



NATIONAL PENSIONS COLLEGE



CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAMME

COURSE TITLE: DATA MANAGEMENT AND IT APPLICATIONS IN PENSION ADMINISTRATION.

COURSE CODE: PCDM07

A. BACKGROUND:

Pension Administration and Data Management is becoming increasingly important in the pensions industry. The Trustees collect and hold large amounts of digital and paper-based data and are heavily reliant on the timely receipt of quality data from employers, to effectively administer Pension Schemes.

Fundamentally, the purpose of the Trustee is to pay the correct pension benefits to its members when they become due. It is therefore imperative that the Trustee achieves and maintains the highest possible data quality standards, to comply with its core functions and to ensure the cost-effective use of resources.

Low standards of administration - in particular, missing, or incomplete member records - can lead to significant additional costs in management of the pension scheme.

Our aim is to focus on educating and enabling those responsible for member record-keeping as well as those who administer pension arrangements, to improve the standard of record-keeping across the industry. This Course deals with Pension Application overview, Business Process Management, data management and the identification and usage of IT tools in the management of pension funds and schemes.

B. COURSE OBJECTIVES

The objectives of this Course are to:

- Obtain essential knowledge and understanding in complying with the guidelines of the Pension Regulator in establishing robust, reviewable, accurate, complete, and up-to-date records;

- Identify opportunities that exist to facilitate a drive towards electronic submission of member data and documentation using the established protocols by employers;
- Understand the workflows and ethics of data management and data protection;
- Gain adequate knowledge to ensure accurate records are maintained for the purpose of calculating pension entitlements and employer liabilities;
- Obtain the skills to ensure secure communication processes are in place to enable both the Fund and employers to engage with each other proactively and responsively in respect of record keeping and data quality;
- Provide comprehensive knowledge to ensure all data collection processes are clearly documented and regularly reviewed to ‘stress test’ the validity of data and ensure they are aligned to updated legislative requirements; and
- Create awareness on the options available to securely store and backup data.

C. COURSE OUTLINE

- i. Overview of Pension Scheme Administration system.
 - Participant Registration;
 - Members Account Management: Transfers;
 - Regulatory requirements;
 - Regulatory Reports;
 - System Security;
 - Investment Module;
 - Customer Relations Management (CRM) System Integration; and
 - Accounting Module.

- ii. Business Process Management:
 - Process Architecture;
 - BPM Tools; and
 - How to Model Business Processes.

- iii. Pension Data Management:
 - Pension Database;
 - Data Validation;
 - Data Submission (Regulation 58 & 97);
 - Data Storage and Security;
 - Use of API to upload/download and integrate data; and
 - Data Protection Right & Access privileges.

D. SUGGESTED READING LIST

- National Pensions Act, 2008 (Act 766).
- Data Protection Act, 2012 (Act 843).
- Occupational and Personal (General) Regulations, 2011 (LI 1990).
- NPRA Guidelines on ICT.
- IOPS Principles and Guidelines on Private Pensions.

E. TARGET GROUP

- Board of Directors.
- Board of Trustees.
- Management.
- Pension Application Developers.
- All those in Pension & Insurance Administration and Data Management positions.
- Individuals interested in acquiring the knowledge.

F. VENUE

National Pensions College (*NPRA, 9th Floor, SU Tower*) and other venues.

G. DURATION

Three (3) Days.

H. COST

- Two Thousand Ghana Cedis (GHS 2,000.00) for Local participants.
- One Thousand US Dollars (USD 1,000.00) for foreign participants.

I. MODE OF DELIVERY

- In-person training.
- Live Online.
- Corporate /Institutional training (venue can be arranged).

J. HOW TO APPLY

Application form available on our website.

www.npra.gov.gh/pensionscollege.

K. CONTACT DETAILS

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