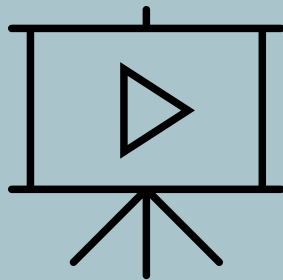


FIPS Quick Start Guide

Managing Rejected Assignments

This guide will provide an overview of how to review and manage rejected assignments. Assignments can go to Rejected status either by being manually rejected by SDS while at Manual Approval Required status or rejected as part of the MA new start assignment validation process.

- The links below provide a tutorial demonstration of how to check rejected assignments. Click on play to view this, or right click and select Open in Browser to access it directly. Use the link icon to access the FIPS landing page on the SDS corporate website which contains additional FIPS guides and user information.



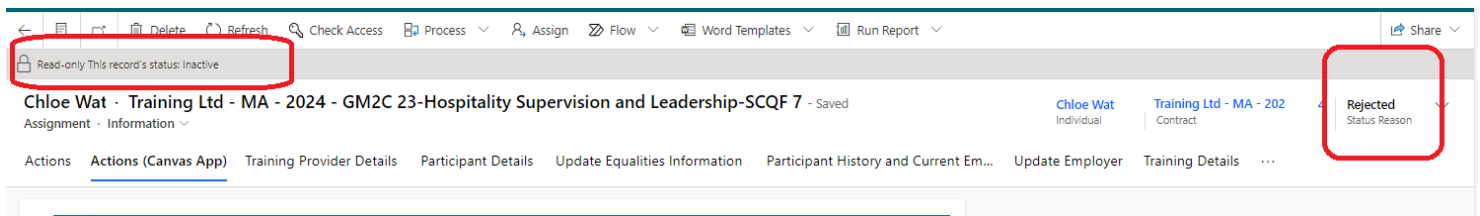
Guide last reviewed: 04/10/2024

Next review due: 11/11/2025

Created by FIPS Support Team

An application is entered into FIPS by the Provider and submitted to an assignment. Assignment then exists in draft format. The record will be listed within the Assignments entity on the Workplace menu. Within the assignment the Status Reason will show as Draft, prior to submitting for approval.

1. Once submitted, it will go for automatic approval or manual approval. If there is prior training / funding linked to the participant, FIPS will set the status to Manual Approval Required. If there is no prior training or funding identified, the assignment will be automatically approved by FIPS.
2. If auto approved, the status will show as Unconfirmed. If flagged for manual approval, it will show as Manual Approval Required. It will be reviewed in due course by SDS Contracts Team.
3. Manual approval assignments can either be approved or rejected. If rejected, the status of the assignment will show as Rejected and the assignment will be locked / read only. If an assignment goes to Rejected status, an alert will be received on the FIPS Dashboard advising of this.



Status Reason of the assignment shows as “Rejected”. Actions (Canvas App) tab displays the **Reactivate for Resubmission** button. When an assignment has been rejected, it will show as “Read Only / Inactive” and no changes can be made until “Reactivate for Resubmission” is selected. This will set the record back to Draft Assignment status and it can be submitted for approval again. The assignment / new start validation process will then begin again once the assignment is at Unconfirmed status. To view the reason for rejection, click into the Approval and Rejection tab in the assignment. This will display the submission details and the rejection details.

Reasons for Rejection

If an assignment is automatically approved and goes directly to Unconfirmed status, it cannot be manually rejected. The 30 day validation cycle begins as soon as the status shows as Unconfirmed. The participant or employer contact have 30 days to confirm the assignment and during that period receive four reminder messages in order to confirm the assignment and complete the new start assignment validation. If there is no response sent back to any of those messages, at day 30, FIPS will update the assignment from Unconfirmed to Rejected status.

In this scenario, the reason for rejection will always show as “MA failed to confirm start within required timescale”:

Actions Actions (Canvas App) Training Provider Details Participant Details Update Equalities Information Approval and Rejection ...

Approval

| | | | | | | |
|----------------------|------------|---|----------------------|------------------------|-------------|------------|
| Sent for Approval On | 04/09/2024 | 📅 | Sent for Approval By | Lily Gillies (Offline) | Rejected On | 04/10/2024 |
| Manually Approved On | --- | 📅 | Manually Approved By | --- | | |
| Approved On | 04/09/2024 | 📅 | | | | |

Manual Confirmation

Reason for Manual Confirmation (where participant responded negatively to start message)

Most Recent Rejection

| | |
|------------------------------|---|
| Rejection Reason Description | MA failed to confirm start within required timescale. |
|------------------------------|---|

- The reason for rejection will only show this in such instances where there has been no response to the validation messages. The date stamp for approval and rejection will also be approx. 30 days apart, per the screenshot above.

