Procedures > Pages > Maintain-Client-Details > Child-leaves-full-time-education-ROC CIFBA

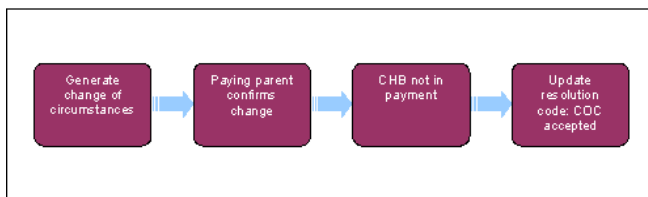## Child Leaves Full Time Education - ROC/CIFBA

This procedure will take you through the steps to follow when a relevant other child (ROC) or a child in a private arrangement (CIFBA) leaves full time education (FTE). A ROC is a child who is under 20 (they will cease to be classed as a ROC from their 20th birthday onwards), in full time education or approved training, normally resides with and is supported by the paying parent and is a child for whom the paying parent or their partner receives child benefit.

This action is within manage change of circumstances and will be dealt with by caseworkers within the segment that owns the case at the time of the change. A change of circumstances (CofC) is a change to a client's circumstances that requires you to update the system.

You can be notified of a child leaving FTE by the paying parent, receiving parent, Customer Information Service (CIS) or third party client representative. A request for change can be received at any point in the lifecycle of the case and it can be received over the phone or by post.

The Child Maintenance Group (CMG) use payment of child benefit (CHB) as a guide to whether or not a ROC is still a child, CMG use very similar definitions of a child to the child benefit office and if CHB is in payment for the ROC it means that CMG would also consider them as a child.

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

ℹ️ When speaking to clients always use the new terminology - For more information refer to the Terminology Changes.

ℹ️ 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.

Generate change of circumstances SR

⚠️ If a decision has been made to decline/reject a **ROC 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.

ℹ️ When you have calculated a change of circumstances that generates a new promise to pay (P2P) schedule, for more information refer to Calculation - Post Initial.

ℹ️ When the P2P schedule has been created as a result of the change, you will need to follow the below guidance, in order to allow the paying parent enough time to make the first payment:

- Where the method of payment from (MOPF) is monthly Bank Head Office Collection Account (BHOCA) or standing order, if the requested collection date is within seven days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed

- Where the MOPF is a default standing order, if the requested collection date is within four days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed. (You must try to pursuade the paying parent to change their MOPF from a default standing order to a preferred MOPF)

- Where the MOPF is weekly BHOCA, if the requested collection date is within four days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed

⚠️ This process must not be started if the ROC/CIFBA is under 16. Check the age of the ROC/CIFBA whenever it is reported that they have left full time education (FTE).

ℹ️ When the change is reported by a client, adopt a helpful and welcoming tone. Bear in mind that they may be struggling financially and concerned about the impact this change will have on their assessment.

1. You start this process by generating a Change Of Circumstances (CofC) service request (SR) to update the child status.

2. From the drop down lists select:

   - **Process = Change Of Circumstances**

- **Area = Change Child Status**

- **Sub Area = ROC Not In Full Time Education**

The **Source** is the person who is reporting the change in the **Last Name** and **First Name** fields of the SR, from the **Source** dropdown select their role on the case e.g. NRP or PWC.

In the **CoC More Info** tab 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 e.g. NRP or PWC.

3. Change the **Status** of the SR to **In Progress**. This will generate an **Activity Plan** for you to follow; an **Activity Plan** is a list of activities to be processed for the change to take place.

Paying parent/third party client representative notification

4. Record the effective date of this change. For more information on effective dates refer to the Policy, Law and Decision Making Guidance.

5. Update the **Resolution Code** to **CoC Accepted** and complete the subsequent perform calculation work item that is generated.

Receiving parent/third party client representative notification

CHB does not need to be in payment for a CIFBA to still be valid, all evidence must be evaluated before making a decision whether the CIFBA has left Full Time Education. Further evidence can be requested where needed via CMSL4954.

6. Verify the change request with CHB by selecting **Get CHB Details.** The answer will be given straight away and then according to the response select either:

- **CHB In Payment**

- **CHB Not In Payment**

For more information on the CMG definition of a child and CHB refer to the Policy, Law and Decision Making Guidance.

Where child benefit (CHB) isn't in payment go to **step 13.**

7. Where CHB is in payment, contact the paying parent and verify the change request by completing the **Evidence** applet. Issue CMSL4954 if you are unable to contact the paying parent over the phone and allow 14 days for a response. For more information refer to the

Policy, Law and Decision Making Guidance.

If a change can't be verified through the correct process, it will be rejected however we will rely on paper evidence as little as possible to reduce delay. If CHB is in payment and no evidence provided, or evidence is provided to confirm that the child is still in Full Time Education, complete **steps 11 & 12**. Consider if SMS is appropriate - for more info refer to SMS Text

If the process has been initiated by the interface with CHB this may be the first contact the paying parent has had from the CMG regarding the change. When speaking to them adopt a positive and reassuring attitude, whilst remaining assertive. Go to **step 8**

Paying parent/third party client representative confirms change

8. Update the **Sub Status** to **NRP Confirms Change.**

9. Update the SR with the correct effective date. For more information on effective dates of when a child ceases to be a child refer to the Policy, Law and Decision Making Guidance

10. Update the **Resolution Code** to **CoC Acepted** and complete the subsequent perform calculation SR.

11. Where the paying parent does not confirm the change, update the **Sub Status** to **Failed Verification** and issue CMSL4955 to the paying parent and CMSL4956 to the receiving parent.

12. Update the **Resolution Code** to **CoC Declined**

CHB not in payment

13. Where CHB is not in payment, remove the ROC from the correct effective date. For more information on effective dates of when a child ceases to be a child refer to the Policy, Law and Decision Making Guidance

14. Update the **Resolution Code** to **CoC Accepted** and complete the subsequent perform calculation SR.

The system removes the CIS interest at contact level, deactivates the ROC/CIFBA in case contact and end dates the contact relationship against the paying parent.

CSML4954 We need some information from you

When the receiving parent reports that ROC no longer in FTE, letter to the paying parent to confirm the change when CHB doesn't verify.

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

CMSL4955 Your child maintenance has not changed

To the paying parent, when the receiving parent reports that ROC no longer in FTE, decline letter to advise that the change was declined as the paying parent did not confirm.

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

CMSL4956 Your child maintenance has not changed

When the receiving parent reports that ROC no longer in FTE, decline letter to advise that the change was declined as CHB did not verify and the paying parent did not confirm.

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

Calculation - Post Initial

Child Leaves Full Time Education - QC

HMRC - Request CHB End Date

Terminology Changes

Variation - Cancel

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.

Will the Child Maintenance Group (CMG) be notified when CHB ends for a child?

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.