



*How to use the Trustee Toolkit
Support pack*

Preface

The assets of retirement funds within South Africa exceed R1.5 trillion and play an important role in the South African economy. It is therefore imperative that these funds are well-managed and that trustees have the necessary skills and competence to meaningfully contribute towards effective decision-making. Trustees are major stakeholders in the success of the pensions industry and need to be offered professional development on a regular basis so that they can be better equipped to carry out their affairs in the management of schemes.

In response to this need, the FSB has developed the Trustee Toolkit (TTK), which is an online learning programme based on the PF 130 guidelines developed by the FSB for trustees of retirement funds.

PF 130 contains 13 principles concerning the good governance of retirement funds. Reading through this document, it becomes clear that in order to conduct the business of the fund appropriately and within the law, there is a definite need for trustees to be familiar with this document and that this should be done through the continuous professional development of the Board of a fund.

When we speak about good governance, we are talking about avoiding conflicts of interest in decision-making and resolutions made, acting ethically at all times, communicating clearly with members, having a code of conduct, an investment policy statement (IPS) and a performance assessment tool.

The importance of the programme is highlighted by the legal obligation for Principal Officers and trustees to manage funds efficiently and effectively in order to ensure optimal benefits and minimal risks. More importantly, it should be noted that, collectively as a group as well as individually, board members may be held liable by the members for any breach in the governance which results in any loss to the fund and to the members. Any member, or the Board as a whole, can be held legally accountable if they have neglected to implement the governance principles and if this has resulted in a loss to the fund and its members.

Who to contact if you need help

If you would like more information on the following please email;

Expert Advice

Technical issues with the online programme

Content queries trustee toolkit

Or fax: (+27) 12 346 5651

trustee.toolkit@fsb.co.za

CED.trusteetoolkittechnical@fsb.co.za

CED.trusteetoolkitcontent@fsb.co.za

Subject line: Assistance with Trustee Toolkit

How to use the Trustee Toolkit Support Pack

The purpose of this training programme is to assist trustees to improve their knowledge and understanding of their role and responsibilities in administering retirement funds. The programme in its online version, has proved to be very popular, not only with trustees, but also with principal officers. It is highly recommended that all retirement fund trustees familiarise themselves with the content of the toolkit.

This support pack aims to provide you with the knowledge and tools that you can use to improve your knowledge of PF 130 as a new or established Trustee.

This toolkit is based on the on-line trustee toolkit programme that was developed and created by the Retirement Funds department of the Financial Services Board.

This support pack consists of;

- » How to use the Trustee Toolkit Support Pack which you are reading now
 - » Book 1: Module 1 — Governance by the Board
 - » Book 2: Module 2 — Governance of operations of Funds
 - » Book 3: Module 3 — Management of Stakeholder Relationships
- Glossary and further reading

Other support material includes; Offline assignments and Additional reading material, Glossary of Terms, Frequently asked questions and a CD –ROM with all this material as well as a demonstration of online Trustee Toolkit Programme.

The Summative Assessment comprises of 79 questions and will take you approximately 45 minutes to complete. This part of the Trustee Toolkit Support Programme, however, must be done online i.e.: On a computer with internet access. Registration is FREE and you only need an email address. Visit www.trusteetoolkit.co.za.

After you have completed the training session with your trainer, please tear out and fill in the Feedback Form and give it to your Trainer or send it via email to trustee.toolkit@fsb.co.za or fax: (012) 346 5651.

Note: you will need Adobe Acrobat Reader to view the files on the CD.



Course navigation explained

TUTORIAL BUTTON



This is the "Launch Tutorial" button. If you click on this button, the interactive e-learning tutorial will launch. This is compulsory learning before the summative assessment will be activated.

CASE STUDIES



The "Case Studies" button will navigate to a board game where you will guide a character through real-life scenarios. This is compulsory learning before the Summative Assessment will be activated.

OFFLINE ASSIGNMENT



The "Offline Assignment" button will open the offline assignment for that module. You can then print and complete the assignment.

PROVIDE FEEDBACK



The "Provide Feedback" button will navigate to a page where you can provide feedback and ask questions on the course material from the creators of the Trustee Toolkit, the Financial Services Board.

GLOSSARY OF WORDS



The "Glossary" button will navigate to an online glossary of terms page that explains hard to understand words.

PRINT TUTORIALS



The "Print Tutorials" button will be able to print the learning material for offline use.

FREQUENTLY ASKED QUESTIONS



The "FAQ" button will show you a list of frequently asked questions as well as the answers to those questions provided by the experts.

FUTHER READING



This is the "Further Reading" button. If you click on this button, you will navigate to a page where you can easily access enriching, external reading material.

COURSE PROGRESS



The "Course Progress Bar" indicates how much of the learning you have done and how much you have left to do. The green colour shows that what you have completed. If the area remains brown you have not worked through the material.

COMPLETED ICON



This is the "Completed" icon. This tick indicates when the module is complete.

READY FOR ASSESSMENT



This is the "Ready for Assessment" icon. Click on the "Launch" button in the summative assessment section to complete the summative assessment. On successful completion of the summative assessment, you will receive a certificate.

TUTORIAL NAVIGATION BAR

This is the "Tutorial Navigation Bar". Use the (from left to right) "Refresh", "Play", "Back", "Next", "Progress Slider", "Audio on/off" and "Exit" buttons to navigate through the tutorial.





Trustee Toolkit Support Pack




Feedback Form

Instructions:

- 1) Tear out the feedback form
- 2) Fill in the form
- 3) Hand to facilitator after the training or fax form to +27 (12) 346 5651 or email form to trusteetoolkitcontent@fsb.co.za

Date of presentation :	_____	Designation/Job Title :	_____
Place of presentation :	_____	Gender :	_____
Name & Surname :	_____	Age :	_____
Employer :	_____	Race :	_____

Question

	 YES	 MAYBE	 NO
1. Has this Trustee Toolkit Support Programme helped you understand your fiduciary duties as a Trustee better?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Was the information in the Programme of benefit to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Was the information presented in a way that is easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Would you recommend this Support programme and presentation to other trustees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How long have you been a Trustee?	<input type="radio"/> 0-3 yrs	<input type="radio"/> 4-7 yrs	<input type="radio"/> >8 yrs
6. If you like to be added to our Trustee Toolkit online database please provide us with your contact number and your email address?			
7. Do you have any additional comments or suggestions?			

SUBMIT FORM TO FACILITATOR

Support Material CD-ROM

A CD-ROM is included in this pack and you will find all the information contained in the Trustee Toolkit Support Pack;

- 1) Booklets 1,2 and 3 which represent Modules 1, 2 and 3.
- 2) Glossary and further reading
- 3) Demo of the online e-learning programme
- 4) Trustee Toolkit leaflet
- 5) Role fo Trustees Booklet

Note: The Summative Assessment must be done online by visiting www.trusteetoolkit.co.za. Registration is FREE and you only need an E-mail address to register. The Summative Assessment is made of 79 questions and only takes 45 minutes to complete which must be done in one logged in session.



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