



Institute
and Faculty
of Actuaries

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Exam Counsellor Report and Call - CP3 (paid role)

For subjects:

- **CP3 Communications Practice**

The Institute and Faculty of Actuaries' (IFoA's) Engagement and Learning Directorate is seeking to hear from Fellows who would like to be considered for the role of Exam Counsellor. This opportunity is applicable to all suitably qualified Fellows, regardless of their location.

The Role

Exam Counsellors are appointed by the IFoA to help students understand and improve their performance in a particular examination subject. The aim of the exam counselling service is to help students understand:

- reasons why they failed the paper
- how to improve their examination performance in their specific subject
- how to improve their examination technique generally.

There are two types of counselling service provided for students:

- written report only
- written report with option of a follow-up telephone call.

We are seeking applicants who are available for written reports and follow up calls.

“Task” and “Person” Specification

“Task” Specification

Exam Counsellors need to be available for exam counselling reports, especially during busy periods:

- January, February, July and August

During the year you will be asked to:

- confirm you can provide support to the Exam Counselling providers and offer available dates
- review student exam scripts and provide the detailed reports using a template
- submit the completed report to the Education Services team in accordance with their guidelines and within the stated deadlines
- you will be asked to follow up with a phone call to the student for whom you have written the report
- agree to hold and treat all communication in a confidential and secure manner
- agree to undertake up to five exam counselling reports for each session you are available to support.

Support

Administrative support for the role will be provided by the Education Services team. The following resources will be made available to all new Exam Counsellors:

- training video
- sample report writing exercise
- discussion with an Education Actuary.

Tenure

The role is for a term of two years renewable for a period of up to six years.

Time commitment

The timings below are given as a guide and will vary according to experience:

- allow two hours preparation time per report
- allow two hours to type and proof read the report
- allow one hour for a follow up call
- you should also allocate time up to eight hours to familiarise yourself with the subject paper and examiner's report each time that you are requested to undertake exam counselling.

“Person” Specification

To be an Exam Counsellor you must be a Fellow of the IFoA and demonstrate:

- a thorough in-depth knowledge of the subject area for which you will be providing exam counselling
- accurate proof-reading skills and attention to detail
- strong communication skills
- good time management
- an ability to identify shortfalls in both the accuracy of a student's answer and the exam techniques that the student has demonstrated
- an ability to provide constructive advice which is specific to that student and will enable them to improve for their future attempt.

Previous exam experience will assist in this role but it is not a mandatory requirement. Geographic location is not an issue. Ideally you should hold a pass in subjects that you would like to act as an Exam Counsellor in.

In return for being a part of the exam counselling team the volunteers will:

- work in partnership with the IFoA's Executive team
- gain skills and experience in this area.

Claiming CPD

If you intend to use the time spent on this activity when recording your CPD, remember it must be relevant to your work or role and address a personal development need. You should record an appropriate learning outcome. This is in accordance with the [CPD Scheme](#).

This is a remunerated role and a fee will be paid

Mutually agreed services will be outlined in a 'Schedule of services' which will be provided to you on successful appointment. On successful completion of the services, you will be required to submit an invoice to the IFoA. The IFoA will provide you with a template invoice to use, and this invoice will be processed by a member of the IFoA's Education Services team. If you wish to view the 'Schedule of services' and the applicable terms and conditions, prior to expressing interest in this role, please contact the [Quality team](#). Please note that this role is classified as a '**Self-Employed Contractor**'.

Please also note that every individual who supports the IFoA, be that as a volunteer (member or non member), or in any other role, including as a self-employed contractor, works in partnership with the IFoA Executive staff to deliver our strategy and Royal Charter, in line with our values. We are extremely grateful to all who form part of this delivery team, collectively known as our volunteers and as such you will have access to volunteer resources, updates and communications in general. We hope that you find this helpful and valuable to you when delivering your role.

May 2018