



## South East Asia – Global Student Consultative Forum

# Notes

Wednesday 27<sup>th</sup> November 08:00-10:00 GMT

<b>Attending:</b>	<p>Matt Tennant (MT) – Quality Manager          Laura Phillips (LP) – Senior Quality Executive          Alison Gorton (AG)- Senior Quality Executive          Andrew Berrow (AB)- Head of Learning Operations          Heting Yang (HY)          Zahra Hosseinzadeh (ZH)          Yong Shern Leong (YSL)</p>	<b>Apologies:</b>	<p>Melissa Koay          Aditi Sodhi</p>
-------------------	--	-------------------	--

Item	Discussion Points	Actions
1	<p><b>Introduction</b>            Welcome and thanks to Heting for volunteering to lead the SE Asia forum going forwards.</p>	
2	<p><b>Notes/Updates from previous meeting</b>            Exam booking and limited spaces will remain as it is at the moment and we will not be able to increase capacity yet.            Can students submit articles to the actuary magazine? Yes you can submit if you are not an editor            Volunteer pages have been updated and should now include a separate tab for student vacancies. There is also a separate tab for paid opportunities in addition to the volunteer page. To give feedback on the pages please email <a href="mailto:Debbie.atkins@actuaries.co.uk">Debbie.atkins@actuaries.co.uk</a></p>	
3	<p><b>Student Comments</b></p>	
3.1	<p><b>Exam Booking</b>            Students were not aware that you are required to print the exam entry permit as this was not clear in the communication before the exams, only in the student newsletter. AB advised that it is stated on the exam booking confirmation email however if you had booked exams through ASSA you would have not received this. AB to take away and see if this information can be communicated elsewhere. It was requested if this could be electronic but unfortunately this is not able to happen just yet.</p>	<p><b>AB to look at how students received communication about exam permit if not booked with IFoA</b></p>
3.2	<p><b>Exam Centres and Online Platforms</b></p>	

Item	Discussion Points	Actions
	<p>No signage on exam room so there was some disruption in Wellington with people entering the room not realising there was an exam in progress. AB to feedback to supervisor that signage should be put on the door.</p> <p>ZH advised chairs could not be adjusted and they were set at a standard height with the desk- AB explained providing adjustable chairs for everyone is expensive and so advised to put in access arrangements application if you require an adjusted chair. ZH explained that she was aware of AA policy but advised you need to provide evidence. LP explained all cases are looked at individually and proof may not be needed.</p>	
3.3	<p><b>Online Exams</b></p> <p>Lots of feedback given regarding timing of exams especially in NZ where they are 11 hours ahead. Some specific feedback was that an exam was scheduled at 11pm at night and the next exam at 9am the following morning.</p> <p>AB explained online exams could be leaked if we were to schedule exams at different time-zones and we currently do not have the resource to run more than 2 sessions a year. It was asked if this risk is considered with written exams, AB advised there is less risk as you cannot take phones into exam rooms or take the paper out the room. Acknowledged that people may be able to remember parts of the exam. AB also advised that if we were able to run different papers for different parts of the world there may be occasions where students felt one exam was harder than the other etc. AB advised this is something we are aware of but are not able to provide an outcome on just yet.</p> <p>YSL advised that he is aware of different start times e.g. cohorts 1, 2, 3 which can add to leaks of exam material. AB confirmed there will be no cohorts from April 20 and everyone will start at the same time to mitigate this risk.</p> <p>MT gave overview of the new online platform.</p> <p>Concerns around uploading paper can only be done once, AB advised that with the new platform it will upload automatically at the end of the exam time and will also save every 15 minutes so loss of work will be limited.</p> <p>It was mentioned about having technical support for the online platform only available in UK time which is another reason exams in different time-zones may not be possible. HY asked if technical support could be available via a chat box or email as phoning in from SE Asia can be costly, it was explained at the moment it is only available by phone but as the system is more sophisticated hopefully the need for support will be low</p>	
3.4	<p><b>Other- Exam Related</b></p> <p>N/A</p>	
3.5	<p><b>April 19 Exam Questions</b></p> <p>CM1 Exam was significantly different from practise papers- MT advised that ActEd is different organisation and does not work with us to set the actual papers. As CM1 is a new exam it is difficult to benchmark the papers.</p> <p>SP5 coverage different from previous exams- MT advised this has been raised from other forums and feedback will be given to exams team.</p>	

