

Frequently Asked Questions

The purpose of this document is to address some frequently asked questions that the NTP Hub receive in relation to EF and MA programmes and provide some helpful hints for FIPS users when processing information on the system. This is a working document and will be regularly updated.

Individual Search

Individual Search must be used when inputting a trainee application into FIPS. Individual Search uses trainee personal information to lookup multiple SDS databases which will return a result if the trainee record already exists in FIPS. If the person details cannot be found, a record can be created for the trainee at this point.

Question	Answer
My search does not return the trainee even though they have previously been registered on FIPS	Ensure the search is performed using full first name, surname and DOB only as this is the most efficient search. If no result is returned, create new application.

Application

Creating an application is the first stage of creating an assignment for a trainee on FIPS. Applications can be left in draft however will be removed at the year end. This function allows users to enter some information and only submit to an assignment when all information is complete. Once an assignment is created, the application goes to a locked state and training providers cannot update.

Question	Answer
I am unable to validate the application	Is all mandatory information complete? Please check the areas below to ensure they are complete as they tend to be the most common areas which leads to Training Providers (TPs) being unable to validate the application: • Within the Training Provider Details section at the top of the application there is a field called contract which TPs must select. Use the magnifying glass to select the contract • Trainee home address details are incomplete or a mandatory field is blank • Training Category field does not contain an age group. If this is blank, change "Change to Training Category field required?" from No to Yes then back to No and it will automatically add in the category.

	• If Yes has been selected for Off the Job Training, Training Venue details must be added • In the Equalities Details if “Impairment, health condition or learning difficulty?” is set to Yes, a list of options will appear below. At least one of these options must be selected to show Yes. • In the Employer Details section if Priority sector is set to Yes, you must select the priority sector of employer from the drop down selection menu.
The home address for the trainee does not come up in the search	The address lookup comes directly from the Royal Mail database. This means that for some new build addresses it may not exist in FIPS yet. There are some instances when established addresses also do not come up. In these instances, a near address should be selected or use the Training Provider business address. Once the application has been submitted to an assignment, a Help Form must be submitted to NTP Hub with the trainee name, NI number and correct address. The NTP Hub will then manually update the information.
The fields within the application do not look correct for the MA programme – it looks different from previous applications created	Please ensure you review the Application type at the top of the page. For MA trainees, the Application should read Application: Information, if it does not click on the dropdown arrow and select the appropriate programme.
I have entered the incorrect DOB and / or NI number on the application and the field shows as locked	This information is locked as soon as it is entered in draft. To change it, the application must be submitted to an assignment and a Change of Circumstance processed by the Training Provider.
Message appears at the top of the application which states “no contract volume available for this combination of area, occupational grouping, VQ level and training category. You can still submit the application.”	This message will not prevent a Training Provider from submitting the application. The assignment can be created and submitted for approval. The message is there as a warning to a Training Provider that they are exceeding a volume in their contract and they are required to check that the new starts they are entering to FIPS are as per their contract schedule and Guidance for Managing a Modern Apprenticeship Contract.
What information should I input in the Staged Registration field?	The Staged Registration field is not mandatory and in almost every case this should be left blank. Entering any data to this field will result in issues when making claims unless the Training Provider is required to register the Participant on FIPS for a higher-level MA, which includes a lower level SVQ. If data is input to the Staged Registration field for SQA candidates the record will not be verified via Electris. This field cannot be amended by the

	Training Provider when the application goes to assignment status and the NTP Hub are required to remove the information entered.
The trainee I am creating an application for qualifies for Enhanced Funding. Where do I add this on the application?	Following guidance published on SDS website for Enhanced Funding. Within the Training Details section of FIPS: 1. update Change to Training Category Required field from No to Yes. 2. select 16-19 in the Training Category field 3. input eligibility criteria in the Training Category Comment field which appears when Yes is selected as per point 1 above.

Individual Contact

The Individual Contact contains all personal details related to the trainee and displays any previous assignments entered onto FIPS as well as any draft applications. The Training Provider will only see records related to their own contract and no records will be displayed that relate to other Training Providers.

Question	Answer
I need to update / edit person information for a trainee but the fields are locked in the assignment	The following information must be amended from the Individual Contact screen: • Trainee name • Email address / mobile number / home phone number • Preferred Method of Contact • Home address details • Gender • SQA Candidate Number (SCN) Please be aware that you can access the individual contact screen from the assignment page by navigating to the participant details and clicking on the person's name (blue hyperlink) in the individual field.
I have amended the SCN and it has reverted to what was input previously	This happens occasionally and there is no action the user can take to resolve it. A Help Form must be raised to NTP Hub with the trainee details (NI number and correct SCN) and we can make the change.
The Individual Contact screen shows as "Read Only" and I cannot make any changes to the information for the trainee	This is most likely because another Training Provider also has a live assignment for the affected trainee. A Help Form should be submitted and the Individual Contact can be shared with both providers which will resolve the issue.
I am trying to update the trainee home address details but the address is not coming up in the search	Ensure the postcode you are looking for is accurate by verifying it using the Royal Mail Postcode Finder. The address lookup used comes directly from the QAS database which means that

	for some new build addresses it may not exist in FIPS yet. There are some instances when established addresses also do not come up. In these instances, a near address should be selected or use the Training Provider business address. A Help Form can be submitted to NTP Hub with the trainee name, NI number and correct address. The NTP Hub can manually update the information.
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Assignment

