

# PROCESS APPLICATIONS FOR PENSION SCHEME ADDITIONAL VOLUNTARY CONTRIBUTIONS (AVCs)



**Pensions  
Management  
Institute**  
Moving pensions forward

Registered Office:  
Devonshire House  
60 Goswell Road  
London  
EC1M 7AD

T: +44 (0) 20 7247 1452  
W: [www.pensions-pmi.org.uk](http://www.pensions-pmi.org.uk)

PERFORMANCE CRITERIA	SCOPE
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. Check every <b>member application</b> for proper authorisation</li> <li>2. Investigate and resolve any <b>discrepancies</b> in, or unusual features of, all member applications</li> <li>3. Process all <b>member applications</b> and documents according to <b>regulatory</b> and <b>scheme requirements</b></li> <li>4. Inform the applicant of the options available to them, using the appropriate documents, within required <b>timescales</b></li> <li>5. Inform <b>relevant parties</b>, where applicant elects to proceed, so that appropriate action can be taken</li> <li>6. Promptly inform the applicant, with a clear explanation, where an election is ruled invalid</li> <li>7. Amend the member's record to reflect the chosen option</li> <li>8. Follow procedures for maintaining security and confidentiality correctly in accordance with organisational and regulatory requirements</li> </ol>	<p>In meeting the performance criteria you must show you can:</p> <ol style="list-style-type: none"> <li>(A) Process <u>six</u> <b>member applications</b> from the following: <ol style="list-style-type: none"> <li>(i) AVCs</li> <li>(ii) Added years</li> <li>(iii) Other (must specify on assessment)</li> </ol> </li> <li>(B) Resolve a minimum of <u>one</u> <b>discrepancy</b> using any of the following methods: <ol style="list-style-type: none"> <li>(i) Within limits of own job responsibility</li> <li>(ii) Another appropriate person</li> </ol> </li> <li>(C) Confirm details – where the member elects to proceed - with <u>all</u> of the following <b>relevant parties</b>: <ol style="list-style-type: none"> <li>(i) Employer</li> <li>(ii) Member</li> <li>(iii) AVC provider</li> </ol> </li> <li>(D) Process the following in accordance with <b>regulatory</b> and <b>scheme requirements</b> as applicable: <ol style="list-style-type: none"> <li>(i) Request from member</li> <li>(ii) Election forms</li> <li>(iii) Standard response letters</li> <li>(iv) Calculation sheets</li> <li>(v) Contribution deductions</li> </ol> </li> <li>(E) Ensure that <u>both</u> of the following <b>timescales</b> are met:</li> </ol>

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	(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