



PENSIONS ADMINISTRATOR

Key information

Reference: ST0187

Version: 1.1

Level: 3

Typical duration to gateway: 18 months

Typical EPA period: 2 months

Maximum funding: £9000

Route: Legal, finance and accounting

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End-point assessment plan

V1.1

Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the pensions administrator apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Pensions administrator apprentices, their employers and training providers should read this document.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the Education and Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

A full-time apprentice typically spends 18 months on-programme (this means in training before the gateway) working towards competence as a pensions administrator. All apprentices must spend at least 12 months on-programme. All apprentices must complete the required amount of off-the-job training specified by the apprenticeship funding rules.

This EPA has 2 assessment methods.

The grades available for each assessment method are:

Assessment method 1 - knowledge assessment:

- fail
- pass
- distinction

Assessment method 2 - professional discussion underpinned by a portfolio:

- fail
- pass
- distinction

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass
- merit
- distinction

EPA summary table

<p>On-programme - typically 18 months</p>	<p>The apprentice must complete training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules.</p> <p>The apprentice must compile a portfolio of evidence.</p>
<p>End-point assessment gateway</p>	<p>The employer must be content that the apprentice is working at or above the occupational standard.</p> <p>The apprentice's employer must confirm that they think the apprentice:</p> <ul style="list-style-type: none"> • is working at or above the occupational standard as a pensions administrator • has the evidence required to pass the gateway and is ready to take the EPA <p>The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules.</p> <p>For the professional discussion underpinned by a portfolio the apprentice must submit a portfolio of evidence.</p> <p>The apprentice must submit any policies and procedures as requested by the EPAO.</p>
<p>End-point assessment - typically 2 months</p>	<p>Grades available for each assessment method:</p> <p>Knowledge Assessment</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Professional Discussion underpinned by a portfolio</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Overall EPA and apprenticeship can be graded:</p>

	<ul style="list-style-type: none"> • fail • pass • merit • distinction
Re-sits and re-takes	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically 1 months • Re-take timeframe: typically 2 months

Duration of end-point assessment period

The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 2 months.

The EPAO should confirm the gateway requirements have been met and the EPA should start as quickly as possible.

EPA gateway

The apprentice's employer must confirm that they think their apprentice is working at or above the occupational standard. The apprentice will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.

The apprentice must meet the gateway requirements before starting their EPA.

These are:

- achieved English and maths qualifications in line with the apprenticeship funding rules
- for the professional discussion underpinned by a portfolio the apprentice must submit a Portfolio of evidence

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method. It will typically contain 10 separate pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include:

- workplace documentation and records, for example:
- workplace policies and procedures
- witness statements

- annotated photographs
- video clips or audio files (maximum total duration 30 minutes); the apprentice must be identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the discussion. The independent assessor should review the portfolio of evidence to prepare questions for the discussion. They are not required to provide feedback after this review.

The apprentice must submit any policies and procedures as requested by the EPAO.

Order of assessment methods

The assessment methods cannot be delivered in any order.

The rationale is that the knowledge assessment is best delivered at the start of the assessment process as it enables the End-Point Assessment Organisation to schedule professional discussions subsequently.

This minimises the risk of wasting resources unnecessarily in the event of a knowledge assessment failure. This is more affordable and manageable for the EPAO.

Knowledge Assessment

Overview

In the knowledge assessment, the apprentice answers questions in a controlled and invigilated environment. It gives the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method.

Rationale

This assessment method is being used because pensions administrators work in an occupation in which competence can be readily tested through questions that require understanding and application of knowledge. The knowledge assessment enables the assessor establish the extent of the apprentice's competence beyond straightforward recall by assessing the reasoning for the approach taken to resolving a particular problem or question.

Delivery

The knowledge assessment must be structured to give the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method to the highest available grade.

The knowledge assessment must be computer based.

The knowledge assessment must consist of 30 multiple-choice questions.

Multiple-choice questions must have four options, including one correct answer.

The apprentice must be given at least 14 days' notice of the date and time of the test.

Knowledge Assessment administration

The apprentice must have 60 minutes to complete the knowledge assessment.

The knowledge assessment is open book which means that the apprentice can refer to reference books or materials whilst taking the test.

In the assessment, the apprentice will be permitted to have training materials used on programme, if provided in a digital format these should be in a read only and non-searchable format.

The following equipment is allowed to be used during the knowledge assessment :

Apprentices may bring with them pens, pencils, erasers, and a scientific or accountancy calculator. Calculators must not emit audible tones or function as any other digital device. Apprentices must not have access to the internet for the duration of the assessment. This includes any potential technological, web-enabled sources of information such as, but not limited to, iPods, mobile phones, MP3/4 players, smart watches which have a data storage device.

