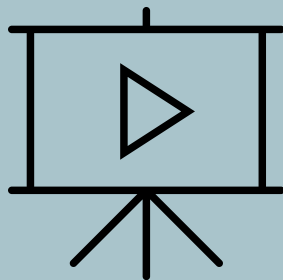


FIPS Quick Start Guide

Change of Circumstance National Insurance Number and Date of Birth Changes

The Change of Circumstances (COC) entity in FIPS enables Learning Providers to amend specific information. The following data can be amended via the Change of Circumstance entity: Start Date, Date of Birth, National Insurance Number and Qualification. This document will provide guidance on how to update the DOB or the NI number for a participant in training. A Change of Circs can only be completed for an assignment that has been fully submitted (active assignment). It cannot be used when there is a draft assignment or an application only, or for assignments at Leaver status. There is a separate guide that covers changes to assignment start date and qualification changes.

- The links below provide a tutorial demonstration of how to process COC for a DOB change or NI number update. Click on play to view this, or right click and select Open in Browser to access it directly. Use the link icon to access the FIPS landing page on the SDS corporate website which contains additional FIPS guides and user information.

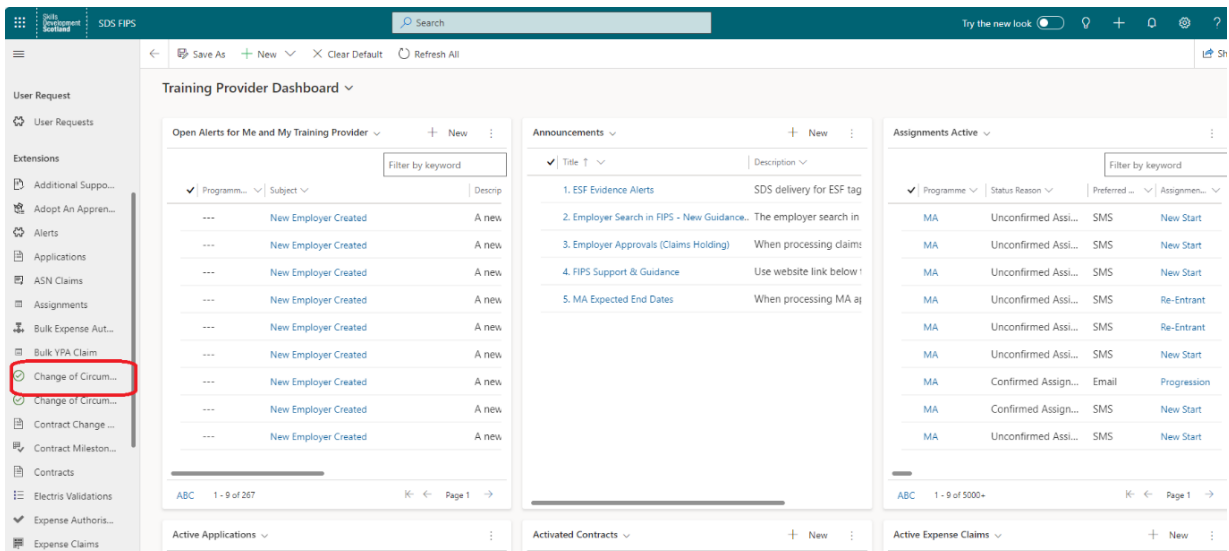


Guide last reviewed: 25/07/2024

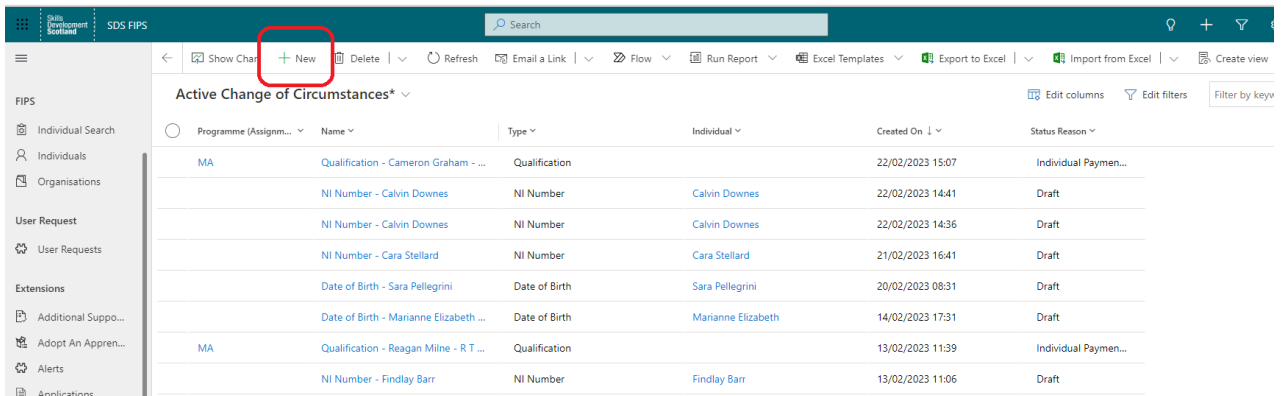
Next review due: 25/03/2025

Created by FIPS Support Team

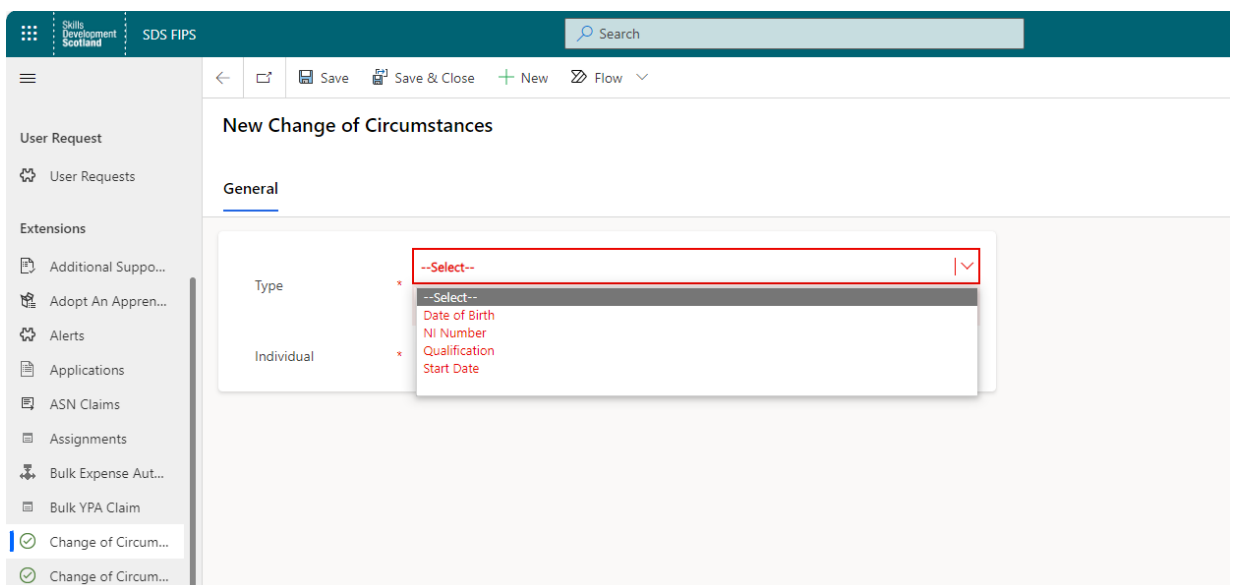
1. Open the Change of Circumstance entity on the workplace menu:



2. When the COC view opens, click on "+ New" which will open the Change of Circumstances form:

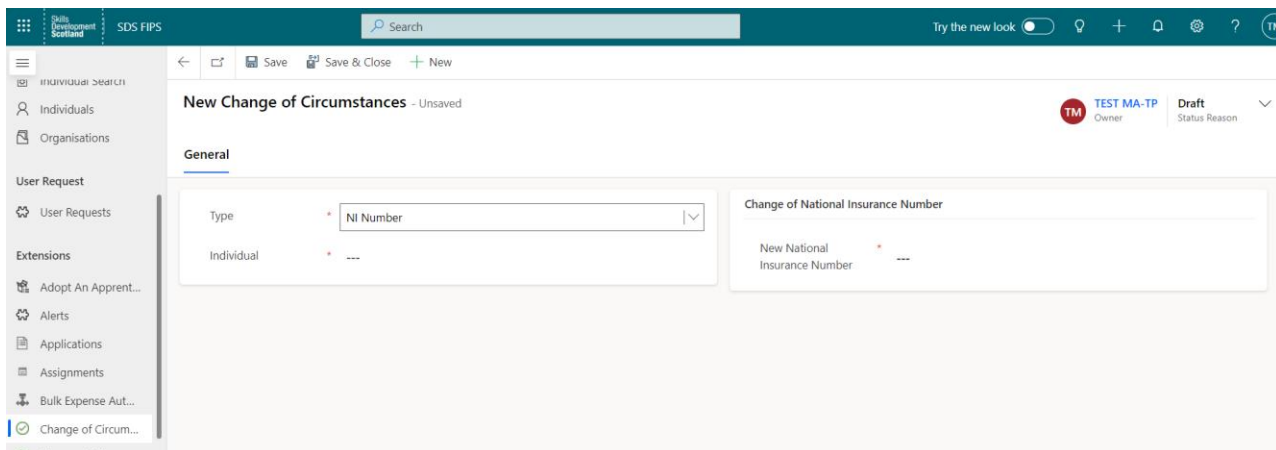


3. Use the drop-down to select the type of Change of Circs:



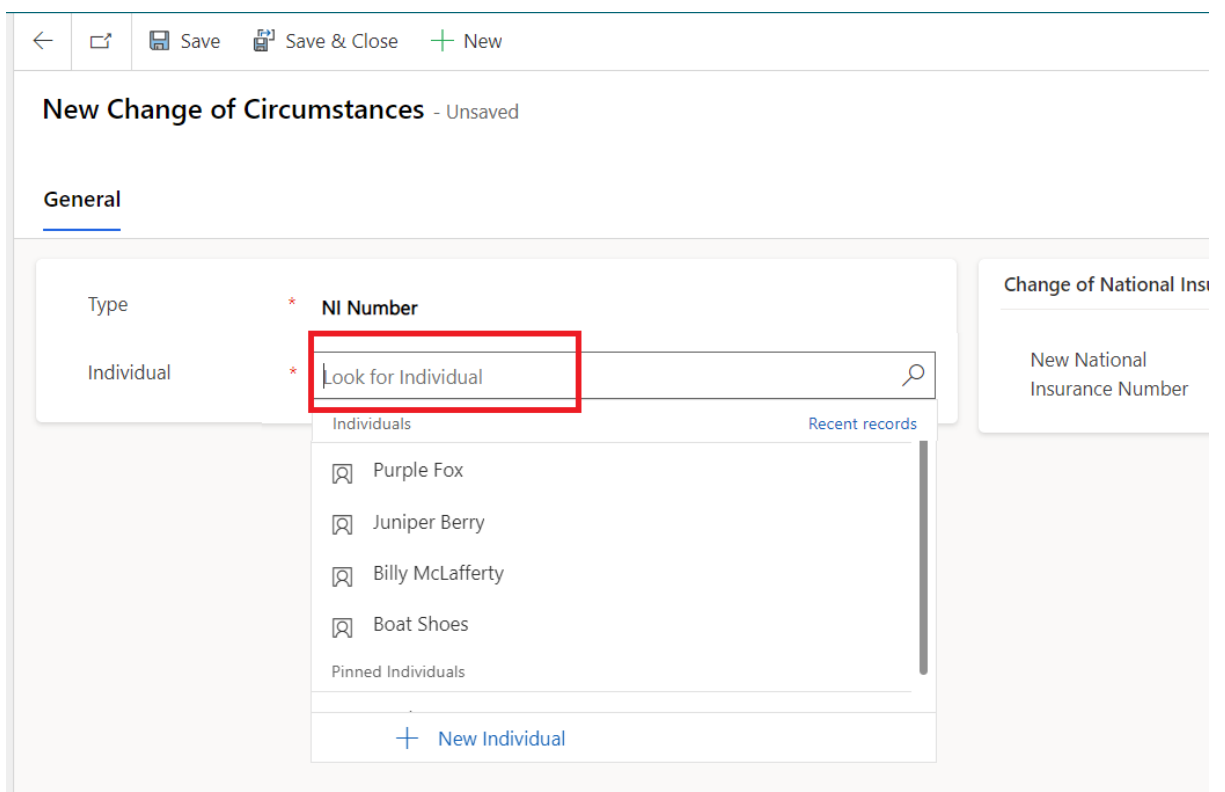
NI Number Change

1. Within the “Type” field, click into this and select “NI Number” from the list displayed. Once the Type field has been populated, additional fields will appear on the right-hand side of the screen:



The screenshot shows the 'New Change of Circumstances' form in the SDS FIPS system. The 'Type' field is set to 'NI Number'. The 'Individual' field is empty. The 'Change of National Insurance Number' section is visible on the right.

