



## Pensions Training Services

Courses and tailored training for the public and private sectors



**South East**  
National Training Awards 2007

Learning and development is part of our DNA at Xafinity – because only excellently trained, skilled and knowledgeable people can give the levels of service to members that we expect to deliver.

Xafinity Paymaster's Pensions Simplification training programme was recognised at the National Training Awards in 2007. Taking over 100 pensions administration staff through more than 70 learning sessions, the programme was highly successful.



# Skills and knowledge – keeping up with the pace of change



High quality, skilled administration and management of pensions is important at any time. In today's pensions environment, with frequently evolving legislative and regulatory requirements, it is more important than ever that those involved in managing and administering pension schemes maintain a high level of expertise through learning and development programmes.

This can be a burden for managers to arrange and provide internally – the pace of change means that keeping training courses up-to-date can be a major task – so Xafinity Paymaster has developed and perfected a range of popular and essential technical training courses to help lighten the load.

## **A range of courses to suit a range of needs**

We provide standard and tailored training courses to precisely suit the needs of a variety of roles, including:

- *pensions managers*
- *pensions administrators*
- *pension scheme trustees*
- *HR professionals*
- *finance and payroll staff*
- *PCSPS scheme members and employees*

## **Why choose Xafinity Paymaster?**

As one of the UK's largest and most experienced pensions administration companies – we have been doing this since 1836 – Xafinity Paymaster is uniquely placed to provide the topical knowledge and experienced guidance that pensions staff and their colleagues need.

As an organisation dedicated to the values of innovation, customer sovereignty, quality, leadership and enjoyment, we are an ideal training partner for you and your team.

Our many years as an administrator of the Principal Civil Service Pension Scheme (PCSPS) has enabled us to develop expertise in this area which informs our popular public sector courses.

We understand your need for efficient, comprehensive, to-the-point and well delivered training. Our training services are designed to ensure the highest possible knowledge transfer and skills development, offering excellent value for money with the minimum disruption to your team's busy schedules.

Training is a core skill for Xafinity. Extensive systems training is provided by our sister company Xafinity Claybrook, creator of the market-leading and multiple award winning Compendia software platform. In addition, our specialist learning and development company Xafinity Skillbase provides high level bespoke programmes to some of the UK's largest businesses and government departments.

# Award-winning training services from pensions experts



**Our comprehensive training services are run by experts who have extensive, practical day-to-day experience in pensions administration.**

**This is a key factor in ensuring that the knowledge and skills we pass on are absolutely up-to-date and relevant to today's evolving pensions environment.**

**With a unique breadth and depth of experience of all scheme types in both the private and public sectors, including many schemes with highly complex benefit structures, we are able to provide a high degree of relevance in our courses.**

**You choose – open or closed, standard or tailored, on-site or off-site.**

Courses can be standard or tailored, to suit your precise needs.

You can choose to take part in one of a number of open courses held at our Training Centres across the UK.

Or, we will arrange closed courses – ideal for a single company or departmental team, which we will hold on-site or off-site, or at one of our Training Centres, at a location to suit your requirements.

With this range of service options, you can benefit from improved pensions knowledge at the appropriate level for you and your team's needs, roles and current skills, ranging from basic knowledge for support roles through to more in-depth understanding of specialist areas.

## **Adding value to the standard training course**

You will have the opportunity to discuss and share best practice and experience with peers working on other schemes or, in closed training courses, with colleagues, away from the pressures of daily routine.

Closed courses based on the standard course menu can be tailored for your scheme, for example by including scheme specific calculations which have greater relevance for you and your team. This can provide significant added value in helping you solve the real problems and issues you face in delivering improved levels of member support and service.

## **Maximising cost-efficiency, improving member experience**

Sometimes our clients opt to attend a standard course and then follow this up with a training programme designed specifically around their scheme. This increases the relevance of the training and also helps save time, budget and travelling expenses.

Whichever way you choose to access our pensions training services, there is one thing that is sure to follow – an improved ability to provide the right level of member experience.

## Standard pensions training courses

We provide a comprehensive range of training courses to suit all scheme types across the private and public sectors.

Our wide range of standard pensions training courses are designed for pensions professionals and those in supporting roles such as HR, finance and payroll.

