

## PSA4 – SQA Unit Code H5JC 04

### Process applications for pension scheme additional contributions



---

#### Overview

This unit is about processing applications for pension scheme additional contributions. You must check every member application for proper authorisation, investigating and resolving any discrepancies, and then process the applications and documents in accordance with statutory and relevant pension scheme requirements. After providing details of cancellation rights, where appropriate, you must inform relevant parties where the member elects to proceed, providing a prompt and full explanation where in any cases an application is ruled invalid. You must also liaise with the member's employer to commence deductions, and amend the member's records to reflect their chosen option.

## PSA4 – SQA Unit Code H5JC 04

### Process applications for pension scheme additional contributions

---

#### Performance criteria

*You must be able to:*

- P1 Check and verify every member application for proper authorisation
- P2 Investigate and resolve any omissions or discrepancies in the application
- P3 Process all member applications and documents in accordance with statutory and relevant pension scheme requirements
- P4 Provide details of cancellation rights, where appropriate
- P5 Inform relevant parties where the member elects to proceed, so that appropriate action can be taken
- P6 Promptly inform the member, with a clear explanation, where an application is ruled invalid
- P7 Liaise with the employer to commence deductions
- P8 Amend the member's records to reflect the chosen option, making system updates where applicable

## PSA4 – SQA Unit Code H5JC 04

### Process applications for pension scheme additional contributions

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 The need for, and methods of, verification and validation checking
- K2 How to interpret and apply statutory requirements, including contracting out, following an application to purchase additional benefits
- K3 How to validate scheme data in terms of completeness and appropriateness
- K4 How to resolve any discrepancies or omissions in information
- K5 How to apply calculation methods and standard practices, as appropriate
- K6 How to identify the correct policies, practices and procedures for signatories and authorisations
- K7 The effect of changes in the member's circumstances to either vary or cease an existing contract early
- K8 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
- K9 The difference between giving financial advice and providing information to the member

## PSA4 – SQA Unit Code H5JC 04

### Process applications for pension scheme additional contributions

---

#### 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](http://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](http://www.cfa.uk.com).

## PSA4 – SQA Unit Code H5JC 04

### Process applications for pension scheme additional contributions

---

**Developed by** Financial Skills Partnership

---

**Version number** 1

---

**Date approved** June 2011

---

**Indicative review date** June 2014

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Financial Skills Partnership

---

**Original URN** PSA4

---

**Relevant occupations** 4132 Pensions and insurance clerks

---

**Suite** Pension Scheme Administration

---

**Key words** Pension scheme administration; contributions; transactions