

**On approval of the professional standard "Organization of payment of pensions, allowances and social benefits"**

*Invalidated Unofficial translation*

Order № 715 of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated December 31, 2019. Registered with the Ministry of Justice of the of the Republic of Kazakhstan on December 31, 2019 under №19809. Abrogated by the Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated January 16, 2025 № 10.

**Unofficial translation**

Footnote. Abrogated by the Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated January 16, 2025 № 10 (effective ten calendar days after the date of its first official publication).

In accordance with paragraph 2-1 of Article 117 of the Labor Code of the Republic of Kazakhstan dated November 23, 2015, **I HEREBY ORDER:**

1. To approve the attached professional standard "Organization of payment of pensions, allowances and social benefits".

2. In accordance with the statutory procedure, the Department of Development of the National Qualifications and Forecasting System of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan shall:

1) provide state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;

2) post this order on the Internet resource of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan after its official publication ;

3) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, report to the Department of Legal Service of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan on execution of the actions indicated in subparagraphs 1) and 2) of this paragraph.

3. Control over the execution of this order shall be assigned to the First Vice-Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan Ye.Zhilkeybayev.

4. This order shall take effect upon expiry of ten calendar days after the date of its first official publication.

*Minister of Labor and Social Protection of the Population*

*B. Nurymbetov*

## **Professional standard "Organization of payment of pensions, allowances and social benefits"**

### **Chapter 1. General Provisions**

1. The professional standard "Organization of payment of pensions, allowances and social benefits" shall be intended to determine requirements for the level of qualifications and competence of employees, for the content, quality and working conditions and shall be applied to services provided by state legal entities with the state participation.

This professional standard shall enable creation of educational programs, including for personnel training, certification of employees and graduates of educational institutions, addressing a wide range of tasks in the payment of pensions, allowances and social benefits.

2. In this professional standard, the following terms and definitions shall be applied :

1) social contributions - mandatory payments made to the State Social Insurance Fund, entitling a participant in the mandatory social insurance system, for whom social contributions were made, and in the event of loss of the breadwinner to his family members who were dependent on him, to receiving social benefits;

2) social payments - payments made by the State Social Insurance Fund in favor of the social payments recipient;

3) recipient of social payments - an individual for whom social contributions were made to the State Social Insurance Fund before the occurrence of social risk and in respect of whom the State Social Insurance Fund issued a decision on assigning social payments, and in the event of the death of a person who is a participant in the mandatory social insurance system for whom social contributions were made - family members of the deceased (recognized by the court as missing or declared deceased) breadwinner, who were dependent on him;

4) qualification - the degree of professional preparedness of the employee, possession of knowledge, skills and abilities necessary to perform work of a certain degree of complexity;

5) qualification level - a set of requirements for the training and competence level of an employee, differentiated by the parameters of complexity, non-standard labor actions, responsibility and independence;

6) knowledge - the result of assimilating information through training and personal experience, a set of facts, principles, theory and practice related to the field of training or work; a qualification component that must be assessed;

7) labor function - a set of interrelated actions aimed at solving one or more tasks of the work process;

8) pension - a set of state basic pension payments and (or) old-age pension payments and (or) pension payments for years of service and (or) from a unified accumulative pension fund, and (or) a voluntary accumulative pension fund;

9) profession - the degree of professional preparedness of the employee, possession of knowledge, skills and abilities necessary to perform work of a certain degree of complexity;

10) professional subgroup - a set of professions formed by an integral package of labor functions and competencies required to perform them;

11) professional group - a set of professional subgroups that have a common integration basis (similar or identical purpose, objects, technologies, including labor tools) and assuming a similar set of labor functions and competencies for their fulfillment;

12) competence - the ability of an employee to apply knowledge, skills and experience in professional and labor activities;

13) position - a functional place in the system of the organizational-administrative hierarchy of an organization, the official position of an employee;

14) State Social Insurance Fund - a legal entity that accumulates social contributions and payments to participants in the mandatory social insurance system, in respect of whom a case of social risk has occurred, including family members - dependents in the event of a loss of the breadwinner - a participant in the mandatory social insurance system;

15) Sectoral Qualification Framework - a structured description of qualification levels recognized in the industry.