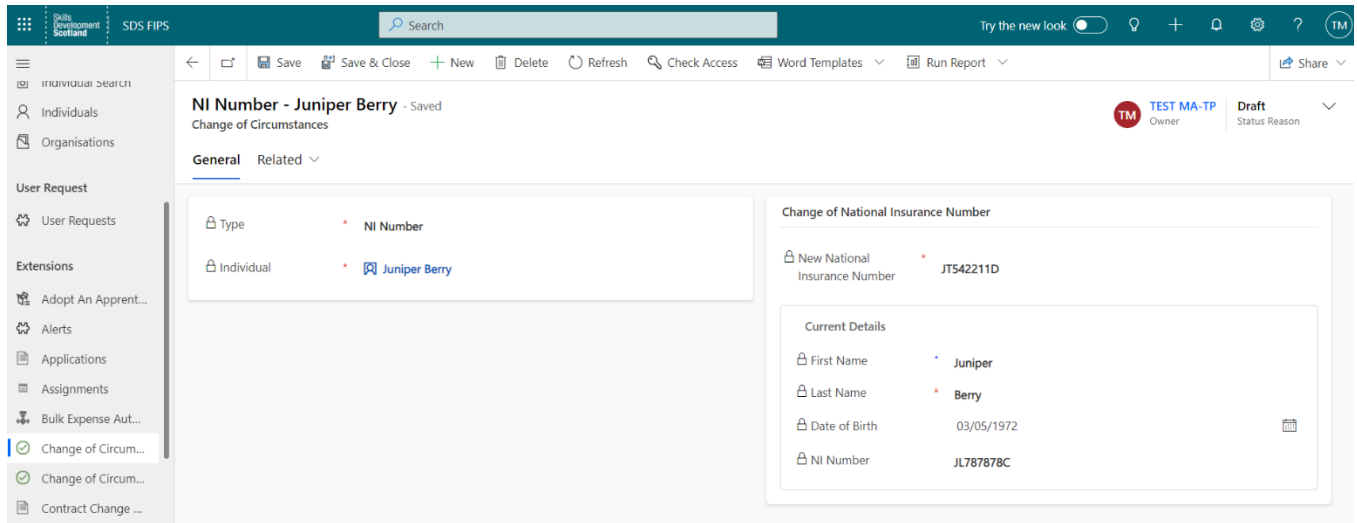
2. Click into the Individual field and lookup the required participant. Within the search box, search for the individual by inputting their name or use the Recent Records / All Records function:



The screenshot shows the 'New Change of Circumstances' form in the SDS FIPS system. The 'Individual' field is active, and a search dropdown is displayed. The search box contains 'Look for Individual' and is highlighted with a red box. The dropdown list shows 'Recent records' with names: Purple Fox, Juniper Berry, Billy McLafferty, and Boat Shoes. There is also a 'Pinned Individuals' section and a '+ New Individual' button.

