
We publish the following information leaflets:

Concerned about your pension?

Employee Advice Service - Free independent retirement planning information available through employers

Getting information about your pension

Ill-health early retirement

Pension dispute procedure

Saving for Retirement

Saving for Retirement-The self-employed

Saving for Retirement-Small business owners

State death benefit factsheet

The Pensions Advisory Service and the Pensions Ombudsman

Transferring your pension to another scheme

Where is my pension?

Winding up a pension scheme - a guide for scheme members

Women and Pensions - Know your rights and options

These are available free from us at the address shown or on our website. These are the leaflets available at the time of printing and this list may be subject to change after that date.

Contacting us

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How to become an adviser for The Pensions Advisory Service

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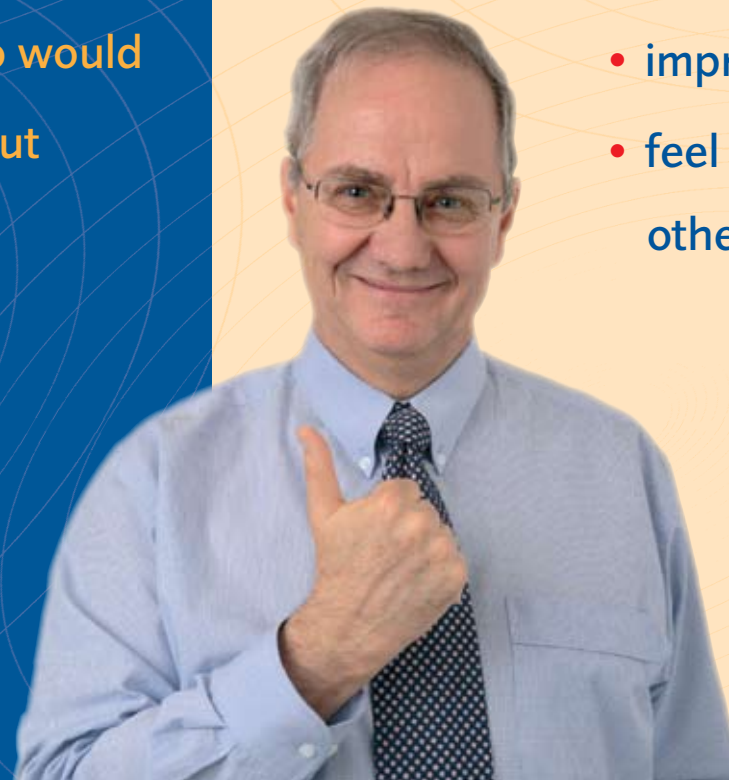
The Pensions Advisory Service is a voluntary organisation providing free help and information to members of the public. We rely on pension professionals to volunteer their services, and are always delighted to hear from anyone who would like to know more about being an adviser.

Why you should volunteer

There are numerous advantages to you in volunteering.

These include enabling you to:

- see things from the other side
- increase your knowledge of pensions
- widen your experience
- improve your job prospects
- feel good through helping others.



How much time does it take?

Many people are concerned that they may not have time to be an adviser. You need not worry. Each adviser controls the number of cases he or she handles at any one time, and can always decline a new case for any reason.

If you are going to be away on holiday, are particularly busy at work or have too many other calls on your time, simply let us know. We will not send you any new cases until you can deal with them.

“I like helping people, and wanted to do some sort of voluntary work. The Pensions Advisory Service is ideal, since it can be fitted around my lifestyle and is really worthwhile.”

What does an adviser actually do?

The majority of advisers handle casework from their home or their office, by letter or telephone or both. Casework can be anything from clearing up a simple misunderstanding between the member and the scheme, to a more complicated problem requiring skill and diplomacy from the adviser.

The London office has a rota of volunteers who help to answer telephone enquiries from the public on the Pensions Helpline. They also deal with routine correspondence which can be answered without the need to refer to a third party or which raises questions that are outside our remit.