### Leading the way in public sector training

Xafinity Paymaster has been an external administration partner of Civil Service Pensions since the early 1970s and has built up considerable experience across all aspects of the scheme over that time.

Our extensive range of standard PCSPS courses are designed for managers and administration staff, HR, finance and related functions, members and their partners, and eligible employees of the PCSPS.

With over 30 years' experience in the PCSPS, we are also able to tailor our training around the needs of by-analogy schemes and the many other public sector schemes whose benefit structures mirror or closely match that of the PCSPS.



## A truly flexible approach to training

Our courses are available as:

**Open courses** – you join a pre-arranged course at one of our Training Centres.

**Closed courses** – based on the open course menu, but delivered exclusively to your team, at a time and venue to suit you.

You can also create a tailored version of these courses to suit your specific scheme requirements or special training needs – see page 6.

Please refer to our latest course catalogue for more information, which you can obtain by contacting our training team – see page 7 for details.

# Design the training that meets your organisation's specific needs

The principle behind Xafinity Paymaster's approach to training is efficient flexibility – enabling you to easily access the training you need from a range of well planned standard courses. Or, you can create the level of customisation you feel is appropriate. And this is not limited just to pensions administration.

## **Tailored pensions training programmes**

Based on any of the standard courses outlined, we can adapt or customise closed programmes to suit the specific shape or complexity of your scheme, or simply build in elements that increase the relevance to your own circumstances.

Plus, our highly experienced pensions training teams can create fully tailored training courses and programmes around issues and course content defined by or in partnership with you.

Xafinity Paymaster's experience extends right across the pensions spectrum, covering private and public sector, defined benefit, defined contribution and all other scheme types, legal and regulatory matters, and best practices for running a pensions administration operation.

Simply tell us what suits you, and we will put together a programme that maximises value and minimises cost.

Want to keep your organisation's skills and knowledge at their peak? Talk to us today to help identify your needs, and we will design the right programme for you.

## **Pensions software training**

Xafinity Claybrook is the provider of Compendia, the market-leading and multiple award winning pensions administration software platform. They are the accredited software supplier for the Principal Civil Service Pension Scheme (PCSPS). Compendia is the platform of choice for many schemes and third party administration teams and supports almost 10 million members worldwide.

Xafinity Claybrook provides high quality training for managers and users of these systems, including pensions managers, administrators, trustees, finance and HR professionals.

For further information on these training options, contact us and we will make the arrangements.

## **Learning and development programmes**

Our specialist organisational learning and development arm, Xafinity Skillbase, is one of the UK's leading experts in building customised programmes for major clients. A dedicated 'learning organisation' themselves, for almost two decades they have provided high quality bespoke learning and development solutions for many government departments and some of the UK's largest businesses, such as IBM.

Xafinity Skillbase expertise lies in leadership and management development, professional and personal skills development, assessment and development programmes/centres and competency assessment and profiling.

With 20 years' track record of innovation in the sector, Xafinity Skillbase are ideally placed to work with clients who need deep and detailed development or change management programmes for large volumes of employees, smaller teams or business leaders.

For further information on organisational and leadership development options, contact us and we will make the necessary introduction.

Get in touch



For more information on our standard courses, or to discuss your specific training needs or any of the other training services available from Xafinity, please contact us at:

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Xafinity is one of the UK's leading specialist providers of pensions, employee benefits and payments expertise, with 170 years' experience and handling £2 trillion annually.

The group provides consulting, software, resourcing, training and business process outsourcing services that enable public and private sector organisations to deliver employee benefits more efficiently.

In 2008, we were voted Pensions Administration System Provider of the Year and won the Pensions Administration Software Award, as well as winning Best Pensions Software provider in 2007. We are the accredited software supplier to the UK Principal Civil Service Pension Scheme.

With 1,500 people nationwide, we have operational and relationship management centres across the UK, in Bath, Cardiff, Crawley, Fleetwood, Leeds, London, Reading, Stafford, Stirling and Waterlooville.



Xafinity Paymaster is one of the UK's largest financial business process outsourcing companies, providing pensions administration, payments and collections, complaints handling and resourcing services for hundreds of public and private sector organisations. Founded in 1836, Xafinity Paymaster has an unparalleled 170 years' experience in large-scale financial administration. Over 2 million members throughout the world rely on Xafinity Paymaster to pay their pensions, with transaction values exceeding £10 billion every year.

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