The knowledge assessment must be taken in the presence of an invigilator who is the responsibility of the EPAO. The EPAO must have an invigilation policy setting out how the knowledge assessment must be conducted. It must state the ratio of apprentices to invigilators for the setting and allow the knowledge assessment to take place in a secure way.

The EPAO must verify the apprentice's identity and ensure invigilation of the apprentice for example, with 360-degree cameras and screen sharing facilities.

The EPAO is responsible for the security of the knowledge assessment including the arrangements for on-line assessment. The EPAO must ensure that their security arrangements maintain the validity and reliability of the knowledge assessment.

Marking

An independent assessor or marker employed by the EPAO must mark the knowledge assessment. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed where the types of question support this.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the knowledge assessment. The EPAO must ensure standardisation and moderation of knowledge assessments with written answers.

Assessment location

The apprentice must take the knowledge assessment in a suitably controlled and invigilated environment that is a quiet room, free from distractions and influence. The EPAO must check the venue is suitable.

The knowledge test could take place remotely if the appropriate technology and systems are in place to prevent malpractice.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation.

The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the knowledge assessment:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - knowledge assessment specification
 - sample knowledge assessment and mark schemes
 - live knowledge assessments and mark schemes
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Professional Discussion underpinned by a portfolio

Overview

In the professional discussion, an independent assessor and apprentice have a formal two-way conversation. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence.

Rationale

This assessment method is being used because a professional discussion enables an apprentice to demonstrate competence to the highest level against the KSBs mapped to this assessment method. It is a key element of the occupation to be able to explain key concepts clearly and accurately and this makes a professional discussion a valid assessment method for this occupation.

Delivery

The professional discussion must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the professional discussion.

The purpose of the independent assessor's questions is to explore competence within the KSBs mapped to the method and provide an opportunity for the apprentice to demonstrate distinction level criteria.

The EPAO must give an apprentice 14 days' notice of the professional discussion.

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice must have access to their portfolio of evidence during the professional discussion.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence however, the portfolio of evidence is not directly assessed.

The professional discussion must last for 60 minutes. The independent assessor can increase the time of the professional discussion by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The independent assessor must ask at least 10 questions. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The independent assessor must make the grading decision.

The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The professional discussion must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises.

The professional discussion can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The professional discussion should take place in a quiet room, free from distractions and influence.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO must maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBS mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the professional discussion underpinned by a portfolio:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Grading

Professional Discussion underpinned by a portfolio

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
Professionalism and Ethics K14 S4 S5 B1 B3 B6 B7	<p>Describes how they seek learning opportunities of ongoing development and continuous improvement within the organisation, for their personal and professional development. (K14, B7)</p> <p>Describes how they use their initiative to work in a professional and enthusiastic manner within a team to collaborate, share ideas and support colleagues to achieve results such as meeting or exceeding service standards and organisational goals whilst demonstrating commitment and personal effectiveness by volunteering for projects and dealing with challenges (S4, B1, B3, B6)</p> <p>Describes how they plan and prioritise tasks in order to manage workload (S5)</p>	<p>Evaluates how ongoing development and continuous improvement contributes to their personal development and the organisation. (K14, B7)</p> <p>Evaluates how their personal effectiveness and commitment to their role results in the organisation meeting and exceeding service standards and achieving goals. (S4,B1, B3, B6)</p>
Wider Professional Landscape K15	Summarises the fundamentals of Responsible Investment (RI) and Environmental, Social, and Governance (ESG) matters within the pensions sector, including climate change and their organisations approach to and policies for managing these issues (K15).	N/A
Technical concepts and application K7 S6 S9	Explains how they calculate member benefits accurately, including how they interpret pension scheme or plan information benefits payable including interpreting relevant pension scheme information and benefits payable, interpretation of scheme or plan documentation,	N/A

