

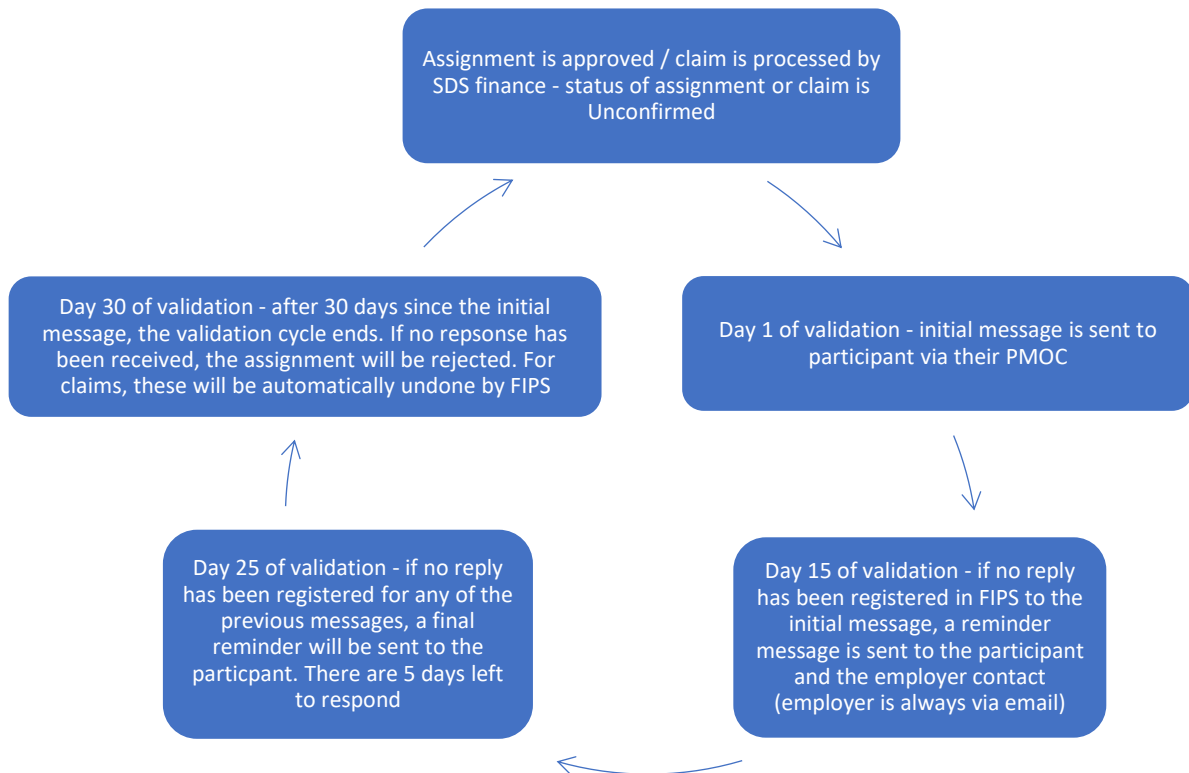
# FIPS QUICK START GUIDE

## Assignment and Claim Validation

**This guide will provide an overview of the validation process in FIPS. This is for assignments and milestone / outcome claims relating to the MA programme. Email Address Validation is a separate process and is not linked to assignment or claim validation.**

### Validation Overview

- FIPS has an automated validation process for assignments and claims as part of the MA programme. The validation process is in place for participants and employers to validate / confirm that a participant’s training has commenced and that claims submitted have been achieved. The process follows a 30-day cycle, and 4 separate messages are sent out during that period from FIPS.
- When an assignment is input and approved in FIPS, the validation process begins. The same process occurs for claims – when a claim is submitted, validation commences on a weekly schedule when the payments are processed by Skills Development Scotland. Claim validation does not begin on the day the claim is made in FIPS.
- Assignments or claims will be at “Unconfirmed” status when the validation cycle is active, any other status means the process has not started or has ended.
- Messages are automatically sent to the preferred method of contact (PMOC) the participant has selected. If a change is made to the PMOC method or details during the cycle, the next scheduled validation message will be sent to the updated information.



## Statuses of Claims and Assignments and How to Progress

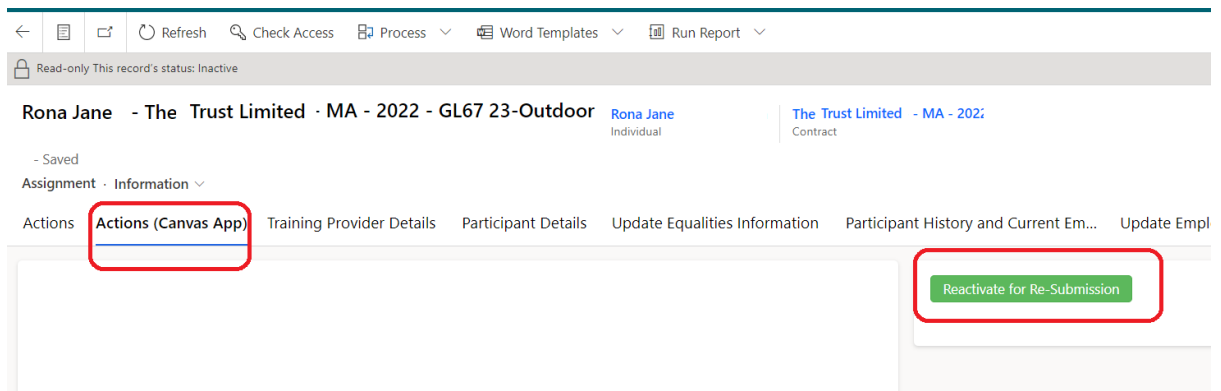
<u>Status</u>	<u>What this means</u>	<u>Action required</u>
Unconfirmed	Claim or assignment is in active validation cycle	Participant or employer contact should reply to the validation message(s). This will update the record to Confirmed and the validation process is complete
Unconfirmed – Investigation	A negative reply has been returned to the validation message. The process now ends and no other messages will be sent from FIPS	Records must be manually updated by SIA – this can be approved which will set it to Confirmed which completes the validation or Rejected which will undo the claim or set the assignment to rejected
Confirmed	Validation is complete as a positive response has been returned to one of the validation messages	No further action required – validation process is complete
Rejected (assignment)	After 30 days of no reply to any of the validation messages for assignment validation, FIPS will automatically reject assignments	Training Providers have 15 calendar days to reactive rejected assignments for resubmission. The validation process can then begin again for the assignment
Available to Claim (claims)	For claims that have been previously at Unconfirmed status and are now back at ATC, validation process has completed 30-day cycle and no reply has been received. FIPS has undone the claim(s) and set these back to Available to Claim. The undo will take place approximately 30 days after the claim was processed for payment by SDS finance	Training Provider can resubmit the claims as required, and the validation process begins again once the claims have been processed by SDS finance

