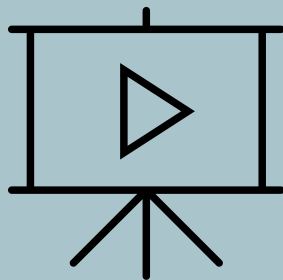


# FIPS Quick Start Guide

## Change of Circumstance Start Date and Qualification

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

- The links below provide a tutorial demonstration of how to process COC for a qualification and start date change. 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.

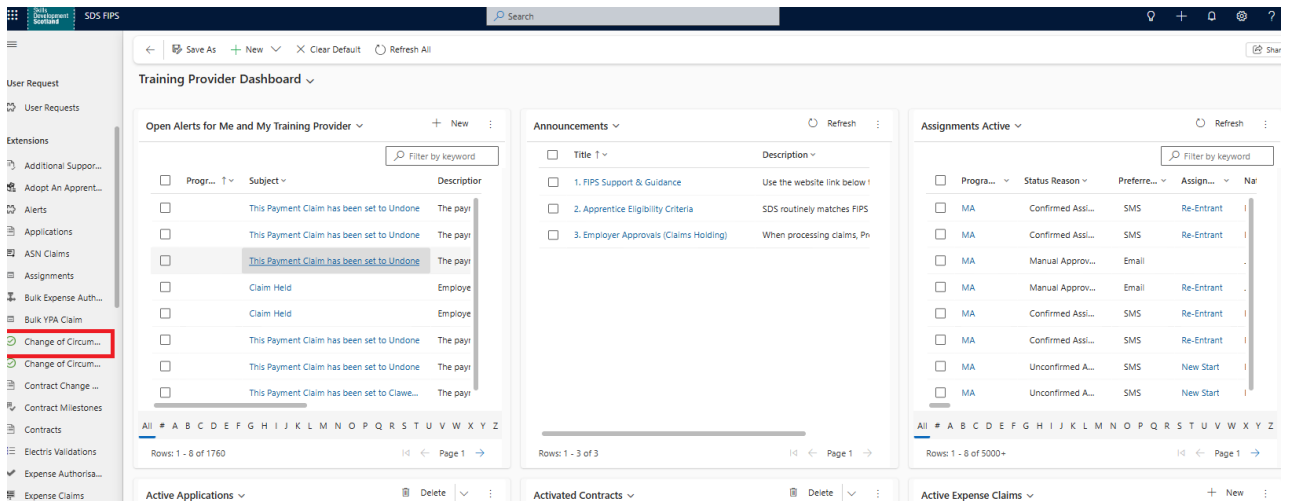


Guide last reviewed: 20/11/2025

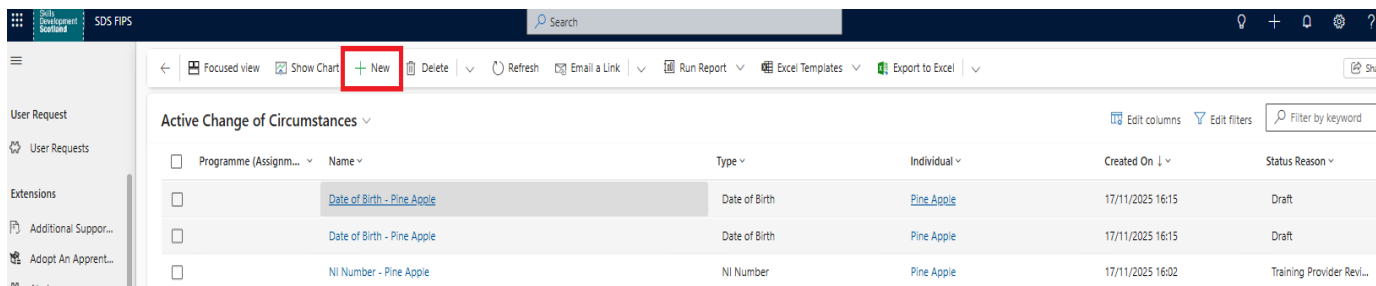
Next review due: 20/11/2026

Created by FIPS Support Team

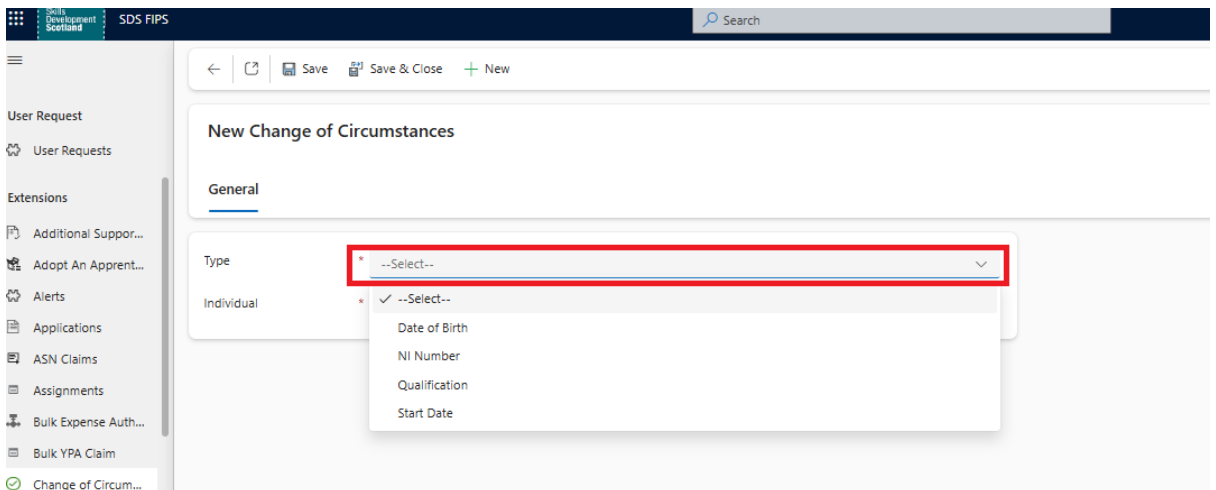
**1. Open the Change of Circumstance entity on the workplace menu:**