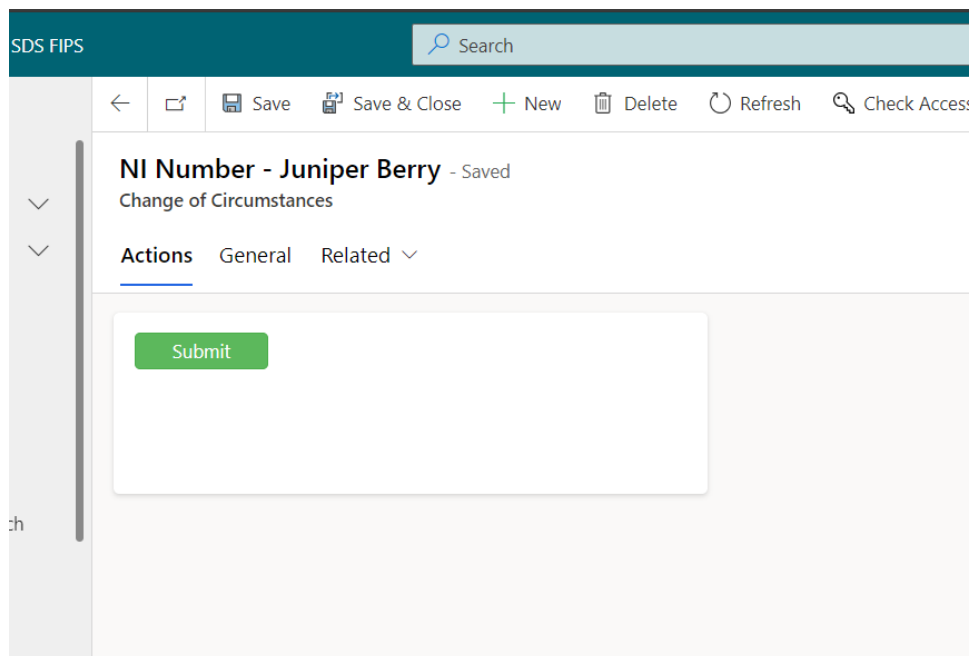
- do not use the “New Individual” option.

- Once a participant has been selected, their current details will be displayed on the right side of the screen. To update the National Insurance Number, click into the “New National Insurance Number” field and enter the new NI number into the free text box:



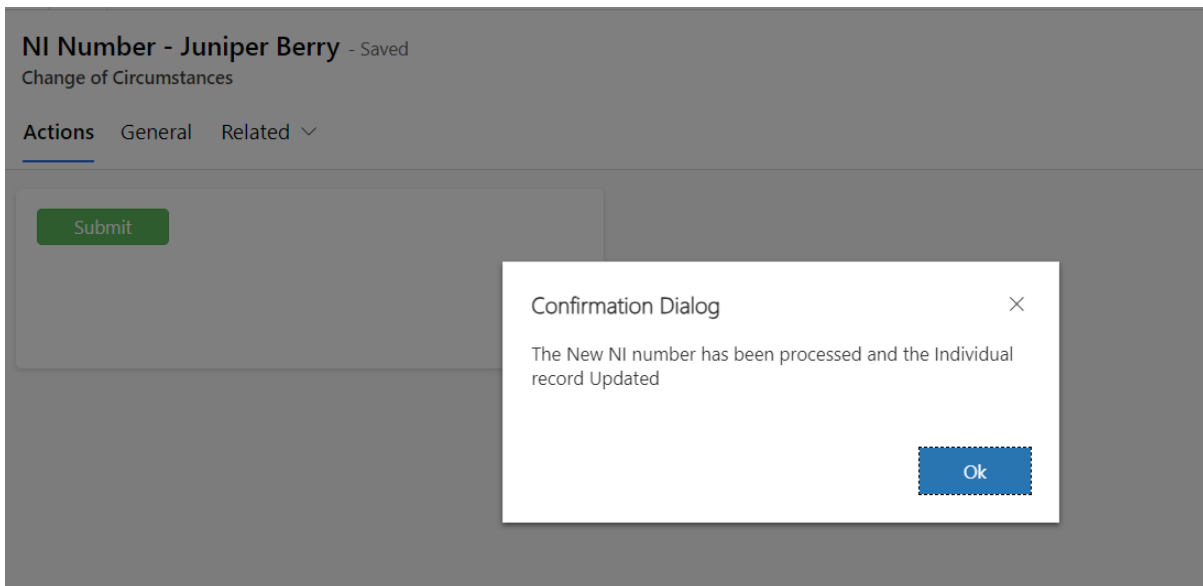
- The New National Insurance Number field will only accept NI numbers input using the standard UK NI number format. If the format is incorrect, an error message will be displayed at the top of the page.
- The details shown in the screenshots are examples only.

- Save the record and refresh the page if required. Once refreshed, the Submit button will appear under the Actions tab:



- To submit the change, click on Submit. While the change is in Draft, it can be deleted if no longer required.

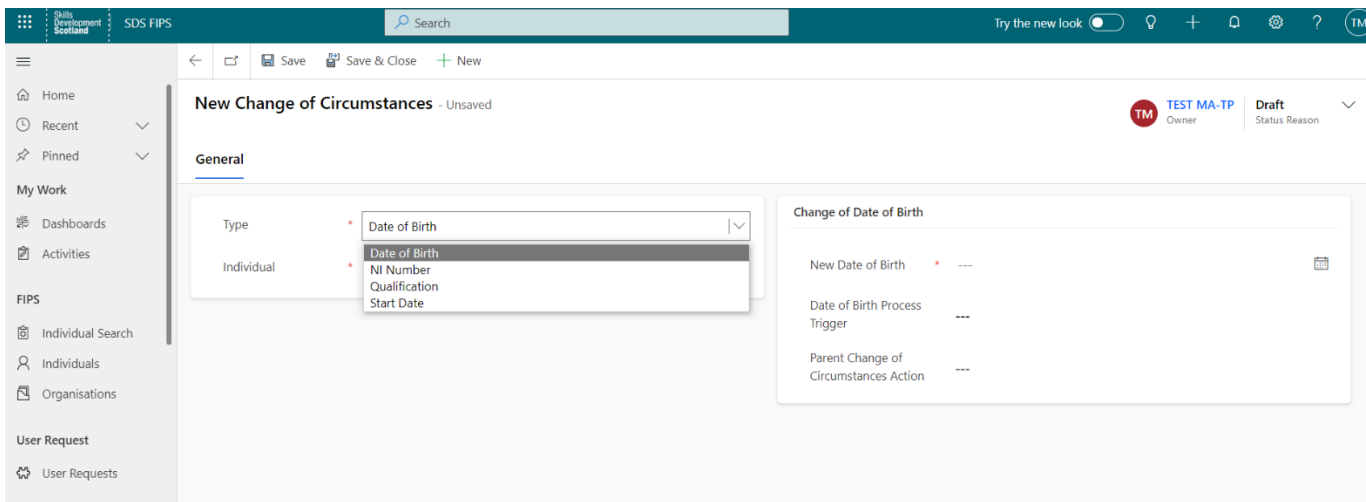
5. Follow the submission boxes and the screen will refresh:



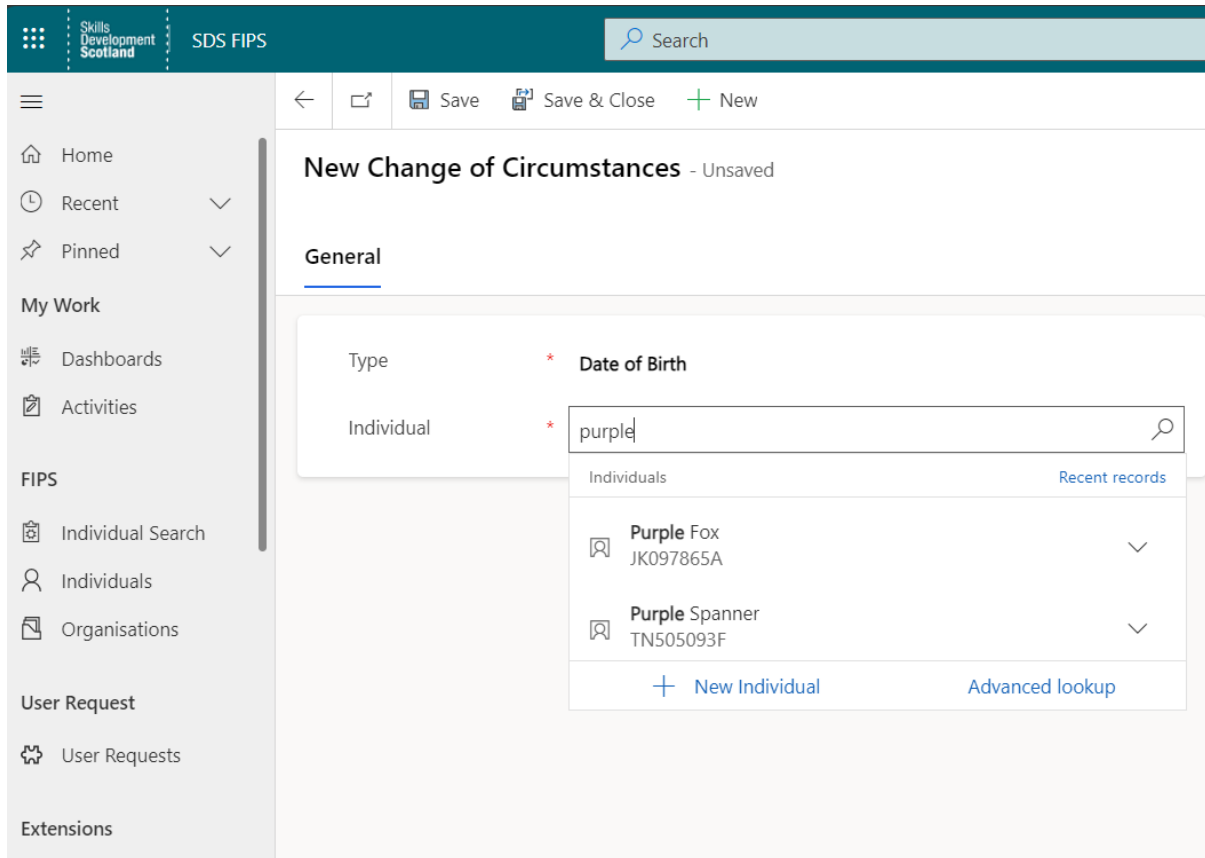
- The Change of Circumstance record will now be locked / ready only and show under the Inactive Change of Circumstance system view. The details will be updated within the Individual Contact record and any linked assignments.
- If the NI number you are attempting to update to has been previously registered on FIPS, a COC cannot be performed. An error message will be returned and the process will not be completed. If you receive any errors when processing an NI number change, raise a support ticket with the FIPS Support team using the User Requests entity and provide details of the issue for the team to investigate.

