

# PSA10 – SQA Unit Code H5JK 04

## Process pension assets on divorce



---

### Overview

This unit is about processing pension assets on divorce. After verifying the identity of the person(s) making the request for information, you must ascertain that the divorce debits can be actioned and accurately calculate the member's Cash Equivalent Transfer Value (CETV). After obtaining any further information needed, which may require a recalculation of the CETV, you must implement the divorce debits within the scheme rules, member circumstances and internal procedures. A notice of discharge of liability must be issued to the member and the relevant government department informed, as appropriate. The member's records must also be updated accordingly.

## PSA10 – SQA Unit Code H5JK 04

### Process pension assets on divorce

---

#### Performance criteria

*You must be able to:*

- P1 Confirm the identity of the member or the Court representative / ex-spouse / former civil partner making a request for information
- P2 Ascertain that divorce debits can be actioned, making reference to the Notice of Application, Financial Statement and Pension Inquiry Form as appropriate
- P3 Accurately calculate the member's Cash Equivalent Transfer Value (CETV) within required timescales
- P4 Provide the member or authorised person with correct information in line with client confidentiality and data protection requirements
- P5 Obtain and review all information required from the appropriate party(ies) to enable divorce debits to be implemented within required timescales
- P6 Seek payment of administration charges, where applicable
- P7 Check if the CETV needs to be recalculated as a result of the information received, or if any overpayment needs to be recovered
- P8 Implement divorce debits within the scheme rules, member circumstances and internal procedures
- P9 Issue a notice of discharge of liability to the member and anyone else entitled to receive it
- P10 Inform the relevant government department, where appropriate
- P11 Update the member's records to reflect the action taken

# PSA10 – SQA Unit Code H5JK 04

## Process pension assets on divorce

---

### Knowledge and understanding

*You need to know and understand:*

- K1 The need for, and methods of, verification and validation checking
- K2 What information can be provided to whom
- K3 How divorce debits are used to deal with pension assets
- K4 Required timescales for action including the statutory time limits, and the consequences of non-compliance
- K5 The types of documentation that may be received and how to check that the information received is acceptable and complete
- K6 How to accurately apply calculation and recalculation methods, and standard practices as appropriate
- K7 How to implement divorce debits
- K8 The regulations pertaining to divorce and the differences in divorce law between England and Wales, Scotland and Northern Ireland
- K9 How to apply statutory and relevant pension scheme requirements, including contracting out
- K10 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
- K11 The difference between giving financial advice and Providing information to the member
- K12 The internal procedures that you need to follow and records that need to be updated

# PSA10 – SQA Unit Code H5JK 04

## Process pension assets on divorce

---

### 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).

# PSA10 – SQA Unit Code H5JK 04

## Process pension assets on divorce

---

**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** PSA10

---

**Relevant occupations** 4132 Pensions and insurance clerks

---

**Suite** Pension Scheme Administration

---

**Key words** Pension; assets; divorce