



Institute and Faculty of Actuaries The 400 Club

Survey 2 of the 2018/2019 sessional year: Feedback

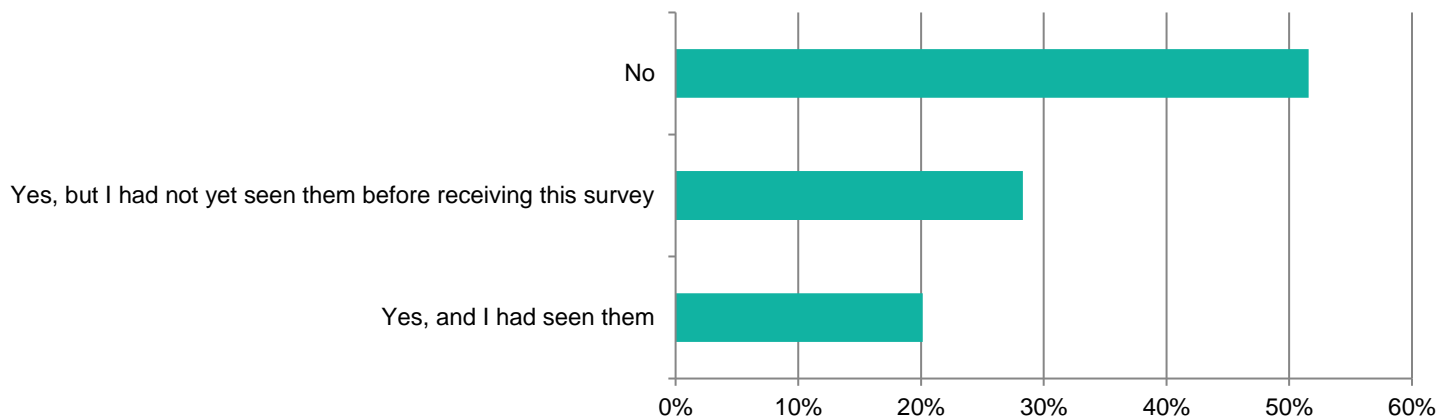
Lifelong Learning Survey

Introduction

In October 2018, the 400 Club were surveyed for their views on the topic of Lifelong Learning. The survey received 319 responses and the comments and the results have been most helpful to us. Below is a summary of the responses and the actions we will take.

Q1 Before receiving this survey, were you aware of the Lifelong Learning resources on the IFoA website?

