TO PO BOXES			£	
Courier – International Delivery ONLY £48.00 per return address. Please provide a contact telephone number on page 3 so that delivery can be arranged. THIS SERVICE IS NOT AVAILABLE TO PO BOXES			£	
Payment Details				
Total Payment Enclosed (Made payable to ' Police and Crime Commissioner for Hampshire ' or ' PCC for Hampshire ')			£	
Payment Method:	UK Cheque <input type="checkbox"/>	UK Postal Order <input type="checkbox"/>	Bankers Draft <input type="checkbox"/>	BX Ref (If Applicable):

Personal History		
Please ensure that you complete all sections		
Have you ever lived in Scotland? If yes, please provide dates and addresses on the continuation sheet, if different from page 4 above.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you ever lived in Northern Ireland? If yes, please provide dates and addresses on the continuation sheet, if different from page 4 above. If you are a Northern Ireland resident please provide your National Insurance and Driving Licence (if applicable) numbers on the continuation sheet.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you a serving, ex-serving, dependant or ex-dependant, partner or ex-partner of a serving or ex-serving member of the UK Armed Forces. Are you a civilian that has been subject to UK Armed Forces Acts?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you the subject of outstanding criminal proceedings? If yes please provide full details on the continuation sheet.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you ever been Arrested, Cautioned, Warned or Reprimanded or been Convicted of a criminal offence in England, Wales, Northern Ireland or Scotland? You must declare all convictions including those you believe to be spent under the Rehabilitation of Offenders Act 1974. If yes, please provide details on the continuation sheet.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Applicant Declaration

1. I understand the questions asked in this application form and I declare that the information I have supplied is accurate and I am the individual to whom it relates.
2. I declare I have listed all the names by which I have ever been known.
3. I authorise ACRO to make any enquiries it deems necessary in order to process this application and verify the information contained herein.
4. I understand that the information I have provided may be used to update Police Systems and that ACRO may share the information I have provided with other agencies in the interests of law enforcement.
5. I understand that the Police Certificate will be prepared in accordance with the appropriate rules governing Police Systems.
6. I am aware that if I make a statement or representation which I know to be false, I may be subject to criminal proceedings.
7. I understand that I may be contacted by ACRO in relation to this application. If necessary ACRO may leave telephone messages, or e-mail me.
8. I understand that this application will be delayed if:
 - I fail to complete the application form correctly, apply the correct postage, enclose the required supporting documents or the correct payment, or send my application to the incorrect address for the service level required.
 - I am subject to an impending/outstanding prosecution(s).
 - Searches are required of historical police databases.
 - Searches are required of other law enforcement databases.
 - There is an unforeseen event or occurrence such as postal service restrictions, adverse weather conditions or computer system failure.
9. I understand it is my responsibility to ensure that an application for a country other than Australia, Canada, New Zealand, South Africa or USA will be accepted by the relevant Embassy, High Commission or requiring organisation. I also understand that ACRO will not be liable should a certificate not be accepted by that body.
10. I understand that an overpayment of less than £10.00 will be donated to charity.
11. ACRO cannot be held responsible for items lost or delayed in the post by the postal service or third party delivery companies (see FAQs)

Applicant Name (In BLOCK CAPITALS)

Applicant Signature

Date - -

Photograph Endorsement

In order to satisfy ACRO requirements, the back of your photograph needs to be signed and dated by an individual employed as one of the following or similar profession:

Accountant	Social Worker
Airline Pilot	Solicitor
Ambulance Service Official / Paramedic	Surveyor
Architect	Teacher
Bank / Building Society Official	Trade Union Officer
Barrister	Tutor
Care Worker (Registered)	Valuer or Auctioneer
Company Chairman	Veterinarian
Chemist	Veterinary Nurse
Chiropodist	
Civil Servant (Permanent)	
Commissioner of Oaths	
Councillor (Local or County)	
Dentist	
Director	
Doctor	
Engineer	
Executive	
Financial Adviser	
Fire Service Official	
Funeral Director	
Insurance Broker	
IT Specialist	
Judge	
Justice of the Peace	
Lawyer	
Lecturer	
Legal Secretary	
Magistrate	
Manager	
Medical Consultant/Specialist	
Member of a Chartered Institute	
Member of Parliament	
Merchant Navy Officer	
Minister of a Recognised Religion	
Museum Curator	
Notary Public	
Nurse (SRN or other qualification)	
Officer of the Armed Services (Active or Retired)	
Optician	
Personal Licence Holders (Liquor/Alcohol)	
Personnel Officer	
Pharmacist	
Police Officer/Police Civilian Staff	
Post Office Official	
Prison Officer	
Probation Officer	
Salvation Army Officer	

To be completed by the individual endorsing the passport style photograph

This individual **must** be someone in one of the above occupations, other than your partner or a family member, who has **known you for a minimum of 2 years** and is eighteen years or over. Your individual must:

- 1) complete, sign and date this page of the application form
- 2) write the surname/family name and date of birth of the applicant on the back of the photograph
- 3) sign and date the back of the photograph

If you are living in a country in which you have not known a suitable individual for at least two years, you will need to send this page and your photograph to someone who has known you for two years to be signed. This individual can be of any nationality/reside anywhere in the world and you do not need to be present when the photograph is signed.

NOTE : The individual endorsing the photograph may be contacted to verify their details.

Declaration and Information relating to the individual endorsing the photograph

1. I am not a family member or partner of the Applicant.
2. I am aged 18 years or over.
3. I have known the Applicant for a minimum of 2 years.
4. I have signed and dated the back of the photograph confirming that the image is a true likeness of the Applicant.
5. I understand that this endorsement is for visa application purposes.

Name of Applicant

Name of Endorser

Signature of Endorser

Date

- -

Occupation (See list of acceptable occupations on page 7, if in doubt please contact ACRO Customer Services as shown on page 2)

**Name and address of Employer
(or Company if Self-employed)**

Contact telephone number of Endorser
(Including international dialling code)

E-Mail address of Endorser
Print in CAPITALS

Application Check List

(This page does not need to be returned with your completed application and can be retained for your records)

Application Form (Fully completed and signed)	<input type="checkbox"/>
Two proofs of current address dated within the last 6 months showing both your name and address (No documents will be returned)	<input type="checkbox"/>
One recent colour passport style photograph (Appropriately endorsed and dated)	<input type="checkbox"/>
Copy of Passport (Clearly showing photograph, passport information with expiry date, nationality, signature and extension pages if applicable)	<input type="checkbox"/>
Northern Ireland residents ONLY : National Insurance and Driving Licence (if applicable) numbers included on the continuation sheet	<input type="checkbox"/>
Correct payment including optional postage costs if applicable (Dated, signed & payable to Police and Crime Commissioner for Hampshire or PCC for Hampshire)	<input type="checkbox"/>
Documents are not to be stapled or pinned together	<input type="checkbox"/>
Please do not return guidance notes with your application form	<input type="checkbox"/>
<p>If you are paying for the Premium Service please send your application to:</p> <p>ACRO (P) PO Box 660 Fareham Hampshire PO14 9LN (UK)</p> <p>Please ensure that you apply the correct postage to your envelope otherwise your application form may not be delivered to ACRO</p>	<input type="checkbox"/>
<p>If you are paying for the Standard Service please send your application to:</p> <p>ACRO PO Box 481 Fareham Hampshire PO14 9FS (UK)</p> <p>Please ensure that you apply the correct postage to your envelope otherwise your application form may not be delivered by ACRO</p>	<input type="checkbox"/>

Continuation Page