

## PSA12 – SQA Unit Code H5JM 04

Provide information on request from a pension scheme member or member's representative



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### Overview

This unit is about providing information on request from a pension scheme member or member's representative. Where a request is made from the member's representative you must confirm their identity and status and determine their right to such information. After correctly identifying the information that is required, you must provide it within required timescales and accurately record it in accordance with your organisation's procedures. Where you are unable to provide the information you must refer the member or member's representative to an alternate source. You must ensure that client confidentiality and data protection requirements are maintained at all times.

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### Performance criteria

*You must be able to:*

- P1 Confirm the identity and the status of the member / member's representative making a request for information
- P2 Determine the right of the member / member's representative to such information, in line with client confidentiality and data protection requirements
- P3 Correctly identify the information that the member / member's representative requires
- P4 Provide information that is correct and relevant to the needs of the member / member's representative within required timescales
- P5 Investigate and resolve any omissions or discrepancies in the information you have obtained
- P6 Where you are unable to respond to queries directly, determine timescales when you will be able to respond, or refer the member / member's representative to an alternate source who can accurately provide the information requested
- P7 Accurately record the information that you have provided
- P8 Complete all internal procedures correctly and in line with your organisation's procedures

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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 eligibility criteria for a member's representative to request information
- K3 The types of information that can be requested
- K4 The disclosure regulations and required timescales
- K5 What effect current legislation has on the information you can provide
- K6 How to resolve any discrepancies or omissions in information
- K7 The need for client confidentiality and secure record keeping
- K8 What effect contracting out will have on the information
- K9 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
- K10 The operational structure of your organisation including how you work in relation to other departments, and its procedures including client service level agreements
- K11 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

A range of separate NOS, developed both by the Financial Skills Partnership and other Sector Skills Councils, cover other roles in

## NOS

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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