52% responded 'No' to this question and 28 responders provided further feedback

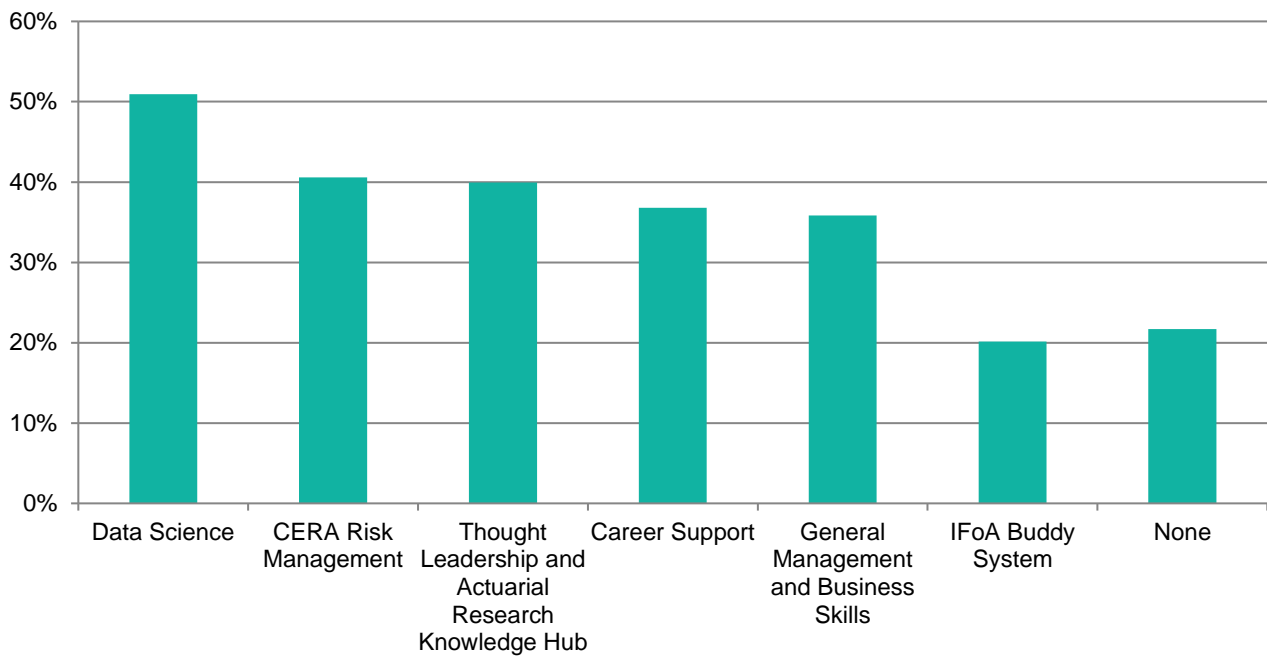


The number of 'No' responses was disappointing and indicates strongly the need to provide more promotion of this area. The initial launch was highlighted in the [May edition of The Actuary magazine](#), and we have continued to highlight specific pages in various newsletters. We have more work to do in this area. From the additional responses we have noted that there is a perception that Lifelong Learning is either CPD or a part of CPD. We need to clarify this. The responses also indicated a question about who the pages were specifically aimed at.

Action we will take – we will work with our communications team to promote Lifelong Learning resources in the coming months. When we do this we will provide clarity around the definition to avoid any confusion with CPD. We will also ensure the pages are there to support our members at all stages of their careers. They are not for any particular group or for individuals at a particular stage in their careers. We envisage members interacting with these pages when they determine they have an interest or development need.

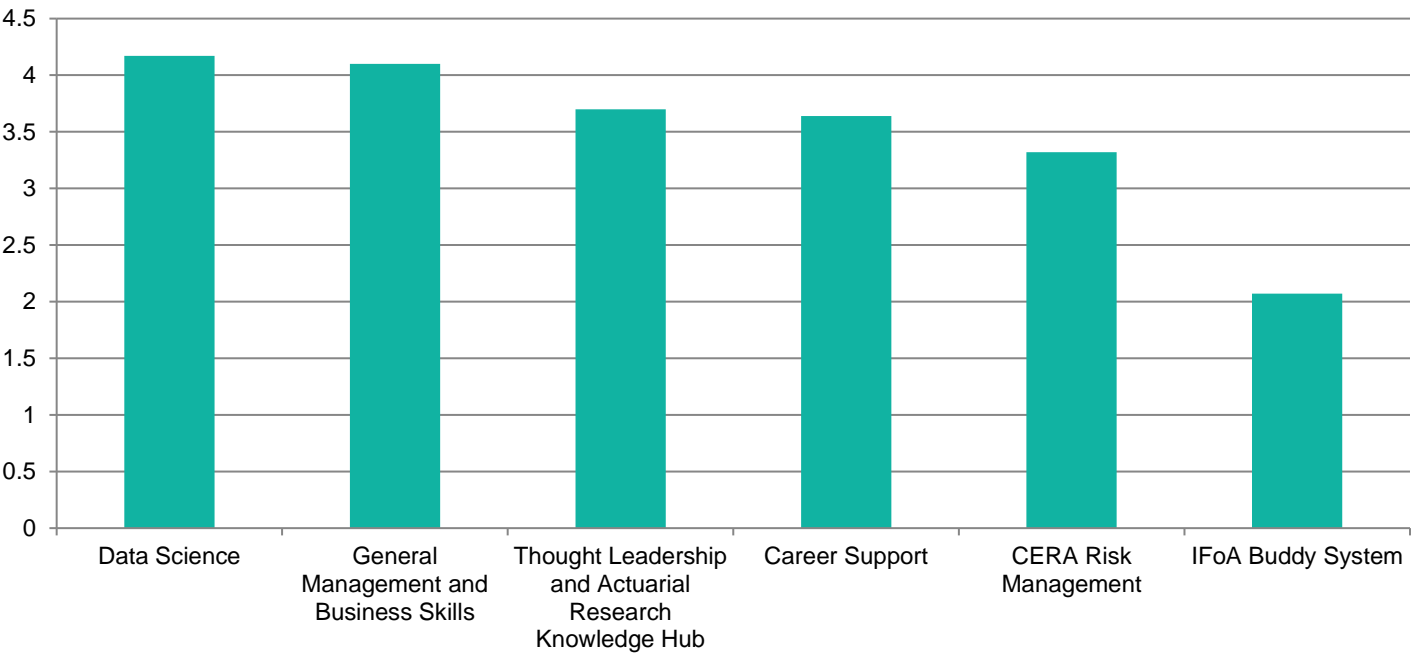
Q2 Please tell us which of the webpages you have visited within the Lifelong Learning section of the website.