	<p>performance of pension calculations and checks for reasonableness. (K7, S9)</p> <p>Identifies pension problems and suggests the appropriate course of action to support their resolution (S6)</p>	
<p>Stakeholder engagement and communication S1 S3 B5</p>	<p>Describes how they deliver expected customer service, tailoring the use of interpersonal skills and communication channels to meet the needs of stakeholders by working collaboratively, establishing customer needs, in line with the service standards and regulatory framework. (S1,S3,B5)</p>	<p>Justifies their choice of communication channels and interpersonal skills, and evaluates the impact the choices they made had in meeting the needs of stakeholders. Describes how collaborative working helped to establish customer needs and exceed expected customer service (S1, S3, B5)</p>
<p>Workflow K10 S2 S7 S8 S10 B2 B4 B8</p>	<p>Summarises how they use digital systems and applications securely and safely to administer pensions and provide performance data in accordance with data security policies.(K10, S7, S8)</p> <p>Explains how they work flexibly and adapt to circumstances in order to deliver pensions administrative tasks that meet the required quality standards as set out by the organisation whilst responding to changes when necessary and taking accountability (S2 B2,B4)</p> <p>Explains how they use resources sustainably to maintain robust and accurate schedules, records, and systems of pension administrative activities ensuring resources are used responsibly to reduce carbon footprint. (S10, B8)</p>	<p>Evaluates how they deliver pensions administrative tasks that meet the required quality standards as set out by the organisation. Describes how they showed accountability and adaptability when responding to challenges and/or changes (S2, B2, B4)</p>

Knowledge Assessment

GRADE	MINIMUM MARKS REQUIRED	MAXIMUM MARKS REQUIRED
Fail	0	20
Pass	21	25
Distinction	26	30

Overall EPA grading

Performance in the EPA determines the overall grade of:

- fail
- pass
- merit
- distinction

An independent assessor must individually grade the knowledge assessment in line with this EPA plan.

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

If the apprentice fails one assessment method or more, they will be awarded an overall fail.

To achieve an overall pass, the apprentice must achieve at least a pass in both assessment methods. To achieve an overall EPA merit, the apprentice must achieve a pass in the Knowledge Check or Professional Discussion assessment method name and a distinction in the remaining method. To achieve an overall EPA distinction, the apprentice must achieve a distinction in both assessment methods.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

KNOWLEDGE ASSESSMENT	PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO	OVERALL GRADING
Fail	Fail	Fail
Pass	Fail	Fail
Fail	Pass	Fail
Pass	Pass	Pass
Distinction	Pass	Merit
Pass	Distinction	Merit
Distinction	Distinction	Distinction

Re-sits and re-takes

If the apprentice fails one or more assessment method, they can re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and EPAO agree the timescale for a re-sit or re-take. A re-sit is typically taken within 1 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 2 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITIES
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • meet the gateway requirements • undertake the EPA
Employer	<p>As a minimum, the apprentice's employer must:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and is ready for EPA • ensure that supporting evidence required at the gateway is submitted in line with this EPA plan • liaise with the training provider and EPAO to ensure the EPA is booked in a timely manner <p>Post-gateway, the employer must:</p> <ul style="list-style-type: none"> • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allows the opportunity for the apprentice to be assessed against the KSBs • remain independent from the delivery of the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place

	<ul style="list-style-type: none"> • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a regular basis • pass the certificate to the apprentice upon receipt from the EPAO
EPAO	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the register of end-point assessment organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship • understand the occupational standard • make the EPA contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials as detailed for each assessment method in this EPA plan • appoint qualified and competent independent assessors in line with the requirements of this EPA plan to conduct assessments and oversee their working • appoint administrators (and invigilators where required) to administer the EPA • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide information, advice, guidance and documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm all gateway requirements have been met as quickly as possible • arrange for the EPA to take place, in consultation with the employer • ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary, where the apprentice is not assessed in the workplace • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to stakeholders

	<ul style="list-style-type: none"> • have no direct connection with the apprentice, their employer or training provider in all instances; there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of IQA activity and moderation for external quality assurance (EQA) purposes • deliver induction training for independent assessors, and for invigilators and markers (where used) • undertake standardisation activity on this apprenticeship for an independent assessor before they conduct an EPA for the first time, if the EPA is updated and periodically (a minimum of annually) • manage invigilation of the apprentice to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
Independent assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at the level of this apprenticeship and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence, up-to-date knowledge and expertise of the occupation • deliver the end-point assessment in-line with this EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances; there must be no conflict of interest • attend induction training • attend standardisation events when they start working for the EPAO, before they conduct an EPA for the first time and a minimum of annually for this apprenticeship • assess each assessment method, as determined by the EPA plan • assess the KSBs assigned to each assessment method, as shown in the mapping of KSBs to assessment methods in this EPA plan

	<ul style="list-style-type: none"> • make the grading decisions • record and report assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as listed in the occupational standard • conduct training covering the KSBs agreed as part of the Commitment Statement or the Individual Learning Plan • monitor the apprentice's progress during any training provider led on-programme learning • advise the employer, upon request, on the apprentice's readiness for EPA • remain independent from the delivery of the EPA
Marker	<p>As a minimum, the marker must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider • mark test answers in line with the EPAO's mark scheme and procedures
Invigilator	<p>As a minimum, the invigilator must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider • invigilate and supervise the apprentice during tests and in breaks during assessment methods to prevent malpractice in line with the EPAO's invigilation procedures

