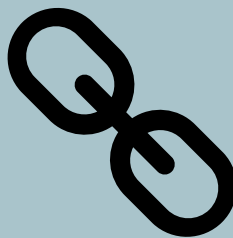


FIPS Quick Start Guide

Content of Validation Messages


This document provides examples of the emails and SMS (text) messages that are sent from FIPS as part of the assignment and claim validation process. Examples of each message throughout the 30-day validation cycle are provided and what the content of these are depending on the preferred method of contact selected. The cycle is the same regardless of the PMOC selected – each time an assignment is input to FIPS it will be Unconfirmed and each time a claim is processed it will follow this cycle: initial message, 15-day reminder which is when the employer contact also receives an email, 25-day (final) reminder to participants only.

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




- **25-day (final reminder) email to participant. This will only be sent when there has been no response to any of the previous emails, including the 15-day reminder email that gets sent to the employer contact:**

Action Required: Modern Apprenticeship start confirmation

 FIPS UAT Admin
To

  Reply  Reply All  Forward  ...

Wed 15/01/2025 10:10

 If there are problems with how this message is displayed, click here to view it in a web browser.

Dear DR,

Final Reminder - Our records show that you have not yet replied to our request below.

Failure to respond within 5 days will result in our funding contribution to your training being deactivated. This is an automated e-mail, therefore in order to ensure our records are updated, please click one of the buttons below.

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training costs. Can you please confirm you have started your Modern Apprenticeship so that your record and funding to your Provider can be activated - Click one of the buttons below.


Select one of the options below to respond

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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Milestone Claim Validation Emails:


- **Initial claim validation email that gets sent on the Friday of the week the claim was processed:**

Milestone Verification Message

 FIPS UAT Admin
To

  Reply  Reply All  Forward  ...

Wed 08/01/2025 09:08

 If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Sib

This is an automated email, please only reply Yes or No (below)

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training.

SDS require confirmation that your progress has recently been reviewed with you and your Provider. Reply Yes or No (below).

Select one of the options below to respond

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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Reminder! Milestone and Outcome claim validation does not begin on the day the claim is processed. It begins each week on a Friday after the payments have been processed by SDS Finance.

➤ **15-day reminder email that will be sent if there is no response to the initial email:**

Milestone Verification Message



FIPS UAT Admin
To

Reply Reply All Forward

Wed 22/01/2025 16:31

Dear DR,

This is an automated email, please only reply Yes or No (below)

Reminder - Our records show you have not yet replied to our request below.

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training.

SDS require confirmation that your progress has recently been reviewed with you and your Provider. Reply Yes or No (below).

Select one of the options below to respond

Yes

No

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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➤ **25-day (final) reminder email. This will only be sent if there has been no response to any of the previous reminders, including the 15-day reminder email that the employer contact will receive:**

Milestone Verification Message - Final Reminder



FIPS UAT Admin
To

Reply Reply All Forward

Wed 22/01/2025 17:10

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Tree

This is an automated email, please only reply Yes or No (below)

Final Reminder – Our records show that you have not yet replied to our request below. **Failure to respond within 5 days will result in our funding contribution being recovered from your Provider.**

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training costs.

SDS require confirmation that your progress has recently been reviewed with you and your Provider.

Select one of the options below to respond

Yes

No


Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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Outcome Claim Validation Emails:

- **Initial outcome claim validation email – this will be sent on the Friday of the week the claim was processed in FIPS:**

Initial Outcome Verification Message

 FIPS UAT Admin
To
Retention Policy
[This item will expire in 30 days. To keep this item longer apply a different Retention Policy.](#)
[If there are problems with how this message is displayed, click here to view it in a web browser.](#)


Thu 23/01/2025 10:28

Dear Tree

Congratulations!

Your employer/Provider has advised us that you have successfully completed your Modern Apprenticeship.

Skills Development Scotland (SDS) is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training. SDS requires you to confirm that you have had confirmation from your Employer/Provider that you have completed your Modern Apprenticeship.

Select one of the options below to respond

Yes

No

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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- **15-day reminder. This is sent 15 days after the initial message, if there has been no response:**

Outcome Verification Message

 FIPS UAT Admin
[If there are problems with how this message is displayed, click here to view it in a web browser.](#)


Thu 23/01/2025 13:35

Dear Tree

This is an automated e-mail, therefore in order to ensure our records are updated, please only reply Yes or No (below)

Reminder – Our records show that you have not yet replied to our request below.

Congratulations!

Your Employer/Provider has advised us that you have successfully completed your Modern Apprenticeship.

Skills Development Scotland (SDS) is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training. SDS requires you to confirm that you have had confirmation from your employer/Provider that you have completed your Modern Apprenticeship.

Select one of the options below to respond


Yes

No

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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- **25-day (final) reminder. This will only be sent out when there has been no response to any of the previous reminders, including to the employer contact:**

Outcome Verification Message - Final Reminder

 FIPS UAT Admin
To

  Reply  Reply All  Forward  

Thu 23/01/2025 14:45

Dear Tree

This is an automated e-mail, therefore in order to ensure our records are updated, please only reply Yes or No.

Final Reminder - Our records show that you have not yet replied to our request below.

Failure to respond within 5 days will result in our funding contribution being recovered from your Provider.

Congratulations!

Your Employer/Provider has advised us that you have successfully completed your Modern Apprenticeship.

