

Revision/Correction – FTE Status (QC)

 If an error is identified different scenarios will require different approaches to changing a decision by Revision or Correction:

- If a single accidental error is identified by a client 'in time' then the case must be Corrected using this procedure.
- If an accidental error is identified internally (at any time), or by a client 'out of time' then the case must be Revised using this procedure.
- If more than one accidental error is identified by a client, or a client raises a challenge (not an error) with other elements of a decision in addition to one or more accidental errors, and is actioned 'in time' to request a Mandatory Reconsideration, the decision should be a Revision under [Mandatory Reconsideration](#).
- If a client is challenging any element of a decision then the decision should be a Revision under a [Mandatory Reconsideration](#).

This procedure will show how to:


- Revise or correct a previous decision to remove a qualifying child (QC) from non-advanced full time education (FTE)
- Revise or correct a previous decision to return a QC to non-advanced FTE

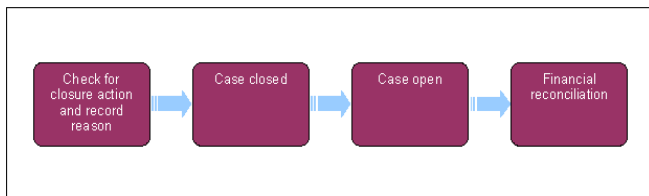
The case will need to be checked to see if it is open or closed and then carry out the revision/correction to amend the case. A decision will need to be made to determine if financial reconciliation is needed and create the payment.


Inbound correspondence can be linked to closed cases and you can raise a service request (SR) on a closed case.

This process is dealt with by the owning caseworker at the time the revision/correction is identified.

For more information refer to the Policy, Law and Decision Making Guidance: 

 This process can only be completed if a CofC workitem was used to remove a QC from full time education. If a CofC work item was not used, you will need to complete the BAU workitem to complete the revision/correction. For more information refer to [Child Leaves Full Time Education - QC](#). Notes must be entered to the workitem explaining that it is a revision decision that has been made.



 This procedure uses the terms receiving parent and paying parent.


The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Revision/Correction Identified


1. Create a service request (SR) using:

- **Process = CofC**
- **Area = Revision/Correction**
- **Sub Area = QC No longer in FTE**

Update the SR **Sub Status** to **In Progress**.

 Check that the SR has generated with the paying parent's details. If the SR has generated with the receiving parent details, remove these and manually update the SR with the paying parent's details.

2. Update the **Source of Revision** and the **Resolution Action** with the relevant information.
3. Record the reason for the revision/correction in the **CofC SR Notes** field, ensuring that who reported the error is recorded and whether it was a Revision or Correction.
4. Obtain team leader approval for the revision/correction. Update the **Status** to **Pending Approval** and the **Sub Status** to **Pending Approval TL**.


5. Where the team leader approves the revision/correction, update the **Sub Status** to Revision Accepted. Issue the relevant letters:
 - For a Revision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
6. If the team leader does not approve the revision/correction, update the **Sub Status** to **Revision Declined**, and issue the decline letter **CMSL5401** before updating the **SR Status** to **Closed** and the **Sub Status** to **Complete**.
7. Select the relevant **Sub Status** from the drop down list: **Closed - Revise Effective Date**, **Closed - Revise Child Status**, **Open - Revise Effective Date**, **Open - Revise Child Status** and then proceed to the section below as required.
8.  If further information is required, call the receiving parent or paying parent, letter **CMSL5402** can be issued if the call is unsuccessful. When verification received consider if SMS is appropriate - for more info refer to [SMS Text](#)


Case closed

Revision/Correction of effective date only




Case Closed – Revision/Correction Of Effective Date Only is selected when the date used to remove the QC from non advanced FTE is incorrect and is to be amended.

1. Generate and complete a **Reversal of Case Closure SR** as a child SR of the Revision/Correction SR. For more information please refer to [Close Case Reverse - Revise](#).
2. Navigate back to the Revision/Correction SR and update the **Resolution Action** and **Source of Revision** fields with relevant information.
3. Update the **Resolution Code** to **Revision Accepted**, and complete and perform calculation child SR's. For more information refer to Policy, Law and Decision Making Guidance: 
4. Generate a QC No Longer in Full Time Education SR as a Child SR of the Revision SR. for further information please refer to [Child Leaves Full Time Education -QC](#). Ensure the revised effective date is applied to this SR.
5. Complete the **Perform Calculation SR** which is automatically generated at this stage.

 If completing a backdated change that will reduce the liability, check if any period of that included Direct Pay liability that was paid. To do this check if there have been any service type switches during the period of this new calc. There is no additional workaround action required and you can complete the cofc process.
6. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in [Calculation – Post Initial](#) to complete the **Perform Calculation Checks**.
If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation – Non-HMRC](#) to complete the **Perform Calculation Checks**.
7. Issue confirmation letter to both parties:
 - For a Revision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
8. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.
9. Un-suppress the letters to both the receiving parent and the paying parent. For more information refer to [Outbound Contact - Suppress](#).

