



## Child Leaves Full Time Education - QC

This procedure will take you through the steps to follow when a qualifying child (QC) leaves full time education (FTE). A QC is a child under 20 who is in full time non advanced education or approved training; one or both of their parents is a paying parent in relation to them, an application for statutory maintenance for that child has been made and they are not and have not been a party in a marriage or civil partnership.

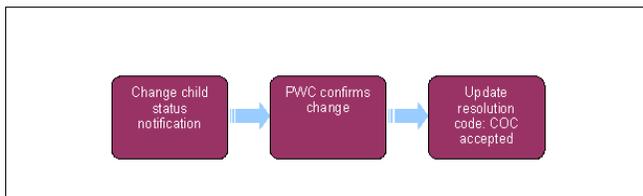
You can be notified of a QC leaving FTE by the paying parent, receiving parent, third party client representative, or a child in Scotland (CIS). A request for change can be received at any point in the lifecycle of the case.

When you receive notification via Her Majesty's Revenue & Customs (HMRC) that a QC has left full time education, this process is fully automated and the system generates a Perform Calculation SR after removing the QC from FTE.

It is essential that you understand the terminal dates for a child/children leaving FTE, when they are aged 16-19 years old and do not go into approved training or employment. A child continues to be a child until the day after the terminal date. This is not the actual date the QC leaves education. If a child leaves FTE and is not working 24 or more hours per week, they will remain a child until their CHB terminal date. For more information refer to **Meaning of Terms in the Qualifying Young Person Conditions'** in Policy, Law and Decision Making Guidance 

The Child Maintenance Group (CMG) use payment of child benefit as a guide to whether or not a QC is still a child, the child benefit office use very similar definitions of a child to the CMG.

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



When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

### Change child status notification

- Start this process by generating a Change Of Circumstances (CofC) service request (SR), against the person reporting the change, to update the child status. From the drop down lists, select:
  - **Process = CofC**
  - **Area = Change Child Status**
  - **Sub area = QC Not In Full Time Education**
- From the **Source** dropdown select their role on the case e.g. NRP or PWC.
- In the **CoC More Info** view, select the **Change Contact Status** link enter the details of the person that the change relates to in the **Subject Details** field and select their role from the **Subject Type** dropdown i.e. PWC .
- Select the **QC Surname** Multi Value Group (**MVG**) button in the **QC Details** applet and select the relevant QC.
- Once all the mandatory fields have been completed change the **Status** of this SR to **In Progress**. This will generate an Activity Plan for you to follow.
- The action to take next depends on who is reporting the change. If the change is being reported by:
  - The receiving parent or their third party client representative – go to **step 7**
  - The paying parent or their third party client representative – go to **step 12**

### Receiving parent/third party client representative notification

- Record the **Effective Date** of the change. The effective date can depend on terminal dates in which the person will cease to be a child, certain conditions must be considered. For more information refer to the Policy, Law and Decision Making Guidance 
- Check to see if there is a special expenses variation in place for the QC the change relates to. If there is, create an SR to cancel the variation. For more information refer to **Variation - Cancel** in related items.
- Complete all the activities on the activity plan and then update the **Resolution Code** to **CofC Accepted**.
- Check if there are remaining active QCs on the case:
  - If there are remaining active QCs on the case the system will generate a Perform Calculation SR to perform a re-calculation for the remaining QC/s. See [Calculation - Post Initial](#)

- If there are no remaining QCs on the case, the QC leaving full time education will result in case closure and the system will generate a case closure SR. Refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).