## Resending Validation Messages

- Only in exceptional circumstances should validation for assignments be manually resent by SDS. All other methods to update the assignment automatically should be undertaken before the Training Provider requests a manual resending of the validation message by their SIA. When the re-send validation facility is used, this resets the 30-day validation cycle from the day that the resent message goes out. For assignment validation, an SIA can manually resend the validation only when the assignment is at “Unconfirmed” status. For any other status (Unconfirmed – *Investigation Required*) the function to manually resend is not available.
- For claims, there is no functionality in FIPS to manually resend validation messages. They 30-day cycle should be followed and if no response is returned after 30 days, the claim(s) will be undone.

## Points to Note

- Once an assignment has been automatically rejected, there are 15 days from the date of rejection that the Training Provider can reactivate the assignment for approval to begin the validation process again. This button can be found within the assignment under the Actions Canvas App tab:



- After 15 days, this button is no longer visible, and the record cannot be reactivated. The Training Provider must reinput the application / assignment in full starting with the Individual Search
- Claim validation only begins after the payments are processed by SDS finance. This happens on a Friday each week in the afternoon, usually after 3pm. The messages then go out from FIPS any time after 3pm and may take until Monday before the participants receive them
  - If multiple claims are made in the same week (same posting run) for a participant, only one validation message is sent to the participant to validate all the claims submitted

- If changes are made to the PMOC, the next scheduled validation message will be sent to the updated details. Training Providers should wait for the next scheduled reminder message to be sent from FIPS and not request that messages are manually resent by SDS in these instances
- If a response is sent via SMS that is not “Y” or “N”, FIPS will disregard this. The assignment or claim will remain at Unconfirmed, and the validation cycle continues until a valid reply is received
- If an out of office is on when a validation message is sent by email, FIPS disregards this and the assignment or claim will remain at Unconfirmed, and the validation cycle continues
- All efforts should be made by Training Providers to follow the automated validation process with minimal manual intervention from SDS

### Potential Issues and How to Resolve

- There can be outage of the email service when participants or employers attempt to respond to a validation message. Due to this, the following message may be displayed:

An error occurred while recording your response. Please try again later!

Message sent via Microsoft Power Automate  
© Microsoft Corporation 2023

- In these instances, the service will resume in due course and the participant / employer should attempt to respond later, for example, the next day
  - Training Providers should ensure that the message being replied to is current and not an old / expired message that does not relate to the current validation session
- If the participant or employer attempt to send more than one response to a validation email, the message below may be displayed:

The workflow is not in 'Running' state. It was completed or cancelled.

Message sent via Microsoft Power Automate  
© Microsoft Corporation 2023

- In these instances, Training Providers should check the record in FIPS to establish the status – if it shows as Confirmed, the validation process is complete and no other action is required
- If the claim or assignment still shows as Unconfirmed, the participant or employer should try to reply again later

**If the issues persist in either of these scenarios, Training Providers should raise a ticket with FIPS Support to investigate**

- **The participant / employer contact has advised that they did not receive a validation message**
  - they should wait until the next scheduled reminder is due to be sent and reply to this instead
  - If the PMOC is email, they likely did not receive it due to their email spam / filter settings. Training Providers should ensure spam folders are checked and any relevant emails moved into the inbox and responded to
  - for employers, the email address that the validation email comes from may need to be whitelisted by their IT department to stop emails going into spam folders. The email address that the validation email gets sent from is: [sds.administrator@sds.co.uk](mailto:sds.administrator@sds.co.uk)
  
- **Participant / employer has deleted the email / text message**
  - they should wait for the next scheduled message to be sent as part of the 30-day cycle
  - for assignment validation, if after day 25 of the cycle, Training Providers can ask their SIA to manually resend which will stop the assignment being rejected at day 30 in these instances
  
- **The first response sent was “N”, but a “Y” reply has since been sent**
  - FIPS will only record the first response received. If a negative reply is returned, the record will go to Unconfirmed – Investigation status. Training Providers should follow these up with their SIA at SDS and they can change the status as required to complete the validation for the claim or assignment

**There are system views within FIPS designed to help users manage the validation process – these views are covered in a separate guidance document. There is also a separate guide that provides the content of the messages – this shows what gets sent from FIPS at each point of the validation cycle depending on the preferred method of contact selected for the participant.**