

**Unit: IA3 Reconcile investment market transactions and investor accounts**

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**Overview**

This unit focuses on the reconciliation of account/fund values with investment market transactions. It relates to both the purchase and/or sale of stock and the requirement of the individual to reconcile the investor bank balance or trust account balance with transactions made. The unit is also concerned with monitoring and resolving errors and discrepancies that could be potentially damaging to the investor or the administrator's own organisation, such as discrepancies between investor instructions and dealer slips as well as non-compliance with regulations. Communication with others, like compliance specialists or custodians, is also an important feature of performance in the unit.

***Outcomes of effective performance***

- IA3/O1 You reconcile all records of stock transactions, account balances and lists of stocks held accurately
- IA3/O2 You reconcile quantities, types and values of purchases and sales fully with investors' instructions
- IA3/O3 You investigate and resolve discrepancies or problems identified during reconciliations
- IA3/O4 You refer discrepancies or problems that you cannot resolve to the appropriate authority
- IA3/O5 You report instances of actual or potential non-compliance with regulations accurately and promptly to the appropriate authority
- IA3/O6 You prepare information relating to holdings or funds which is complete and accurate and presented in the appropriate format
- IA3/O7 You comply with legal requirements, industry regulations, organisational policies and professional codes

***Behaviours which underpin effective performance***

- IA3/B1 You use information and knowledge effectively, efficiently and ethically
- IA3/B2 You present information clearly and concisely
- IA3/B3 You act within the limits of your responsibility
- IA3/B4 You identify and raise concerns within the working environment
- IA3/B5 You pay attention to details that are critical to work
- IA3/B6 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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***Knowledge and understanding***

1. What the regulatory framework is in relation to reconciling account/fund values and market transactions and what the implications are of reconciliation errors on both the organisation and the investor
2. What the range of roles and responsibilities are within the investment market both within the administrator's own organisation and outside it, in particular the role of custodians, trustees, etc.
3. In general terms what the structure of the investment market is and the type of products that are available within it
4. What the organisation's reconciliation process is, including the procedures for identifying differences and the administrator's own role in the process
5. What the features are of the investment products that the administrator is administering and what the reconciliation and accounting requirements are for each product
6. What the organisation's reporting structure is and the administrator's own responsibility within it
7. What the organisation's service standards are and the need to maintain them
8. What the key data sources are in relation to, for example, stock lists, company events, etc.
9. What the administrator's level of personal authority is and who to go to if there are issues relating to account balances
10. How your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, impact on your activities