11. Once action is complete, update the **Status** to **Closed** and the **Sub status** to **Complete**.

### Paying parent/third party client representative notification

12. Verify the change request with child benefit (CHB) by selecting **Get CHB details**. The answer will be given immediately in the **Is in FTE?** field.
13. Check CHB information in Child Benefit Online (CBOL) or Child Benefit Index (CBIX) for the CHB end date. If it confirms the information provided by the paying parent is correct there is no need to verify this with the receiving parent, go to **Step 18**. If not continue from **Step 14**.
14.  Contact the receiving parent and verify the change request. Depending on the outcome of the call:
- No response, go to **step 15**
  - Confirms the change, go to **step 18**
  - Declines the change, go to **step 22**
15. If there is no response, create a new record in the **Gather Record Evidence** view and record details of the evidence requested and the due date. Record the following details:
- **Requested evidence** - confirmation of the reported change
  - **Requested date** - today's date
  - **Due date** - 14 days from today
16.  If you are unable to contact the receiving parent by phone, issue **CMSL4947**, change the **Activity Type** to **Wait** and allow 14 days for a response.
17. If the receiving parent or their representative:
- Confirms the change, go to **step 18**.
  - Does not confirm the change or doesn't respond, go to **step 22**.

### Receiving parent/third party client representative confirms change

18. Check to see if there is a special expenses variation in place for the QC the change relates to. If there is, create an SR to cancel the variation. For more information refer to **Variation - Cancel** in related items.
19. Update the **Sub Status** of the SR to **CoC Accepted**. Then update the **Resolution Code** to **CoC Accepted**.
20. Check if there are remaining active QCs on the case:
- If there are remaining active QCs on the case the system will generate a Perform Calculation SR to perform a re-calculation for the remaining QC/s. See [Calculation - Post Initial](#)
  - If there are no remaining QCs on the case, the QC leaving full time education will result in case closure and the system will generate a case closure SR. Refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#)
21. Once action is complete, update the **Status** to **Closed** and the **Sub status** to **Complete**.

### Receiving parent/third party client representative declines change

22. If the receiving parent, or their representative:
- Disagrees with the information provided by the paying parent, update the **Sub Status** to **PWC declines change**
  - Does not respond, update the **Sub Status** to **No Response**
23.  Contact the paying parent to advise them of the receiving parent's response.  
If the paying parent disputes the response, or if the receiving parent did not respond, request evidence of the change. Create a new record in the **Gather Record Evidence** view and record details of the evidence requested and the due date:
- **Requested evidence** - confirmation of the reported change
  - **Requested date** - today's date
  - **Due date** - 14 days from today
- See FAQ for more information when the paying parent disputes the receiving parent's response.
- If the paying parent does not dispute the receiving parent's response go to **Step 35**.
24.  If the paying parent can't be contacted by phone, issue **CMSL4948** to the paying parent, change the **Activity Type** to **Wait** and leave 14 days for a response.

## Paying Parent/third party client representative disputes CHB

25. Update the **Sub Status** of the SR to **Launch a Dispute**.
26. Decide on whether the QC is in FTE, depending on the evidence received. Consider if SMS is appropriate - for more information refer to [SMS Text](#)

For more information on what kind of evidence is accepted refer to the Policy, Law and Decision Making Guidance 

27. Update the Activity Outcome based on evidence received:
- **PWC/NRP Provided Evidence**
  - **PWC Only Provided Evidence**
  - **NRP Only Provided Evidence**
  - **Neither Party**
28.  If the paying parent has:
- Failed to provide evidence, issue letter **CMSL4942** to the paying parent and letter **CMSL4943** to the receiving parent advising them both that the paying parent has failed to provide evidence.
  - Provided evidence but it does not prove that the QC has left FTE issue letter **CMSL4944** to the paying parent and letter **CMSL4945** to the receiving parent advising them both that evidence received was not sufficient.
29. Select the outcome of the request by updating the **Sub Status** to:
- **QC In FTE**, or
  - **QC No Longer In FTE**
30. Record the **Effective Date** of the change. The effective date can depend on terminal dates in which the person will cease to be a child, certain conditions must be considered. For more information refer to the Policy, Law and Decision Making Guidance 
31. Update the **Resolution Code** according to the outcome.
32. If the QC is no longer in FTE, check to see if there is a special expenses variation in place - if there is create an SR to cancel the variation. For more information refer to **Variation - Cancel** in related items.
33. If the change has been accepted, check if there are any remaining, active QCs in the case:
- If there are remaining active QCs on the case the system will generate a Perform Calculation SR to perform a re-calculation for the remaining QC/s. See [Calculation - Post Initial](#). As the QC removed is no longer active on the system you may receive missing variable error message when trying to flatten the **CMSL4093/4097**. If this happens, issue the **CMSL4093/4097** clerically.
  - If there are no remaining QCs on the case, the QC leaving full time education will result in case closure and the system will generate a case closure SR. Refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#)
34. Once action is complete, update the **Status** to **Closed** and the **sub status** to **Complete**.

