

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.



Guide last reviewed: 23/01/2025 Next review due: 22/02/2026

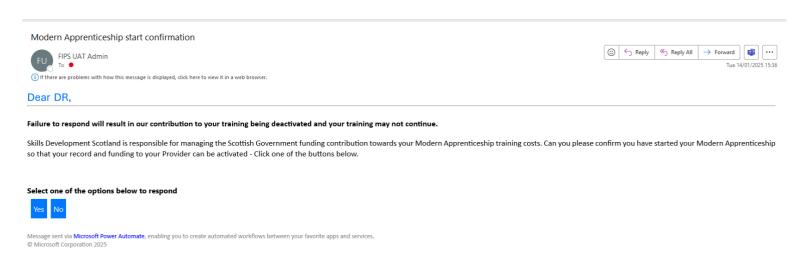
Created by FIPS Support Team



Email is selected as Preferred Method of Contact

New Start / Assignment Validation Messages:

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



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

Modern Apprenticeship start confirmation follow up





Dear Tree

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 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.

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



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> 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



f 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



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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





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



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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





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



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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





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



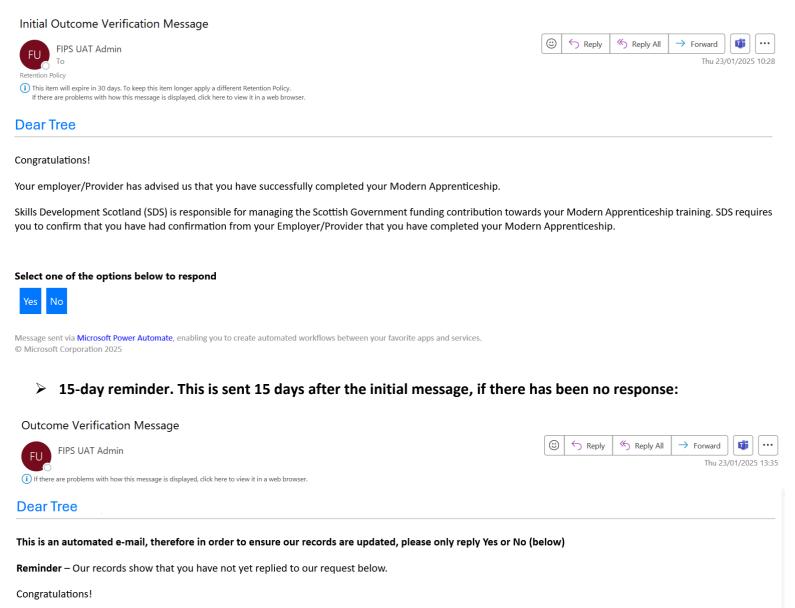


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Outcome Claim Validation Emails:

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



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

Select one of the options below to respond



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

you to confirm that you have had confirmation from your employer/Provider that you have completed your Modern Apprenticeship.



> 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





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:

 \triangle 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 progress has recently been reviewed with you and your Provider for the Modern Apprenticeship programme. 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:

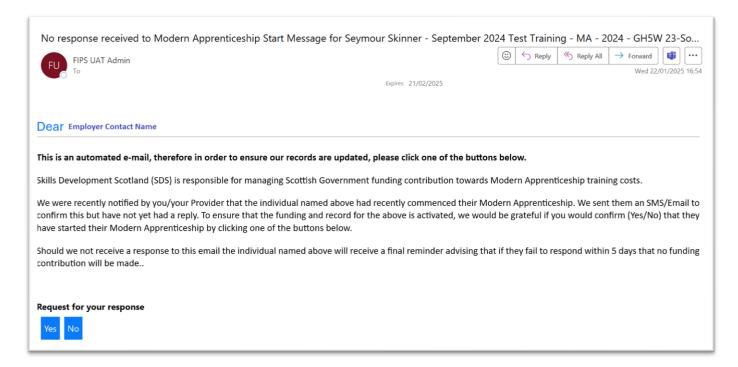
Text Message Please confirm you have successfully completed your Modern Apprenticeship. Skills Development Scotland will recover funding from your Provider if you do not reply within 5 days. Reply Y/N

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

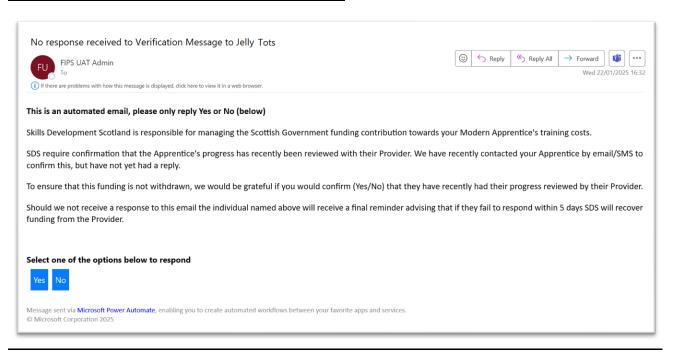
• Employer contacts will receive an email as part of the 15-day reminder of the 30-day validation cycle. This will only be sent if there has been no response from the apprentice to the initial message. Employer contacts can only receive reminders via email – SMS cannot be selected for employer contacts. 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:

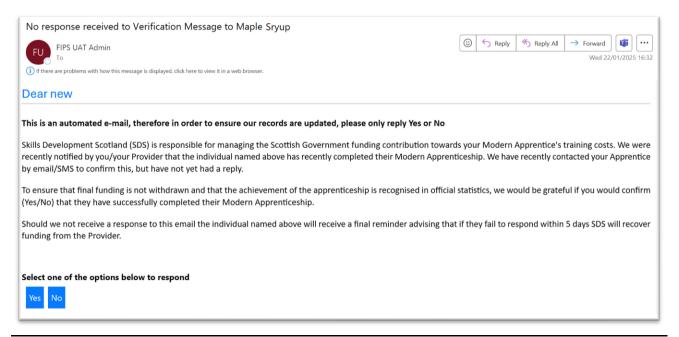




Milestone Claim 15-day Employer Reminder Email:



Outcome Claim 15-day Employer Reminder Email:



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