

PSA3 – SQA Unit Code H5JB 04

Process pension scheme contributions and transactions



Overview

This unit is about processing the contributions and ad hoc transactions, such as investment payments and proceeds, for a defined contribution pension scheme. After checking and verifying that a contribution record exists for the member, resolving any discrepancies which may occur, you must reconcile the contribution record with monies received and initiate payment to the scheme investment / fund manager. You must load scheme data to the member's records and ensure that these are updated to include a record of contribution receipts.

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Performance criteria

- You must be able to:*
- P1 Check and verify that contribution records exist for the member listed
 - P2 Investigate and resolve any omissions or discrepancies generated by the process
 - P3 Perform appropriate reconciliation of monies received
 - P4 Initiate payment to the scheme investment / fund manager according to the member's instructions, and in accordance with statutory and relevant pension scheme requirements
 - P5 Load scheme data to the member's records following receipt of the contract note from the investment / fund manager
 - P6 Record contribution receipts and update the member's records, according to organisational requirements
 - P7 Inform relevant parties as appropriate, whilst adhering to Client confidentiality and data protection requirements

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Knowledge and understanding

You need to know and understand:

- K1 The need for, and methods of, verification and validation checking
- K2 How to resolve any discrepancies or omissions in information
- K3 How to reconcile the contribution record with the monies received
- K4 Regulatory and scheme policies, practices and procedures for investing money, and how to apply these
- K5 The impact of Lifestyling on the investment allocation
- K6 How to apply statutory and relevant pension scheme requirements, including contracting out
- K7 The relevant legislation including Anti-money Laundering, Data Protection, equality and diversity legislation, Cancellation notices, HMRC and DWP regulations and The Pensions Regulator's Codes of Practice for Internal Controls and for Trustee Knowledge and Understanding
- K8 Required timescales for action, and the consequences of non-compliance
- K9 The internal procedures that you need to follow and records that need to be updated

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Additional Information

Behaviours

- 1 You are sensitive to members' lack of technical expertise and use your intuition and experience to help them fully understand the issues
- 2 You gather and manage information effectively, efficiently, ethically and confidentially
- 3 You have a clear understanding of the extent and limits of your authority to take decisions
- 4 You identify the information needs of colleagues, clients and others
- 5 You make appropriate information and knowledge available to those who need it and who are entitled to have it
- 6 You present information in a timely manner, clearly, concisely and accurately, and in a way that promotes understanding
- 7 You look for potential improvements and propose courses of action that are timely, appropriate and achievable
- 8 You take pride in the quality of your work
- 9 You understand the needs and motivations of others
- 10 You work in a professional, co-operative and mutually supportive manner
- 11 You pay attention to details that are critical to your work
- 12 You use communication styles that are appropriate to different people and situations

A 'pick and mix' approach should again be used for the inclusion of Behaviours in job descriptions, training programmes etc, and further guidance is available on the Financial Skills Partnership's website, at www.financialskillspartnership.org.uk.

Links to other NOS

A range of separate NOS, developed both by the Financial Skills Partnership and other Sector Skills Councils, cover other roles in Pension Scheme Administration including handling money and

organising and delivering reliable customer service. The following will be particularly relevant.

- NOS for Customer Payments for Financial Products and Service – particularly unit *FCP02 Assess and use financial information to reconcile accounts*
- NOS for Credit Management – particularly unit *CM3 Process invoices and payment transactions*, and NOS for Financial Services Customer Care

The Council for Administration have also developed a full suite of NOS for Customer Service, and these can be accessed at www.cfa.uk.com.

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