



## Global Student Consultative Forum

Tuesday 30<sup>th</sup> June 2020 08:00-09:00 BST GMT

BlueJeans Video Conference: Meeting ID: 107 990 001

<b>Attending:</b>	<b>Student Members</b> Arthur Tang (AT) Elizabeth So (ES) Liu Yushuo (LY) Zhirui Cao (ZC)	<b>Apologies</b> Learning Operational Manager- Andrew Berrow (AB)
<b>Executive Staff:</b>	Quality Manager – Matt Tennant (MT) Regional Co-ordinator - Jing Zhang (JZ)	

Item	Title	Actions
1	<b>Welcome and Introduction</b> MT welcome members to the forum.	
2	<b>Student Comments</b>	
2.1	<b>Exam Booking &amp; COVID-19 Communications</b>  MT provided an overview of the impact that COVID-19 had on the exams and the steps the IFoA took to move the exams online. This involved our examining teams considering the feasibility of the papers to be done on Microsoft word. A decision was made regarding CS/CM exams to cancel for April due to the difficulty in moving exam online. The format for a lot of papers needed to be amended to suit an online setting and the IFoA did as much as possible to ensure as many exams went ahead as possible. Moving the exams online, resulted the re-writing of a number of policies, the Assessment Regulations were rewritten to take into account the changes that were taking place, as well as some appendices for the Mitigating Policy and the Appeal Policy  JZ notes questions have been received by students on the CS and CM papers for the September. JZ requested regional offices be notified when the additional CS and CM guidance is published. <b>Action MT</b>	<b>MT</b>

Item	Title	Actions
	AT requested that further guidance on the format of the CS CM be published. MT noted that the IFoA is preparing some sample questions to help students prepare for their studies.	
2.2	<b>Online Platforms</b> <p>It was noted that the majority of students were successfully able to download and upload their exam paper. Feedback was received that students sitting CP3 Cohort 1 experienced upload issued. MT provided and update that students sitting CP3 in cohort 1 did have a problem uploading their paper and the issue was resolved for cohort 2 and 3. Students in cohort 1 were able to submit their script via email.</p> <p>JZ asked if testing going to be compulsory for those booked onto the September exams. MT noted the testing is not compulsory but heavily encouraged to ensure students know if their home arrangements are suitable for the online exams.</p> <p>AT provided feedback that the upload/download functionality worked well for many students.</p>	
2.3	<b>April Examination Papers</b> <p>JZ raises a question about open exam format. MT noted that guidance has been published on the FAQ section of the website for the September 2020 exams which provides further guidance on the open-book format.</p> <p>A point was raised in relation to the previous CP3 work limit, and whether the IFoA could consider advisory word count guidance for the online exams. MT noted it was unlikely word guidance will be added to papers but will ensure the feedback is given. <b>Action MT</b></p> <p>AT asked around guidance for the CM/CS papers. MT noted that guidance on the CM/CS paper format will be published on the website shortly.</p>	MT
2.6	<b>Tutorial</b> <p>No comments received on tutorials</p>	
2.7	<b>Student Communication</b> <p>No comments received on communication that aren't addressed in COVID-19 section</p>	

Item	Title	Actions
	<b>2.8 Work-Experience</b> No comments received	
<b>3.</b>	<b>IFoA Updates</b>	
	<b>3.1 Exemptions-Other Acturial Associations</b>  MT provided an update on the exemptions from other actuarial associations that was published earlier in 2020.  AT asked about impacts COVID-19 on accredited universities. MT provides an overview that each accredited university is working with the IFoA on alternative assessment methods.	
	<b>3.2 Studying Approaches and Employer Support</b>  MT gave an overview of the changes in trends in what students are reporting their changes in approach to study. MT asked for any feedback to be provided on alternative or different approaches that the IFoA might be missing. MT also asked for any input on the different study support arrangements that students have as the IFoA is conducting research into what support students have in different regions.  AT agreed to send MT some further details of his Acturial Study Program. <b>Action AT</b>	MT
	<b>3.3 Any Other Business</b> No AOB was noted.  MT thanked the students reps for attending and the meeting was closed.	
<b>8.</b>	<b>Date of Next Meeting - Proposed date: November 2020</b>	



## Student Consultative Forum Feedback Return Form April 2020 Exam Session – East Asia

<b>Topic:</b>		
<b>Exam Booking COVID-19 Correspondence:</b> <i>To cover feedback and comments relating to the process of booking exams, including COVID-19 related communication and guidance.</i>		
<b>Student Comment</b>	<b>IFoA Response</b>	<b>Further Action Taken (if applicable)</b>
<b>Exam cancel and refund:</b> Some candidates who applied for the refund has not received their refund yet. How long does it take to receive a refund?	Due to the sheer volume of refunds we are aiming to complete these by the end of June.	
In general, students felt like they didn't receive enough information via e-mail in terms of the shift to online exams from COVID-19, particularly on the specifics of how exams would be structured and what to do in the case of the online platforms crashing.	<p>Thank you for your feedback, and we are sorry you felt the communication was insufficient.</p> <p>The COVID-19 situation was an unprecedented situation for everyone and like many other international actuarial associations, we had to carefully balance the wellbeing of our candidates and their families with the desire of many student members to complete their current studies. We followed advice from either the WHO, UK Government, or the British Council - who guided us on international examination centres.</p>	Due to the limited time, the IFoA did provide students with all essential guidance needed for sitting and completing their online exam. However, your feedback is appreciate and it is important to note that all instructions, guidance and materials will be reviewed for the September 2020 session.