3. The following abbreviations shall be used in this professional standard:

SSIF - State Social Insurance Fund;

QR - qualification reference of positions of managers, specialists and other workforce (hereinafter -Qualification reference of positions of managers, specialists and other workforce), developed and approved in accordance with subparagraph 16-2) of Article 16 of the Labor Code of the Republic of Kazakhstan dated November 23, 2015;

SQF - Sectoral Qualification Framework.

## Chapter 2. Passport of the professional standard

4. Name of the professional standard: "Organization of the payment of pensions, benefits and social benefits."

5. The purpose of developing professional standard: development of uniform requirements for professional activities in the field of payment of pensions, allowances and social benefits, a systematic and structured description that meets modern needs of the labor market, labor functions, the corresponding requirements for knowledge, competencies, skills and personal competencies of employees.

6. Brief description of the professional standard:

Organization of payment of pensions, allowances and social benefits shall consider professional activities involving:

organization of services (works) for the payment of pensions, allowances, social benefits, including from the State Social Insurance Fund.

7. Professional group:

managers of specialized units in the corporate sector in the field of manufacturing and specialized services;

auxiliary professional staff for economic and administrative activities.

8. Professional subgroup:

heads (managers) of specialized units for social protection and social security; employees providing state services.

## Chapter 3. Cards of Professions

9. List of professions:

1) director (head) of a structural unit (department, directorate, branch, division) of the organization for payment of pensions, allowances and social benefits - qualification level 7 according to the SQF;

2) the head of the pension service - qualification level 7 according to the SQF;

3) specialist in pension provision - 5-6 qualification level according to the SQF.

Cards of professions shall be listed in the appendix to this Professional Standard.

Appendix  
to the professional standard  
"Organization of payment of  
pensions, allowances, social  
payments "

Card of profession "Director (head) of a structural unit (department, directorate, branch, division) of an organization for payment of pensions, allowances and social benefits"	
Code of profession	1344-0-001
Name of profession	Director (head) of a structural unit (department, directorate, branch, division) of an organization for payment of pensions, allowances and social benefits

Qualification level according to SQF	SQF level 7
Qualification level	Postgraduate education (social, economic, financial, legal) and length of service in the social protection system for at least 4 years or in leadership positions in the social protection system for at least 2 years.
Professional education level	Postgraduate education (social, economic, financial, legal)
	<p>Competences and skills:</p> <ol style="list-style-type: none"> <li>1. Formulating long-term and current work plans.</li> <li>2. Organizational and methodological management of the organization's performance in payment of pensions, allowances and social benefits.</li> <li>3. Controlling efficiency of specialists' performance in rendering services to the population on payment of pensions, allowances and social benefits.</li> <li>4. Oversight of execution by specialists of their labor functions, quality and timing of documents execution.</li> <li>5. Reception of citizens and legal entities.</li> <li>6. Conducting anonymous questionnaire survey of recipients of pensions, allowances and social benefits.</li> <li>7. Conducting advisory and explanatory work on receipt of pensions, allowances, social benefits, mandatory social insurance.</li> <li>8. Use of latest technology, progressive forms of management and organization of work, information systems and databases in the field of pension and social security, as well as information and communication technologies, including Internet resources, telegram , etc.</li> </ol> <p>Knowledge of:</p> <ol style="list-style-type: none"> <li>1. Regulatory legal acts: <ul style="list-style-type: none"> <li>Labor Code of the Republic of Kazakhstan dated November 23, 2015.</li> <li>Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".</li> <li>Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult working conditions or work with harmful and difficult working conditions".</li> <li>Law of the Republic of Kazakhstan dated April 25, 2003 on "Compulsory social insurance".</li> <li>Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".</li> <li>Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".</li> <li>Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".</li> <li>Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from</li> </ul> </li> </ol>

Labor function 1:  
Supervision of working processes, planning and control of operations of structural unit (department, directorate, branch, division) of the organization for payment of pensions, allowances and social benefits