## Paying parent/third party client representative does not dispute CHB

35. When the paying parent does not want to dispute CHB, update the **Sub Status** of the SR to **CHB Dispute Not Appropriate**.
36. Select the outcome of the request to **QC In FTE**.
37.  Issue letter **CMSL4940** to the paying parent and letter **CMSL4941** to the receiving parent to inform them both that the request has been rejected.
38. Update the **Resolution Code** to **CofC Rejected** and **Close** the SR.

### QC/ROC leaves FTE - Corrective Action

1. From the **Contact Summary** screen, go to Service Requests tab.
2. Open CofC/Change Child Status/QC not in full time education SR.
3. Complete procedure **Child Leaves Full Time Education – QC**.
4. Go to the **Contact Summary** screen. Against PWC and NRP contact, select **Ignore** from the drop down in the **Open Workitem Status** field then select **Evaluate Shared Care**.
5. Go to **Service Requests** tab (Complete NRP MOPF if this has not already been done).
6. Drill down on Perform Calculation/Case Setup/Initial SR.
7. Create a new SR with the following:
  - **Process = CofC**
  - **Area = Revision/Correction**

- **Sub Area = QC no longer in FTE**
8. Use the **Last Name** MVG field to add the PWC to SR.
  9. Check the **Case** field to ensure the correct case has pulled through.
  10. Select PWC from drop down in **Source** field.
  11. Under **Revision Subject Details**, use the **Last Name** MVG field to select PWC.
  12. Under **Revision QC Details**, use the **Last Name** MVG field to select the correct QC.
  13. Set the SR **Status** to **In Progress**.
  14. Select **Team Leader** from the drop down in the **Source of Revision** field.
  15. From the drop down in **Resolution Action** field Select **Open - Revise Effective Date** then complete the activities.
  16. Once complete change the **Status** to **Pending Approval** and the **Sub Status** to **Pending Approval – TL**, this will automatically send the SR to the TL for approval.
  17. Once approved by the TL, refresh the SR, the **Status** will show as **In Progress** and the **Sub Status** as **Approved**.
  18. Change the **Sub Status** to **Open - Revise Effective Date** and select **CTRL & S**.
  19. Complete the activities then change the **Sub Status** to **Revision Accepted** and select **CTRL & S**.
  20. Complete the activities and set the **Resolution Code** to **Revision Accepted**.
  21. Go to Child SRs Tab and create a new SR with the following:
    - **Process = Perform Calculation**
    - **Area = Case Maintenance**
    - **Sub Area = Correction/Revision**
  22. Use the MVG button in **Last Name** field to add the NRP to SR (if it is not the NRP already).
  23. Use the MVG button in the **Case** field to add the correct case to SR.
  24. Enter the initial calculation effective date in the **Calc Eff Date** field.
  25. Enter the annual review date in **Calc End Date** field and select **CTRL & S**. The **NRP income, Correct no of QCs at eff date, No. of ROCs** fields will populate.
  26. Select the **Calculate Liability Amount** button.
  27. From the drop down in the **Create Schedule** field select **Liability/Promise to Pay** then select **Go**.
  28. Go to the **Payment Schedule** tab and check the **Liability** and **Promise to Pay** schedule are correct.
  29. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.
  30. Go back to the Child SRs tab within the CofC/ Revision/Correction / QC no longer in FTE parent SR.
  31. Create a new child SR with the following:
    - **Process = CofC**
    - **Area = Change Child Status**
    - **Sub Area = QC not in full time education**
  32. Use the MVG button in **Case** field to add the correct case to SR.
  33. Select PWC from drop down in **Source** field.
  34. Under **Revision Subject Details**, use the MVG button in the **Last Name** field to select the PWC.
  35. Under **Revision QC Details**, use the MVG button in the **Last Name** field to select the correct QC.
  36. Input the CofC effective date in the **Effective date** field then change the **Status** to **In Progress**.
  37. Complete the activities then change the **Sub Status** to **CofC Accept**, select **CTRL & S**.
  38. Complete the activities then set the **Resolution Code** to **CofC Accepted**.
  39. Go to Child SRs tab, a Perform Calculation/Case Maintenance/Change client data SR has generated automatically.
  40. Open the SR, a new liability has been calculated based on correct date of change and number of QCs.
  41. Select **Liability/Promise to Pay** from drop down in **Create Schedule** field.
  42. Go to **Payment Schedule** tab and check that the **Liability** and the **Promise to Pay** schedule are correct.
  43. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.
  44. Go back to the CofC/Change Child Status/QC not in full time education child SR in the Child SRs tab.
  45. Select the **CofC More Info** tab then the **Change Contact Status** tab.

