

Qualification Structure for Diploma in Pensions Administration

DIPLOMA – any 10 units – MUST be completed within 5 years of registration – all M units are Mandatory, at least one M/30 units are Mandatory

	Diploma (L4)
Calculate and Quote DB & DC Pension Scheme Death Benefits for Members with Special Circumstances	M
Calculate and Quote DB & DC Pension Scheme Leavers Benefits for Members with Special Circumstances	M
Calculate and Quote DB & DC Pension Scheme Retirement Benefits for Members with Special Circumstances	M
Calculate and Quote DB & DC Pension Scheme Transfers In and Transfers Out	M
Identify and Recommend a Potential Improvement to Pension Administration Processes	M/30
Dealing with Pension Scheme Complaints, Errors and Omissions	M/30
Implement an Essential Change to Pension Administration Processes	M/30
Calculate and Quote DB & DC Pension Scheme Death Benefits for Members without Special Circumstances	
Calculate and Quote DB & DC Pension Scheme Leavers Benefits for Members without Special Circumstances	
Calculate and Quote DB & DC Pension Scheme Retirement Benefits for Members without Special Circumstances	
Administering a Pension Scheme through a Pension Protection Fund Assessment Period	
Process Pension Increases to Pensions in Payment	
Implementation of a Pension Sharing Order	
Personal Development and Colleague Support for Administrators of Pension Schemes	
Research and Report on an Aspect of Pensions	
Administering a Pension Scheme with Consideration for Governance Issues	
Customer Service Units – maximum one unit allowed from this section	
Follow organisational rules, legislation and external regulations when managing customer service	
Organise the delivery of reliable customer service	

Plan, organise and control customer service operations	
Review the quality of customer service	
Resolve customer service problems	
Process customer service complaints	
Handle referred customer complaints	
Work with others to improve customer service	
Promote continuous improvement	
Implement quality improvements to customer service	