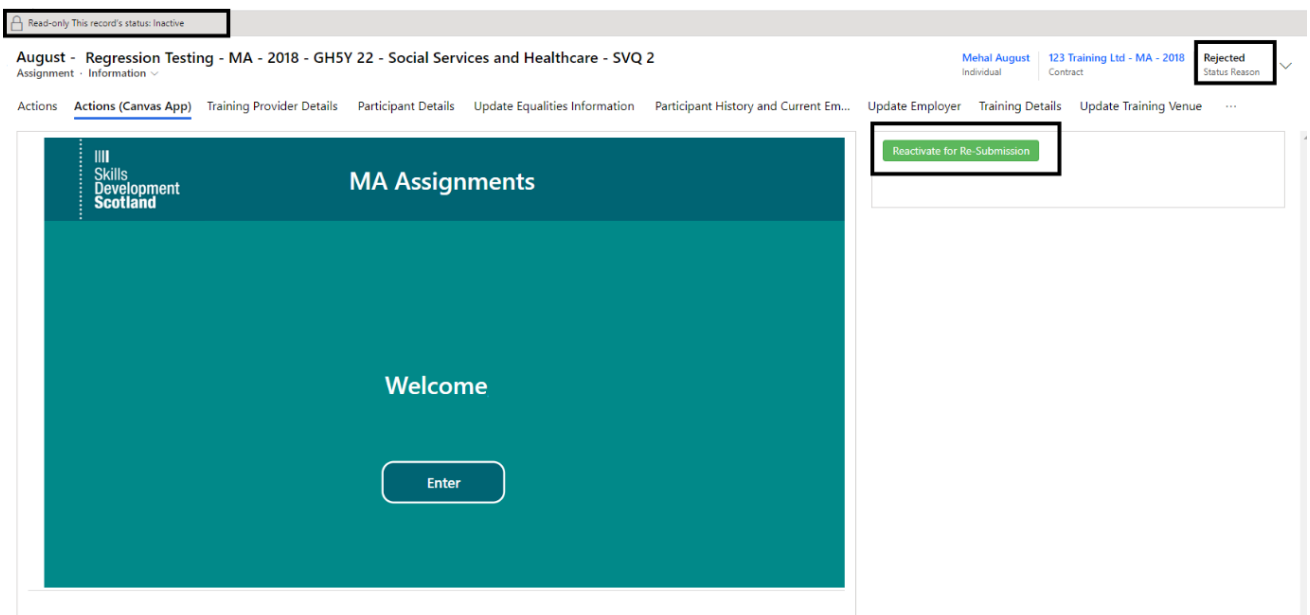
The only other way an assignment can be at rejected status is if it has been manually rejected at the approval stage by SDS. In such instances, it will go from Manual Approval Required to Rejected and the validation process does not commence. The reason for rejection will be manually input by SDS – refer to this field for more details. An example is shown below:

Most Recent Rejection

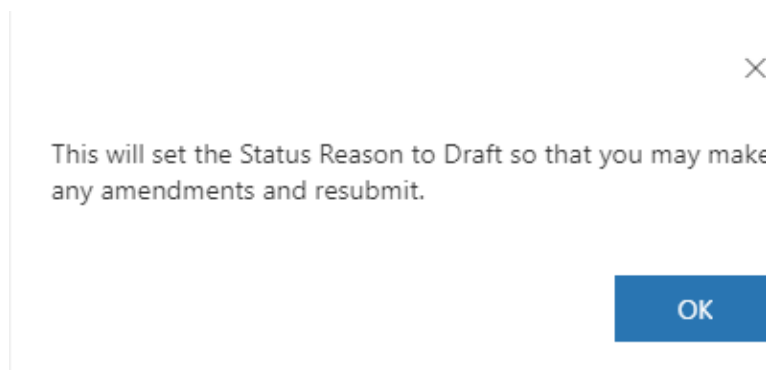
| | |
|------------------------------|---|
| Rejection Reason Description | Apprentice has already completed qualification within this framework and is not eligible for additional funding |
|------------------------------|---|

- 1. From the date of rejection, providers have 15 calendar days to reactivate the assignment. Reactivating a rejected assignment will enable it to be sent for approval again. Changes to the record can be made while the assignment is in draft status after it has been reactivated, and prior to resubmission for approval. The Reactivate for Resubmission button is displayed under the Actions (Canvas App) tab of a rejected assignment.**

- To submit the assignment for review / approval again, click on Reactivate for Submission button within the Canvas App tab:



The following message will be displayed. Click on OK to complete the action:



- The assignment will go back to Draft status and you can now review it and submit it for approval again. The Submit for Approval button is displayed under the Actions Canvas App tab. If the 15 days have lapsed and it is now over 15 days since the date of rejection, the assignment cannot be reactivated. It is locked and will remain at rejected status. If the participant is in training and therefore should have an active assignment in FIPS, providers must input it again from the individual search, application submission stage. If the assignment was manually rejected by SDS, please ensure you discuss this with your Contract Executive before inputting it again to FIPS.