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

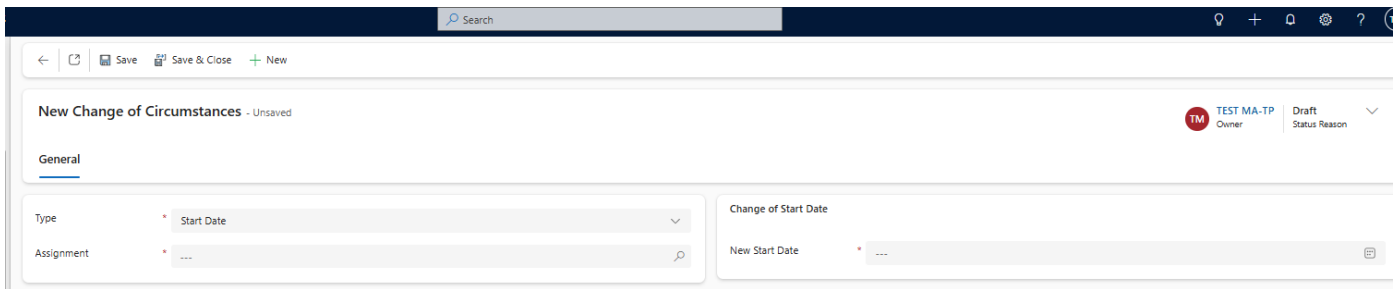


**3. Use the dropdown to select the type of Change of Circs:**

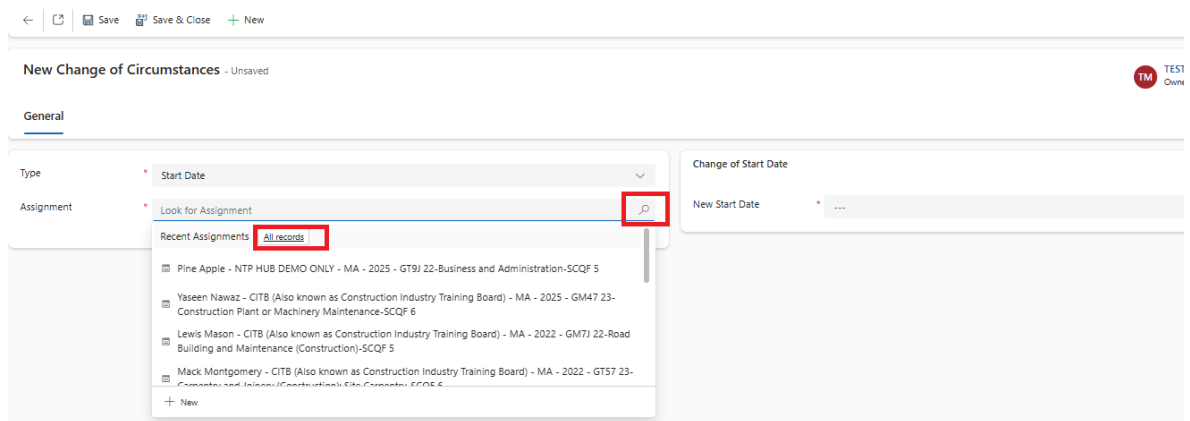


**Start Date Change**

**1. Once the Type field has been set to Start Date, additional fields will appear on the right-hand side of the page:**

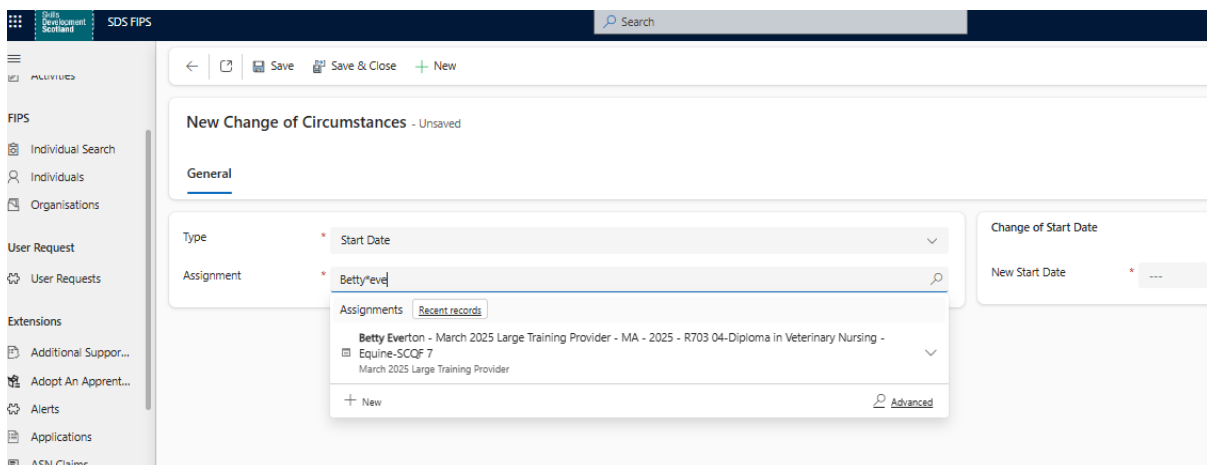


2. The Assignment field should be used to locate the assignment that requires the change. Click into the assignment field and search for the name or use the magnifying glass to search for the participant. Recent Records will be displayed; click on the Recent Records hyperlink to change the results to All Records to perform the search, if required:

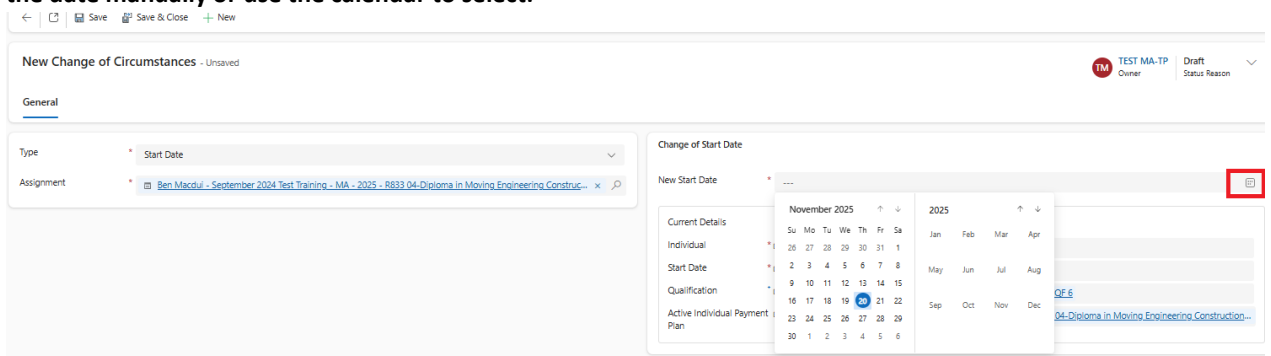


- In this example, the lookup is set to All records. Clicking this text will change the view to Recent Records
- "+ New Assignment" should not be used

3. The wildcard can be used to search to maximise results. Select the record from the results to attach it to the COC form:

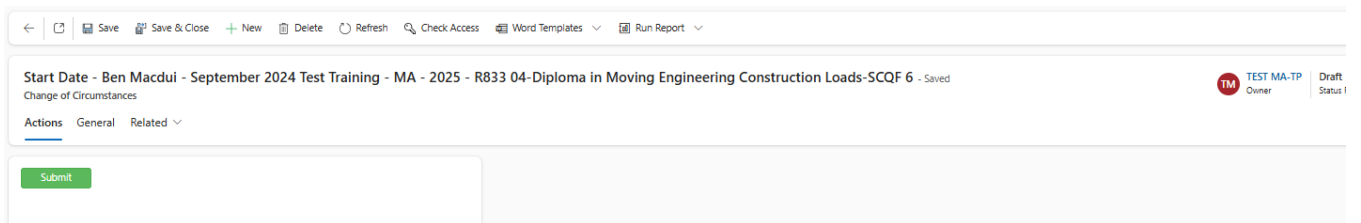


- Once the Assignment field is populated, the participant's current details will appear under the Current Details table. The New Start Date can now be entered into the New Start Date field. Enter the date manually or use the calendar to select:

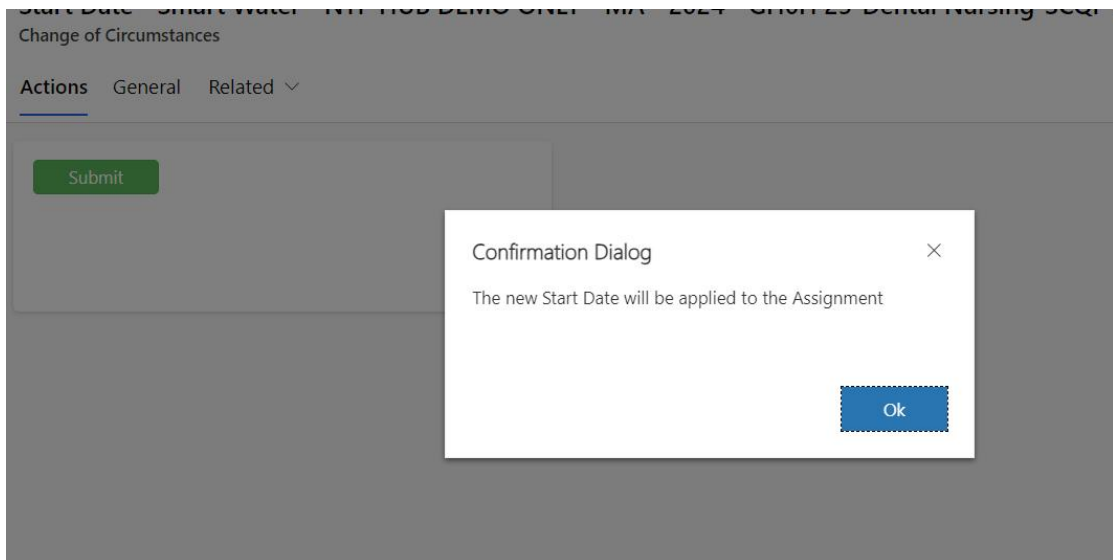


- Click on Save then refresh the page. The status of the COC will show as Draft. Under the Actions tab, the Submit button will now be displayed:

- At this stage, if the change is no longer required, the record can be left in Draft and not submitted. The assignment start date will not change.



- When Submit is clicked, the popup below when will displayed:



- Click on Refresh and the COC will show as status Completed, and the record will be locked. The updated start date will now be displayed on the participant assignment within the Training Details tab.

## Qualification Change

1. Once the Type field has been set to Qualification, additional fields will appear on the right-hand side of the page. Click into the Assignment field and search for the participant's assignment. The Recent Records / All Records button can also be used:

The screenshot shows the 'New Change of Circumstances' form. The 'Type' field is set to 'Qualification'. The 'Assignment' field contains the text 'eve lynch'. Below the search bar, a dropdown menu shows search results for 'eve lynch', including 'Eve Lynch - Council - MA - 2023 - GH5W 23- Social Services SCQF 7' and 'Eve Lynch'. The 'Change of Qualification' section on the right has 'New Qualification' and 'Change of Qualification Rationale' fields, both currently empty.

3. After the participant's assignment has been selected, the current details will appear on the right-hand side of the screen. To update the Qualification, click into the "New Qualification" field and search for the new qualification details. The wildcard function can be used to search. Search for either part or the full name of the qualification or use the qualification code to search:

The screenshot shows the 'New Change of Circumstances' form with the 'Assignment' field set to 'Eve Lynch - GV2C 46-Diploma in Digital Technology: IT Support-SCQF 6'. The 'Change of Qualification' section on the right has 'New Qualification' and 'Change of Qualification Rationale' fields. Below these, the 'Current Details' section is expanded, showing: Individual: Eve Lynch; Start Date: 08/07/2024; Qualification: GV2C 46-Diploma in Digital Technology: IT Support-SCQF 6; Active Individual Payment Plan: Eve Lynch - Council - MA - 2023 -.

This close-up shows the 'New Qualification' search field with the text 'gn7' entered. Below the search bar, a dropdown menu shows search results for 'gn7', including 'GN7P 23-Boat Building and Repair-SCQF 6' and 'GN7V 45-Plant Operations (Construction)-SCQF 5'.