“The rewards are much greater than I had ever imagined. The time commitment is far less than I had thought.”

“Handling cases outside my own scheme gave me the chance to learn about new areas and has certainly improved my employment prospects.”



What happens if I don't know how to handle a case?

You are never on your own. The London office has a small team of permanent staff who are always available to advise and assist you, as is your Regional Organiser. Other advisers are normally happy to help; certain advisers are delegated as specialists in particular areas if you are handling a case and need expert input. In addition, The Pensions Advisory Service has access to various professionals (eg. pensions lawyers) who will provide specialist opinions where necessary.

“I was worried that I wasn't sufficiently experienced to be an adviser, but the support and help on offer - from London office and colleagues - soon gave me confidence.”

What sort of people become advisers?

A formal qualification, although welcome, is not essential. Ideally we look for enthusiastic, committed, objective pensions professionals with good communication skills and a desire to help people. The basic requirement is a reasonably broad experience of pensions, and up-to-date knowledge of pensions practice and legislation. The ability to take an impartial view is essential; we are here to assist complainants, but we try to adopt an even-handed approach at all times.

“Being in pensions has given me a good career. I'm glad to be able to give something back.”



What commitments do I have to make?

You must be prepared to:

- abide by the Code of Practice (see the end of this leaflet)
- attend an Induction Session (normally lasting one and a half hours)
- attend two out of every four Adviser Workshops - two are held each year and they normally qualify for two hours Formal CPD under the PMI scheme
- take some casework each year.

Induction Sessions and Workshops are held at various locations throughout the country, not just in London.

All out-of-pocket expenses are reimbursed (including fares to Workshops), so there is no financial commitment at all.



“I’ve always liked trying to sort out problems. The casework gives me the chance to do just that, from the comfort of my own home.”

I'd like to know more before I commit myself

Please ring the Director of Administration, Barry Wilkins (020 7630 2272) if you have any questions. If you would like to talk to someone who is already an adviser, he will be able to put you in touch with someone in your area.

“I enjoy the opportunities to discuss pensions issues with other advisers. It certainly helps in my everyday work.”

A selection of the testimonials we have received from people grateful for the help given by our advisers.

"I was very pleased with the service you did for me and would certainly recommend you always if anyone I know had any problems with pensions."

"This is a truly superb result and I cannot thank you enough for your negotiating skills on my behalf."

"I can quite genuinely say that you kept me sane and helped me get to this point – it has been most appreciated."

"May I say that without PAS I would probably still be floundering. May you be strengthened in your work."

"It is almost impossible for me to express my feelings with regard to your considerable help over this matter. Both my wife and myself thank you so very much for the way you handled this very difficult situation."

"Once again we thank you and appreciate the enormous task that you and your colleagues must face week in week out in dealing with the problems that are reported to you."

"You are a miracle worker! Many, many thanks indeed."

"Would just like to thank you for your help and can only just say the mention of your name gave the Council the push they needed. What power you must have, great service, much appreciated."

"I am sure that without the input of The Pensions Advisory Service the decision would either have been negative or would have taken a great deal longer to be positively resolved."

"I've had to fight every inch of the appeal and there has been no element of luck involved. My luck has been that TPAS thought I might have a case and that you agreed to help me."

"If I am ever in your area, I will buy you a drink!"

"I am delighted by the outcome and would attribute this to your good offices. I am most grateful to you. There is no question in my mind, without your help this would not have been achieved."

"Had it not been for your intervention, there is no doubt that the whole process would still be dragging on. Clearly, you and your colleagues carry out a very important role which must help many people at an important time in their lives."

"I think it is a great asset to the country to have an organisation such as TPAS, whose advice can be seen as trustworthy and impartial."

How do I become an adviser?

Please complete the application form, and send it to:

The Pensions Advisory Service

11 Belgrave Road

London SW1V 1RB



the pensions
advisory service