46. Change the **Status** to **Closed** and **Sub Status** to **Complete**.
47. Navigate back to Child SRs tab within the CofC/ Revision/Correction / QC no longer in FTE parent SR.
48. Select the **CofC More Info** tab then the **Revision/Correction** tab.
49. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.

#### [CMSL4940 Your child maintenance payments have not changed](#)

When paying parent reports that QC no longer in full time education, the receiving parent does not agree with this change and the paying parent does not dispute this, letter to paying parent to decline the change as receiving parent did not confirm and paying parent did not wish to dispute.

All fields in this letter are system generated, no manual intervention is required.

#### [CMSL4941 Your child maintenance payments have not changed](#)

When paying parent reports that QC no longer in full time education, the receiving parent does not agree with this change and the paying parent does not dispute this, letter to the receiving parent to decline the change as the receiving parent did not confirm and the paying parent did not wish to dispute.

All fields in this letter are system generated, no manual intervention is required.

#### [CMSL4942 Your child maintenance payments have not changed](#)

When the paying parent reports that QC no longer in full time education and the paying parent has disputed receiving parent info but then failed to provide further evidence, letter to the paying parent to decline the change as the paying parent failed to provide further evidence.

All fields in this letter are system generated, no manual intervention is required.

#### [CMSL4943 Your child maintenance payments have not changed](#)

When the paying parent reports that QC no longer in full time education and the paying parent has disputed the receiving parent's info but then failed to provide further evidence letter to receiving parent to decline the change as the paying parent failed to provide further evidence.

All fields in this letter are system generated, no manual intervention is required.

#### [CMSL4944 Your child maintenance payments have not changed](#)

When the paying parent reports that QC no longer in full time education and the evidence provided during the dispute stage proves that the QC is still in FTE, letter to both clients to decline the change as QC still in FTE.

All fields in this letter are system generated, no manual intervention is required.

#### [CMSL4945 Your child maintenance payments have not changed](#)

When the paying parent reports that QC no longer in full time education and the evidence provided during the dispute stage proves that the QC is still in FTE, letter to the receiving parent to decline the change as QC still in FTE.

All fields in this letter are system generated, no manual intervention is required.

#### [CMSL4947 We need some information from you](#)

When the paying parent reports that QC no longer in FTE, letter to the receiving parent to ask receiving parent to verify the change.

All fields in this letter are system generated, no manual intervention is required (reply envelope enclosed for client reply).

#### [CMSL4948 We need some information from you](#)

When the paying parent reports that QC no longer in full time education and the paying parent has disputed receiving parent info but then failed to provide further evidence, letter to the paying parent to decline the change as the paying parent failed to provide further evidence.

All fields in this letter are system generated, no manual intervention is required (reply envelope enclosed for client reply).

