

## PSA6 – SQA Unit Code H5JF 04

### Process applications for pension scheme transfers out



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#### Overview

This unit is about processing applications for pension scheme transfers out. After establishing authorisation for the transfer out request, you must ensure that the proposed transfer is out of a qualifying scheme and determine that members have been recommended to seek appropriate advice. You must check for any relevant legal requirements which may affect the proposed transfer and obtain correctly calculated transfer and other appropriate values. You must inform the member of the options available to them in a format which complies with statutory and scheme requirements, and promptly initiate payment of transfer values as appropriate. You must inform the member of their benefits, in accordance with any disclosure requirements, and notify the relevant government department of the transfer.

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#### Performance criteria

*You must be able to:*

- P1 Obtain proper authorisation for every transfer out request before further action is taken or send to the appropriate party
- P2 Investigate and resolve any omissions or discrepancies in the application
- P3 Recommend that members are seeking appropriate advice
- P4 Ensure all proposed transfers are to another UK registered scheme, or Qualifying Recognised Overseas Pension Scheme (QROPS), and check for any relevant legal requirements which may have an affect
- P5 Obtain correctly calculated transfer and other appropriate values
- P6 Inform all outgoing members of the options available to them in a format which complies with statutory and relevant pension scheme requirements
- P7 Provide information and documentation to the new scheme in accordance with requirements
- P8 Take appropriate follow-up action within the required timescales
- P9 Initiate payment of transfer values without delay, when appropriately authorised and to a registered / QROPS scheme
- P10 Notify the member of their benefits in accordance with any disclosure requirements
- P11 Notify the relevant government department dealing with pensions of the transfer
- P12 Comply with statutory time limits for providing information and paying transfer value.

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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 interpret and apply statutory and relevant pension scheme requirements, including contracting out, to determine benefits
- K4 How to process transfer benefits and options as specified in the regulations
- K5 How to accurately apply calculation methods and standard practices
- K6 What the requirements are for the discharge of benefits including any additional contributions
- K7 How to apply regulations in order to inform transferring members of the appropriate options available to them
- K8 The internal procedures that you need to follow and records that need to be updated when settling benefits
- K9 Cash Equivalent Transfer Values (CETV)
- K10 Required timescales for action, and the consequences of non-compliance
- K11 Any relevant legal requirements and 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

K12 The difference between giving financial advice and providing information to the member

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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](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).

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**Relevant occupations** 4132 Pensions and insurance clerks

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**Suite** Pension Scheme Administration

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