Skills Development Scotland (SDS) is responsible for managing the Scottish Government funding contribution towards your Modern Apprenticeship training. SDS requires you to confirm that you have had confirmation from your employer/Provider that you have completed your Modern Apprenticeship.

Select one of the options below to respond

SMS (text) is selected as Preferred Method of Contact

New Start / Assignment Validation Messages:

- **Initial message and 15-day reminder** – when the assignment is approved, the status of the assignment will show as **Unconfirmed Assignment**. This text message will be sent for the initial message and the 15-day reminder:

Text Message

* Skills Development Scotland requires confirmation that you have started your Modern Apprenticeship. Reply Y/N

- **25-day (final) reminder SMS**. This will only be sent if there has been no response to any of the previous reminder messages, including the employer contact 15-day email reminder:

Text Message

* Skills Development Scotland requires confirmation that you have started your Modern Apprenticeship. Skills Development Scotland will delete your Modern Apprenticeship record if you do not reply within 5 days. Reply Y/N

The employer contact will always receive an email as part of the 15-day reminder. This cannot be set to SMS for employers.

Milestone Claim Validation SMS Messages:

- **Initial and 15-day reminder claim validation SMS:**

Text Message

* 📱

Skills Development Scotland requires confirmation that your Modern Apprenticeship progress has recently been reviewed with you and your Provider. Reply Y/N

- **25-day (final) reminder SMS:**

Text Message

* 📱

Please confirm your progress has recently been reviewed with you and your Provider towards your Modern Apprenticeship. Skills Development Scotland will recover funding from your Provider if you don't reply within 5 days. Reply Y/N

Outcome Claim Validation SMS Messages:

➤ Initial and 15-day reminder SMS:

Text Message * Skills Development Scotland requires confirmation that you have successfully completed your Modern Apprenticeship Reply Y/N

➤ 25-day (final) reminder SMS:

Text Message * Please confirm you have successfully completed your Modern Apprenticeship. Skills Development Scotland will recover funding from your Provider if you do not reply within 5 days. Reply Y/N


Reminder messages (either via SMS or Email) are only sent when there has been no response to the prior message. Reminders do not get sent if a response has been registered in FIPS.

Employer Contact Emails – 15-day Reminder


- Employer contacts will receive an email as part of the 15-day reminder of the 30-day validation cycle. This will only be sent if there has been no response from the apprentice to the initial message. Employer contacts can only receive reminders via email – SMS cannot be selected for employer contacts. Below are the emails they receive for Assignment / New start validation, Milestone validation and Outcome claim validation.

New Start / Assignment Validation 15-day Employer Reminder Email:

No response received to Modern Apprenticeship Start Message for Seymour Skinner - September 2024 Test Training - MA - 2024 - GH5W 23-So...



FIPS UAT Admin
To



Expires 21/02/2025

Wed 22/01/2025 16:54

Dear [Employer Contact Name](#)

This is an automated e-mail, therefore in order to ensure our records are updated, please click one of the buttons below.

Skills Development Scotland (SDS) is responsible for managing Scottish Government funding contribution towards Modern Apprenticeship training costs.


We were recently notified by you/your Provider that the individual named above had recently commenced their Modern Apprenticeship. We sent them an SMS/Email to confirm this but have not yet had a reply. To ensure that the funding and record for the above is activated, we would be grateful if you would confirm (Yes/No) that they have started their Modern Apprenticeship by clicking one of the buttons below.

Should we not receive a response to this email the individual named above will receive a final reminder advising that if they fail to respond within 5 days that no funding contribution will be made..







Request for your response

Milestone Claim 15-day Employer Reminder Email:

No response received to Verification Message to Jelly Tots



FIPS UAT Admin
To


 Reply
  Reply All
  Forward
 


Wed 22/01/2025 16:32

If there are problems with how this message is displayed, click here to view it in a web browser.

This is an automated email, please only reply Yes or No (below)

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your Modern Apprentice's training costs.

SDS require confirmation that the Apprentice's progress has recently been reviewed with their Provider. We have recently contacted your Apprentice by email/SMS to confirm this, but have not yet had a reply.

To ensure that this funding is not withdrawn, we would be grateful if you would confirm (Yes/No) that they have recently had their progress reviewed by their Provider.


Should we not receive a response to this email the individual named above will receive a final reminder advising that if they fail to respond within 5 days SDS will recover funding from the Provider.

Select one of the options below to respond







Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
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Outcome Claim 15-day Employer Reminder Email:

No response received to Verification Message to Maple Sryup



FIPS UAT Admin
To


 Reply
  Reply All
  Forward
 


Wed 22/01/2025 16:32

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear new

This is an automated e-mail, therefore in order to ensure our records are updated, please only reply Yes or No

Skills Development Scotland (SDS) is responsible for managing the Scottish Government funding contribution towards your Modern Apprentice's training costs. We were recently notified by you/your Provider that the individual named above has recently completed their Modern Apprenticeship. We have recently contacted your Apprentice by email/SMS to confirm this, but have not yet had a reply.

To ensure that final funding is not withdrawn and that the achievement of the apprenticeship is recognised in official statistics, we would be grateful if you would confirm (Yes/No) that they have successfully completed their Modern Apprenticeship.

Should we not receive a response to this email the individual named above will receive a final reminder advising that if they fail to respond within 5 days SDS will recover funding from the Provider.

Select one of the options below to respond

Please refer to the additional guidance that provides a complete overview of the validation process.