Over 78% had visited some of the pages, the majority going to the Data Science area, but the sense from the responders was that many were visiting for the first time in preparation to complete this survey. We received 43 comments from responders.



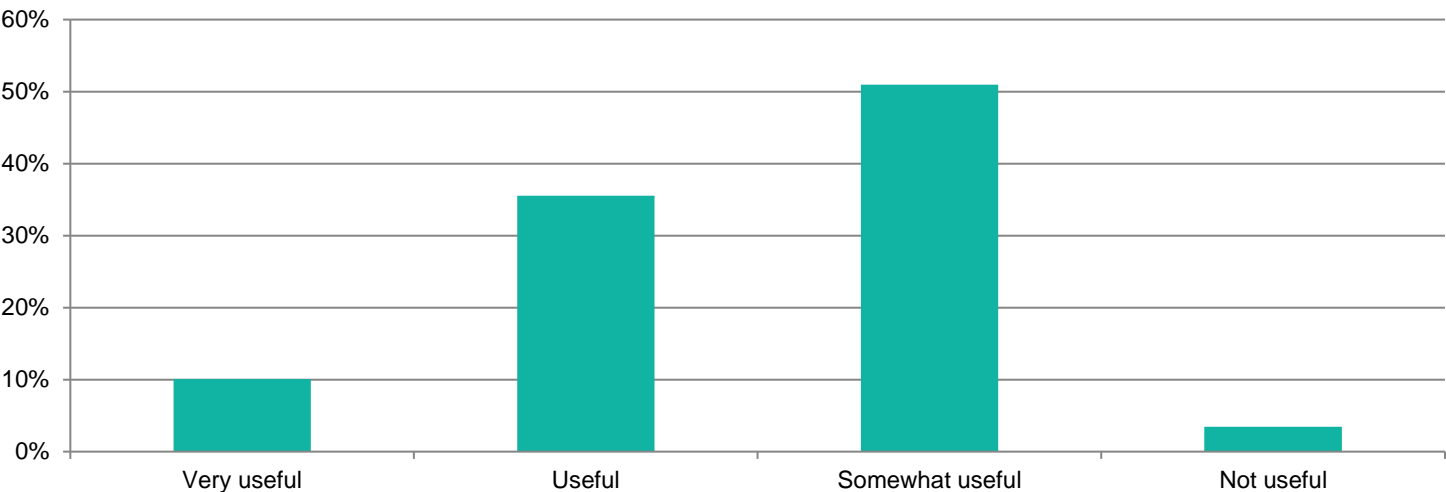
Action we will take – we will continue to update and keep the materials up to date and relevant to our members. Although the Data Science page was a clear winner, the comments do inform us that all the information is useful and relevant and that we are focusing on the right areas.

Q3 Please rate the webpages in order of interest to you.



The interest in the pages was excellent and there is time for the IFoA Buddy System to grow further once the trial of the scheme has been reviewed and more areas and Buddies are added.