Date of Birth Change

1. Within the “Type” field, select “Date of Birth” from the list displayed. Once the Type field has been populated, additional fields will appear on the right-hand side of the screen:

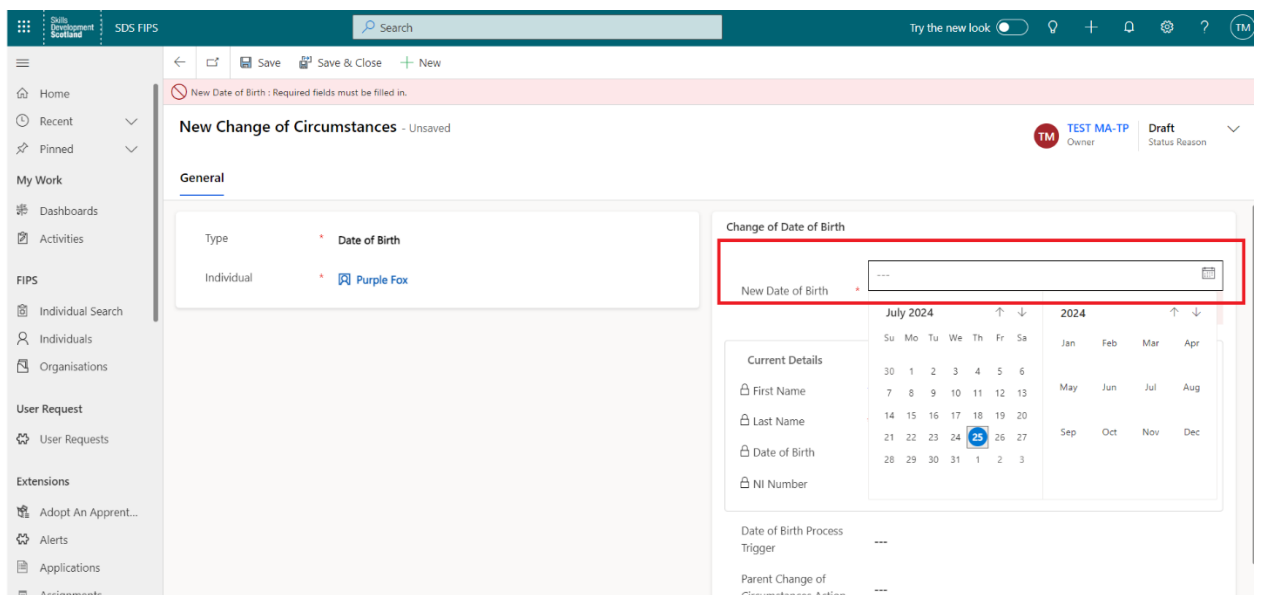


- Click into the Individual field and use the look up icon to expand the drop-down list. Click on Recent records to display a list of recently viewed individuals. Alternatively, search using the box by typing the participant's name:

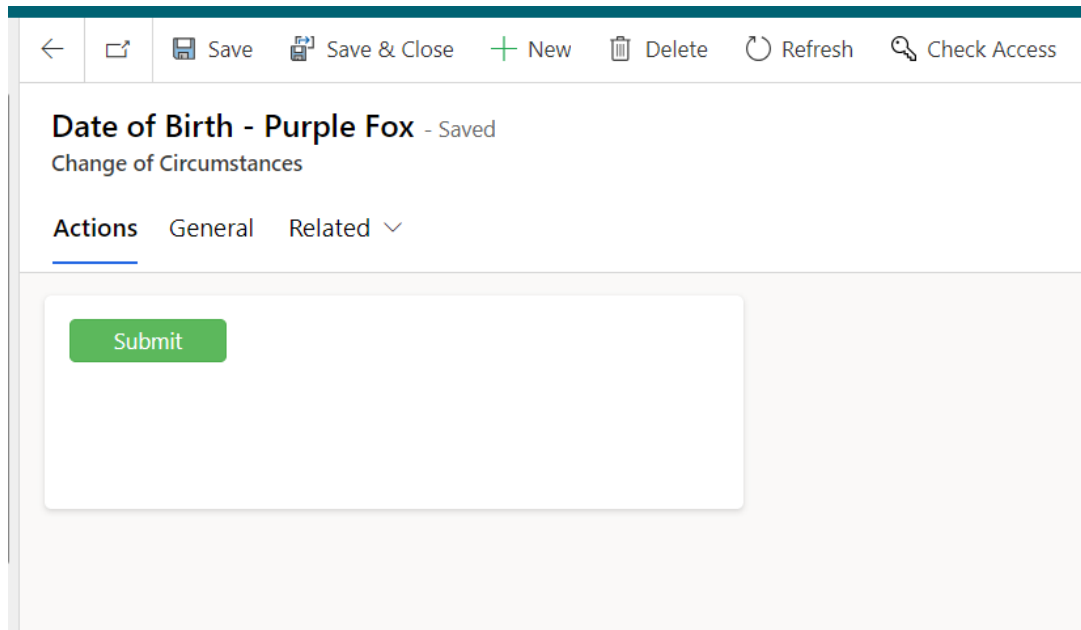


- Do not use the "New Individual" option.

