



## Student Consultative Forum

Friday 3 June 2016 Time: from 11:00 to 14:30 (Student representatives only from 10:00-11:00)

Morgan and Webster Room Edinburgh

<b>Attending:</b>	Chairperson Representative from ActEd Representatives for students with disabilities Birmingham Actuarial Society Bristol Actuarial Society Faculty of Actuaries Students' Society Glasgow Actuarial Students' Society London Market Students Group North West Actuarial Society Norwich Actuarial Society Society of Actuaries in Ireland Society of Northern Ireland Wessex Actuarial Society White Horse Actuarial Society Yorkshire Actuarial Society	Matthew Smith Darrell Chainey Nikki Edwards and Ruth Bryson Suzanne Wright-Smith Sam Kingdon Fiona Watson Alex McLeman Alpesh Patel Holly Buckley on behalf of Rochelle Poppy Quinn Patrick Byrne Ciaran Harris Laura Orchin Alex Miller Tom Smillie	<b>Apologies:</b>	Rochelle Anderson
<b>Via phone:</b>	Jonny Solomon - Staple Inn Actuarial Society Amber Buckingham – Channel Islands Actuarial Society Jessica Elkin - "The Actuary" Magazine Student Page Editor Fiona Layton – Exam Board Representative			

**Executive Staff:** Registrar – Karen Brocklesby  
 Deputy Registrar – Liz Harriman  
 Director of Education – Clifford Friend  
 Registry Administrator – Alison Gorton

Item	Title	Action
<b>1</b>	<b>Membership</b>	
	<p><b>1.1</b> The membership was noted and the following new members welcomed:</p> <ul style="list-style-type: none"> <li>○ Alex McLeman</li> <li>○ Alpesh Patel</li> <li>○ Amber Buckingham</li> <li>○ Ciaran Harris</li> <li>○ Jonny Solomon</li> <li>○ Poppy Quinn</li> <li>○ Rochelle Anderson</li> <li>○ Ruth Bryson</li> <li>○ Sam Kingdon</li> <li>○ Tom Smillie</li> </ul>	
<b>2</b>	<b>Notes arising from the last meeting</b> – Notes and no comments received	
<b>3</b>	<b>Students' Comments</b>	
	<p>The students held their pre meeting and identified a number of items that they, in particular, wanted to discuss.</p> <p><b>3.1 Exam Administration and communications April 2016</b></p> <ul style="list-style-type: none"> <li>○ Students would like comment forms to be available after each session, these are already available to download on the IFoA website</li> <li>○ A query was raised where a student who had access arrangements was not included on the list of entrants. It was confirmed that the IFoA is looking at the access arrangements process and guidelines; this would include</li> </ul>	<b>Logistics Team to review</b>

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	<p>students only having to make one application where appropriate.</p> <ul style="list-style-type: none"> <li>There was some feedback from students that they sometimes found their call to Education Services is not handled appropriately, being given vague response. It was accepted this may be through a lack of training on certain areas. The Registrar was aware of an incident which had been brought to her attention. The Education Services Manager has already arranged extra training to all staff on this team. There is an escalation process already available on the website currently under 'Student News' which can be referred to.</li> <li>Feedback was received to say that the CT9 changes are unclear and was a further update available. All important announcements are made through the Student Newsletter as well as on the IFoA website. The students believe that the Newsletter does not always point out the most important changes. The IFoA is currently looking at a different style/design to this.</li> <li>Feedback was received regarding invigilators, it was confirmed to the group that all invigilators receive training and written guidelines. The IFoA recently held a Webinar for invigilators which was well received.</li> </ul>	
	<p><b>3.2 Exam Questions and Content</b></p> <ul style="list-style-type: none"> <li>Feedback from the group was received that they thought CT5 had insufficient time, this will be fed back to the Education Actuaries, however, Ruth pointed out that although there was one less question it felt the other questions pressure compensated for this by having more parts and therefore the time element remained the same.</li> <li>CA2 Content – concern was raised that students were unsure if they should do data checks, many did them anyway even though they were not required. The paper did not ask for these, it was agreed this would be clarified in the examiners report.</li> </ul>	<p><b>Karen Brocklesby</b></p> <p><b>Fiona Layton</b></p>
	<p><b>3.3 CA2</b></p> <ul style="list-style-type: none"> <li>There were discussions around the timing of the CA2 exam moving inline with the session based exams. Students asked if some places could be set aside for re-sits especially if this is the last exam required to qualify. Liz confirmed that the IFoA will always try and accommodate these individuals and encouraged students to call the IFoA should they be affected by this. Liz confirmed that when the capacity is filling quickly the team will increase this which they have done. Liz also advised that although we can increase capacity of these exams we rely heavily on volunteers to mark the papers and to release the results in a timely manner and although we would like to keep increasing availability this is not always possible due to the other factors. It was noted that CA2 is going to be held in the same period as the April/Sept exams. Feedback was requested from the SCF representatives as to whether the preference for this exam is to sit before or after the main session.</li> <li>Discussions were held around the CA2 exam in February 2016, the group was assured that there was a full review of what happened and why the errors occurred and as mitigating circumstances had been applied to all papers and with the offer of free re-sits no one had been detrimentally affected. There was a question raised as to how the</li> </ul>	<p><b>SCF Representatives</b></p> <p><b>Liz Harriman/Online Team</b></p>