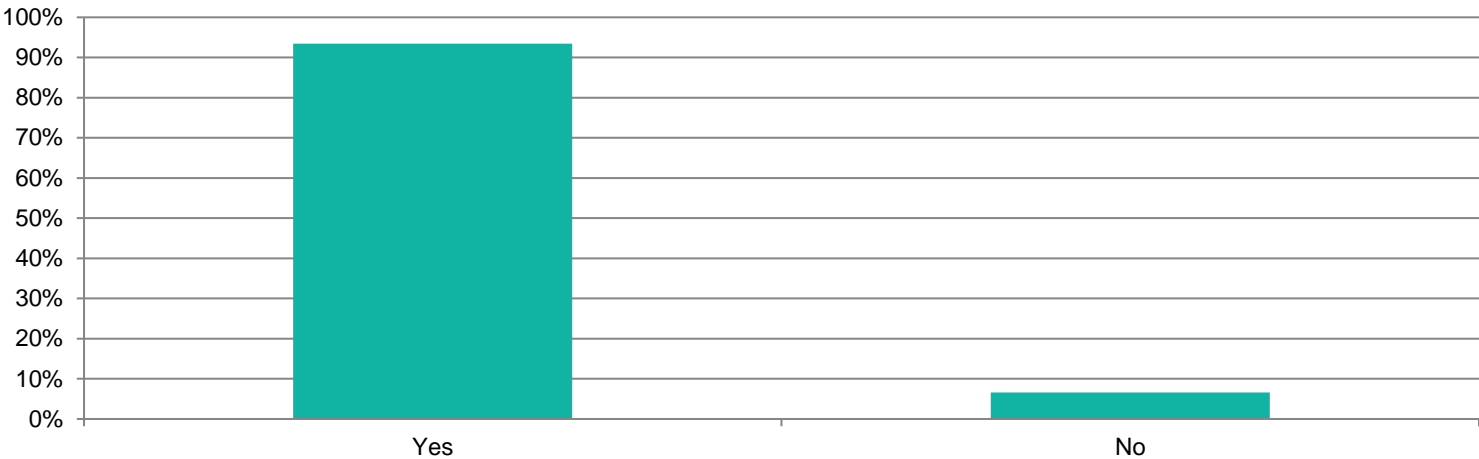
Q4 How useful did you find the information and links?



From the 59 further (free text) responses to this question we have noted the information on Data Science has been very well received and is well thought of by the responders. The page on Career Support was also useful. Links to online resources were particularly useful. There were requests to understand further how long a person would have to study and the level of entry knowledge required for some of the courses. We have tried to make all the resources accessible to all of our members regardless of location, but this does not appear to be clear from the responses.

Action we will take – we have begun to source further free resources for some of the soft skills and other areas. We are amending the information on the data science MScs to show global locations for these courses. We will be managing a programme of monitoring the information and updating and refreshing as necessary.

