

WILTSHIRE COUNCIL

WILTSHIRE PENSION FUND COMMITTEE

27 FEBRUARY 2013

OFFICERS' TRAINING PLAN

Purpose of the Report

1. At the last Committee meeting Members requested an update from the Wiltshire Pension Fund's (WPF) Technical and Compliance Manager in regards to the training for staff. This paper provides an update on the current situation and the developments being implemented.

Background

2. This paper follows on from the Officers' Training Plan which was presented to this Committee on 14 September 2012. This outlined the Fund's compliance with the CIPFA Knowledge & Skills Framework (KSF) and the process relevant officers follow which ensure the Fund has the requisite skills in the necessary areas.
3. This paper aims to provide the assurances that the relevant qualifications are held by officers at the appropriate levels, outline the process for identifying training needs across the team and to explain how the Fund's training requirements are met and will be monitored moving forward.

Main Consideration for Committee

Qualifications of Staff

4. The Fund has a diverse range of functions, from benefits administration, accounting, investment, communications, employer relations, ICT, and governance. Therefore, a wide skill set is required.
5. To ensure the highest professional standards are attained, professional qualifications are either essential or highly desirable for most of the senior roles within the WPF team. Listed below are the team's senior roles and the qualifications of the post holder:

Head of Pensions:	Association of Chartered Management Accountants (ACMA)* Certificate in Management
Pension Manager:	Association of Institute of Pension Professionals (IPP)* Association of Payroll Superannuation Administrator (APSA)
Fund Investment & Accounting Manager:	Association of Chartered & Certified Accounts (ACCA)* Investment Management Certificate (IMC)
Investment Officer	Association of Accounting Technicians (AAT)
Accounting Technician:	Part Qualified Chartered Institute of Management Accountants
Technical & Compliance Manager:	Association of Institute of Pension Professionals (IPP),* Certificate in Management (Level 5), Chartered Institute of Payroll Professionals (CIPP) Tutor
Employer Relationship &	Pensions Management Institute (PMI) (level 1)

Fund Develop't Manager	PRINCE2 Practitioner
Communications Manager:	Institute of Pension Professionals (IPP) - Foundation PRINCE2 Foundation
System Manager:	Diploma in Pension Calculations (DPC) (part-qualified)
Benefits Manager:	Institute of Pension Professionals (IPP) - Foundation Certificate in Management (Level 3)
Senior Pension Officers 1:	Institute of Pension Professionals (IPP) - Foundation
Senior Pension Officers 2:	Institute of Pension Professionals (IPP) - Foundation
Senior Pension Officers 3:	Qualification by experience

6. The remaining roles on the team don't specifically require qualifications although officers are encouraged to undertake them. The Systems Team also has one officer who is a full Associate of the Institute of Pension Professionals (IPP) since 2011.
7. For those qualifications listed above with an (*) there is a requirement to undertake Continual Professional Development (CPD) to maintain membership which ensures skills and knowledge levels are kept up to date.

Identification of Training Needs

8. Training is then delivered through a variety of mediums. All staff receive an induction session that outlines the basic requirements of their role. They will then receive on the job training to ensure they understand and are able to carry out the duties of their role. This is usually carried out by their manager or experienced colleague.
9. Staff are also encouraged to attend relevant internal team briefings and training sessions along with relevant external training events and conferences where applicable to their post.
10. All staff receive an appraisal and interim review on an annual basis. This sets individual goals and objectives that are linked back to the WPF Business Plan and identifies training needs required to fulfil them.
11. Traditionally this approach has been undertaken on a demand basis and has been relatively ad-hoc. Therefore a more formalised approach is being developed to identify the sufficiency of training and to address areas of weakness.

Technical & Compliance Manager

12. As part of the Fund's team restructure, the post of Technical & Compliance Manager (TCM) was created. Part of this role is to oversee the training requirements of the team and implement a plan to ensure these are met. Tim O'Connor was appointed to this role. He has held the IPPM Diploma for 11 years, and is an approved trainer for the IPPM course which means he is well placed to undertake this role.
13. Once the current cycle of appraisals has been completed, the TCM will review the team's training needs and formulate a training plan for the year. Appendix 1 shows the current different delivery methods of training used by the team or being developed.
14. The TCM is also responsible for reviewing all the technical updates and scheme legalisation changes issued and provide an update of these to the Management Team and Team meetings each month. The TCM will arrange bi-monthly team training / briefing sessions for the whole team on relevant topics. The first was carried out last month as a Data Protection refresher. These will be vital as the LGPS 2014 scheme is implemented.

Summary

15. There has been a focus to improve the qualifications of the team and based on the latest CIPFA benchmarking WPF will now have an overall higher percentage of qualified staff compared to the average if recent qualification successes are included (See Appendix No 2). Training is encouraged although the approach has been more piecemeal in the past which will now be more targeted and a formalised approach taken moving forward to ensure consistency and depth of knowledge across the team. The TCM with the relevant skills has been appointed to undertake this. This is in addition to the officers CIPFA KSF approach also being utilised for the senior roles within the team as outlined in the paper last September.

Financial Implications

16. A budget of £17.5k is built into the Pension Fund Administration Budget each year for officers' development and training.

Risk Assessment

17. This report addresses the risk *PEN011: Lack of Expertise on the Pension Fund officers* identified elsewhere on this agenda. The purpose of the officers' training programme is to reduce the risk of poor governance and administration due to them not having the necessary and most up to date level of skills and knowledge.

Environmental Impact of the Proposals

18. This is no environmental impact of these proposals.

Proposals

19. The Committee is asked to note the on-going activities in relation to officers' training.

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Unpublished documents relied upon in the production of this report:

NONE

Appendices – App1: Training Schedule
App2: Staff Qualifications

Appendix No 1

Training Method	Delivery Method	By Whom	Frequency
Technical Updates to Managers	Reports / Presentation to Management Team	Technical & Compliance Manager	Monthly
Technical Updates to Team	Presentation at Section Meeting	Technical & Compliance Manager	Monthly
Induction	One to one	Manager	As required
Specific Administration Topics	Briefing / Seminars	TCM / Team member / external consultant	Bi-monthly
Specific technical areas – investments / accountancy / administration / Governance	Conferences / workshops / CIPFA publications	External organisation	Ad-hoc
Administration Fundamentals	LGE Residential Course	External trainers	annually
Remote Training	Online internal pension training courses	Technical & Compliance Manager	Available when required

Appendix No 2

CIFPA Staff Qualifications 2012*

Staff Qualifications	FTE	%	Average
Staff PMI	0	0%	2%
IPPM Nat. Cert – Diploma	1	5%	20%
IPPM Nat. Cert - Intermediate	0	0%	1%
IPPM Nat. Cert - Foundation	4	19%	12%
CIPP Foundation Degree	0	0%	2%
QPA	0	0%	3%
QPSPA	0	0%	0%
APSA	1	5%	10%
Other relevant	4.6	22%	11%
Training	0	0%	4%
No relevant	10.3	49%	34%
Total	20.9		

*Since this information was compiled the following can also be added;

FTE

IPPM Nat. Cert – Diploma 2
 Staff PMI – Level 1 - 1
 Total Qualifications: **13.6 or 65%**