- In this example, “engin” has been input using the wildcard (\*) into the new qualification field to search. The results returned contain this search word:

The screenshot shows the 'Change of Qualification' form. The 'New Qualification' field contains the search term '\*engin\*'. Below it, a list of qualifications is displayed, including 'GL2M 23-Engineering Maintenance-SCQF 6 Engineering', 'GL3L 23-Aeronautical Engineering-SCQF 6 Engineering', 'GL3M 23-Engineering Technical Support-SCQF 6 Engineering', and 'GM1V 46-Mechanical Manufacturing Engineering-SCQF 6'. A vertical slider on the right side of the list is highlighted with a red box, indicating it can be used to scroll through the results.

- Use the slider to review the full list if required.
- Once selected, input the relevant detail for the participant required in the Change of Qualification Rationale field:

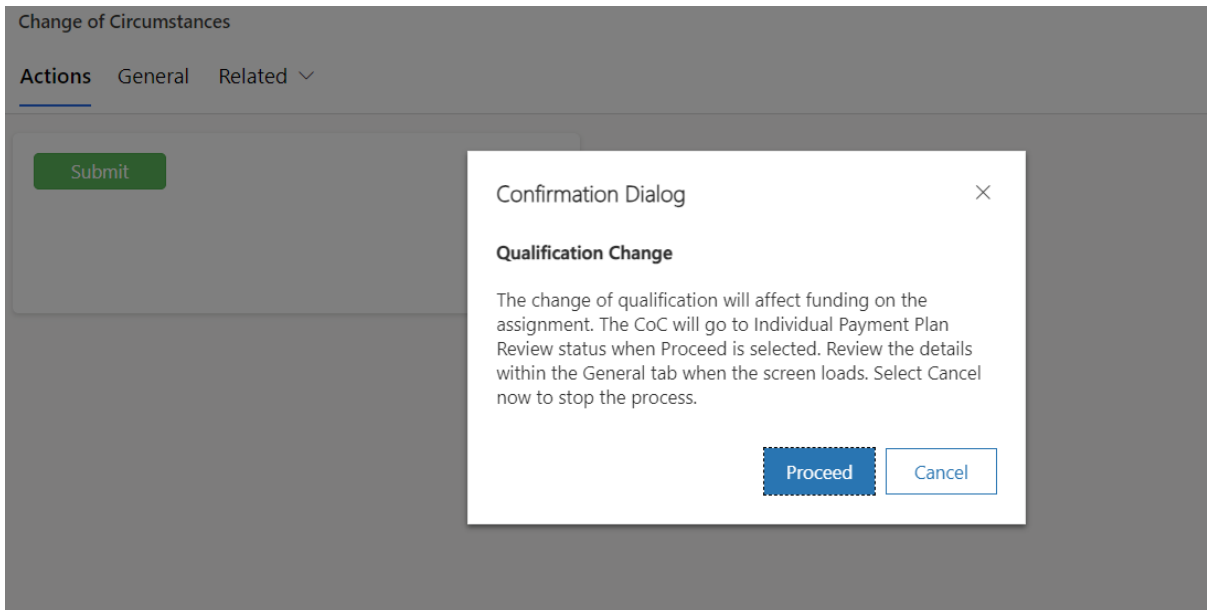
The screenshot shows the 'Change of Qualification' form with the 'New Qualification' field set to 'GJ9C 23-Automotive Engineering-SCQF 6'. The 'Change of Qualification Rationale' field contains the text 'Example only (complete with relevant information)' and a blue box with the instruction 'Please provide an explanation for this qualification change'.

4. Once complete, the page will autosave / auto refresh. It can now be submitted from Draft status. Use the Actions tab and click on Submit:

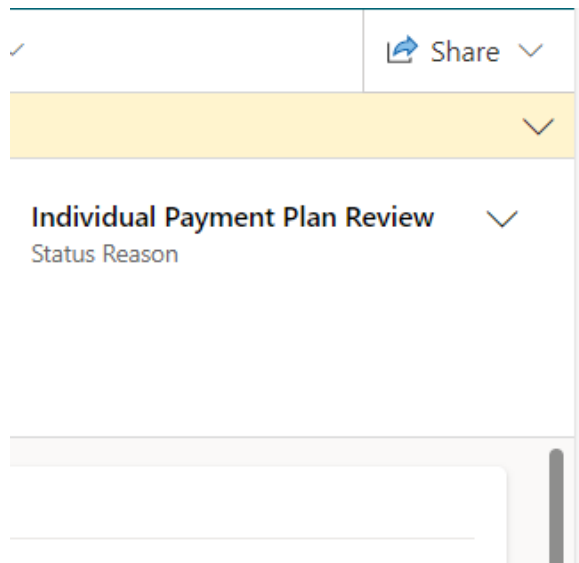
The screenshot shows the 'Change of Circumstances' form. The 'Actions' tab is selected, and a green 'Submit' button is visible.

- You may need to manually refresh the page if the Submit button is not displayed automatically.