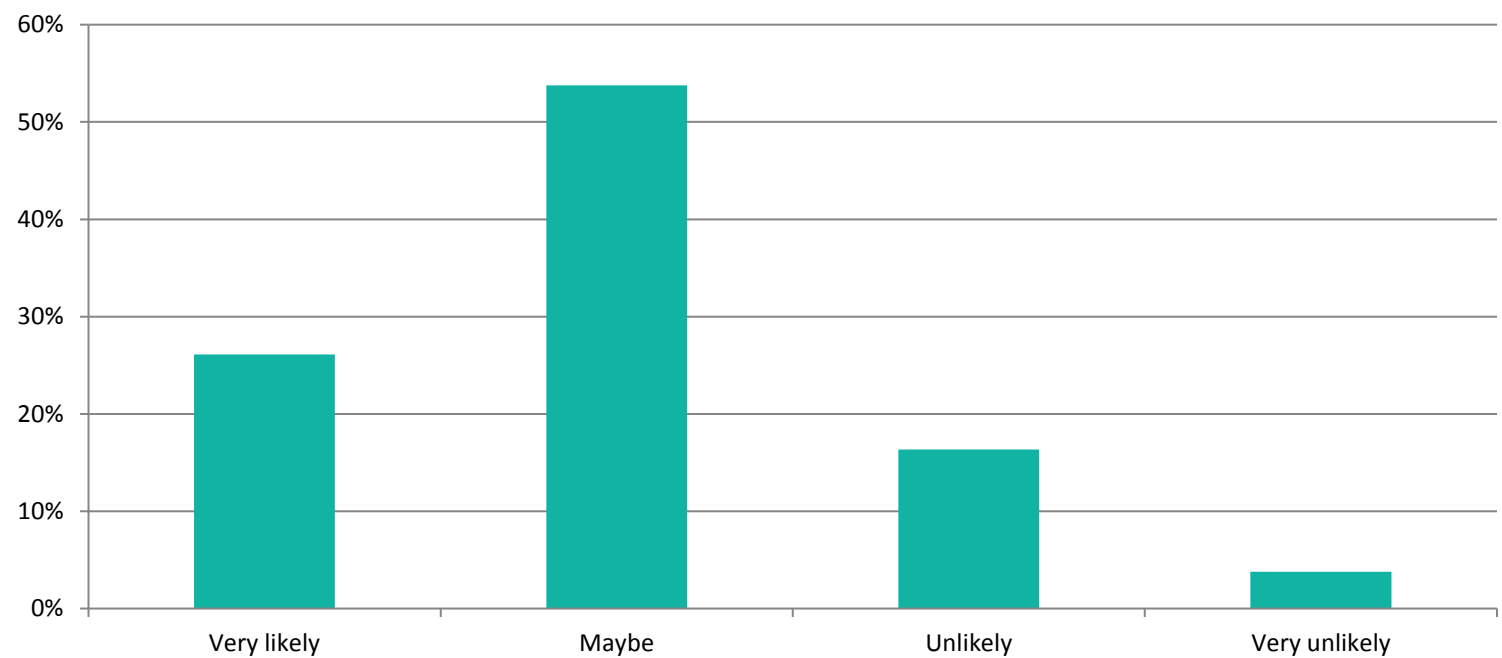
Q5 Will you return to the webpage in the future?



We were really encouraged by this response, but acknowledge that this will only happen if the information is updated and remains current and focused.

The key point taken from the 61 further (free text) responses received to this question is that the pages would be used in conjunction with other points of reference. There was reference to how engrossed the responder became in the information, which highlighted the need to spend time investing in the future.

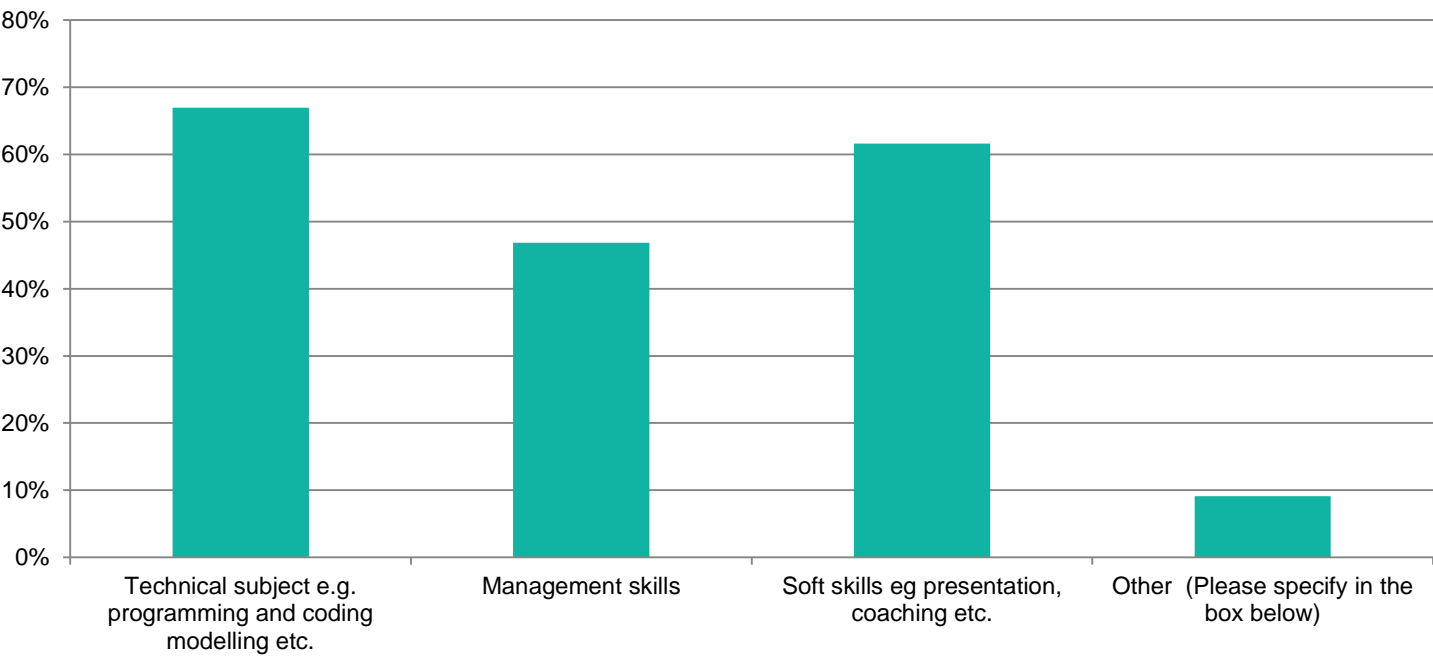
Q6 To assist our members we have signposted courses in Leadership and Management, within the Lifelong Learning webpages. How likely are you to undertake a course, in this area, if you see it being promoted on the IFoA website in this way?



