

Skills Development Scotland - Funding Information and Processing System

Employability Fund – Frequently asked questions

This document replaces and updates earlier versions of FIPS FAQs relating to the EF and should be read in conjunction with the series of training videos for Training Provider staff on the introduction of the new Funding Information and Processing System (FIPS) for Employability Fund. The FIPS training videos are published on the training provider area of the SDS website together with supporting documentation and presentations:

Questions have been clustered under the following sections:

1. Getting Started
2. Participant Details
3. Claims
4. Reports & Customisation
5. Miscellaneous

Each updated version will show latest additions in **green**.

1. Getting Started

Questions	Answers
Do we use the passwords we have for CTS? We have not received any passwords yet?	No. The password you currently have is only for CTS. Your company contract signatory must return the signed Licensing Agreement and the Delegated authority spreadsheet detailing system users. Once the system users have participated in the training sessions offered, you will be issued with new FIPS logins and passwords just prior to the go live date.
Will each member of staff receive individual log in details as with CTS?	Yes – each user detailed in the Delegated Authority spreadsheet.
Does the contract show you how many places remain in each LEP area for age and stage?	The contract shows total contract starts used only, however there is a report within the reports section called EF – Contract Burn. This report provides more detail including contract volumes remaining by age, stage and LEP area. There is also the facility to export this report to Excel if required.

2. Participant details

Questions	Answers
Are training agreements required?	Yes
Where can I find a copy of the 18/19 Training Agreement?	In the EF section of the training provider area on the SDS website https://www.skillsdevelopmentscotland.co.uk/for-training-providers/employability-fund/
Will the paperwork for EF 18/19 change, or will it be the same as last year?	All EF documentation for 2018/19 contract year can be found in the EF section of the training provider area on the SDS website.
On CTS, we enter the number of weeks the participant will be attending, do we do this on FIPS?	No, there is no requirement for you to input the number of weeks in training on FIPS, and therefore the Training Provider inputs both the start date and expected end date on the application.
How do you transmit a start via maytas?	There is no software facility to do this.

	How long will approval for a new start take?	It is anticipated it will take up to 5 working days to approve depending on prior training history.
	If employer details are not on the system do we follow the current procedure of emailing the employer form to NTP hub?	No, employer details are added in two separate areas – Work Experience Employer Details and Employer Details on an outcome/sustained outcome claim. When entering Work Experience Employer Details, Training Providers are required to add the new company in FIPS, the new company details will then be checked and verified by the NTP hub. A training video detailing how to add new Work Experience Employer Details is available to show this process.
	What if an employer doesn't have an email address? Do they need to create one before we are able to add them to the system?	Yes. This is a mandatory field.
	Will there be a facility to bulk upload large numbers of EF starts using a pre-populated spreadsheet?	No.
	Your section showing Male/Female what if someone doesn't identify as either of the above?	At present, SDS only report on male / female for EF, however we are currently reviewing all equality categories and will ensure that changes made meet evolving best practice advice for future recording.
	Training history – will we be able to view this prior to adding start to FIPS	Yes, you will be able to view payment and participant history at the Individual Search stage in FIPS.
	What do you do if the address is not in the Postcode Database (both individual and employer)?	Please contact the helpdesk in these rare instances.
	For length unemployed, is there a school leaver option or should I choose the first option?	There is no school leaver option, however once an individual leaves school and does not go into employment straight away then they would fall into the 0-12 weeks category.
	What do I input if SCQF level is unknown?	Enter lowest level but update as soon as information becomes available.
	What is the SOC referring to in the registration form?	See the EF FIPS Glossary which can be found on the EF page of the SDS website.
	The SOC code we normally use is '0000 – initial' which is a general one, do we continue to use this if no placement is currently in place at the time of entering the participant onto FIPS?	If the work experience sector is unknown when entering the start onto FIPS, you should use the '0000' SOC code. However, when details are known, the SOC code should be updated on the assignment.