5. Clicking on Submit will display the confirmation box below. Click on Proceed to submit the draft qualification change. If Cancel is clicked, the change of qualification won't be processed, and the record will remain at Draft status:



6. Once proceed has been clicked, the page will refresh, and the status of the record will now show as Individual Payment Plan Review:



### **Individual Payment Plan Review**

1. When the COC record is at Individual Payment Plan Review status, the claim details for the new qualification must be checked prior to submitting the change for approval. At this status, FIPS is performing checks against the contracted volumes for the Learning Provider contract. It is only when these checks are complete that the Individual Payment Plan (IPP) for the new qualification is displayed in the Individual Payment Plan Review grid within the General Tab of the Change of Circs record. At Individual Payment Plan Review status, claims can be set to Achieved or Declined if required.

- Under the General tab, the new individual payment plan (IPP) and the existing IPP will be displayed in two separate tables. Claims on the new IPP will show as Pending. Review the pending IPP for accuracy:

Individual Payment Plan Review

Payment Claims COC Grid View

Status Reason	Holding...	I	P	Progra...	Area of ...	Occupat...	Frame
Pending		E.	P	MA	Lowlands...		
Pending		E.	P	MA	Lowlands...		
Pending		E.	P	MA	Lowlands...		
Pending		E.	P	MA	Lowlands...		
Pending		E.	P	MA	Lowlands...		

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Existing Active IPP    Eve Lynch - Council - MA - 2023 - GH5W 23-Social Services

Existing Individual Payment Plan

Name \* Eve Lynch - Council - MA - 2023 - GH5W 23-Social Services

Existing Payment Claims

Status Reason	Holding...	P...	Progra...	Area of ...	Occupat...
Available to Cl...		E	PJ...	MA	Lowlands... Sport, He...
Available to Cl...		E	PJ...	MA	Lowlands... Sport, He...

**Do not** click “Submit for Approval” until the Individual Payment Plan Review table (as above) is populated with the new claims. **If this is blank, do not submit until the table is populated with the new claims.**

If the Change of Circumstance is submitted without the new Individual Payment Plan being displayed here, it will be rejected by Skills Development Scotland, and the COC will need to be entered again.

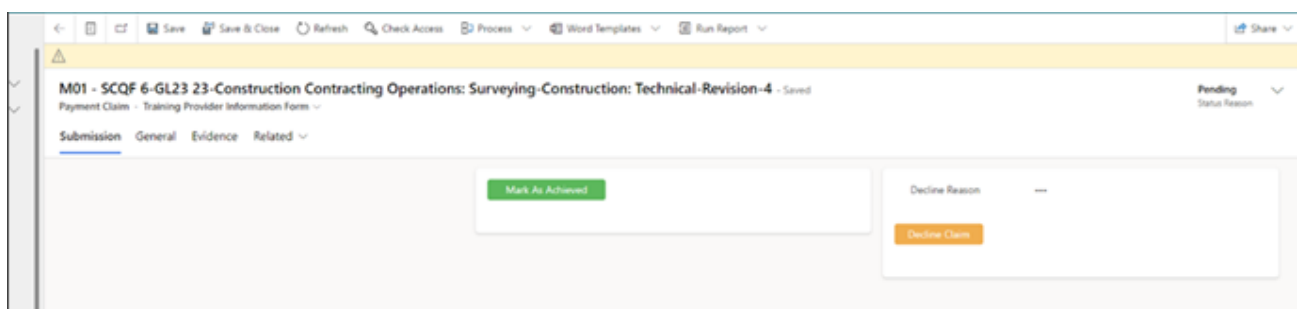
**In some instances, the assignment start date may be prior to the start date of the qualification in FIPS. In this scenario, the IPP grid will not populate with the relevant claim details. Providers can’t submit the qualification COC if the IPP review grid is blank and, in these instances, they must contact [macontracts@sds.co.uk](mailto:macontracts@sds.co.uk) for further guidance on how to proceed.**