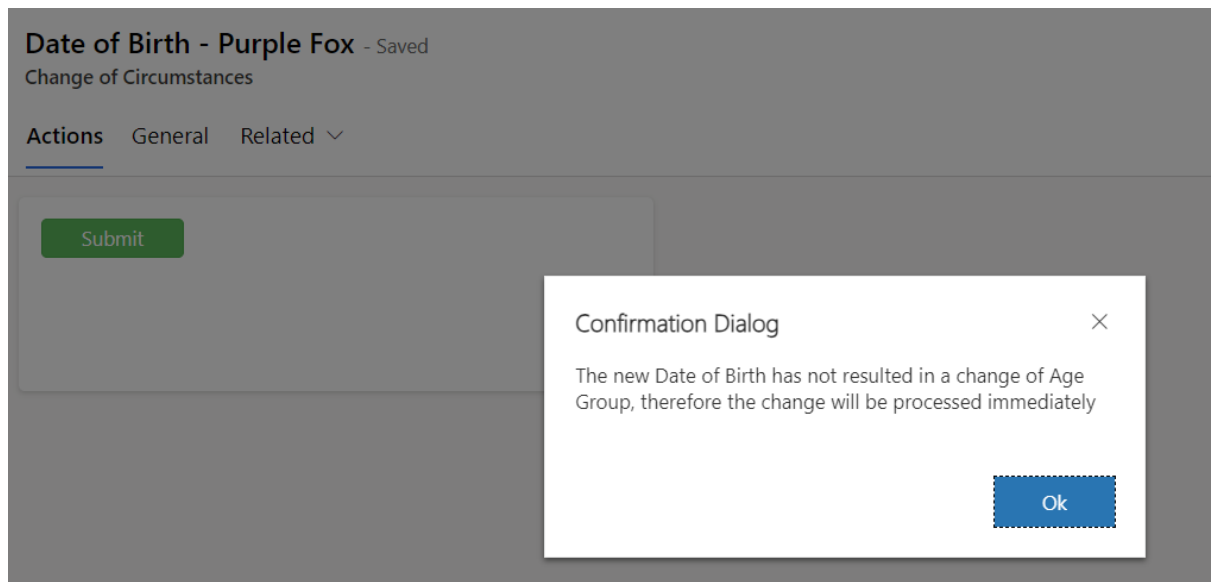
- Once selected, the current details will be displayed on the right-hand side of the screen. To update the Date of Birth, click into the "New Date of Birth" field and enter the correct date of birth in the required format DD/MM/YYYY or use the calendar option to select the date:



4. Once the new DOB has been selected, save the form and refresh the page if required. Once refreshed, the Submit button will be displayed under the Actions tab:



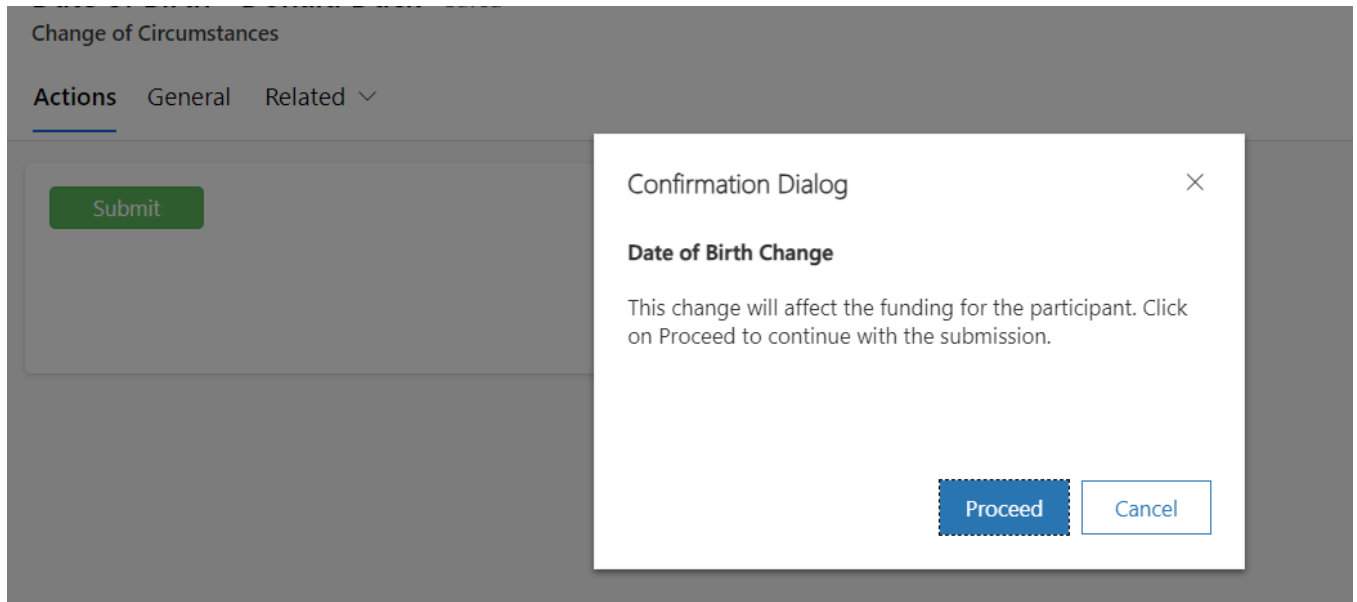
5. If the change does not impact the training category (age group) and there is no change required to the funding, the following message will appear, and the date of birth will be updated. The status of the submitted Change of Circumstance will now show as "Completed" which completes the DOB change:



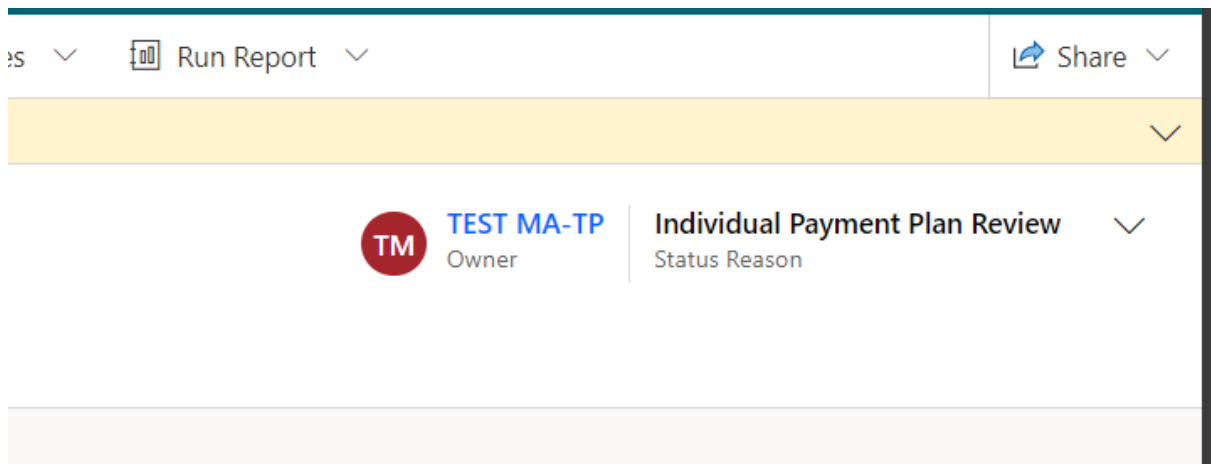
- The COC record will now be listed within the Inactive Change of Circumstance view and the new DOB will be visible on the individual's participant record.

