

PSA1- SQA Unit Code H5J9 04

Receive and process new member records



Overview

This unit is about receiving and processing new member records. After receiving proper authorisation for new members' records to be created or updated you must collect all the appropriate information required, resolving any omissions or discrepancies in the details and liaising with external bodies as appropriate to address any shortfalls. You must accurately input all entry eligibility details for new members and correctly classify them in accordance with the terms of the proposed pension scheme applicable to them. The new members must be informed of their pensionable status and their opt-out or cancellation rights.

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Performance criteria

You must be able to:

- P1 Receive proper authorisation for a new member before their record is created or updated
- P2 Collect all appropriate information required to process the new member's records
- P3 Investigate and resolve any omissions or discrepancies in the new member's details
- P4 Liaise with external bodies as appropriate to address any shortfalls in information about new members' records, whilst adhering to client confidentiality and data protection requirements
- P5 Correctly classify all new members in accordance with the terms of the proposed pension scheme applicable to them
- P6 Accurately input all personal details required by the organisation to the new member's records
- P7 Inform new members of their pensionable status within required timescales
- P8 Inform new members of their opt-out or cancellation rights

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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 The internal procedures that you need to follow to create and update member records
- K3 How to apply statutory and relevant pension scheme requirements, including contracting out
- K4 How to validate member data in terms of completeness and appropriateness
- K5 How to resolve any discrepancies or omissions in information
- K6 The application of policies, practices and procedures for signatories and authorisations
- K7 Required timescales for action, and the consequences of non-compliance
- 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 eligibility criteria, documentation required and joining process for a pension scheme
- K10 The difference between giving financial advice and providing information to the member
- K11 The need for client confidentiality and secure record keeping

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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.

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.

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Suite Pension Scheme Administration

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