Item	Discussion Points	Actions
	<p>CP1 planning time was too long and consequently the rest of the exam was rushed. Requested if it was possible to change the planning time like other exams so this can be used at the student's discretion, also as students cannot write during this time it seems quite a long time to wait to start the exam. MT advised he would take the feedback on board and advised that the CP1 Chief Examiner is planning on producing a webinar/instructions to help students plan their time better and advise what the planning time should be used for.</p>	
3.6	<p><b>Tuition</b></p> <p>Course material is very long and impacts students when they are working and studying at the same time. MT explained how course notes are written and advised they are guidance and can be used to help in studying. Advised a large amount of knowledge is required for the exams but will feed back to assessment team.</p> <p>HY, ZH, YSL advised that second session is much shorter from release of results which can make studying harder. Also gave a comparison of CP1 in ASSA, SOA and IFoA and how it is broken down in different compartments but with IFoA it is one big exam. MT advised it is very useful feedback to receive and will feedback. MT gave an update on mutual recognition and explained the agreements are still under negotiation. As of January 2022 subject by subject exemptions between IFoA and other associations will stop. Looking to offer a transitional period for exemptions but these are not yet confirmed.</p> <p>MT advised he would look at the mutual recognition for associate level as it is just for the Fellowship currently</p>	<p><b>MT to check MRA for Associate</b></p>
3.7	<p><b>Work Experience Requirements</b></p> <p>PPD is quite demanding on top of all other requirements for students. LP explained the PPD requirements are quite low but appreciated students have a lot of studying to complete in addition to their work life. Advised PPD should be seen as a component of qualifying and developing and enhancing skills rather than another demanding exercise.</p> <p>PPD updates: website updated, automatic reminder emails</p> <p>Forum agreed the reminder emails were really helpful. Also gave some feedback on the online platform- LP advised this was under an organisation wide project to update systems and any feedback on how the PPD portal could work better would be welcomed.</p> <p>MT gave a update on CPD and advised this is currently being looked out at how students complete CPD.</p>	
3.8	<p><b>Student Communication</b></p> <p>LP asked if student newsletter was received and read and the forum found it useful or what they think could be better.</p> <p>Forum agreed they all read the newsletter and like how you can receive it via email. Also advised they would miss out on information if they didn't read it as the website is quite hard to find information on. HY advised he only uses the search box as trying to find information from the tabs and categories isn't very useful</p>	
3.9	<p><b>Other/AOB</b></p> <p>Open book exams with Australian Institute is much better as you are not relying on memory and you are marked on how you apply the skill. MT advised that it is great feedback to know how we can improve our formatting of exams as it is currently quite traditional.</p>	

Item	Discussion Points	Actions
	<p>HY advised IFoA did curriculum switch in 1 year but Australians are taking 3 years which is a positive with IFoA. Exam results out 17 and 19 Dec 6pm UK time. Work experience deadline is 24 January for those qualifying to get application in.</p>	
4	<p><b>Close</b> Date of next meeting in June following the April session. Heting will be taking on lead rep role but as numbers in the forum are quite low, recruitment will begin in 2020 to add some more student representatives to the SE Asia forum.</p>	<p><b>LP to send out link of advert to forum when live</b></p>



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

<b>Topic:</b>	<b>Exam Booking:</b> <i>To cover feedback and comments relating to the process of booking exams.</i>	
<b>Student Comment</b>	<b>IFoA Response</b>	<b>Further Action Taken (if applicable)</b>
n/a as booking was through the Australian society		
<p>The part about printing the entrance form was not clear. I only knew about it from the Student Newsletter (or similar) from memory.</p> <p>Otherwise, everything was smooth, I received a couple of exam reminders with some gap in between. This is good; it assured me that all was set and I was expected to write the exam. It had helped provide links I needed to prepare for the exam day.</p>	It clearly states on the exam permit “You will be required to provide photographic identification together with this entry permit at the examination. Please ensure that this remains available for the supervisor to check during the course of your examination” We also advise the above on the website and the student newsletter.	