## Marking Claims as Achieved or Declined

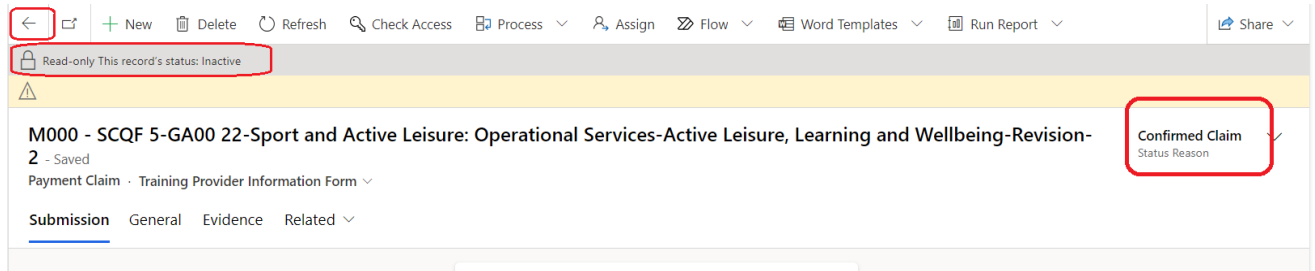
7. While the COC record is at Individual Payment Plan Review status, claims displayed on the new IPP can be set to “Achieved” or “Declined” if required. Marking claims as achieved will mean that FIPS will automatically reprocess the claim(s) for payment and set them to Confirmed on the new IPP once the COC has been approved by SDS. A claim can only be marked as “Achieved” if you hold the original evidence to support the “Achieved” claim. Any claims marked as achieved during the COC submission therefore do not need to be manually claimed when the assignment is updated with the new qualification. Claims can only be set to achieved on the new IPP if claims were previously made on the old qualification. If no claims were previously made, this cannot be done. Setting claims to Declined will show the claim as “Declined” on the new IPP, once the COC has been approved and any claims at that status cannot be claimed in future. If neither of these options are relevant to the apprentice the change of qualification is for, skip this step in full and go to step 12.
8. Within the table “Individual Payment Plan Review”, the new IPP will be displayed. Claims will show as Pending. To view the milestone numbers, use the scroll bar to navigate the information. To mark claims as previously achieved or declined, double click on the relevant milestone number to open the claim record:

Expected...	Actual E...	Age Gro...	Claim Type	Milestone N...	Amount	T
28/06/20...		20-24	Milestone	1	£125.00	C
28/06/20...		20-24	Milestone	2	£125.00	C
28/06/20...		20-24	Milestone	3	£125.00	C
28/06/20...		20-24	Milestone	4	£125.00	C
28/06/20...		20-24	Milestone	5	£125.00	C

- When the claim record opens, click on Mark as Achieved or Declined (if required):

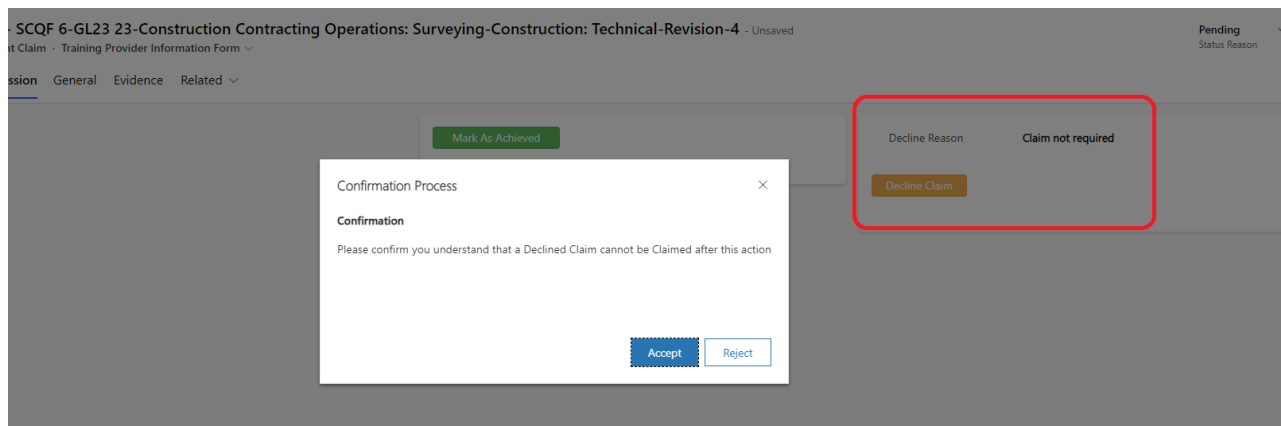


- **If Mark as Achieved is clicked, the screen will refresh, and the status of the claim will change to Confirmed and the record will be locked. Use the back arrow to return to the General tab:**



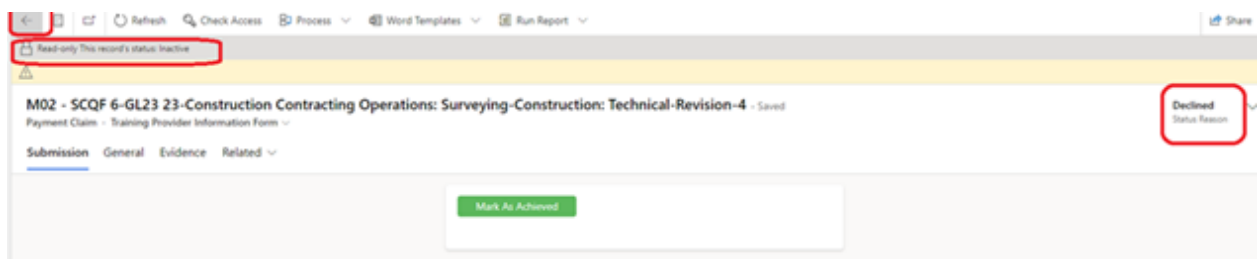
9. **If required for the apprentice, milestones must be set to Achieved following this process for each claim. This cannot be done in bulk. Repeat as necessary. If none of the claims are to be set to achieved, skip this step in full. If the assignment type is a Re-entrant or Progression this step cannot be completed due to changes that need to be carried out to the IPP by SDS before approval.**

