PROCESS APPLICATIONS FOR PENSION SCHEME ADDITIONAL VOLUNTARY CONTRIBUTIONS (AVCs)

PERFORMANCE CRITERIA	SCOPE
You must be able to: 1. Check every **member application** for proper authorisation 2. Investigate and resolve any **discrepancies** in, or unusual features of, all member applications **3.** Process all **member applications** and documents according to **regulatory** and **scheme requirements** 4. Inform the applicant of the options available to them, using the appropriate documents, within required **timescales** 5. Inform **relevant parties**, where applicant elects to proceed, so that appropriate action can be taken 6. Promptly inform the applicant, with a clear explanation, where an election is ruled invalid 7. Amend the member's record to reflect the chosen option 8. Follow procedures for maintaining security and confidentiality correctly in accordance with organisational and regulatory requirements	In meeting the performance criteria you must show you can: (A) Process <u>six</u> **member applications** from the following: (i) AVCs (ii) Added years (iii) Other (must specify on assessment) (B) Resolve a minimum of <u>one</u> **discrepancy** using any of the following methods: (i) Within limits of own job responsibility (ii) Another appropriate person (C) Confirm details – where the member elects to proceed - with <u>all</u> of the following **relevant parties**: (i) Employer (ii) Member (iii) AVC provider (D) Process the following in accordance with **regulatory** and **scheme requirements** as applicable: (i) Request from member (ii) Election forms (iii) Standard response letters (iv) Calculation sheets (v) Contribution deductions (E) Ensure that <u>both</u> of the following **timescales** are met: (i) Regulatory (ii) Scheme or organisational service level agreements

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Knowledge and Understanding

You must show that you know and understand:

K1 How to interpret and apply regulatory and scheme regulations following an application to pay AVCs

K2 How to validate scheme data in terms of completeness and appropriateness

K3 How to identify sources of information for resolution of discrepancies

K4 Awareness of regulatory, scheme and organisational timescales and schedules for updating, presentation and despatch of data, and the consequences of non-compliance

K5 The current legislation concerning the difference between giving financial information and financial advice and understanding the consequences of non-compliance

K6 Awareness of internal and scheme policies, practices and procedures for signatories and authorisations and how to apply these

K7 The procedures in place to maintain security and confidentiality including Data Protection Act, and why it is important to ensure information is kept secure and confidential