	After you've updated a field & forget to save, the button is so insignificant, will you get a warning message to remind you to click save?	Yes, a warning message appears and additionally FIPS automatically saves every 30 seconds.
	Why are leaver details not showing on the Training Agreement?	Leaver details will no longer show on FIPS Training Agreement, however this information can be viewed on FIPS
	Email is mandatory field, what happens if the individual or employer does not have an email address?	For an individual, they can select SMS as their preferred method of contact. Employers must have an email address therefore would be required to set up.
	If there is a change in details during training, at what point do you print a new TA & how do you print a TA?	Please refer to the EF Rules. How to print a Training Agreement is demonstrated in the 'Register a Participant' EF FIPS Training Video.
	If we add comments when making changes, in change of circumstances for example, where will this comment appear in the participant record? And can we track or create a report on any comments made to a participant record for quality control?	There is no facility to add a comment when processing a change of circumstances. Changes in circumstances are captured in the FIPS audit history on the individual.
	When the Provider inputs a Change of Circumstance. Would it be reasonable/helpful to SDS to request the Provider input the reason for any change in the comments box? This may also be helpful to the Provider.	This might be something for future development however this facility is not currently available.
	Should all changes be printed out and kept in their personal files and signed? Also, should training agreements be printed to be signed?	See EF Programme Rules
	What is the Integration ID	Internal ID for SDS use only
	Is it acceptable for one person to cascade the training of FIPS to other colleagues using the training videos so that they can gain their FIPS log in details?	Yes
	Can I delete one work experience details and replace with updated details?	Work experience details should not need to be deleted and multiple work experience details can be added. Ensure the start and end dates for each placement are accurate.

	<p>If training providers cannot access the equalities information on FIPS how are TPs able to monitor EF participation regarding disabilities, ethnicity etc for information requested by SDS at contracting period and other periods throughout the year and for TPs to ensure they are proactive regarding equalities.</p>	<p>In addition to Training Providers internal processes, SDS will provide relevant reports based on requirements from the SDS Equality and Diversity team.</p>
	<p>Can other Training Providers see my work experience employer details?</p>	<p>Work placement and employer contact details are only seen by members of your own organisation. If an employer is not found in the search and a new employer is added, the employer address details will be added to the employer database. The employer database is used for the Employer Search for all training providers and stores the employer address only. No contact details for employers are stored in this database.</p>

3. Claims

	Questions	Answers
	<p>Will we still receive a payment remittance from SDS by e-mail?</p>	<p>Yes</p>
	<p>Will we receive separate remittances for CTS and FIPS?</p>	<p>No, Training Providers will receive one remittance for CTS & FIPS claims.</p>
	<p>Why are the date fields in alphabetical order rather than chronological order?</p>	<p>The fields can be sorted in various ways based on the user requirements.</p>
	<p>Do we print trainee records after each input for instance when I make a claim I will print out a record to show is this still the same with FIPS?</p>	<p>There is no SDS requirement for this process to be followed. This may be an operating business requirement for your organisation. Please refer to the EF Programme Rules.</p>
	<p>Will the data that we input onto CTS be automatically transferred to FIPS?</p>	<p>No. Starts that were input into CTS during 17/18 contract year will remain on CTS and all associated claims should be processed through CTS.</p>
	<p>Will we need to use two systems (CTS and FIPS) at the same time?</p>	<p>Yes. CTS will be used for all starts already entered onto CTS and any associated claims. FIPS will be used for all new starts from 18/19 contract year onward.</p>

What day in the week will claims be processed to finance?	There will be a cut off on a Thursday evening with a transfer to finance on the Friday.
Why do administrators have to keep agreeing to the declaration throughout the process, can this not be something they agree at the sign on/login rather than several times during each claim? It would appear that the onus is being put on the administrator to validate all claims are accurate prior to submission	It is an audit requirement to ensure the person processing the claim has checked the evidence requirements have been met and are available prior to making each claim.
When Claim status is set at "ready to send to Finance" how does this then change status to "sent to finance" is this automatic?	Yes, this is an automated process. The status of "ready to send to finance" is linked to claims in the pre-posting report. When claims are transferred to finance following the weekly transfer process the status is changed to "sent to finance" and the claims are removed from the preposting report.
How do we run off weekly/monthly claims from FIPS	In the reports section, there is a facility to run a pre-posting report for claims ready to send to finance. Additionally, in the Payments entity, this CRM view can have filters applied to narrow down the claims search and the view can then be printed or exported.
Where do you find details of pending claims or claims made for the current week?	This is covered in the 'Manage a Pre-posting Run' EF FIPS Training Video.
Are posting runs to Finance automatic?	Yes, there will be a weekly posting run to finance and this is managed by SDS.
If evidence for a claim is uploaded to FIPS, do I need to keep hardcopies?	Yes, at present this is required for compliance purposes.
If an individual claiming YPA turns 19 during training, will FIPS still identify them as eligible?	Yes. It is the age at start of training that determines their eligibility.
When making a Bulk YPA claim, does FIPS only include eligible assignments?	Yes, FIPS will only return individuals who have been identified on their assignment as eligible for claiming YPA.
If I am making a bulk YPA claim but am only claiming a partial week for one of the eligible individuals, should I create the individual partial YPA claim first or after the bulk YPA claim?	This can be done either way round. Bulk YPA can only be used for full weeks (i.e. £55.00 per week YPA). If a bulk YPA claim is generated first and an individual in the list is only to have a partial YPA claim, they should be deleted from the list and claimed individually on the assignment. If an individual YPA claim is made first, then they will not appear in a bulk YPA claim for the associated week(s).
When claiming a partial week for YPA there is no option to reduce the claim period to part week	The dates that define the week are set in FIPS and cannot be altered. If you are claiming a part week, you select the week you are claiming for and enter a reduced payment amount.

