



Institute
and Faculty
of Actuaries

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Exam Counsellor Report and Call – (PDR)

For subjects:

- **ST1 Health and Care (Specialist Technical)**
- **SA1 Health and Care (Specialist Application)**
- **SA3 General Insurance (Specialist Application)**
- **SA5 Finance (Specialist Application)**
- **SA6 Investment (Specialist Application)**
- **CP3 Communication 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, March, July, August and September

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
- 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 meet agreed deadlines
- 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 one of the IFoA's PDR roles and as such a fee will be paid.

Professional Development and Responsibility (PDR): In addition to the traditional volunteer roles and tasks which our members undertake each year, there are also a number of other opportunities whereby members can offer to provide “paid” support for a fixed service. These opportunities are not by definition, “volunteering” roles. However, we recognise that the fee paid is nominal and we, as a profession, are therefore extremely grateful to, and reliant on, those members who provide this service to enhance and develop our profession.

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