Revision of QC education status

1. Generate and complete a **Reversal of Case Closure SR** as a child SR of the revision SR. For more information please refer to [Close Case Reverse - Revise](#).
2. Navigate back to the Revision SR and update the **Resolution Action** and **Source of Revision** fields with relevant information.
3. Update the **Resolution Code** to **Revision Accepted**, and complete and perform calculation child SR's.
4. Complete the **Perform Calculation SR** which is automatically generated at this stage.


 If completing a backdated change that will reduce the liability, check if any period of that included Direct Pay liability that was paid. To do this check if there have been any service type switches during the period of this new calc. If the case has moved back from direct pay since the effective date of the CofC raise an incident quoting problem number 602-04-20811. There is no additional workaround action required and you can complete the cofc process.
5. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in [Calculation – Post Initial](#) to complete the **Perform Calculation Checks**.
If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation – Non-HMRC](#) to complete the **Perform Calculation Checks**.
6. Issue confirmation letter to both parties:
 - For a Revision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
7. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.

8. Un-suppress the letters to both the receiving parent and the paying parent. For more information refer to [Outbound Contact - Suppress](#).

Case open

Revision of effective date only


1. Update the **Resolution Action** and **Source of Revision** fields with relevant information.
2. Update the **Resolution Code** to **Revision Accepted**, this will re activate the child on the system.
3. Generate a QC No Longer in Full Time Education SR as a Child SR of the Revision SR. for further information please refer to [Child Leaves Full Time Education -QC](#). Ensure the revised effective date is applied to this SR.
4. Complete the **Perform Calc SR** which is automatically generated at this stage.

 If completing a backdated change that will reduce the liability, check if any period of that included Direct Pay liability that was paid. To do this check if there have been any service type switches during the period of this new calc. If the case has moved back from direct pay since the effective date of the CoFC raise an incident quoting problem number 602-04-20811. There is no additional workaround action required and you can complete the cofc process.

5. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in [Calculation – Post Initial](#) to complete the **Perform Calculation Checks**.
If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation – Non-HMRC](#) to complete the **Perform Calculation Checks**.
6. Issue confirmation letter to both parties:
 - For a Revision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
7. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.
8. Un-suppress the letters to both the receiving parent and the paying parent. For more information refer to [Outbound Contact - Suppress](#).

Revision of QC Status

9. Update the **Resolution Action** and **Source of Revision** fields with relevant information.
10. Update the **Resolution Code** to **Revision Accepted**, this will re activate the child on the system.
11. Complete the **Perform Calc SR** which is automatically generated at this stage.

 If completing a backdated change that will reduce the liability, check if any period of that included Direct Pay liability that was paid. To do this check if there have been any service type switches during the period of this new calc. If the case has moved back from direct pay since the effective date of the CoFC raise an incident quoting problem number 602-04-20811. There is no additional workaround action required and you can complete the cofc process.

12. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in [Calculation – Post Initial](#) to complete the **Perform Calculation Checks**.
If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation – Non-HMRC](#) to complete the **Perform Calculation Checks**.
13. Issue confirmation letter to both parties:
 - For a Revision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
14. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.

[CMSL5400 Important information about your child maintenance payments](#)

Generic free-text template with optional paragraphs for a range of scenarios including both case closure and end of ongoing liability as well as cases with an ongoing child maintenance liability

If letter going to the paying parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'
- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'
- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If there is still unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to pay'
- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you need to make in future'
- If the revision will result in case closure, use the paragraph 'You do not need to make any further child maintenance payments'
- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already made'

If letter going to the receiving parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'
- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'
- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If the paying parent still has unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to receive'
- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you should receive in future'
- If the revision will result in case closure, use the paragraph 'You will no longer receive any ongoing child maintenance payments for the above child'
- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already received'

Once completed review the letter to ensure the correct information is provided.

CMSL5401 Important information about your child maintenance payments

Generic Refuse to Revise template with free-text and optional paragraphs for any scenario where the Request to Revise is to be declined and the existing refusal to revise letter (CMSL5971) is not suitable

If letter going to the paying parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'
- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'
- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'
- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you must pay has not changed'

If letter going to the receiving parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'
- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'
- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'

- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you should receive has not changed'

Once completed review the letter to ensure the correct information is provided.

CM5L5402 We need some information from you

Generic request for information in the Revisions process – to be issued when more information is required before a decision to revise or refuse to revise can be made. Includes free text paragraph depending on nature of information required

Under the sub heading 'What this means for you' complete the free text area to inform the client what further information we require

Under the same heading

- If we need the client to contact us by telephone, use the paragraph 'The easiest way to give us this information is to phone us'
- If we need the client to send us information by post, use the paragraph 'Please send us the information we need'.

Once completed review the letter to ensure the correct information is provided.

Calculation - Post Initial

Child Leaves FTE - QC

Close Case (Collect and Pay)

Close Case (Direct Pay)

Close Case - Reverse/Revise

Mandatory Reconsideration

Outbound Contact - Suppress

Payment - Non Standard

Receiving Parent /Payee Repayment Request - Create

Terminology Changes

[Why are we suppressing revision notifications?](#)

To ensure potentially incorrect letters don't go out before the revision has been completed.