Task 1:  
Overall supervision and organization of work on rendering services in payment of pensions, allowances and social benefits

mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments ".  
Order No. 223 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 14, 2015 " On approval of the Rules for provision of state basic pension payments at the budgetary funds expense, as well as appointment and payments of retirement pensions, state social benefits for disability and loss of a breadwinner, state special allowances "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11110).  
Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 " On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).  
Order No. 319 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated May 5, 2015 " On approval of the Rules for granting and payment of state benefits to families with children" (registered in the Register of State Registration of Regulatory Legal Acts under No. 11507).  
Order No. 445 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated June 3, 2015 " On approval of the Rules for granting and payment of special state benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No. 11745).  
Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No .13094).  
Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the Register of State Registration of Regulatory Legal Acts under No .13192).  
Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).  
Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory

	<p>professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No .15629).</p> <ol style="list-style-type: none"> <li>2. Profile, expertise and specifics of the public service organization.</li> <li>3. Schemes and methods of interaction of organizations on pension provision, social insurance issues.</li> <li>4. Organization of financial-business activities, accounting and financial analysis.</li> <li>5. Fundamentals of psychology of prospects for technical and economic development of the enterprise.</li> <li>6. Fundamentals of ethics in social work (Code of Professional Ethics).</li> <li>7. Procedure for maintaining an information system and database in the field of pension and social security.</li> </ol>
	<p>Competences and skills:</p> <ol style="list-style-type: none"> <li>1. Taking care of staffing the organization with qualified personnel, rational use of their professional expertise and work experience.</li> <li>2. Carrying out work to strengthen workplace morale and discipline , performance evaluation of the staff.</li> <li>3. Taking care of safe and healthy working conditions for specialists, maintaining a favorable psychological teamwork environment, including in the form of a questionnaire survey of specialists.</li> </ol> <p>Knowledge of:</p> <ol style="list-style-type: none"> <li>1. Regulatory legal acts: <ul style="list-style-type: none"> <li>Labor Code of the Republic of Kazakhstan dated November 23, 2015.</li> <li>Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".</li> <li>Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult working conditions or work with harmful and difficult working conditions".</li> <li>Law of the Republic of Kazakhstan dated April 25, 2003 " Compulsory social insurance".</li> <li>Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".</li> <li>Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".</li> <li>Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".</li> <li>Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension</li> </ul> </li> </ol>

<p>Labor function 2: Supervision of economic and financial-business performance of the structural unit (</p>	<p>Task 1: Staff management</p>	<p>contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".</p> <p>Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).</p> <p>Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No .13094).</p> <p>Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the Register of State Registration of Regulatory Legal Acts under No .13192).</p> <p>Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).</p> <p>Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No .15629).</p> <p>2. Profile, expertise and specifics of the public service organization.</p> <p>3. Schemes and methods of interaction of organizations on pension provision, social insurance issues.</p> <p>4. Fundamentals of psychology of prospects for technical and economic development of the enterprise.</p> <p>5. Fundamentals of ethics in social work (Code of Professional Ethics).</p> <p>6. Rules and regulations on labor protection, occupational safety, fire safety and workplace hygiene.</p>
		<p>Competences and skills:</p> <p>1. Lining up of financial-business performance of the organization and monitoring the efficient use of the organization's property</p>



department, directorate, branch, division) of the organization for the payment of pensions and benefits

2. Supervision and oversight of the performance of operational and business functions by other officials and specialists.
3. Exercising control over the maintenance of accounting and tax accounting, timely provision of accounting and tax reporting.
4. Exercising control over formation and execution of procurement procedures

Knowledge of:

1. Regulatory legal acts

Labor Code of the Republic of Kazakhstan dated November 23, 2015.

Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".

Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult working conditions or work with harmful and difficult working conditions".

Law of the Republic of Kazakhstan dated April 25, 2003 on "Compulsory social insurance".

Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".

Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".

Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".

Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".

Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).

Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No .13094).

Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the

Task 2:  
Organization of financial -business activities

		<p>Register of State Registration of Regulatory Legal Acts under No .13192).</p> <p>Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).</p> <p>Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No .15629).</p> <p>2. Profile, expertise and specifics of the public service organization.</p> <p>3. Schemes and methods of interaction of organizations on pension provision, social insurance issues.</p> <p>4. Lining up of financial-business performance of the organization, accounting and financial analysis.</p> <p>5. Procedure for conclusion and execution of business and financial contracts.</p> <p>6. Fundamentals of psychology of prospects for technical and economic development of the enterprise.</p> <p>7. Fundamentals of ethics in social work (Code of Professional Ethics).</p> <p>8. Fundamentals of records management, modern standard requirements for reporting, frequency and quality.</p> <p>9. Rules and regulations on labor protection, occupational safety, fire safety and workplace hygiene.</p>
Requirements for personal competencies	Leadership qualities, personal orderliness and professional excellence, ability to distribute forces, focus on results, mentoring, ability of keeping composure in unforeseen situations, energy, initiative, determination and perseverance	
Relation to other professions within SQF	SQF level 8	Center director (head of an institution, organization, enterprise)
Relation to QR	Director(chief executive officer, executive director, president, chairman of the board, manager ) of the organization	Qualification reference of positions of managers, specialists and other workforce.
Card of profession "Head of the pension provision service"		
Code of profession	1344-0-005	
Name of profession	Head of the pension provision service	

Qualification level according to SQF	SQF level 7
Qualification level for profession	Postgraduate education (social, economic, financial, legal) and work experience in positions in organizations of social protection of the population or the corresponding profile for at least 2 years.
Professional education level	Postgraduate education (social, economic, financial, legal)
	<p>Competences and skills:</p> <ol style="list-style-type: none"> <li>1. Lead the structural unit's work and hold responsibility for the performance result.</li> <li>2. Provide planning and rational organization of the structural unit's work.</li> <li>3. Develop the work plan for the structural unit and monitor its implementation.</li> <li>4. Exercise control over timely examination by specialists of citizens' applications for the payment of pensions, other social payments and benefits.</li> <li>5. Exercise control over correctness of determining the type and amount of established payments.</li> <li>6. Use of latest technology, progressive forms of management and organization of work, information systems and databases in the field of pension and social security, as well as information and communication technologies, including Internet resources, telegram, chatbot etc.</li> </ol> <p>Knowledge of:</p> <ol style="list-style-type: none"> <li>1. Regulatory legal acts:  Labor Code of the Republic of Kazakhstan dated November 23, 2015.  Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".  Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".  Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".</li> </ol>

Task 1:  
Overall supervision and oversight of the structural unit's performance

Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).

Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No.13094).

Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" ( registered in the Register of State Registration of Regulatory Legal Acts under No.13192).

Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" ( registered in the Register of State Registration of Regulatory Legal Acts under No.13371).

Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors ( recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements

Labor function 1:  
Establishing work of  
the structural unit and  
its management

on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No.15629).

2. Profile, expertise and specifics of the public service organization.
3. Schemes and methods of interaction of organizations on pension provision, social insurance issues.
4. Organization of financial-business activities, accounting and financial analysis.
5. Procedure for conclusion and execution of business and financial contracts.
7. Fundamentals of psychology of prospects for technical and economic development of the enterprise.
8. Fundamentals of ethics in social work (Code of Professional Ethics).
9. Rules and regulations on labor protection, occupational safety, fire safety and workplace hygiene

Competences and skills:

1. Analyse information on the number of recipients of pensions, benefits and the payment of pensions and benefits to them.
2. Plan and prepare the necessary information and data for timely allocation of transfers from the republican budget for the payment of pensions and benefits, timely transfer of mandatory pension contributions and mandatory social contributions.
3. Collect and ensure timely presenting of analytical materials on social benefits and beneficiaries.
4. Fill out the necessary documentation, keep records and accounts on the payment of pensions, benefits, social contributions, penalties for untimely and (or) incomplete payment of social contributions.
5. Advise and give explanations on payment and receipt of social benefits.
6. Use of latest technology, progressive forms of management and organization of work, information systems and databases in the field of pension and social security, as well as information and communication technologies, including Internet resources, telegram, chatbot etc.

Knowledge of:

1. Regulatory legal acts:  
Labor Code of the Republic of Kazakhstan dated November 23, 2015.

Task 2:  
Establishing work of the structural unit for  
payments of pensions and benefits

Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".

Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult working conditions or work with harmful and difficult working conditions".

Law of the Republic of Kazakhstan dated April 25, 2003 "Compulsory social insurance".

Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".

Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".

Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".

Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".

Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).

Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State

Registration of Regulatory Legal Acts under No.13094).

Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the Register of State Registration of Regulatory Legal Acts under No.13192).

Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).

Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No.15629).

