Pension Administration Training Course: Member Records, Reconciliation and Payment Accuracy

7 – 11 March 2027
Kuala Lumpur

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Programme Summary

Pension administration is the subject of this one-week training course for heads of pension operations, scheme administrators, benefits managers and fund executives, ending in a control pack for one administration process. Many schemes pay benefits from member records that are incomplete, contributions that are matched late and calculations checked by one person only. The programme moves from member data and contribution reconciliation to benefit calculation, member service and control design. Mars Training Centre UK delivers this programme on pension administration to mixed-organisation cohorts.

The Business Case

Pension schemes, provident funds, employer plans and insurers all depend on one promise: the right member is paid the right amount at the right time. When records drift and reconciliations lag, corrections multiply and member trust falls. Leaders who measure data quality, match contributions promptly and test calculations before payment can reduce errors and show boards that the scheme is run under control.

- Benefit Accuracy: Improves when calculations are checked independently and payment runs are controlled before release.
- Data Quality: Improves when member records are scored for accuracy, completeness and timeliness and gaps are corrected at source.
- Member Service: Strengthens when queries and exceptions follow agreed standards and are tracked to closure.

Principles and Evidence Base

- Data Quality Dimensions: Define accuracy, completeness and timeliness, applied in Session 1 to score member records and plan data improvement.
- Reconciliation: Compares what was expected with what was received, applied in Session 2 to contributions, suspense items and late payments.
- Benefit Calculation Controls: Separate preparation from checking and release, applied in Sessions 3 and 4 to payment runs and exceptions.

Intended Participants

- Heads of pension operations who set administration priorities, service standards and error tolerances.
- Scheme administrators who maintain member records and process contributions and benefit cases.
- Benefits managers who approve calculations and answer for payment accuracy.
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Fund executives who need assurance that administration supports the scheme's promises to members.

Typical settings include public and private pension schemes, provident funds, employer benefit plans and insurers that administer retirement products.

Learning Outcomes

1. Participants will be able to evaluate member records against accuracy, completeness and timeliness measures.
2. Participants will be able to diagnose causes of unmatched, late and missing contributions.
3. Participants will be able to construct a reconciliation statement and an ageing view of suspense items.
4. Participants will be able to verify retirement, death and transfer benefit calculations before payment.
5. Participants will be able to design checks and service standards that reduce payment and communication errors.
6. Participants will be able to justify a control pack for one administration process to executive colleagues.

Programme Structure

Day 1: Pension Administration Foundations and Member Records

What must a pension administration record hold, and who owns each item?

- Member Lifecycle Map
- Data Quality Dimensions Scorecard
- Common and Scheme-Specific Data List
- Record Ownership Matrix
- Data Improvement Plan Outline

Day 2: Contribution Receipt and Reconciliation

Does every contribution received match the payroll data and reach the right member account?

- Contribution Schedule Check
- Employer Payroll Data Match
- Reconciliation Statement
- Late and Missing Payment Log
- Suspense Item Ageing Report

Day 3: Benefit Calculation and Payment Accuracy

How is a benefit calculated, checked and paid without error?

- Retirement Benefit Worked Calculation
- Death and Transfer Case Checklist
- Four-Eyes Check Design
- Payroll Run Control Sheet
- Overpayment and Underpayment Register

Day 4: Member Service and Control Design

How are queries, complaints and exceptions resolved within agreed standards?

- Member Query Triage Table
- Service Standard Measure Set
- Exception and Error Log
- Control Self-Assessment Grid
- Member Communication Review

Day 5: Control Pack for One Pension Administration Process

Do the earlier tools join into a control pack that executives can approve?

- Applying the Session 1 Data Quality Scorecard
- Testing the Session 2 Reconciliation Statement
- Checking the Session 3 Payroll Run Control Sheet
- Reviewing the Session 4 Control Self-Assessment Grid
- Completing the Pension Administration Control Pack

Methodology

The programme uses a structured data exercise built on prepared member and payment records for two administrators, a public sector scheme paying monthly pensions and an insurer paying annuities. Participants score data, match contributions, test calculations and defend a control pack to peers acting as an executive committee.

- Suggested activity: Scoring a sample of member records for completeness and deciding which gaps to correct first.
- Suggested activity: Reconciling a month of employer contributions against payroll data and classifying each unmatched item.
- Suggested activity: Redesigning a payroll run sign-off so that no one both prepares and releases a payment.

Capstone Output

Each participant completes a pension administration control pack for one process. It holds a data quality scorecard, a reconciliation statement, a payroll run control sheet, a register of error types, a service standard measure set and a control self-assessment. At work it supports a data improvement plan and a quarterly report to the board.

Frequently Asked Questions

Is a pension administration course suitable for executives without an administration background?

Yes. Pension administration is taught through prepared member records and templates. The programme assumes responsibility for a scheme, a benefits team or an administration contract, but no earlier work on calculations or reconciliations.

Which methods does pension administration rest on in this programme?

Pension administration rests on data quality dimensions for member records, reconciliation for contributions and benefit calculation controls for payments, applied across Sessions 1 to 4.

How is the control pack from pension administration study used at work?

You use the pension administration control pack to plan data improvement, set payment run checks and report scheme administration performance to the board each quarter.

How does pension administration differ from a programme on pension governance?

Pension administration concentrates on records, contributions, calculations and member service in daily operations, while a pension governance programme concentrates on trustee duties, funding and supervision.