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Pension Fund Trustee Oversight and Provider Monitoring Training Course

4 – 8 April 2027
Online

Pension Fund Trustee Oversight and Provider Monitoring Training Course

Ref: 2715_103694 **Date:** 4 – 8 April 2027 **Location:** Online **Fees:** 1900 GBP

Pension Fund Trustee Oversight and Provider Monitoring is a 1-week training course for pension fund managers and trustees who leave with an annual oversight calendar for one pension fund. Members, sponsors and supervisors increasingly ask trustee boards to show how they challenge investment advisers, administrators and custodians rather than simply receiving their reports. Jupiter Prime Training delivers Pension Fund Trustee Oversight and Provider Monitoring.

Why Pension Fund Trustee Oversight and Provider Monitoring Matters Now

Three pressures shape trustee work today. Funds rely on more outsourced parties, so a board's knowledge of its own fund depends on the quality of what providers report. Members expect clear evidence that contributions are invested prudently and benefits are paid accurately. Supervisors and sponsors expect trustees to record how decisions were reached, not just what was decided. A board that monitors providers well spots service failures, fee drift and funding gaps early. The course rests on recognised trustee practice: fiduciary duty, conflict registers, service level agreements and a documented risk register.

Who Gains Most from Pension Fund Trustee Oversight and Provider Monitoring

- Trustees responsible for approving funding and investment policy
- Fund managers responsible for preparing board papers and decision records
- Officers responsible for appointing and monitoring administrators, advisers and custodians
- Committee members responsible for audit, risk or investment oversight
- Secretariat staff responsible for the board calendar and conflict register

A trustee board that sends several members with its fund manager gains most, because oversight habits are set by the whole board.

Pension Fund Trustee Oversight and Provider Monitoring Capabilities

Participants practise the questions trustees ask of each provider and the records that show those questions were asked.

- Assess a board paper for the evidence needed to decide — the trustee vote
- Weigh a funding update against the agreed recovery path — the sponsor discussion
- Test an investment policy statement against fund objectives — the investment committee
- Specify service levels and reporting for an administrator — the provider contract
- Design member outcome measures for the board dashboard — members and sponsors
- Build an annual schedule of oversight activities — the board chair and secretariat

Key Pension Fund Trustee Oversight and Provider Monitoring Terms

- Fiduciary duty — the obligation of trustees to act prudently and solely in the interests of fund members and beneficiaries.
- Investment policy statement — the document setting a fund's objectives, risk tolerance, permitted assets and rebalancing rules.
- Funding level — the ratio of a fund's assets to the value of benefits it has promised.
- Service level agreement — a contract schedule defining the standards, timescales and reports a provider must meet.
- Conflict register — a record of interests that could influence a trustee's judgement and how each is handled.
- Member outcome measure — an indicator showing whether members receive the value and service the fund intends.

Pension Fund Trustee Oversight and Provider Monitoring Day by Day

Day 1: The Trustee Role and Board Accountability

- Fiduciary Duty and Prudent Person Principle — Limits of Trustee Discretion
- Trust Deed and Fund Rules — Powers Reserved to the Board
- Board and Committee Terms of Reference — Delegation and Escalation Routes
- Conflict Register — Handling Sponsor-Appointed and Member-Nominated Trustees
- Decision Minutes — Recording Reasons Behind Each Trustee Resolution

Day 2: Funding and Investment Policy Review

- Funding Level Reports — Questions for the Fund Actuary
- Recovery Path and Sponsor Covenant — When Contributions Must Change
- Investment Policy Statement — Objectives, Risk Tolerance and Permitted Assets
- Investment Performance Reports — Comparing Returns With Agreed Benchmarks
- Investment Adviser Challenge Questions — Testing Advice Before Approval

Day 3: Provider and Administrator Oversight

- Provider Map — Administrators, Custodians, Advisers and Auditors
- Service Level Agreements — Standards, Timescales and Reporting Duties
- Administration Performance Packs — Case Backlogs, Errors and Complaints
- Fee and Cost Disclosure — Judging Value Paid to Each Provider
- Provider Tender and Replacement — Triggers and Transition Steps

Day 4: Member Outcomes and Fund Risk

- Member Outcome Dashboard — Value, Service and Communication Indicators
- Member Complaint Trends — Signals for Board Intervention
- Fund Risk Register — Likelihood, Impact and Owner for Each Risk
- Internal Control Reports — Reliance on Provider Assurance Statements
- Incident and Breach Log — Deciding What the Board Must Report

Day 5: Practising the Annual Oversight Calendar

- Board Paper Review Exercise — Applying Evidence Tests From Days One and Two
- Provider Review Simulation — Scoring an Administrator Against Its Agreement
- Risk Register Refresh — Linking Risks to Board Agenda Items
- Trustee Skills Matrix — Matching Committee Seats to Expertise
- Annual Oversight Calendar — Meetings, Reviews and Owners for One Fund

Applying Pension Fund Trustee Oversight and Provider Monitoring After the Course

- Score the fund's administrator against its service level agreement and table the result.
- Refresh the fund risk register and link each risk to an agenda item.

Pension Fund Trustee Oversight and Provider Monitoring Questions FAQ

What is pension fund trustee oversight and provider monitoring, and why does it matter now?

It is how a trustee board checks the people and firms that run its fund. It matters now because funds outsource more work, and members and sponsors expect trustees to show they challenge providers.

Which roles gain most from pension fund trustee oversight and provider monitoring?

Trustees and fund managers gain most, with committee members and board secretariat staff. Each shapes what the board sees and how it records its decisions.

How does pension fund trustee oversight and provider monitoring differ from pension investment or scheme change courses?

It centres on the board's checking role rather than investment techniques or transition projects. You practise questioning actuaries, advisers and administrators and recording the evidence behind each trustee decision.

What do you bring back from pension fund trustee oversight and provider monitoring?

You bring back an annual oversight calendar for one fund, showing each meeting, provider review and owner. You also return with provider challenge questions.

Pension Fund Trustee Oversight and Provider Monitoring: The Way Forward

The annual oversight calendar first informs which provider reviews and policy checks the board schedules for the coming year. Trustees, the fund manager and the board secretariat use it to plan agendas and assign owners. After its first cycle, revisit whether the calendar gives enough time to member outcomes as well as funding and investment matters.