



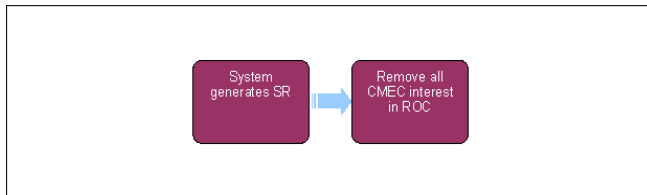
Child Turns 20 - ROC

This will take you through the process to follow when the relevant other child (ROC) turns 20. A ROC is a child who is 20 or under; in full time education (FTE) or approved training, resides with and is supported by the paying parent and they are a child for whom the paying parent or their partner receives child benefit. The change is generated automatically by the system and as such, does not require verification.

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

This process involves opening the service request (SR) and checking all the relevant information is there. Caseworkers should then remove all Child Maintenance Group (CMG) interest from the ROC at which point the ROC will be removed from the case and a new Maintenance Calculation SR will generate. Caseworker action will also be required to check if there is a special expenses variation in place. This variation will need to be removed manually.

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 the [Terminology Changes](#).





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.

System generates service request (SR)



If the client is reporting the change in advance of the relevant other child's (ROC) 20th birthday, thank them for contacting us and advise them that the Child Maintenance Group (CMG) will automatically take action on the ROC's birthday.

1. The system automatically generates a Change Of Circumstances (CofC) service request (SR) when a ROC turns 20. For more information on CofC refer to the Policy, Law and Decision Making Guidance 
2. The system will automatically select the following:
 - **Process = CofC**
 - **Area = Change Child Status**
 - **Sub Area = Child Turns 20**
3. The system populates the work item with information relevant to the ROC turning 20. There is no Activity Plan generated, as the system will fully complete this work item. For more information refer to Policy, Law and Decision Making Guidance. 

Remove all CMG interest in ROC

4. The notified date is the date an interface transaction reporting the change is received. The effective date of this change is the date that the child turns 20. The system will complete these dates automatically.
5. CMG no longer require any information on this child, as they've turned 20. Select the Relevant ROC and **close** the SR, with **CofC Accepted**.
6. The result of this action is the ROC will be removed from the case and a Perform Calculation SR will generate to calculate the new liability. For more information refer to [Calculation - Post Initial](#).
7. Update the SR:
 - **Status = Closed**
 - **Sub Status = Complete**

[Calculation - Initial](#)

[Terminology Changes](#)

[Variation - Cancel](#)