[Calculation - Post Initial](#)

[Child Leaves Full Time Education - ROC](#)

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Terminology Changes](#)

[Variation - Cancel](#)

[What if evidence is received after the decision has been completed?](#)

If a decision has been made to decline/reject a **QC Not In Full Time Education** SR as evidence was not received within 14 days, but evidence is then received within allowable time i.e. 30 days + 2 days for posting, from the date the decision to decline/reject the change was made, refer to **Mandatory Reconsideration**.

#### What if the QC is also a ROC?

If the QC is also a ROC the system will generate a **ROC Not In Full Time Education** SR. If an SR does not generate automatically, this does not mean that the QC is not an ROC on another case. Manually check this and raise a **ROC Not In Full Time Education** SR if the QC is found to be an ROC on another case. For more information refer to [Child Leaves Full Time Education - ROC](#).

If you receive notification from HMRC that a QC is no longer in FTE and is also a ROC on another case, the perform calculation child SR that generates may not calculate for the correct number of ROCs on the other case. If the SR does not generate, or the ROC calculation is incorrect, you will need to manually rectify this. Steps have been added into the **Procedural Exceptions** tab under the heading **QC/ROC leaves FTE - Corrective Action** to enable you to correct this.

#### When should the CHB response be used as evidence?

CHB is only a guide and does not need to be in payment for being a child on the 2012 system.

The CHB response should be used to aid subsequent conversations with the receiving parent e.g. if the receiving parent confirms that the QC has left FTE, the CHB response is irrelevant as the QC would be removed as per the receiving parent's confirmation and the effective date would be the day after the terminal date. However, if the receiving parent denied that the QC had left FTE but CHB response confirms CHB is not in payment, this could be used as evidence to make a decision to remove them from the case. CHB response functionality does not prevent progression of the work item i.e. if the response is **Yes**, the QC can still be removed.

If the paying parent insists CHB is not in payment but the response is Yes, a Child Benefit Index (CBIX)/Child Benefit Online (CBOL) can be used to confirm.

#### What if it is suspected the receiving parent has claimed CHB fraudulently?

The receiving parent has a requirement to report changes to the child/ren's status as a child. If it is suspected that the receiving parent has failed to report changes and claimed child benefit for 6 months or more after it should have ended consider a referral for [Suspicion of Criminal Activity](#).

#### How does the paying parent raise their dispute with HMRC?

If the paying parent disputes the receiving parent's response advise them to contact HMRC Child Benefit Team on 0300 200 3100 who will investigate on their behalf within six weeks of their call. Advise the paying parent that they will still be liable to pay maintenance for the QC whilst the change is being investigated.

Inform the paying parent that they will be required to give HMRC as much information as possible when they call including:

- Their name
- The name of the receiving parent (and their address if known)
- The qualifying child's name (and date of birth if known)
- Details of the change e.g. the date the child left full time education and/or the date they started work (if applicable)
- That Child Maintenance may be affected as a result of the change

If child benefit is stopped following the HMRC investigations, we will be automatically notified. It should be stressed that HMRC will not notify the paying parent directly of the outcome, so they should contact us again after the six week period has ended.

If after the six week period has ended and there is no indication that HMRC have not yet carried out any investigation, you should email the [SLA.TEAM@DWP.GSI.GOV.UK](mailto:SLA.TEAM@DWP.GSI.GOV.UK) with a brief outline of the case. If appropriate, the Service Level Agreement team will send you a form to complete, they will contact HMRC on your behalf to confirm the paying parent has reported the allegation of Child Benefit Fraud and escalate the query.

#### When would the caseworker ask for verification from the receiving parent that the qualifying child (QC) is still in full time education?

When child benefit (CHB) is still in payment and the paying parent disputes CHB.

#### Will the child maintenance group be notified when CHB ends for a QC?

Yes if a change has occurred to the child benefit payment, Her Majesty's Revenue & Customs (HMRC) will send details of this to the 2012 system for caseworkers to review.

#### What does the caseworker do if they have been notified that a child is on benefit?

It is essential that the caseworker understands the terminal dates for children leaving education and used in conjunction with child benefit to determine child end date.