We understand from the 75 further (free text) responses how much the support and recommendation of employers are valued. We also noted from the responses the importance of our recommendation, and ensuring the links we provide are relevant and where possible come with a recommendation based on the experience of our members, as evidenced by the Data Science course.

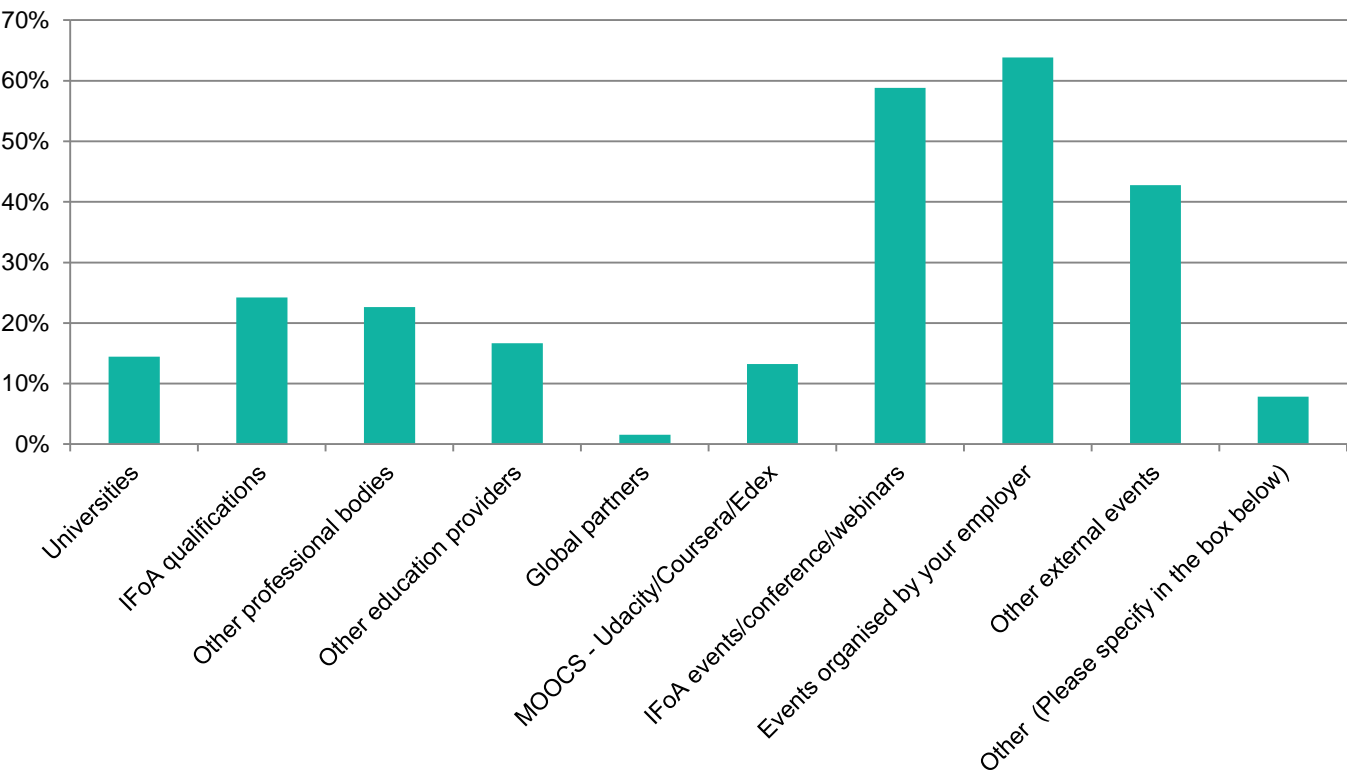
The actions we will take - will include continuing to seek out member views on courses and their relevance to our members.