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Internal quality assurance refers to how the EPAO ensures valid, consistent and reliable EPA decisions. The EPAO must adhere to the requirements within the roles and responsibilities section:

The EPAO must also:

- have quality assurance systems and procedures that ensure fair, reliable and consistent EPA regardless of employer, place, time or independent assessor
- appoint independent assessors who are competent to deliver the EPA and who:
 - have recent relevant experience of the occupation or sector to at least occupational level 3 gained in the last 5 years or significant experience of the occupation or sector
- operate induction training for anyone involved in the delivery or assessment of the EPA
- provide training for independent assessors in good assessment practice, operating the assessment tools and making grading decisions
- provide ongoing training for markers and invigilators
- provide standardisation activity for this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of EPA decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on EPA decisions and grades
- have no direct connection with the apprentice, their employer or training provider.

Value for money

Affordability of the EPA will be aided by using at least some of the following:

- completing applicable assessment methods online (for example computer-based assessment)
- utilising digital remote platforms to conduct applicable assessment methods
- assessing multiple apprentices simultaneously where the method of assessment permits this
- using the employer's premises
- conducting assessment methods on the same day

Professional recognition

Professional body recognition is not relevant to this occupational apprenticeship.

KSB mapping table

KNOWLEDGE	ASSESSMENT METHODS
<p>K1 Key principles of pension schemes or plans including the structure of pensions schemes or plans and the different roles involved in running a scheme or plan.</p>	Knowledge Assessment
<p>K2 An awareness of the Regulatory and Compliance landscape for pensions and the impact of this on the role of pensions administrator.</p>	Knowledge Assessment
<p>K3 The difference between providing information, guidance and advice in regard to pensions.</p>	Knowledge Assessment
<p>K4 Organisational business strategy, culture and how the role of the pensions administrator fits within this.</p>	Knowledge Assessment
<p>K5 Their organisation's place within the pensions industry.</p>	Knowledge Assessment
<p>K6 Principles of pensions processes and procedures used to administer pensions including quality and compliance standards applicable to the role.</p>	Knowledge Assessment
<p>K7 Principles of scheme or plan benefits including interpreting relevant pension scheme or plan information and benefits payable including interpretation of scheme or plan documentation, performance of pension calculations and checks for reasonableness.</p>	Professional Discussion underpinned by a portfolio
<p>K8 Awareness of the roles and responsibilities of Trustees including how Trustee boards are comprised and run.</p>	Knowledge Assessment
<p>K9 Complaints procedures and processes including identification of complaints and options for resolution.</p>	Knowledge Assessment
<p>K10</p>	Professional Discussion underpinned by a

Principles of software packages to administer pensions and provide performance data.	portfolio
K11 Approaches to keeping data secure.	Knowledge Assessment
K12 Principles of working safely and securely online including awareness of cyber-security and specific vulnerabilities to cyber-attack for financial sector organisations.	Knowledge Assessment
K13 Communication styles including the risks and benefits between different communication channels for example online collaborative tools, instant messaging, email and phone.	Knowledge Assessment
K14 Principles of continuous improvement within the organisation.	Professional Discussion underpinned by a portfolio
K15 Fundamentals of Responsible Investment (RI) and Environment, Social and Governance (ESG) matters, including climate change, their organisations approach to and polices for managing these issues.	Professional Discussion underpinned by a portfolio
K16 Fundamentals of equity, diversity and inclusion in the workplace for example wider services that are available to support customers with specific needs such as those who are non-English speaking, non-verbal or profoundly deaf.	Knowledge Assessment

SKILL	ASSESSMENT METHODS
<p>S1 Deliver expected customer service establishing customer needs, in line with the service standards and the regulatory framework.</p>	Professional Discussion underpinned by a portfolio
<p>S2 Deliver pensions administrative tasks that meet required the quality standards as set out by the organisation.</p>	Professional Discussion underpinned by a portfolio
<p>S3 Tailor the use of interpersonal skills and communication channels to meet the needs of stakeholders.</p>	Professional Discussion underpinned by a portfolio
<p>S4 Work in a team and collaborate to support colleagues to achieve results such as meeting or exceeding service standards and organisational goals.</p>	Professional Discussion underpinned by a portfolio
<p>S5 Plan, manage and prioritise own workload effectively.</p>	Professional Discussion underpinned by a portfolio
<p>S6 Identify pension problems, identify the appropriate course of action and suggest or support solutions.</p>	Professional Discussion underpinned by a portfolio
<p>S7 Use digital systems to carry out pensions administrative tasks and generate key metrics such as performance information.</p>	Professional Discussion underpinned by a portfolio
<p>S8 Use digital systems and applications safely and securely, in accordance with data security policies.</p>	Professional Discussion underpinned by a portfolio
<p>S9 Calculate member benefits accurately and apply the terms of the relevant pension scheme or plan.</p>	Professional Discussion underpinned by a portfolio
<p>S10 Maintain robust and accurate schedules, records and systems of pension administrative activities.</p>	Professional Discussion underpinned by a portfolio