2. Profile, expertise and specifics of the public service organization.

3 Schemes and methods of interaction of organizations on pension provision, social insurance issues.

4. Lining up of financial-business performance of the organization, accounting and financial analysis.

5. Procedure for conclusion and execution of business and financial contracts.

6. Fundamentals of psychology of prospects for technical and economic development of the enterprise.

		7. Fundamentals of ethics in social work (Code of Professional Ethics).
		<p>Competences and skills:</p> <ol style="list-style-type: none"> <li>1. Carry out work on the organization of payment of pensions, allowances, social benefits.</li> <li>2. Determine the types and amounts of social payments from the SSIF granted to individual citizens and social groups.</li> <li>3. Analyze information on the number of pensioners, recipients of benefits and payment of pensions and benefits to them.</li> <li>4. Exercise control over timely payment of pensions and other social benefits.</li> <li>5. Compile an electronic database of recipients of pensions, allowances and other social benefits.</li> <li>6. Form the necessary information and data for a timely allocation of transfers from the republican budget for payment of pensions and benefits.</li> <li>7. Organize banking operations for the payment of pensions and benefits.</li> <li>8. Conduct outreach and awareness work in the media and in labor teams on the legislation on compulsory social insurance.</li> </ol> <p>Knowledge of:</p> <ol style="list-style-type: none"> <li>1. Regulatory legal acts: <ul style="list-style-type: none"> <li>Labor Code of the Republic of Kazakhstan dated November 23, 2015.</li> <li>Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".</li> <li>Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult working conditions or work with harmful and difficult working conditions".</li> <li>Law of the Republic of Kazakhstan dated April 25, 2003 "Compulsory social insurance".</li> <li>Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".</li> <li>Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".</li> <li>Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21,</li> </ul> </li> </ol>



Task1:  
Ensuring payment of pensions, allowances  
and social benefits

2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".

Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".

Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).

Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 " On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No.13094).

Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" ( registered in the Register of State Registration of Regulatory Legal Acts under No.13192).

Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" ( registered in the Register of State Registration of Regulatory Legal Acts under No.13371).

Order No. 232 of acting Minister of Labor and Social Protection of the Population of

Labor function 2:  
Lining up work on  
payment of pensions,  
allowances and social  
benefits

the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors ( recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No.15629).

2. Profile, expertise and specifics of the public service organization.
3. Schemes and methods of interaction of organizations on pension provision, social insurance issues.
4. Fundamentals of ethics in social work ( Code of Professional Ethics).
5. Procedure for maintaining information system and database in the pension and social security

Competences and skills:

1. Form models of files for the payment of pensions, allowances and social benefits.
2. Exercise control over the provision of models of recipients of pensions, allowances and other social benefits for approval by the territorial bodies for control and social protection of the population.
3. Perform work on the management, accounting and safety of the files of recipients of pensions, allowances and social benefits.
4. Conduct an inventory of pension files.

Knowledge of:

1. Regulatory legal acts:

Labor Code of the Republic of Kazakhstan dated November 23, 2015.

Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".

Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult

working conditions or work with harmful and difficult working conditions".

Law of the Republic of Kazakhstan dated April 25, 2003 "Compulsory social insurance".

Law of the Republic of Kazakhstan dated February 7, 2005 "On compulsory insurance of employee from accidents upon performance of labor (official) duties by them".

Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".

Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".

Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".

Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".

Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).

Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No.13094).

Order No. 34 of the Minister of Healthcare and Social Development of the Republic of

Task 2:

Ensuring maintenance, accounting and safety of the files of pensions and benefits recipients

		<p>Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the Register of State Registration of Regulatory Legal Acts under No.13192).</p> <p>Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).</p> <p>Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No.15629).</p> <p>2. Fundamentals of archival legislation and regulatory legal acts of the Republic of Kazakhstan on documentation management.</p> <p>3. Schemes and methods of interaction of organizations on pension provision, social insurance issues.</p> <p>4. Fundamentals of ethics in social work (Code of Professional Ethics).</p>
Requirements for personal competencies	Focus on result, ability of keeping composure in unforeseen situations, determination and perseverance, responsibility for own actions and decisions made, energy, initiative, integrity	
Relation to other professions within SQF	Level 8	Center director (head of an institution, organization, enterprise)
Relation to QR		Qualification reference of positions of managers,