Q7 Tell us about the type of learning you have undertaken in the last 12 months.



The engagement with the three core areas was reassuring. We saw much diversity in the other area, where the responders had undertaken a mix of formal Masters/PhD studies, and informal study of subject areas including stress and well-being, languages and sales. The wealth of free learning resources was noted with many of the responders attending MOOCs for a variety of subjects.

Q8 In the last 12 months which of the following have you used or attended to gain your Lifelong Learning?



This was important for us to see and understand more about the learning opportunities which our responders have been involved with.

Featured in the 'Other' category, were:

- Datacamp
- LinkedIn
- involvement in Industry bodies
- self-study and research.

One responder had used the services of [Toastmasters](#) to improve presentation skills.

It was positive to note that the IFoA events/conferences/webinars are valuable opportunities for learning.

Q9 In terms of Lifelong Learning requirements, what else would you like the IFoA to provide?

We received 116 responses to this question. It was clear that Data Science is the emerging area where the responders see the profession as needing to provide information. Information on wider fields and keeping ahead of the new and up and coming areas was important.

We have received responses about professional skills and CPD and these will be shared with those teams. The responses highlighted some very varied areas and a selection of these are below:

- More videos and online accessible material
- Easily accessible online learning events that are engaging and updated regularly
- More webinars on soft skill development, especially concentrated on Leadership and Communication
- More resources on Programming
- It would be helpful to learn about complementary qualifications e.g. law programs for those who deal a lot with contracts
- Links to organisations other than the IFoA that provide relevant training are also extremely helpful, both in providing opportunities for learning and also encouraging actuaries to mix with non-actuaries, raising the profile of the profession at the same time
- Fostering a community of actuarial practitioners who are interested or on the journey to developing new data science skills. Group learning should be facilitated and collective problem solving encouraged, particularly as a means to develop links across borders
- Media/public relations related courses. Skills invaluable to an actuary but in short supply.

Some of the actions noted earlier will address some of these requests and we will continue to review. The responses would indicate that a good start has been made, and there is a solid foundation to develop the pages and information further.

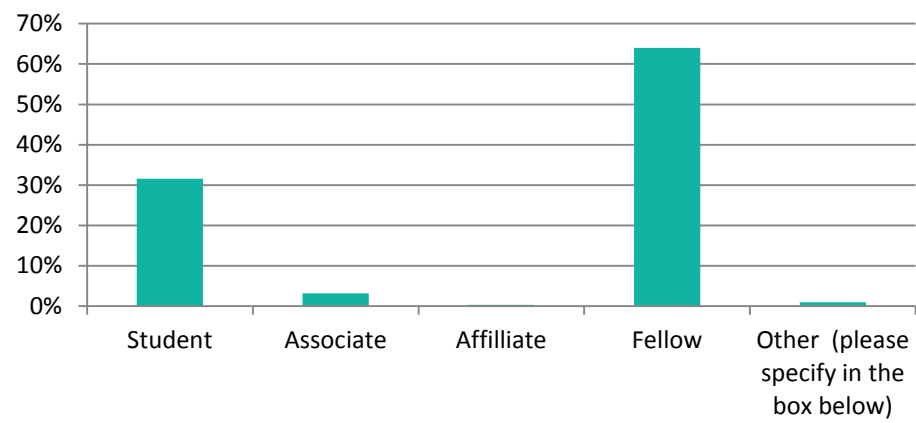
Thank you for your responses.