<p>If we have not entered someone's leaving details as 'Job' are we then unable to claim a job outcome for that person? Do we have the ability to amend the leaver code to a job afterwards?</p>	<p>You are unable to amend the leaver details for an assignment on FIPS. If an individual progresses onto a job once they leave the EF programme, you can claim a job outcome/sustained outcome as appropriate. Please refer to EF Programme Rules 2018/19.</p>
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4. Reports & Customisation

Questions	Answers
<p>Can we run reports based on Training Provider Custom Data?</p>	<p>Yes. There are standard reports in FIPS which will allow you to filter based on the Training Providers custom data.</p>
<p>Will we be able to run reports on equalities from FIPS for review and monitoring in line with the Equalities Action Plan?</p>	<p>No, equalities information is highly sensitive. SDS will provide relevant reports based on requirements from the SDS Equality and Diversity team.</p>

5. Miscellaneous

Questions	Answers
<p>What does CRM mean?</p>	<p>Customer Relationship Management</p>
<p>Where can I access the FIPS training information and EF documents?</p>	<p>On the Training Provider section of the SDS website. https://www.skillsdevelopmentscotland.co.uk/for-training-providers/</p>
<p>When will the videos be available?</p>	<p>The EF FIPS training videos will be available on the training provider area of the SDS website prior to FIPS going live for EF.</p>
<p>Can FIPS be used on Apple Macs?</p>	<p>SDS has published compatibility information from Microsoft which can be found on the training provider area of the SDS website.</p>
<p>When will CTS close?</p>	<p>CTS will continue to operate for a period of time. Training providers will be given advanced warning of a CTS closure date.</p>
<p>Does FIPS operate from Google Chrome as this is the preferred GUI in our organisation?</p>	<p>SDS has published compatibility information from Microsoft which can be found on the training provider area of the SDS website.</p>
<p>Will these webinar videos be available in the future when I begin to undertake this work, so as I can access them for help?</p>	<p>Yes, a video library will be accessible on the training provider area of the SDS website after the webinar sessions have been delivered.</p>

Will we be provided with a hard copy "How to guide" instead of having to scroll through the videos again on Provider Central?	No
Is there a test site that we can use to get use to using the new claims system?	No
When will the forecasting feature become available?	This feature is currently being tested and further communication will be issued when a date has been confirmed. This feature will go live for MA before going live for EF.
We have recently been waiting for a long time for responses from the NTP Hub. Will this improve as we imagine we will need support with FIPS going live for EF?	Training videos covering all the main aspects of FIPS have been made available on the training provider section of the SDS website and these should be used to support you in using FIPS. The NTP Hub will provide any relevant FIPS updates in the Announcements section on the FIPS Training Provider Dashboard. If you have a FIPS related query, you should use the FIPS Customer Support Request Form and the NTP Hub will respond to queries as quickly as possible.
Where can I find the FIPS Customer Support Request Form?	On the FIPS section of the SDS website https://www.skillsdevelopmentscotland.co.uk/for-training-providers/fips-funding-information-and-processing-system/fips-customer-support-request-form/
Will FIPS going live for EF mean we can now become paperless?	No, at present all current paperwork must be complied with in line with the EF Rules 2018/19.
Currently there is a date and time stamp on the footer of the printed training agreement from CTS. Will this be the same for the training agreement on FIPS?	No, there is no date or time stamp on the training agreement printed from FIPS.