Skills Development Scotland

FIPS Quick Start Guide

How to Process Milestone and Outcome Claims for Foundation Apprenticeships

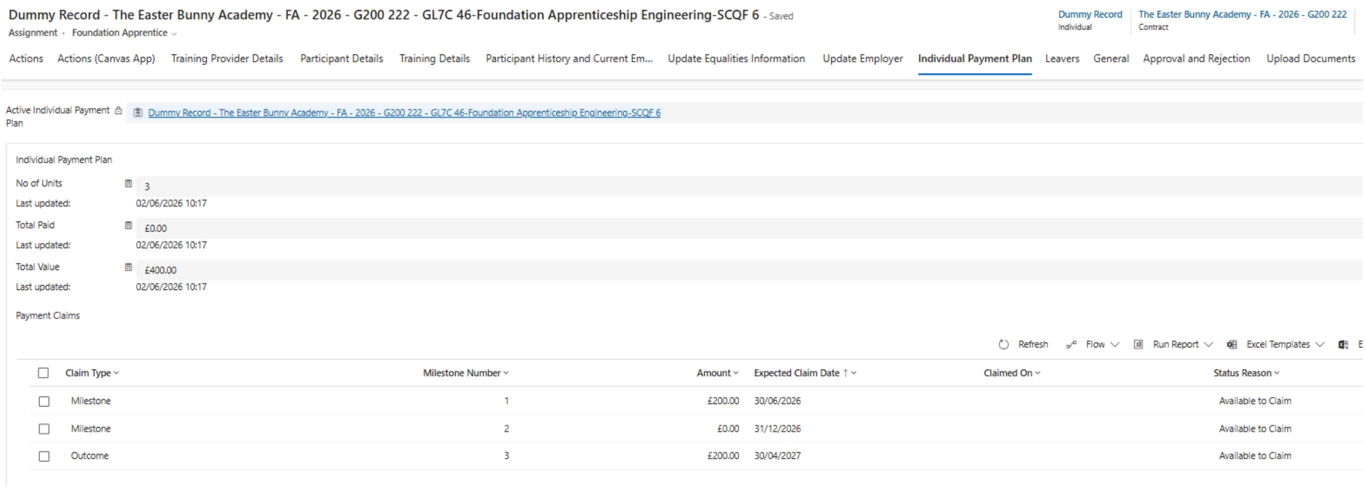
This guide will cover how to process milestones and outcome claims for Foundation Apprenticeship participants in FIPS. Claims must be made on an individual basis for each participant and cannot be processed in bulk.

Guide last reviewed: 30/06/2026
Next review due: 30/06/2027

Created by FIPS Support Team

Please note some milestones will be set to zero value however these claims must still be processed.

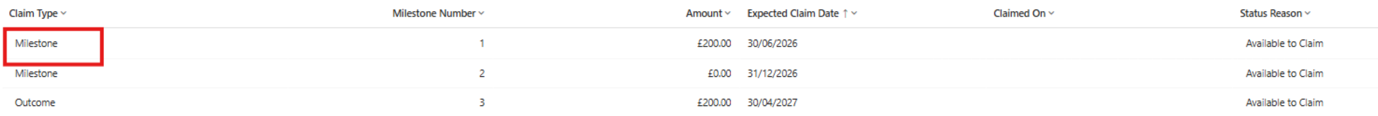
1. **To process a milestone or outcome claim, go to the Assignments entity and open the assignment for the relevant participant. When the assignment opens, click into the Individual Payment Plan (IPP) tab to view the details of the IPP:**



- Depending on your zoom/magnification settings some tabs may be added to the ellipsis ···

In this example, the individual has 2 milestones, and an outcome claim on the IPP.

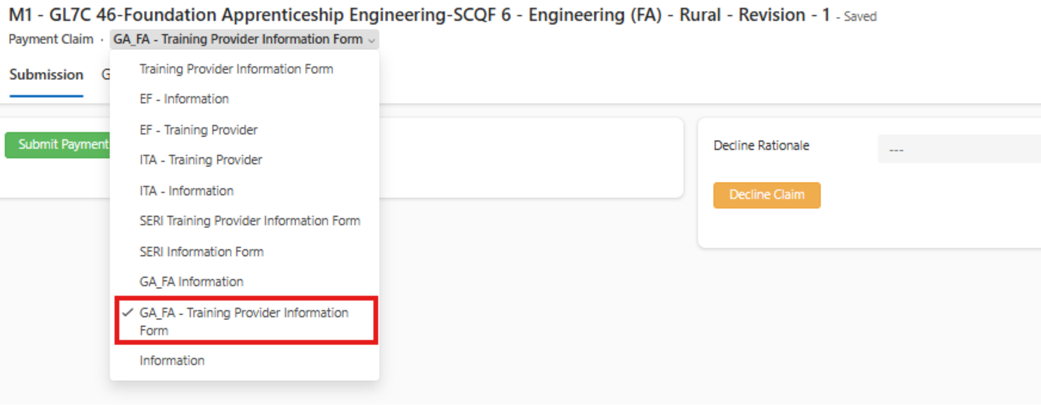
To submit a claim, double click on the relevant claim number to open the submission screen. Claims must have the status reason of Available to Claim – any other status will mean the claim cannot be submitted:



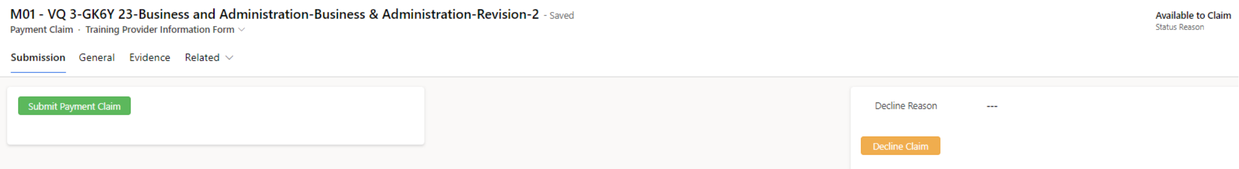
- Claims must be submitted in sequential order
- Highlighted in the screenshot above is milestone 1 – double click where highlighted to open the claim record

If the Status Reason of the claims show as Pending, raise a ticket within User Requests entity in FIPS and the FIPS Support Team can assist.

2. **When the submission screen opens, ensure the form view is set to Payment Claim: GA_FA -Training Provider Information Form:**

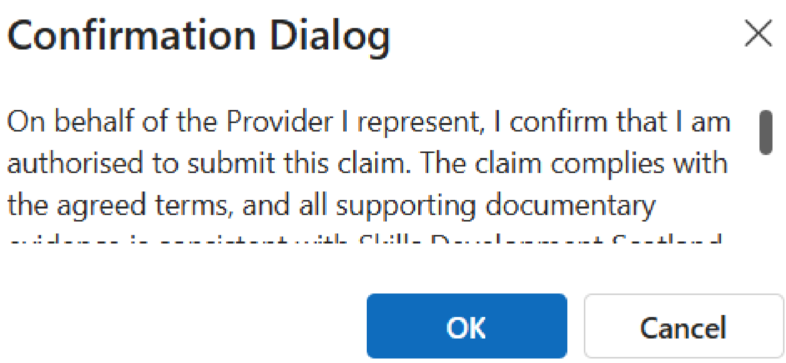


Within the Submission tab, the Submit Payment Claim button will be displayed. A Decline Claim button will also be displayed. To submit the claim, click on Submit Payment Claim button:



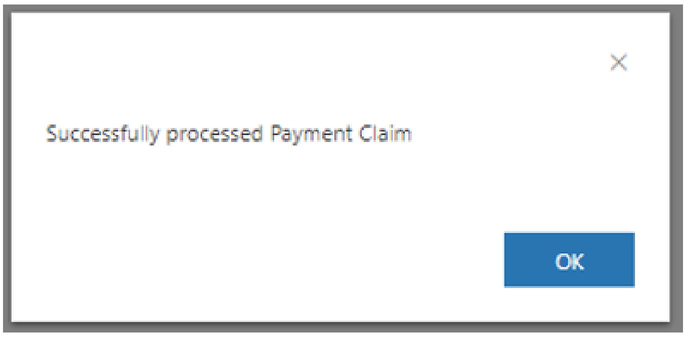
- Decline Claim should only be used when the Provider does not intend to submit the claim at all. Declining claims “skips” the milestone so that the next claim on the IPP can be processed. There is a separate Quick Start Guide that covers declining claims in more detail.

3. **A confirmation box will be displayed. Read the declaration then click OK to complete the claim submission. Clicking Cancel will end the process and the claim will not be submitted:**



- Use the scroll bar to read the declaration in full.

4. **When complete, a message is displayed to confirm if the payment has been submitted successfully. Click on OK to finish. The status of the claim will now show as Confirmed:**



- If there are any errors / issues with the submission, an error will be returned. Follow the details provided in the message to resolve the issue before resubmitting the claim.

5. The claim will now show as Confirmed on the Individual Payment Plan:

Claim Type	Milestone Number	Amount	Expected Claim Date ↑	Claimed On	Status Reason
Milestone	1	£200.00	30/06/2026	13/08/2026 16:01	Confirmed Claim
Milestone	2	£0.00	31/12/2026		Available to Claim
Outcome	3	£200.00	30/04/2027		Available to Claim

6. For Outcome claims, the same process as above (milestones) should be followed. For Outcome claims to be made, Leaving Details must be entered on the assignment, and the status of the assignment must be at "Leaver (Active)". There is a separate Quick Start Guide that covers how to input leaving details.

NOTE: When outcome claims are processed, the claim will go to "Holding" status rather than confirmed. Outcome claims for FA assignments will be reviewed by SDS before being released for payment and added to the weekly Posting Run.