



# Meeting Notes

## East Asia Global Student Consultative Forum

Thursday 10<sup>th</sup> December 2020 08:30-09:30 GMT

BlueJeans Video Conference: Meeting ID: 269 740 421

|                         |  |                  |              |
|-------------------------|--|------------------|--------------|
| <b>Attending:</b>       | <b>Student Members</b><br>Arthur Tang<br>Liu Yushuo<br>Zhirui Cao<br>Jiacheng Ge | <b>Apologies</b> | Elizabeth So |
| <b>Executive Staff:</b> | Quality Manager – Matt Tennant (MT)<br>Regional Co-ordinator - Jing Zhang (JZ)   |                  |              |

| Item | Title  | Actions   |
|------|--|-----------|
| 1.   | <b>Welcome &amp; Notes/Actions of Previous Meeting</b><br><br>MT Welcomed students to the meeting.<br><br><i>Notes of the previous meeting</i><br>Notes of the previous meeting were approved<br><br><i>Actions from previous meeting:</i><br>Action 1: MT confirmed JZ notified when sample CS/CM questions parts were published in August<br>Action 2: MT noted that there are no current plans to reintroduce the word limit as part of the CP3 paper<br>Action 3: MT confirmed information studying support received from AT |           |
| 2.   | <b>Students' Comments</b>  |           |
|      | <b>2.1 Exam Booking &amp; COVID-19 Communications</b><br><br>AT requested can the IFoA consider alternative payment methods such as Alipay or Union Pay for exam candidates in the greater China region.<br>This also has been an issue for membership payments. MT agreed to pass this feedback onto the finance team of the IFoA   | <b>MT</b> |

| Item | Title  | Actions |
|------|--|---------|
|      | <p>JG asked about the payments issue at the start of the exam. MT explained the issue with the IFoA's booking system for when the CM and CS exam booking opened. The problem resulted in the IFoA temporarily halting exam bookings until the issue resolved. The suspension in exam booking was for a short time and we apologise for any inconvenience it has caused.</p> <p>JG asked about the cohorts and why people are put in different cohorts. MT explained that this is due to trying to offer those in different time zones a choice which suits them. It is also to help ease the burden on the exam platform server during the download and uploads periods.</p> <p>JG asked about invigilation during the exams. MT explained that the IFoA deploys specialist software to identify collusion and plagiarism in students submissions and are considering future options for online invigilation.</p> <p>JZ asked a question about the non-entry member is only 5 days and a concern around how the IFoA will tackle issues for international member is there is a payment problem. <b>Action MT to speak with the exam booking teams.</b></p> | MT      |
| 2.2  | <p><b>Online Platforms</b></p> <p>MT gave an overview of the small number of candidates who experienced issues in uploading their exam paper during the 15 minute upload time. MT advised this was mainly due to candidates waiting until the 13<sup>th</sup> or 14<sup>th</sup> minute and the uploading cutting off at 15 minutes.</p> <p>JG asked if it possible for the platform to give a notification 15 minute towards the end of the exams. MT noted such functionality would be low priority in the other developments to the platform but the feedback will be passed on for consideration.</p>  |         |
| 2.3  | <p><b>Other – Exam Related</b></p> <p>MT gave an overview of the comments in regards to the future of exams returning to or being an option to sit in centres. The exams in 2021 have been confirmed as remaining online and students should prepare for their exams to remain online in the future. A formal announcement will be made by the IFoA on the future of exams in 2021.</p>  |         |
| 2.4  | <p><b>September Examination Questions (including agenda point)</b></p> <p><i>CS/CM Exam Papers</i></p> <p>MT discussed the feedback received for CS/CM Papers. AT asked if exam time can be extended or can student have the option of handwriting certain parts of the paper which would be quicker than typing formula. MT stated that present there were no plans to change the method of how students complete the paper but this was a common piece of feedback received.</p>   |         |
| 2.6  | <p><b>Student Communication</b></p>  |         |

| Item      | Title   | Actions |
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|           | No comments received on student communication.  |         |
|           | <b>2.7 Work-Experience</b><br><br>AT asked about PPD requirements and impact with the pandemic. MT noted that as the current pandemic impacts candidates in different ways we have not made a blanket decision on PPD. For students who's employment has been disrupted by COVID they can apply for an exemption via our Education Services team. For those who can still record PPF they should do so.   |         |
|           | <b>2.8 Other</b><br>No comments received.   |         |
| <b>3</b>  | <b>Student Feedback &amp; IFoA Update</b>   |         |
|           | <b>3.1 Exam Timetable</b><br><br>MT noted that the IFoA were seeking some feedback on any student views or opinions to the exam timetable in regards to the layout and timings of examinations. Student representatives noted that little feedback on this issue had been received. MT noted if any feedback was received by other student members to send it to MT.  |         |
|           | <b>3.2 Studying Webpages Review</b><br><br>MT noted that ahead of the exam booking period in February there would be some changes to the IFoA webpages. The FAQ's that were built for April and September would be removed and the content moved to either webpages or the handbooks. MT requested if any students has feedback or preference to either webpages or handbooks for key information to let me MT know.  |         |
| <b>4.</b> | <b>Any Other Business</b><br><br>JE asked plagiarism enquiry after recent email had been received by candidates. MT explained that all candidates from the September received the communication informing them of the on-going standard investigations into plagiarism which takes place after all exams. The IFoA recognises that the personalised nature of the email had caused some concern for members who thought <i>they</i> were under investigation. MT reiterated the email had been sent to all candidates.<br><br>MT thanked the student members for their time and closed the meeting. |         |
| <b>5.</b> | <b>Date of Next Meeting</b> - Proposed date: June 2021  |         |