BEHAVIOUR	ASSESSMENT METHODS
B1 Professional - Acts in a professional manner with integrity and confidentiality.	Professional Discussion underpinned by a portfolio
B2 Accountability - Has accountability and ownership of their tasks and workload.	Professional Discussion underpinned by a portfolio
B3 Commitment and Enthusiasm - Demonstrates enthusiasm and dedication. Willing to suggest or share new ideas and opportunities for change. For example, volunteers for additional ad hoc tasks or projects.	Professional Discussion underpinned by a portfolio
B4 Adaptability - Works flexibly and adapts to circumstances, proactively responding to changes when necessary.	Professional Discussion underpinned by a portfolio
B5 Collaborative - Works collaboratively with stakeholders and colleagues across the organisation.	Professional Discussion underpinned by a portfolio
B6 Personal Effectiveness - Deals with challenges and meets targets. Takes responsibility, shows initiative and is organised.	Professional Discussion underpinned by a portfolio
B7 Personal Development - Seeks learning opportunities and continuous professional development.	Professional Discussion underpinned by a portfolio
B8 Efficient - Ensures resources are used sustainably. For example use of targeted electronic communications to reduce carbon footprint.	Professional Discussion underpinned by a portfolio

Mapping of KSBs to grade themes

Professional discussion underpinned by a portfolio

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Professionalism and Ethics K14 S4 S5 B1 B3 B6 B7	Principles of continuous improvement within the organisation. (K14)	<p>Work in a team and collaborate to support colleagues to achieve results such as meeting or exceeding service standards and organisational goals. (S4)</p> <p>Plan, manage and prioritise own workload effectively. (S5)</p>	<p>Professional - Acts in a professional manner with integrity and confidentiality. (B1)</p> <p>Commitment and Enthusiasm - Demonstrates enthusiasm and dedication. Willing to suggest or share new ideas and opportunities for change. For example, volunteers for additional ad hoc tasks or projects. (B3)</p> <p>Personal Effectiveness - Deals with challenges and meets targets. Takes responsibility, shows initiative and is organised. (B6)</p> <p>Personal Development - Seeks learning opportunities and continuous professional development. (B7)</p>
Wider Professional Landscape K15	Fundamentals of Responsible Investment (RI) and Environment, Social and Governance (ESG) matters, including climate change, their organisations approach to and	None	None

	polices for managing these issues. (K15)		
Technical concepts and application K7 S6 S9	Principles of scheme or plan benefits including interpreting relevant pension scheme or plan information and benefits payable including interpretation of scheme or plan documentation, performance of pension calculations and checks for reasonableness. (K7)	Identify pension problems, identify the appropriate course of action and suggest or support solutions. (S6) Calculate member benefits accurately and apply the terms of the relevant pension scheme or plan. (S9)	None
Stakeholder engagement and communication S1 S3 B5	None	Deliver expected customer service establishing customer needs, in line with the service standards and the regulatory framework. (S1) Tailor the use of interpersonal skills and communication channels to meet the needs of stakeholders. (S3)	Collaborative - Works collaboratively with stakeholders and colleagues across the organisation. (B5)
Workflow K10 S2 S7 S8 S10 B2 B4 B8	Principles of software packages to administer pensions and provide performance data. (K10)	Deliver pensions administrative tasks that meet required the quality standards as set out by the organisation. (S2) Use digital systems to carry out pensions administrative tasks and generate key metrics such as performance information. (S7)	Accountability - Has accountability and ownership of their tasks and workload. (B2) Adaptability - Works flexibly and adapts to circumstances, proactively responding to changes when necessary. (B4)

		<p>Use digital systems and applications safely and securely, in accordance with data security policies. (S8)</p> <p>Maintain robust and accurate schedules, records and systems of pension administrative activities. (S10)</p>	<p>Efficient - Ensures resources are used sustainably. For example use of targeted electronic communications to reduce carbon footprint. (B8)</p>
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Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Standard, end-point assessment plan and funding band revised but stayed the same.	12/08/2023	Not set	Not set
1.0	Approved for delivery	27/08/2015	11/08/2023	Not set

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