PSA14 - SQA Unit Code H5JP 04

Provide pension scheme information to relevant bodies

Overview

This is unit is about providing pension scheme information, following annual updates, to relevant external bodies. These could include actuaries, trustees and relevant regulatory bodies. After confirming the identity and status of the enquirer and the purpose of their information request, you must generate and accurately record the appropriate information according to organisational and scheme processes and requirements. You must also investigate and resolve any discrepancies or omissions in the information. Where you are unable to provide the information you must refer the enquirer to an alternate source. You must ensure that client confidentiality and data protection requirements are maintained at all times.

PSA14 - SQA Unit Code H5JP 04

Provide pension scheme information to relevant bodies

Performance criteria

You must be able to:

P1 Determine the purpose of the information request, the enquirer's right to receive such information and the intended audience

P2 Confirm the identity and status of the enquirer

P3 Ensure that client confidentiality and data protection requirements are maintained at all times, where the information may be of a sensitive nature

P4 Generate the appropriate information according to organisational and scheme processes and requirements

P5 Investigate and resolve any discrepancies or omissions in the information you have obtained

P6 Provide the enquirer with the information to which they are entitled within required timescales, advising them promptly of any difficulties in fulfilling their request

P7 Where you are unable to provide the information, determine timescales when you will be able to respond, or refer the enquirer to an alternate source who can accurately provide the information

P8 Accurately record the information that you have provided

P9 Complete all internal procedures correctly and in line with Your organisation's procedures

PSA14 - SQA Unit Code H5JP 04

Provide pension scheme information to relevant bodies

Knowledge and understanding

You need to know and understand:

K1	The need for, and methods of, verification and validation checking
K2	The eligibility criteria for the enquirer to request information
K3	The types of information that may need to be provided, including actuarial valuations, tax returns, requests from the Pension Protection Fund and from auditors
K4	How to resolve any discrepancies or omissions in information
K5	What data needs reconciliation and why
K6	The disclosure regulations and required timescales
K7	The legislative responsibilities of trustees for record keeping
K8	The need for client confidentiality and secure record keeping
K9	What effect contracting out will have on the information
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 operational structure of your organisation including how you work in relation to other departments, and its procedures including client service level agreements

PSA14 - SQA Unit Code H5JP 04

Provide pension scheme information to relevant bodies

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.

PSA14 - SQA Unit Code H5JP 04

Provide pension scheme information to relevant bodies

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	PSA14
Relevant occupations	4132 Pensions and insurance clerks
Suite	Pension Scheme Administration
Key words	Pension scheme information; provide information