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	<p>IFoA communicate with students when there is an issue. Liz explained the IFoA are looking into different options. Online security was also discussed and it was noted that the IFoA were considering this also.</p> <ul style="list-style-type: none"> <li>○ In May 2016, CA2 experienced some issues with a crash on Day 1. An email was sent on this occasion to advise everyone that they would be given an extra 10 minutes the following day to upload, the team in Oxford will provide clear instructions for future exams as to when to upload</li> <li>○ Some students felt that now CA2 and CA3 were online the costs should be reduced. It was explained that although we are not paying centres, the money is invested in the technology and development costs in bringing these exam online, the costs for marking is unchanged and we have high support costs through our exam providers.</li> </ul>	<b>Online Team</b>
	<p><b>3.4 CA3</b></p> <ul style="list-style-type: none"> <li>○ There was one query regarding the practice material and if this could be left online for Day 2 – Liz to refer to the Online team.</li> <li>○ It was noted that the dissatisfaction with the CA3 exam continues. Students are not sure what they need to do to pass, Clifford explained that as part of the curriculum review with was being reassessed.</li> </ul>	<b>Liz Harriman</b>
	<p><b>3.5 Tuition</b></p> <ul style="list-style-type: none"> <li>○ Darrell from ActEd discussed the availability of tutorials. He explained that the demand would have a deciding factor on the venue, if there was a high demand they would do their best to ensure they ran a tutorial in that area. A question was raised as to whether there are a minimum number of attendees required to run a tutorial. Darrell considers that they would need between 8-10 candidates to run one.</li> <li>○ Darrell was asked how often do CT assignment question get reviewed? Darrel advised the group that ActEd does not recommend you redo the assignments more than once and that it would be more beneficial to do mocks instead. The assignments have not been reviewed for this reason.</li> <li>○ As part of the new IFoA income based fee structure, ActEd confirmed this is something they will also introduce in 2017 (to provide discounts for lower earners)</li> </ul>	<b>Darrell Chainey Darrell Chainey</b>
	<p><b>Other Student Concerns</b></p> <ul style="list-style-type: none"> <li>○ London Camden Centre – What happened to it? This had been closed as the IFoA received too many complaints from previous sessions ie lighting and noise. The venue would not guarantee that the IFoA would be able to secure the only suitable room. The IFoA looked at numbers in London to ensure they could still meet capacity and therefore opened Westminster as a venue to accommodate any exams which reach capacity. Westminster is currently used as an</li> </ul>	

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	<p>overflow for Hammersmith</p> <ul style="list-style-type: none"> <li>○ Exam counselling held face to face has now been phased out, instead students if they apply will receive a written report or they can request a written report plus a conference call.</li> <li>○ Release of pass marks was met with interest. Concern around the table that employers would require the marks. Clifford gave assurance that although the IFoA has to produce marks inline with DPA (Data Protection Act 1998) we will not divulge marks to employers as our contract is with the student. It would be entirely the student's choice to give this mark if they so wished. The IFoA will still produce a pass list which will have Pass or Fail and the student name. In regard to pass marks, there will not be a tier system ie distinctions as we do not want to create a hierarchy.</li> <li>○ As part of the ongoing developments Clifford explained that they were looking to move towards publishing a model answer for each exam paper. It was anticipated that this would incorporate both the examiners comments and a breakdown of marks. It was hoped that something would be provided for the April 16 results but it may not be a finished document and may come out later that the examiners report. This was well received by the SCF group.</li> </ul>	
4	<b>AOB – None</b>	
5	<p><b>Date of next meeting</b> Proposed date: 18 November 2016 Staple Inn London</p>	