### THE PENSIONS MANAGEMENT INSTITUTE

**Questions 2021**

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| **Module** | Professionalism & Governance |
| **Session** | April 2021 |

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| **Question Number: 1** |
| You have just been appointed as Pension Manager at CDF Supplies Limited. You will be looking after the company’s trust based defined benefit (DB) pension scheme. It is closed to new members but not future accrual and there are still significant numbers of active members. When you met with the Chair of Trustees, she told you the DB scheme administration is outsourced but performance reporting is limited to reporting a single Service Level Agreement (SLA) overall achievement percentage in the quarterly Stewardship Report. There is no other reporting on service achievement or quality.  The Chair of Trustees is interested in your suggestion of introducing mutually agreed SLAs with the administrator, which will include both qualitative and quantitative criteria. She is concerned her co-trustees are becoming solely focused on a single measure and this does not truly reflect members’ experiences. She has asked you to draft a paper for the next Governance Committee meeting covering the following issues, with a recommendation of next steps:   1. Why the scheme should have more developed SLAs? 2. How to go about establishing and implementing this? 3. What critical success factors and evaluation criteria could they include in these SLAs? 4. How these success factors and evaluation criteria could be consistently reported? 5. How the Trustees can use more diverse SLAs to help manage and develop their relationship with the administrator and what other methods can be used to understand and manage service quality?   Total 60 marks |

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| **Question Number: 2** |
| Your line manager has asked you to email her to summarise the main points of a quality management system and briefly explain the principles of both Six Sigma and Investors in People.   1. Main points of a quality management system (8 marks) 2. Brief explanation of Six Sigma (6 marks) 3. Brief explanation of Investors in People (4 marks)   Total 18 marks |

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| **Question Number: 3** |
| One of your team has returned to work after taking special leave to look after an elderly relative. Although she works full time remotely, she has been having trouble fulfilling her responsibilities as a carer and those of her role. She's missed a number of early morning team video calls and has been logging off early. She is very competent when she is working, but her absences are putting pressure on both her and her colleagues. As her manager, you are aware of these pressures and the impact on the team's SLAs. A male team member is beginning to make comments about her as a person and her contribution to the team. He is undermining her at every opportunity, increasing her stress levels and reducing her confidence. How do you deal with the situation?   1. What are the relevant section(s) of the Code that could apply (5 marks) 2. What actions should you take? (9 marks)   Total 14 marks |

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| **Question Number: 4** |
| You are pension manager of a large scheme which is administered in house. You have just been informed this year’s benefit statements have all been sent to the wrong people. On investigation you have found it was caused by an IT issue where the address line was mismatched to the member data.   1. Why is this important? (2 marks) 2. Whose responsibility is it to report the breach? (3 marks) 3. What are your first steps and why? (3 marks)     Total 8 marks |