Patrina E Effer

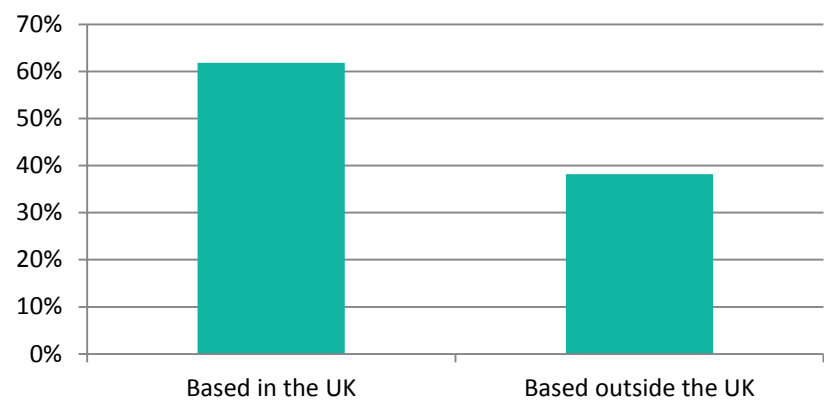
Senior Lifelong Learning Executive

Email: Patrina.Effer@actuaries.org.uk

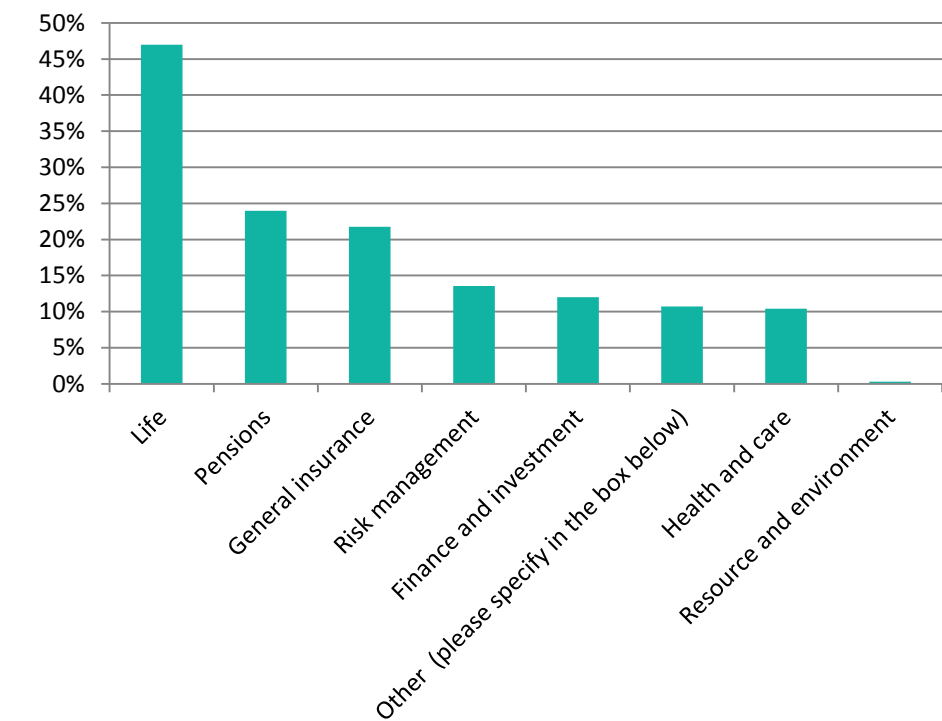
Some details about those who completed our survey:



Responder status



Responder location



Responder practice areas