



Meeting Notes

Global Student Consultative Forum- South East Asia

Tuesday 8 December 2020 Time: 08:00 to 10:00 GMT

BlueJeans Conference Call

Attending:	Heting Yang- Lead Representative (HY) Melissa Koay- Student Representative (MK)		
Executive Staff:	Matt Tennant- Quality Manager (MT) Andrew Berrow- Head of Learning Operations (AB) Laura Phillips- Senior Quality Executive (LP)	Apologies	Aditi Sodhi- Student Representative (AS) Yong Shern Leong- Student Representative (YSL) Zahra Hosseinzadeh- Student Representative (ZH)

BlueJeans Details: To join the Meeting:

<https://bluejeans.com/628977567>

To join via Room System:

Video Conferencing System: 199.48.152.152 or bjn.vc

Meeting ID : 628 977 567

To join via phone :

1) Dial: +44.203.608.5256 (UK (London))

(see all numbers - <http://bluejeans.com/numbers>)

2) Enter Conference ID : 628 977 567

Item	Title
1.	Welcome
2.	<p>Notes from the last meeting</p> <p>Advert for SE Asia in Student Newsletter went out in the summer- no expressions of interest received, but still accepting applications if there is anyone interested.</p> <p>Actions from prior meeting were noted as being complete.</p> <p>MT confirmed communication regarding Student Employer Contacts was sent out to SCF members. MT confirmed study time/graduate intake etc benchmarking is given to employers but not salary benchmarking due to sensitivity in this subject. Action for MT enquire in regards to this data being captured.</p>
3.	<p>Students' Comments</p> <p>3.1 Online Exams/COVID 19</p> <p>HY some comments were given about exam material is being sent out in zip files which adds to a few minutes before the exam downloading and opening the files. Also the exam instructions could be sent out in advance. AB confirmed that during the testing/practice some information will be sent out to confirm software requirements. It will also include some further information on uploading times to encourage students to not wait until the last minute to upload</p> <p>MK exam session was smoother than the last session, no issues that came out of the Malaysian region. AB advised there was some SMS issues in the SE Asia region which is being looked at ahead of April 2021.</p> <p>MT asked if there was any feedback on the email confirmation after successful upload of the exam paper. The forum noted it was very helpful and there were lots of positive feedback about this.</p> <p>LP asked if there were any comments around the open book guidelines. HY confirmed he didn't find any issues with this but had a lot of feedback on the email sent out advising of investigations into collusion/plagiarism. MT confirmed that the IFoA recognise that the email could have been clearer to confirm it was just for information only and apologised if students felt worried after receiving this email.</p> <p>MT asked if there were any feedback around exam communications that can be given. The forum agreed there was not much feedback received about this, but one thing that could be improved is when there are updates on the website if these could be highlighted to make it clearer. AB advised this</p>

Item	Title
	would be taken on board. MT advised there was work going on to update the exam webpages to make them more user friendly and incorporate feedback given by students.
3.3	September 2020 Exam Questions <p>MT asked if there was any feedback on the CS and CM papers being online and whether there was any issues typing the numerical questions rather than hand writing them. HY explained he has heard no issues but there was a supporting document with symbols which helped. MT advised that as we move forward with online exams the papers will be written with an online format so any additional feedback on numerical questions and annotations is welcome.</p> <p>MT confirmed CP2 Paper 1 contained an error which was spotted after the exam. He advised that this would be taken into consideration during the marking and with setting the pass mark for the paper. It was mentioned that if students are adversely affected by anything that occurs in the paper they should put in a Mitigating Circumstances application.</p>
3.5	Work Experience Requirements <p>MT ran through the new CPD requirements which has changed for students and asked the forum if there was any feedback on this.</p>
3.6	Student Communications <p>HY commented on an email received about selling a book to students that was previously used in the exam centres and wondered if this meant the exams will not be held in centres again. AB confirmed this was accurate and there are no plans to move exams offline again.</p>
3.7	Other <p>HY asked about the Data Science certificate and advised that the Australian Institute had now included this into their syllabus. It was asked if there are any plans for IFoA to include this in the specialist papers. MT confirmed that there are no plans to create a new paper however elements of Data Science may be included into an existing exam in the near future.</p>
5.	Date of next meeting- June 2021



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

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)
A couple of students suggested for exam papers to be directly provided in a pdf file, rather than in a zip file as this takes a bit more time to access their questions.	<p>Thank you for your feedback, we appreciate the suggestions which you have put forward on how to improve our online exam delivery.</p> <p>Once an exam session has ended, we do a thorough review and look at ways to improve for future sittings.</p> <p>In some of the examinations more than one documents will become available when the exam materials are downloaded. In these cases they will come in a zip folder.</p>	

Topic:	Other – Exam Related: <i>Access Arrangements, Mitigating Circumstances, Results, etc.</i>	
Student Comment	IFoA Response	Further Action Taken (if applicable)



Generally, the feedback from students was positive this sitting. Those who sat for both the April and September sittings mentioned that the overall process from registration to submission has improved this time around.	Thank you for the positive feedback, we appreciate that 2020 has seen some difficult times and we have worked hard to ensure that the delivery of the IFoA exams was success.	
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Topic:		
September 2020 Exam Questions: <i>To cover feedback and comments relating to exam questions.</i>		
Student Comment	IFoA Response	Further Action Taken (if applicable)
SA7: Some students found the questions too long with insufficient reading time, and that it was quite difficult to comprehend.	The reading time was included in the overall time for the exam and should have been sufficient for the 3 pages of questions, none of which had long scenarios. The ability to apply knowledge to real situations is a key skill for the Specialist Advanced level and so students need plenty of practice at answering exam-style questions in preparing for the examination.	