10. **To Decline a claim, open the relevant claim on the new IPP as described above. Input relevant information in the Decline Reason text box then click on Decline Claim:**



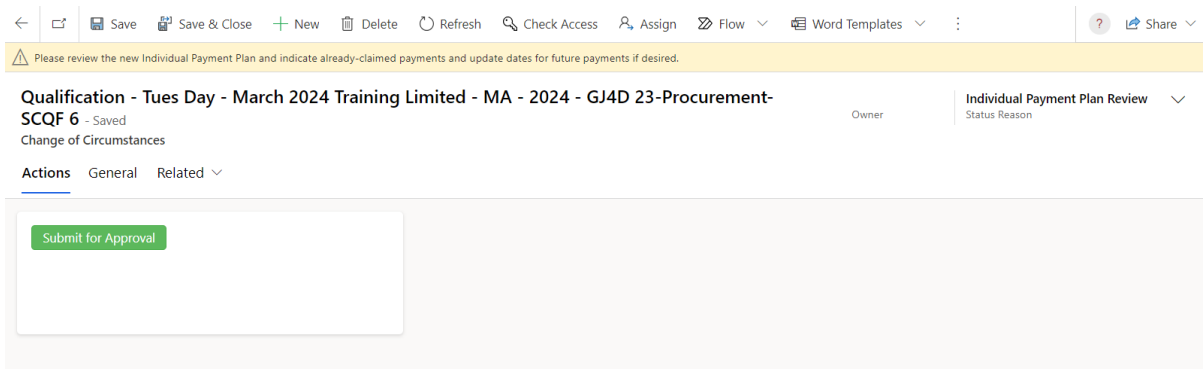
- Click on Accept to continue. If Reject is clicked, the claim will not be declined, and the process will end.

11. **The screen will refresh, and the status of that claim will now show as Declined. The record will be locked. To return to the COC record, click on the back arrow:**

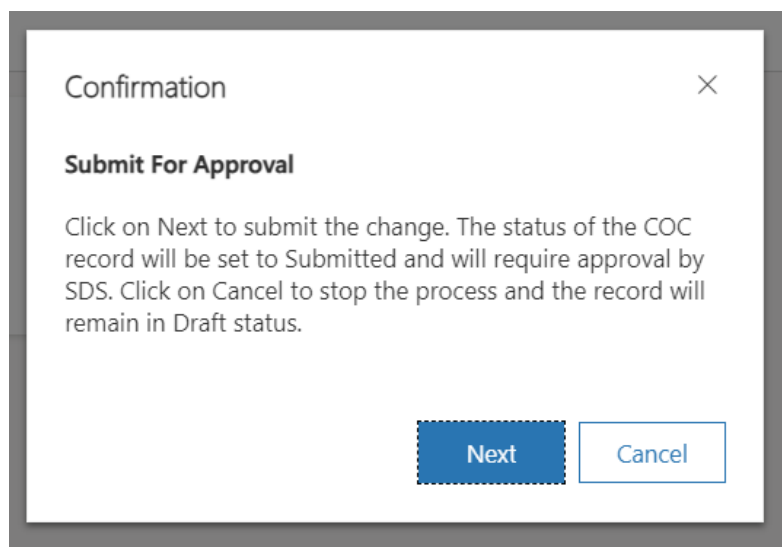


- Repeat the process to mark claims as achieved or declined as required.

**12. To submit the change of qualification for approval by SDS, click into the Actions tab then click on Submit for Approval:**



- A confirmation box will be displayed. Read this then click on Next to submit the change:



- **The screen will refresh, and the status of the COC record will now show as "Submitted"**. The submitted Qualification Change of Circumstance will be reviewed by Skills Development Scotland in due course. This may take up to 5 days. Once approved, an alert will be generated on the FIPS Provider dashboard and in the Alerts entity, summarising details of the change. If approved, the participant assignment will be updated, and the new qualification and payment plan details will be displayed. It may also be rejected, and once approved or rejected, the completed COC record will be displayed within the Inactive Change of Circumstances system view, and no changes can be made.