FIPS Quick Start Guide Assignment and Claim Validation (MA)

This guide will provide an overview of the validation process in FIPS for assignments and milestone / outcome claims for the MA programme. There are video tutorials embedded in this guide which show how to view what validation messages have been sent depending on the participant's preferred method of contact (PMOC).

Use the link icon to access the FIPS landing page on the SDS corporate website which contains additional FIPS guides and user information.



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Validation Overview

- FIPS has an automated validation process for MA assignments and claims. Participants / employers must 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 submitted in FIPS.
- Assignments or claims will be at "Unconfirmed" status when the validation cycle is active. Any other status e.g. Confirmed means the process has completed or a negative response has been returned.
- Messages are automatically sent to the preferred method of contact (PMOC) set on the participant record. 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 details.

Assignment is approved / claim is processed by SDS finance - status of assignment or claim is Unconfirmed

Day 30 of validation - 30 days after the initial message is sent, the validation cycle ends. If no repsonse has been returned, the assignment will be rejected. For claims, these will be automatically undone by FIPS

Day 1 of validation - initial message is sent to participant via their PMOC

Day 25 of validation - if no reply has been registered for any of the previous messages, a final reminder will be sent to the particpant. There are 5 days left to respond

Day 15 of validation - if no reply has been registered in FIPS to the initial message, a reminder message is sent to the participant and the employer contact (employer is always via email)

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 Provider requests that the assignment validation is manually resent by their SIA. When the resend validation function is used, this resets the 30-day validation cycle from the day that the resent message goes out.
- > For claim validation, there is no functionality to manually resend validation messages.

Statuses of Claims and Assignments

<u>Status</u>	What this means	Action required
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 / Assignment Requires Investigation	A negative reply has been returned to the validation message. The process now ends, and no other messages will be automatically 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 / set the assignment to rejected status
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	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	Provider can resubmit the claims as required, and the validation process begins again once the claims have been processed by SDS finance

Points to Note

- 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 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 processed
- If changes are made to the PMOC, the next scheduled validation message will be sent to the updated details. Providers must 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
- All efforts should be made by Providers to follow the automated validation process with minimal manual intervention from SDS
- Once an assignment has been automatically rejected, there are 15 days from the date of rejection that the Provider can reactivate the assignment for approval to begin the validation process again.

The Reactive button can be found within the rejected assignment under the Actions Canvas App tab:



 After 15 days from the date the assignment went to Rejected, this button is no longer visible, and the assignment cannot be reactivated. The Provider must reinput the application / assignment again, starting with the Individual Search. The date of rejection can be found in the Approval and Rejection tab of the assignment.

Error Messages and How to Resolve

If the participant or employer attempt to send more than one response to a validation email, the message below may be displayed:



- If the claim or assignment still shows as Unconfirmed, the participant or employer should try to reply again later
- There may 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:



- In these instances, the service will resume in due course and the participant / employer should attempt to respond later, for example, the next day
- Providers should ensure that the message being replied to is current and not a previous / expired message that does not relate to the current validation cycle

If the issue persists in either of these scenarios, Providers should raise a ticket for support using the User Requests entity in FIPS and the FIPS Support Team can investigate.

> The participant / employer contact has advised that they did not receive a validation message

- they should wait for the next scheduled reminder message to go out and reply to this instead
- if the PMOC is email, they may not have received it due to their email spam / filter settings. 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: <u>sds.administrator@sds.co.uk</u>

> 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 and respond at that point
- for assignment validation, if after day 25 of the cycle, Providers can ask their SIA to manually resend which will stop the assignment being rejected at day 30 in these instances (there is no function in FIPS to manually resend claim validation messages)

> The first response sent was "N", but a "Y" reply has since been sent

FIPS will only register the first response received. If a negative reply is returned, the record will go to Unconfirmed – Investigation or Assignment Requires
 Investigation status. Providers should follow these up with their SIA at SDS. They can change the status as required to complete the validation for the claim or assignment

System Views – Managing the Validation Process

- There is system views in FIPS setup to help users manage the validation process these are split out based on the PMOC and the stage of the validation cycle. In the Assignments entity, the following views are available:
 - Starts Validation Requires SDS Investigation
 - Starts Validation Unconfirmed Assignments 15-25 Days
 - Starts Validation Unconfirmed Assignments 25 Days +
 - Starts Validation Unconfirmed Assignments Less than 15 Days
 - PMOC Email Assignment Validation Message Dates

- For Claims, there are system views within the Payment Claims entity that can be used to manage the claim validation process:
 - Claim Validation Requires SDS Investigation
 - Claim Validation Unconfirmed Claim
 - Claim Validation Claims Less than 15 Days
 - Claim Validation Unconfirmed Claims 15-25 Dats
 - PMOC Email Claim Validation Message Dates

The video below covers how to view what messages have been sent from FIPS when the PMOC is Email:



When the PMOC is SMS, validation messages can be viewed in FIPS and responses sent back will also be visible. These are directly linked to the assignment or claim. The video tutorial below covers how to view messages for assignment / new start validation and claim validation. Users are reminded that even when the PMOC is SMS for a participant, the employer contact will only receive an email as part of the 15-day reminder message:



There is a quick start guide that contains the content of the messages – this covers the detail of each message that gets sent from FIPS for the validation cycle depending on the preferred method of contact selected for the participant and the body of the text depending on the reminder message.

Email Address Validation is a separate process and is not directly linked to assignment or claim validation. There is a quick start guide that covers the email address validation process.