<b>Topic:</b>	<b>Exam Centres:</b> <i>To cover feedback and comments relating to exam centres, noise and disruption etc.</i>	
<b>Student Comment</b>	<b>IFoA Response</b>	<b>Further Action Taken (if applicable)</b>



Exam: CM1 in Wellington Overall the environment was good	We are pleased that candidates felt the centre was a success and a positive experience.	
(CP1) The center was clean, well-located within walking distance (about 15 mins) from the central train station. The examiner was very polite, arrived in advance as expected to set up. He gave reminders As needed, and made sure we can see the clock. He was considerate of the other candidate's Complaint about the 2nd clock which was quite noisy (and I agreed); he took action.	We are pleased that candidates felt the centre was a success and a positive experience.	
(CP1) There were other guests from another room who came in to ask for chairs before we started. I think that there should be a marking on the door warning people to not enter as it ruins your concentration and the reflection time so close to start time.	Further details are required as to the exam centre concerned. Signs are provided to our exam supervisors and they should be distributed around to avoid disturbances and to make individuals aware.	
(CP1) There were toilets as well and were a reasonable distance to the exam room.	We are pleased that candidates felt the centre facilities were a positive factor.	

Topic:	<b>Online Exams:</b> <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)
Exam: CM1 online exam sat in New Zealand		
No technical issues during the exam, download and upload was smoother than the Apr sitting	We are pleased that candidates felt their online exam was a smoother process this session.	



<p><b>Suggestions</b></p> <p>The timing of the exam sitting was inconvenient for overseas students – especially when the time difference is 12 hours</p> <p>A clear warning that the upload can only be done once would be preferred</p> <p>I can understand why submission by email will only be accepted after a call, but again this could be inconvenient for overseas students</p>	<p>Currently online exams are hosted on an online platform and ran to UK time only to ensure students have the support and invigilation needed during their online exam. We are currently reviewing our exam times worldwide and if any changes are made, we will inform candidates of this.</p> <p>Candidates must call the examinations team to advise of their error and to be granted authorization to email in their script, if no authorization was granted the script will not be accepted for marking. This information was stipulated throughout all the documentation.</p>	
---	--	--

Topic:	Other – Exam Related: <i>Access Arrangements, Mitigating Circumstances, Results, etc.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
<p>The chair / table in the exam room is of "standard" measure, I've been told by IFoA (after contacting Them and after they contacted the Wellington examination centre person). However, this "standard" is not suitable for many people. If you are short (I am 5ft 2in), you are struggling to write on the table. After a while in that position, I was in pain and had a migraine. I threw up not long after the exams due to this migraine. A more reasonable requirement from IFoA is to ask for adjustable</p>	<p>The IFoA have standard requirements which are consistent for all exam centres worldwide; the equipment which is hired are of a specific standard, the tables are to be 90cmX90cm and a static chair.</p> <p>We appreciate your feedback regarding the adjustable chairs and do look at ways we can improve our student experience during their exam, we may consider this for future sessions.</p>	



chairs. This is very common in the work place, and this is for a reason and decreases injury in the Workplace. If you consult a therapist or physiotherapist, they will advise how bad this is.	In this case it is recommended that the candidate applies for Access Arrangements. The form should be submitted together with supporting documentation such as a doctors' note.	
---	---	--

Topic:	<b>September 2019 Exam Questions:</b> <i>To cover feedback and comments relating to exam questions.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
CM1 exam – focus of the online exam seems quite different to past exam and the practice questions in the study material (from ActED)	Though the IFoA and ActEd work very closely, the IFoA does not make exam papers available to ActEd ahead of the exam session.	
<b>CP1</b> The exam was so very long. Day 2 wasted a lot of time for "planning" where we are not allowed to Write on our answer sheet. My hand ached so badly once we were allowed to write because I was Trying to compensate for the wasted time and finish the exam.	Please refer to meeting notes.	

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





<p>The course material is so very long. This seems Unreasonable expectations from students, who are Also working and have a life (e.g. family) and do Need to commute everyday (i.e. there's only 24 hours a day). There's a lot of memorisation involved. What skills do you really want to develop here?</p>	<p>We sympathise with the issue of the size of some of the courses. Course lengths are primarily a result of the length and detail of the syllabus, and so out of ActEd's control.</p>	
--	--	--

Topic:	<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>	
Student Comment	IFoA Response	Further Action Taken (if applicable)
<p>PPD is a bit demanding. On top of all requirements to be an actuary, and work on top of that, we have PPD, and CPD, too.</p>	<p>Please refer to meeting notes.</p>	