	Director (chief executive officer, executive director, president, chairman of the board, manager) of the organization	specialists and other workforce.
Card of profession "Specialist in pension provision service"		
Profession code	3350-0-010	
Profession name	Specialist in pension provision service	
Qualification level according to SQF	Level 5 Level 6	
Qualification level for a profession according to the standard qualification characteristics of the positions of managers, specialists and other workforce of organizations of social protection and population employment	<p>Specialist of middle qualification level:</p> <p>top category: technical and vocational education or work experience in organizations of social protection of the population in the position of a specialist of the middle qualification level of the first category for at least 3 years;</p> <p>the first category: technical and vocational education and work experience in organizations of social protection of the population in the position of a specialist of the middle qualification level of the second category for at least 2 years;</p> <p>the second category: technical and vocational education and work experience in organizations of social protection of the population in the position of a specialist of middle qualification level without a category for at least 1 year;</p> <p>without a category: technical and vocational education, no requirements for work experience in the field.</p> <p>Specialist of top qualification level:</p> <p>top category: higher education or work experience in organizations of social protection of the population in the position of a specialist of the top qualification level of the first category for at least 3 years;</p> <p>the first category: higher education and work experience in organizations of social protection of the population as a specialist of the top qualification level of the second category for at least 2 years;</p> <p>the second category: higher education and work experience in organizations of social protection of the population in the position of a specialist of the top qualification level without a category for at least 1 year;</p> <p>without a category: higher education with no requirements for work experience.</p>	
Professional education level	Technical and vocational education. Higher education.	
		<p>Competences and skills:</p> <ol style="list-style-type: none"> <li>1. Perform initial verification and analysis of documents for the formation of models of files of recipients of pensions, allowances and social benefits.</li> <li>2. Keep personal records of pensions, allowances, and social benefits, including those from the SSIF.</li> <li>3. Form models of files of the recipient of pensions; basic pension payment; benefits; social payments; compensation and prepare draft decisions on their appointment.</li> <li>4. Process documents on the extension and renewal of the payment of pensions, allowances and social benefits.</li> <li>5. Upload data into the central database on recipients of pensions, basic pension payments; benefits; social payments; compensation.</li> <li>6. Make an inventory of personal files of recipients of pensions, allowances and social benefits.</li> <li>7. Analyze information and prepare reports on the main activities in due time.</li> <li>8. Use the latest technology, information systems and databases in the field of pension and social security, as well as information and</li> </ol>

<p>Labor function 1: Processing of documents on payment of pensions, allowances and social benefits</p>	<p>Task 1: Formation and processing of applications of recipients of pensions, allowances and social benefits</p>	<p>communication technologies, including Internet resources, telegram, etc.</p> <p>Knowledge of:</p> <p>1. Regulatory legal acts</p> <p>Labor Code of the Republic of Kazakhstan dated November 23, 2015.</p> <p>Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".</p> <p>Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".</p> <p>Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".</p> <p>Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".</p> <p>Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".</p> <p>Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).</p> <p>Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No .13094).</p> <p>Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the Register of State Registration of Regulatory Legal Acts under No .13192).</p> <p>Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).</p> <p>Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions,</p>
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	<p>compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No .15629).</p> <ol style="list-style-type: none"> <li>2. Procedure and documentation for the calculation, recalculation of pensions, allowances and social benefits.</li> <li>3. Fundamentals of ethics in social work (Code of Professional Ethics).</li> <li>4. Procedure for maintaining an information system and database in the field of pension and social security.</li> </ol>
	<p>Competences and skills:</p> <ol style="list-style-type: none"> <li>1. Take measures to prevent overpayments of pensions, allowances and social benefits, ensure the return of excessively (erroneously) paid amounts of pensions, allowances and social benefits.</li> <li>2. Determine the size of pensions, social payments and benefits, including from the SSIF.</li> <li>3. Perform work on indexation, recalculation of the size of pensions and benefits, basic pension and social payments, compensations.</li> <li>4. Ensure interaction with organizations that pay pensions, allowances and social benefits to reconcile personal and card accounts, to return the amounts of pensions and benefits after crediting, to return overly credited amounts of pensions and benefits.</li> <li>5. Perform work on the lists of contributors who have not received pensions, benefits and social payments for three or more months, recipients by power of attorney, to identify deceased and departed persons.</li> <li>6. Ensure timely and reliable accounting of the assigned amounts of pensions, basic pension payments, benefits, social payments, compensations.</li> <li>7. Interact with participants in the compulsory social insurance system.</li> <li>8. Advise and give explanations on the payment and receipt of social benefits.</li> </ol> <p>Knowledge of:</p> <ol style="list-style-type: none"> <li>1. Regulatory legal acts:        Labor Code of the Republic of Kazakhstan dated November 23, 2015.        Law of the Republic of Kazakhstan dated June 16, 1997 "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan".        Law of the Republic of Kazakhstan dated July 13, 1999 "On the state special allowance to persons who did underground and opencast mining work, work with especially harmful and especially difficult working conditions or work with harmful and difficult working conditions".</li> </ol>