Question	Answer
I need to amend/input the SCN number on the assignment	This can be done from the Individual Contact screen. The change will then pull through to the assignment.
The trainee name details are not accurate and need to be updated	This can be updated from the Individual Contact screen. Other fields that can be edited from this screen: • Home address • Preferred Method of Contact • Preferred Method of Contract Details
Can an employer respond to validation requests on behalf of their Apprentice	Yes, if the apprentice has not replied by day 15 a reminder is sent to the apprentice and an email is sent to the employer advising that the apprentice has not replied and give the employer the opportunity to either prompt the apprentice to reply or alternatively they can respond on behalf of the apprentice. Please see the How to Guide on Validation for full details of the process.
The MA contact details were incorrect, I have updated can you resend the validation email/SMS please	The process implemented by SDS to resend messages during the period where there were ongoing system issues with validation has now been stopped. TPs should check accuracy of details entered before submitting the application to assignment for approval. If there is an error established after approval TPs should update the contact details and FIPS will send the next stage validation message to the updated details. Where this has not been actioned prior to the 25 day stage the assignment will be rejected at 30 days and the TP will be required to resubmit the rejected assignment following the process detailed directly below.
Do I need to start from the beginning if an MA assignment has been rejected	No, Training Providers can reinstate a rejected assignment up to 15 days after it has been rejected. To reinstate a rejected assignment, navigate to Workplace, Assignments, Rejected

	View. Select the relevant participant and open the assignment, select reactivate for submission and this will set the assignment to draft so that you can resubmit. If after 15 days, the TP will be required to re-enter application to start the process from the beginning
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Electris

Question	Answer
I have received an error message when making a milestone/outcome claim, I think it is linked to SQA and the Electris process. How do I resolve.	The Electris video on Apprenticeships.Scot website clearly covers the automated process to confirm registration of the group award and achievement with SQA and covers how to correct validation errors and resubmit via Electris.

Claims Validation

Question	Answer
The status of my claim for an MA is no longer unconfirmed, however it now reads "Investigation required by SIA/unreadable response" can you please resend the message to the MA	SDS are unable to resend validation messages linked to claims. • SIA will be reviewing and take action where investigation is required due to a negative response. • NTP Hub review unreadable responses and update any where the MA has confirmed but not stated the mandatory YES or Y response. • TPs should review all unreadable responses and ensure that the MA responds correctly within the 30 day period to allow the system to update to confirmed. Moving forward SDS will undo the claims sitting at unreadable response after 30 days.
Can an employer respond to validation requests on behalf of their Apprentice	Yes, if the apprentice has not replied by day 15 a reminder is sent to the apprentice and an email is sent to the employer advising that the apprentice has not replied and give the employer the opportunity to either prompt the apprentice to reply or alternatively they can respond on behalf of the apprentice. Please see the How to Guide on Validation for full details of the process.

Bulk Uploads

Question	Answer
Is there a facility to upload from our own system to FIPS	No, however there is the facility to extract information from FIPS. An option may be to use this facility to upload information to your own system from FIPS.

EF only

Question	Answer
When trying to claim EF Young Person's Allowance (YPA) the weeks selected are not showing the correct dates i.e. Frid to Thur	Check that you are on the correct time zone. In FIPS go to settings (select cog icon on top right of screen) select options, under general tab select time zone and ensure set to (GMT+ 00:00) Dublin, Edinburgh, Lisbon, London
What checks can I complete if an expected YPA payment for a participant is not received as part of my bulk claim	Go to the participants assignment and check to ensure the claiming young persons field is set to Yes, if not you can update to Yes and save
Can you confirm that I am required to upload documentary evidence when registering a participant and making claims	There is no requirement to upload evidence when registering a participant or making claims. You may however be required to upload evidence if requested by your SIA, Compliance or for ESF purposes

Dashboards

Question	Answer
Is it possible to create a customised provider dashboard	Yes. However, you can only use the lists and charts already available on FIPS. SDS will raise the training provider dashboard at the next FIPS focus group to see if alternative views would be more useful to training providers

Alerts

Question	Answer
Is there a way to remove alerts once read	Training Providers have many options within the Alerts entity. Within the CRM view you can tick the checkbox (1st column on page) for an alert and then select the three dots ... (for more commands) and select option to delete from the dropdown selection menu.

Reports

Question	Answer
How do I create my own reports	There is a How to Guide on FIPS – Advanced Find Function.
Can I share my reports with others	Yes. Once the report is created and saved click on saved views and tick the checkbox for the report you wish to share. The share icon then becomes selectable, once selected click on add user/team. You then have a lookup records box. The default view is Look for user however you can also select look for team. If you wish to share the report with other members of your organisation that have access to FIPS select team in the look for field add the name of your organisation to the search field. Once found click on the checkbox in the table then click on select, click add then share. You can also share with other Training Providers using their name when searching for the team. Please be aware that it is only the report format you are sharing and not the report content.

Adding / Searching for Employers

Question	Answer
I am trying to add the employer address details but the correct address is not coming up in the search	If the correct address does not appear please select the closest address, even if the employer name or any other details do not match. Once you have selected this and saved the changes, contact the NTP Hub via the FIPS Customer Support Request form with the accurate employer details and the NTP Hub can then update FIPS accordingly. Please refer to the Searching and Adding Employer guidance for full details on searching and adding employers to FIPS.