Changes to DOB that impacts Training Category / Funding

1. If the change of Date of Birth does impact the funding for the individual, e.g., changing from 16-19 funding to 20-24 age group, the popup box will display the below message. Select Proceed to submit the change or Cancel to leave the COC as a draft:

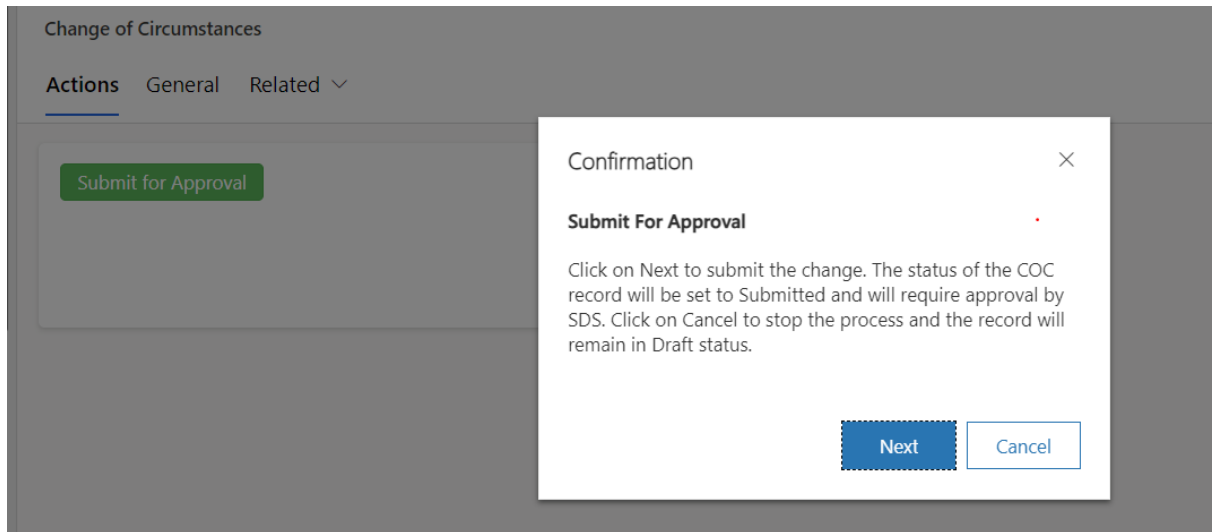


2. When proceed is clicked, the record will change from Draft to Individual Payment Plan Review:

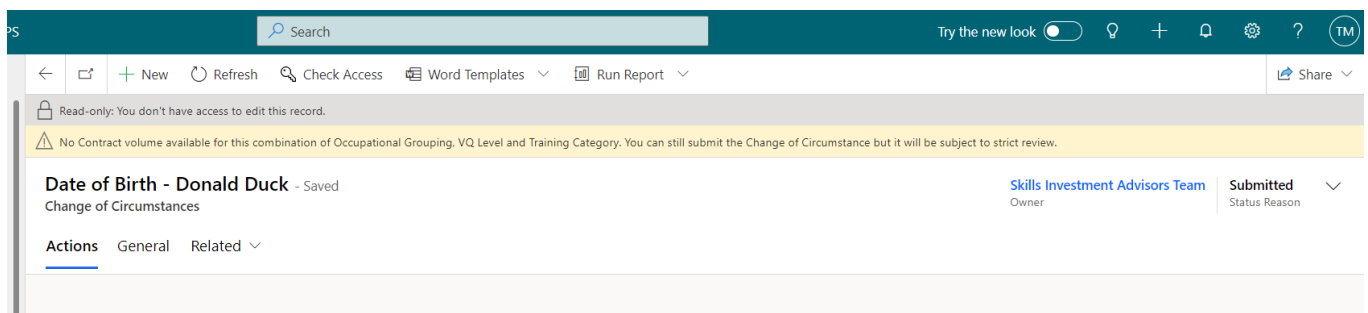


- When at IPP Review, click into the General tab and ensure both tables have been populated with the funding / claim IPP details. Refresh the screen if required to get this data to appear.

3. Once ready to submit, click on **Submit for Approval** under the actions tab. Follow the submission boxes to complete the action:



4. The screen will refresh and the status will change to **Submitted**. The record will go for review by **SDS Contracts team**:



- Your SDS Contract Executive will review the change in due course. Once an update has taken place, the record will be approved or rejected. If approved, the new DOB will be visible on the individual contact record and on any linked assignments.
- **If you encounter any problems when processing the change of circumstance, raise a ticket with the FIPS Support team using the User Requests entity on the workplace menu for support:**

