

FIPS QUICK START GUIDE

Content of Validation Messages for Assignments and Claims

This document will provide examples of the emails and SMS (text) messages that get sent from FIPS as part of the assignment and claim validation process. Examples are provided of each message throughout the 30-day cycle 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.

Assignment Validation – Email is selected as PMOC

Initial message – on the date the assignment is approved in FIPS, status will show as Unconfirmed Assignment:

Modern Apprenticeship start confirmation

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

Dear Ken,

Failure to respond will result in our contribution to your training being deactivated and your training may not continue.

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your training costs. Can you please confirm you have started your apprenticeship so that your apprenticeship record and funding 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.
© Microsoft Corporation 2021

15-day reminder message to participant. This will be sent when no response has been received to the initial message:

Modern Apprenticeship start confirmation follow up

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

Dear Ken,

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

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 training costs. Can you please confirm you have started your apprenticeship so that your apprenticeship record and funding can be activated – **Click one of the buttons below**

Failure to respond will result in our contribution to your training being deactivated and your training may not continue.

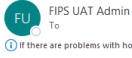
Select one of the options below to respond

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
© Microsoft Corporation 2021



15-day reminder email to employer contact. This is sent on the same day as the 15-day reminder to the participant. This happens approximately 15 days after the initial message:

No response received to Modern Apprenticeship Start Message for John



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

Dear Shirley,

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 the training costs of apprenticeships.

We were recently notified by you/your Training Provider that the individual named above had recently commenced their 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 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.

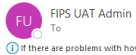
Request for your response

Yes No

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
© Microsoft Corporation 2021

25-day (final) reminder is sent to participant only. This will be sent out 25 days after the initial message when no response has been returned to any of the validation messages:

Action Required: Modern Apprenticeship start confirmation



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

Dear Ken,

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 training costs. Can you please confirm you have started your apprenticeship so that your apprenticeship record and funding can be activated - **Click one of the buttons 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.
© Microsoft Corporation 2021

- **If, after a further 5 days (day 30 of the validation cycle) there is no response to this email or any of the previous emails, the assignment will be automatically rejected by FIPS. The status of the assignment will change from Unconfirmed to Rejected in FIPS.**

Assignment Validation – SMS (text) is selected as PMOC

Initial message – when the assignment is approved, the status of the assignment will show as Unconfirmed Assignment:



* SDS pays Scottish Government funding for your training. Please confirm you've started so your apprenticeship record and funding can be activated - Reply Y/N

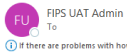


15-day reminder text to participant:

Text Message * SDS pays Scottish Government funding for your training. Please confirm you've started so your apprenticeship record and funding can be activated - Reply Y/N

15-day reminder to employer – this is always delivered via email:

No response received to Modern Apprenticeship Start Message for Jeremiah



FIPS UAT Admin

To

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

Dear Pauline,

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 the training costs of apprenticeships.

We were recently notified by you/your Training Provider that the individual named above had recently commenced their 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 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

Yes No

Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.
© Microsoft Corporation 2021

25-day (final) reminder text to participant only:

Text Message * SDS requires confirmation that you have started your apprenticeship – Reply Y/N. Your record will be deleted if you fail to reply within 5 days.


- **If no reply is received within during the remaining 5 days of the validation cycle, the assignment will be automatically rejected by FIPS and the status will go from Unconfirmed to Rejected. The Training Provider has 15 calendar days to reactive a rejected assignment for approval and the validation process can begin again.**

Claim Validation – Email is selected as PMOC

- When claims are processed (milestones / outcomes), they will go to Unconfirmed status. The claim validation begins on the Friday of the week the claim was submitted. Validation for claims only begins after Skills Development Scotland have processed the claims for payment (Friday PM). Claim validation does not begin on the day the claim is made in FIPS.

Initial email – sent to participant only. Claim on FIPS will be at Unconfirmed status:

Milestone Verification Message

 FIPS UAT Admin
To

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

Dear John,

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


Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your training costs. To verify the next payment for your apprenticeship, we require you to confirm that your progress has recently been reviewed by your training 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.
© Microsoft Corporation 2021

15-day reminder to participant – this will be sent only when no response has been received to the initial message:

Milestone Verification Message

 FIPS UAT Admin
To

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

Dear John,

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.

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your training costs. To verify the next payment for your apprenticeship, we require you to confirm that your progress has recently been reviewed by your training provider – Reply Yes/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.
© Microsoft Corporation 2021



15-day reminder email to employer. This will be sent at the same time the 15-day reminder is sent to the participant:

No response received to Verification Message to John

FU FIPS UAT Admin
To

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

Dear Shirley

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 Scottish Government funding contribution towards the training costs of apprenticeships. We were recently notified by you/your Training Provider that the individual named above has recently had their progress reviewed by their training provider. We sent them a SMS/email 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 Training 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 that action will be taken.

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.
© Microsoft Corporation 2021

Final reminder (25 day) to participant only:

Milestone Verification Message - Final Reminder

FU FIPS UAT Admin
To

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

Dear John,

This is an automated e-mail, therefore in order to ensure our records are updated, 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.**

Skills Development Scotland is responsible for managing the Scottish Government funding contribution towards your training costs. To verify the next payment for your apprenticeship, we require you to confirm that your progress has recently been reviewed by your training provider – Reply Yes/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.
© Microsoft Corporation 2021

Claim Validation – SMS (text) is selected as PMOC

Initial text message to participant only:

Text Message

To verify the next payment for your apprenticeship, SDS require you to confirm your progress has recently been reviewed by your training provider – Reply Y/N

15-day reminder to participant:

Text Message

To verify the next payment for your apprenticeship, SDS require you to confirm your progress has recently been reviewed by your training provider – Reply Y/N

15-day reminder email to employer:

No response received to Verification Message to John Jack Aiken

FJ FIPS UAT Admin
To

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

Dear Shirley

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 Scottish Government funding contribution towards the training costs of apprenticeships. We were recently notified by you/your Training Provider that the individual named above has recently had their progress reviewed by their training provider. We sent them a SMS/email 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 Training 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 that action will be taken.

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.
© Microsoft Corporation 2021

25-day (final) reminder text to participant:

Text Message * Reply Y/N to confirm progress in your apprenticeship has been reviewed recently. SDS will recover funding from your provider if you don't reply within 5 days

- If there is no response to the 25-day reminder message, the claim(s) will be undone 5 days later at day 30 of the validation cycle. The claim will now show as Available to Claim and the claims can be reprocessed by the Training Provider in FIPS.

Things to Remember

- As soon as any reply is returned to any of the validation messages, the validation cycle stops. E.g., if a reply is sent on day 7 of the cycle to the initial message, the 15-day reminders will not go out.
- If a negative reply (No or N) is returned, the claim or assignment will go to "Investigation" status. If a follow up reply is sent that contains a positive reply, FIPS will not automatically change the status to Confirmed. **It must manually be updated by a Skills Investment Adviser**
- If a change is made to the PMOC details, either changing the method or changing the contact information, the next validation message in the cycle will automatically go out to the updated PMOC details
- Skills Development Scotland **do not** have the functionality to manually resend claim validation messages
- If a message is deleted by the participant or they are unable to reply to a message, the cycle should be followed and they can reply to the next message automatically sent from FIPS as part of the 30 day cycle
- **When the PMOC is email, the emails sent from FIPS contain buttons that the participant or employer must click to complete the validation. When SMS is selected as the PMOC, they can only complete the validation by replying to the text and typing "Yes" "Y" or "No" "N". There are no buttons for SMS messages.**