## East Asia Global Student Consultative Forum Feedback Return Form September 2020 Exam Session

| <b>Topic:</b>  |  |   |
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| <b>Exam Booking COVID-19 Correspondence:</b><br><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<br/>(if applicable)</b> |
| The overall booking experience is satisfactory, however, we hope IFOA could consider other e-payment methods, such as Alipay or UnionPay in greater China region.                      | We thank you for your feedback, to which we will consider the feasibility for alternative payment methods. |   |

| <b>Topic:</b>  |   |   |
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| <b>Online Exams Platform:</b><br><i>For Online Platforms, this should cover technical questions e.g. equipment/software/download/upload etc.</i> |   |   |
| <b>Student Comment</b>   | <b>IFoA Response</b>  | <b>Further Action Taken<br/>(if applicable)</b> |
| IFoA does not give clear instruction whether students are allowed to modify their answer during upload time, namely final 15 minutes.            | <p>Thank you for your feedback. We would like to apologise if you feel as though this topic area is not clearly covered, we will look into this for future exam sittings and will look at ways to improve on this.</p> <p>In the meantime to answer the enquiry, candidates are informed in advance that they are allotted 15 minutes to upload their answer scripts onto the</p> |   |



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|  | exam platform. Candidates are prohibited to continue with their exam during this time and no further amendments should be made. |  |
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| Topic:   |   | Other – Exam Related:<br><i>Access Arrangements, Mitigating Circumstances, Results, etc.</i> |
|--|---|--|
| Student Comment  | IFoA Response   | Further Action Taken<br>(if applicable)  |
| IFoA should consider returning to written exam in locations where exams centres remain open.   | <p>Thank you for your feedback.</p> <p>Unfortunately we are not in a position to return to hosting exams physically. The current pandemic (Covid-19) is still affecting at a global scale. The after effects of the pandemic are still yet to be unknown.</p> <p>After the success of the 2020 examinations, the IFoA have made a decision to continue with hosting their entire curriculum online and will regularly review ways to improve the online experience.</p> |  |
| <p>A few drawbacks for online CM/CS exams are listed below:</p> <p>Typing issue – Regarding CM1 &amp; CM2 exam, many students reported it hard to type formula/notation online within 3 hours.</p> <p>Technical feasibility – It is really hard to standardize devices so that students will have equal exam experiences, e.g. students with multiple displays may have advantages over those students with only one display. If IFoA consider to leverage technology, such as written boards to address the issue of typing complicated formula in the future, students who have a more</p> | <p>Please refer to the meeting notes.</p> <p>We are taking the feedback to feed it to the examiners team to take into consideration during the setting of the examination papers</p> <p>We thank you for your feedback. Currently we publish the technical requirements for sitting an online exam through various platforms; IFoA website, Online Exams Platform and in our</p>  |  |



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| <p>advanced device (ipad Pro with Apple pencil) will obviously type formula faster than those using mobile phones.</p> <p>Fairness and equitable experience: Current IFoA exams are unsupervised, which is not suitable for CM/CS exams (unlike written dominated exam (CP1)), collusion cannot be easily detected.</p> | <p>guidance/documentation. Unfortunately the IFoA cannot be responsible for the quality of a candidate's equipment.</p> <p>Thank you for your feedback. While the move to hosting exams online means no physical supervision for candidates completing their exam, the IFoA does have a rigorous process in place for reviewing each script for collusion or plagiarism.</p> |  |
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| <p><b>Topic:</b></p>   |   | <p><b>September 2020 Exam Questions:</b><br/><i>To cover feedback and comments relating to exam questions.</i></p> |
|--|---|--|
| <p><b>Student Comment</b></p>  | <p><b>IFoA Response</b></p>   | <p><b>Further Action Taken<br/>(if applicable)</b></p>   |
| <p>For CM1 &amp; CM2 online exam, typing is extremely difficult and take extra time.</p> | <p>Please refer to meeting notes.</p> <p>Where questions required the use of algebra, the examiners reviewed the mark allocations with the anticipated time taken in mind and also adjusted the questions to ensure the algebra required was manageable. The keystrokes guidance was written to help candidates with concerns about timing when typing formulae.</p> <p>As for any examination, if there is a general feeling that there was unanticipated and excessive time pressure, the examiners will review this when grading the papers.</p> |  |



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| <p>Since exams are open book, a lot of exams questions require deep understanding rather than standard textbook questions. Students who rely too much on past-papers feel disadvantaged.</p> | <p>The assessment was very similar to the previous diets, with a mix of knowledge and application, albeit adapted to an online environment. Candidates should always focus on understanding the material and be able to apply it to scenarios. Past questions can be a very effective way of preparing for these questions – but rote learning of past answers or text is not advised.</p> |  |
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