Teachers' Pensions **Employer BULLETIN**

Branding survey

We're reviewing our current communications and branding to help improve the way we engage with members, employers and stakeholders and we'd like to hear from as many of you as possible. It would be really helpful if you could complete our short questionnaire, which will ask you to look at new ideas alongside what we do now. The link to the questionnaire can be found below and you have until 11 November to complete it.

Complete the survey now >

TAKE SURVEY

HEADLINES

Employer Portal - user management notice

We've introduced new ways to ensure that Employer Portal accounts are kept relevant and up to date.

These changes may have an impact on non-regular users or those who are new account holders. To ensure there's no loss of access, it's important to log in to your account on a regular basis and to respond to any email reminders you receive.

Find out more >

Changes to member search

Working with the Department for Education, we're continually reviewing and strengthening our data privacy controls. As a result the Member Search combination of Date of Birth and Surname is no longer available.

To search for a member, you'll now need to enter a minimum of either the member's Teachers' Pensions Reference number, or their National Insurance number.

Recent rise in 38a errors

We've recently mentioned that we've seen a rise in the number of 38a errors we're receiving when you submit your Monthly Data Collection (MDC) data. These occur when you don't add full-time salary to a line of service.

The level of errors of this type remain high and therefore please provide the full-time salary in all cases when submitting your data, even if a member hasn't completed any work during the period in question.

Optima Health replaces OH Assist

Optima Health has taken over the responsibility to provide medical advisory services to support our Ill-health retirement applications from OH Assist. Having completed a successful transition at the beginning of October, they'll continue to provide this service until 2022.

Find out more >

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─── FURTHER NEWS ───

Future Data Cleanse Activity

We previously told you that we'd be completing a future data cleanse activity and we can confirm that developmental work is progressing well. This will be used to rectify any service and/or salary gaps dating back to April 2014.

Once the development is complete a pilot group will run to look at how the system

works and provide guidance on timescales needed to complete any required updates.

We'll share details of when the pilot group will start and how to join in the coming months.

Monthly Contributions Reconciliation (MCR) contribution calculations

We've been asked recently by a number of you to clarify the contribution calculation methods for MCR.

There are two types of calculation that can be used in MCR submissions, which are 'When Paid' and 'When Earned' calculations.

Details of when to use the 'When Earned' calculation are in the guidance notes and to help we've also put together some further information.

Find out more >

Member queries and General Data Protection Regulations (GDPR)

We're currently receiving a high volume of emails from you that include more than one piece of personal member data, which breaches GDPR.

We'd like to remind you that when sending a query to us regarding a member, please only provide one piece of personal data about that member.

Ratio queries

There's been an increase in Refund and Maternity ratio queries to us recently. To help you with these we've created some examples to guide you on what you need to do in these instances.

Find out more >

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OTHER ITEMS

Elections confirmation

Can we ask you to continuously check the Employer Portal to make sure that any elections are confirmed by you without delay.

Without doing this regularly we won't receive the application forms on time. To process these cases quickly we need the elections to be confirmed by you as soon as possible.

Monthly Contributions Reconciliation (MCR) pilot group

We've received a fantastic response from those of you who'd like to form part of the MCR pilot group and consequently registration to participate will close at the end of November 2019.

If you'd still like to take part please return a completed On-boarding form to us. There are guidance notes if you need any help completing the form.

Find out more >

Contributions Monthly Breakdown Template

To ensure the monthly breakdown programme works effectively, the contributions form you submit to us contains macros. These must be enabled when you open the template so that the correct employer rate checks are completed. If you've got a problem with the macros after enabling them, please speak to your internal IT colleagues.

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Teachers' Pensions

Need any help?

› Contact Us
› Glossary
› Legal
› Department for Education

To find out more visit www.teacherspensions.co.uk

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