



## Global Student Consultative Forum

Tuesday 17<sup>th</sup> December 2019 09:00-10:00 GMT

BlueJeans Video Conference: Meeting ID: 107 990 001

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

Item	Title	Actions
1	<b>Welcome and Introduction</b> MT welcome members to the forum and apologised for having to re-arrange the meeting. A number of apologies from other student representatives has been received.	
2	<b>Student Comments</b>	
	<b>2.1 Examination Booking</b>  No comments received by student representatives.	
	<b>2.2 Online Exams</b>  MT gave an overview of the developments to the new online platform which would support the 'B' papers of CM and CS alongside CP2 and CP3. There would be additional functionality such as saving the paper every 15 minutes automatically and no need for upload/downloading of papers. We are hoping to have the new platform ready for April 2020 and will be conducting testing. LY highlighted some issues within Excel and R functionality and when coping into a Microsoft word document if the new platform if completely online application based. MT stated this would be addressed during the testing.  LY raised that he had volunteered for the testing but didn't receive instructions. MT agreed to check with CB	<b>MT</b>

Item	Title	Actions
2.3	<b>Examination Papers</b>  No comments received by student representatives.	
2.4	<b>Examination-Other</b>  LY asked if students' examination results can be directly emailed to them as opposed to logging onto the website. MT gave an overview of an IFoA project that will allow students access to the full breakdown of their marks. We were hoping this would be ready for the April 2020 exam results but it dependant on a number of factors.	
2.6	<b>Tutorial</b>  LY raised some concerns from students about the quality of the study material for CB2. MT noted that the IFoA has only run two exams for CB2 in the new Curriculum and hopefully study material will improve when more past papers becomes available.	
2.7	<b>Student Communication</b>  No comments received by student representatives.	
2.8	<b>Work-Experience</b> MT gave an update on the new PPD webpages alongside the new PPD auto-reminder emails that were sent at 60, 30 and 7 days ahead of a students' upcoming PPD deadline.  MT reminded student members if they are still attending University or college or not currently in employment they can request an exemption for their PPD requirements for that year.	
2.8	<b>Other</b> No further comments received.  MT thanked the student reps for attending and closed the meeting.	
8.	<b>Date of Next Meeting - Proposed date: June 2020</b>	



## Student Consultative Forum Feedback Return Form September 2019 Exam Session – East Asia

Topic:	<b>Exam Booking:</b> <i>To cover feedback and comments relating to the process of booking exams.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
The feedbacks are generally positive.		

Topic:	<b>Exam Centres:</b> <i>To cover feedback and comments relating to exam centres, noise and disruption etc.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
Centre: Beijing & Shanghai It would be better if there were a clock in the examination room.	Please be assured that we will be enquiring into the room set up for the September 2019 exams, to ensure the room layout meets our standard requirements. Candidates should be provided with a visible clock during their exam.	

Topic:	<b>Online Exams:</b> <i>For Online Platforms, this should cover technical questions e.g. equipment/software/download/upload etc.</i>	
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Student Comment	IFoA Response	Further Action Taken (if applicable)
For all online exams: Candidates suggest that the IFoA provide more sample papers of online exams.	We rely on the actuarial community volunteering their time to work with the education teams to create this material. The number of specimen papers created was the maximum we could offer with the volunteers available. The examining team do not have capacity to create further papers in addition to the 2020 exam papers.	
For subject CP2 and CP3: Candidates suggest that the IFoA settle more exam seasons, maybe 3 or 4 times per year.	Similar to the above response the delivery of examinations is reliant on suitably qualified individuals offering their time to write exam papers and mark candidate scripts. At present it would not be possible to offer more than two exam sessions per year. We are considering options to improve the examination process and will provide further information when available.	

Topic:	Other – Exam Related: <i>Access Arrangements, Mitigating Circumstances, Results, etc.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
Not available		



<b>Topic:</b> <b>September 2019 Exam Questions:</b> <i>To cover feedback and comments relating to exam questions.</i>		
<b>Student Comment</b>	<b>IFoA Response</b>	<b>Further Action Taken (if applicable)</b>
Subject: CP1 The paper was difficult.	If a paper appears to have been unexpectedly challenging for candidates in terms of the amount to produce or the time available, the examiners will take that into consideration when determining the overall pass mark for the exam.	

<b>Topic:</b> <b>Tuition:</b> <i>To cover feedback and comments relating to ActEd.</i>		
<b>Student Comment</b>	<b>IFoA Response</b>	<b>Further Action Taken (if applicable)</b>
The feedbacks are generally positive.		

<b>Topic:</b> <b>Work Experience Requirements:</b> <i>To cover feedback and comments relating to Personal and Professional Development and/or Work-Based Skills, and Form A/B.</i>		
<b>Student Comment</b>	<b>IFoA Response</b>	<b>Further Action Taken (if applicable)</b>
Not available		



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Topic:	Student Communications: <i>To cover newsletters, handbooks, webpages etc.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
Not available		

Topic:	Other: <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)
Not available		