	<p>Advice changed significantly in the week beginning 16 March 2020, and many global third-party examination centres started to close. Like the US Society of Actuaries - who on 17 March 2020 announced postponement of their examinations - we promptly came to a decision. We immediately communicated to you that none of our assessments would take place in examination centres and that we would work quickly to identify other solutions, including moving examinations online.</p> <p>Only five working days later we announced the first details of our revised April examinations; specifically, following a full review by our Chief Examiners and IT suppliers, the examinations that we would be moving online and those we would have to cancel. Three working days later we were able to provide you with detailed information on these examinations and the essential documents you need to read before deciding whether to continue with your studies or cancel your bookings.</p> <p>While we understand that you would have wished to have had this information sooner, we believe that to implement online examinations and communicate all essential details to you within nine working days in the current circumstances</p>	
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	<p>shows the IFoA's commitment to providing members with choice over your April examinations.</p> <p>Included in the instructions to candidates we included information on platform failure.</p>	
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Topic:		Online Exams Platform: <i>For Online Platforms, this should cover technical questions e.g. equipment/software/download/upload etc.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)	
<p><b>Upload Issues – CP3</b></p> <p>CP3 - There was a problem uploading the answer.</p> <p>There were some issues with the platform in the earlier batch for the CP3 exams where people couldn't access this.</p>	<p>Thank you for your feedback regarding the CP3 examination.</p> <p>We are aware of an issue which took place during the CP3 examination, however it did not affect all members. The issue occurred at the end of the examination, impacting the member's ability to upload their exam script successfully onto the online platform.</p> <p>A decision was made to allow members to email their CP3 exam script for the IFoA to review and then manually upload. The banner on the online platform was amended advising this.</p>		



	Once the IFoA manually uploaded the exam script, the member would have received an email confirmation advising this.	
<b>Upload Issues - Misc</b> Some students had complained that their answer scripts were not accepted by the IFoA after their online platform had crashed. This was with respect to the SP7 and SP2 exams.	<p>Thank you for your feedback. All online exams (with the exception of CP3) were successful and ran as anticipated with no issues. We are not aware of any issues which affected the SP2 or SP7 examinations.</p> <p>For the last two sessions, the IFoA have implemented a policy where members are not able to email their exam submission. Members are allocated a 15minute upload time to successfully submit their exam script to the online platform, this had proven to be ample time. This guidance was made clear throughout the IFoA website, guidance, online platform and instructions.</p> <p>The policy was removed only for the CP3 exams due a widespread issue where the platform was unavailable majority of students to upload their exam script.</p>	

Topic:

**Other – Exam Related:**

*Access Arrangements, Mitigating Circumstances, Results, etc.*



Student Comment	IFoA Response	Further Action Taken (if applicable)
Most students were welcoming towards the shift in online exams as they felt they had more time to structure their answers in a less stressful environment.	<p>Thank you for the positive feedback.</p> <p>After delivering the majority of our examinations online in April, and receiving much positive feedback from candidates, we are confident that we can do the same in September, including those exams which were not available for the April 2020 exam session.</p>	

<div>Topic:</div> <div>April 2020 Exam Questions: <i>To cover feedback and comments relating to exam questions.</i></div>		
Student Comment	IFoA Response	Further Action Taken (if applicable)
<p>In general, people found the structure of the exam questions to be slightly different compared to the written exams (e.g the online exams were lengthier and contained more questions than usual) and were frustrated that this was the case, given there was already a shift to a new environment (i.e online exams).</p> <p>Feedback for this was from students taking the SP7 and SA2 exams.</p>	<p>In response to the comment on the exam being too long, the April 2020 paper was similar to past papers in length, and this was checked as part of the general setting process – as done for all IFoA exams – by thorough “guinea-pigging” to check the length of paper, amongst other aspects of the paper. If a paper appears to have been unexpectedly challenging for candidates in terms of the time available or how much to get onto the answer scripts, the examiners will take that into</p>	





	account when determining the pass mark for the exam.	
The CP3 exam did not suggest an appropriate word count for the answer as per the previous years. The past questions usually suggested an answer with the length ranging from 550 to 750 words. Candidates found it difficult to gauge the appropriate length of script to answer (and the amount of details to include).	The IFoA has removed the word limit for CP3 due to past issues with Microsoft word functionality with calculating the word limit on the paper.	

Topic:	Tuition: <i>To cover feedback and comments relating to ActEd.</i>	
Student Comment	ActEd Response	Further Action Taken (if applicable)

Topic:	Work Experience Requirements: <i>To cover feedback and comments relating to Personal and Professional Development and/or Work-Based Skills, and Form A/B.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)

Topic:	Student Communications: <i>To cover newsletters, handbooks, webpages etc.</i>	
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Student Comment	IFoA Response	Further Action Taken (if applicable)
There seem to be a delay in receiving “The Actuary” magazine, possibly due to the COVID-19 situation. However, the some (not sure if all) recipients were not informed about this delay.	Please see meeting notes.	

Topic:	<b>Employer Support:</b> <i>The IFoA is seeking feedback on support provided to student members by their employers. This can include study days, number of exam resit opportunities, mentoring etc. Please do not specify employer. We are looking for comparison of geographic region.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)

Topic:	<b>Other:</b> <i>To cover feedback and comments relating to any other aspects of the IFoA student experience.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)



## Global Student Consultative Forum – East Asia

**ACTIONS: 30 June 2020**

Item	Action	Action by	Status	Due Date
<b>Actions from meeting 30 June 2020</b>				
1.	Regional offices be notified when the additional CS and CM guidance is published.	MT	Outstanding	
2.	Could the IFoA could consider advisory word count guidance for the online exams ie CP3	MT	Outstanding	
3.	AT to send MT some further details of his Actuarial Study Program	AT	Outstanding	
<b>Actions from previous meetings</b>				
4.	None			