<p>Labor function 2: Ensuring reliable accounting of assigned pensions, allowances and social benefits</p>	<p>Task 1: Accounting and control of payments of pensions, allowances and social benefits</p>	<p>Law of the Republic of Kazakhstan dated April 25, 2003 "Compulsory social insurance".</p> <p>Law of the Republic of Kazakhstan dated February 7, 2005 "On compulsory insurance of employee from accidents upon performance of labor (official) duties by them".</p> <p>Law of the Republic of Kazakhstan dated June 28, 2005 "On State allowances for the families with children".</p> <p>Law of the Republic of Kazakhstan dated June 21, 2013 "On Retirement Insurance in the Republic of Kazakhstan".</p> <p>Resolution No. 683 of the Government of the Republic of Kazakhstan dated June 21, 2004 "On approval of the Rules and terms for calculating and transferring social contributions to the State Social Insurance Fund and penalties thereon".</p> <p>Resolution No. 1042 of the Government of the Republic of Kazakhstan dated October 2, 2013 "On approval of the Rules for making pension payments from pension savings generated from mandatory pension contributions, mandatory professional pension contributions from the Unified Accumulative Pension Fund, and methodology for calculating the amount of pension payments".</p> <p>Order No. 236 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated April 17, 2015 "On approval of the Rules for granting, calculation (determination), recalculation of the amount of social payments from the State Social Insurance Fund, as well as their implementation "(registered in the Register of State Registration of Regulatory Legal Acts under No. 11224).</p> <p>Order No. 15 of acting Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 13, 2016 "On approval of the Rules for the Personified Accounting of Participants in the System of Compulsory Social Insurance and Their Social Contributions and Social Benefits" (registered in the Register of State Registration of Regulatory Legal Acts under No .13094).</p> <p>Order No. 34 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 20, 2016 "On determination of the list, forms, terms for submitting financial and other reports by the State Social Insurance Fund and the State Corporation "Government for Citizens" (registered in the Register of State Registration of Regulatory Legal Acts under No .13192).</p> <p>Order No.63 of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated January 28, 2016 "On some issues of maintenance and access to information systems and databases" (registered in the Register of State Registration of Regulatory Legal Acts under No.13371).</p> <p>Order No. 232 of acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 3, 2017 "On approval of the Rules for the formation of database of contributors (recipients) on compulsory pension contributions, compulsory professional pension contributions and a unified list of individuals who have entered into an agreement on pension provision through compulsory pension contributions, compulsory professional pension contributions, and of the Rules for exchange</p>
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		<p>of information between information systems of the central executive body and unified accumulative pension fund on movements on individual pension accounts" (registered in the Register of State Registration of Regulatory Legal Acts under No .15629).</p> <p>2. Procedure for calculating, recalculating pensions, allowances and social benefits.</p> <p>3. Fundamentals of ethics in social work (Code of Professional Ethics).</p>
Requirements for personal competencies	Positive influence on others, self-control, reserve, empathy	
Relation to other professions within SQF	Level 6	<p>Social relations specialist (general profile)</p> <p>Specialist of the social protection of the population service</p> <p>Social work consultant (general profile) (Supervisor)</p>
Relation to QR	<p>Specialist in social work</p> <p>Specialist of a structural unit (department, sector, group) of the population employment center</p>	<p>Order No. 360 of the Acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan of October 25, 2017 "On approval of the Standard Qualification Characteristics for the Positions of Senior Officials, Specialists and Other Employees of Social Protection and Employment Organizations " (registered in the Register of State Registration of Regulatory Legal Acts under No. 16057 )</p>