



## Student Consultative Forum

6 June 2014, Time: from 11.00 to 14:30

Reddington Room, Staple Inn

<b>Attending:</b>	Chairman: Deputy Chair of Board of Examiners Education Committee Representative Representative from ActEd "The Actuary" Student Page Editor Bristol Actuarial Society Faculty of Actuaries Students' Society London Market Students' Group North West Actuarial Society Norwich Actuarial Society Staple Inn Actuarial Society Society of Actuaries in Ireland Wessex Actuarial Society White Horse Actuarial Society Yorkshire Actuarial Society FRC	Tim Birse Fiona Layton Simon Reddish Darrell Chainey Laura Andrews Alice Cartner Veronica Kulinchenko Cian O'Criodain Liz Williams Christopher Spurrell Titas Bakanauskas Rachel Gow Matthew Smith Sarah Collison Christopher Poulton Sian Barr	<b>Apologies:</b>	Birmingham Actuarial Society – Harman Sandhu Glasgow Actuarial Students' Society - Craig Alexander Channel Islands Actuarial Society - Erin Ferbrache Director of Education – Trevor Watkins
<b>Via phone:</b>	Society of Actuaries in Northern Ireland	Pauline McConville (part of meeting)		
<b>Executive Staff:</b>	Head of Assessment and Learning – Robert Jelly Registrar – Karen Brocklesby Deputy Registrar (Exams) – Liz Harriman			

Item	Title		Action
1.	<b>Membership</b>		
	1.1	The membership was noted and the following new members welcomed: Cian O'Criodain, Chris Poulton and Liz Williams	
2.	<b>Students Comments</b>		
		The students had during their pre meeting identified a number of items that they, in particular, wanted to discuss from the comments received so these were taken under each of the main headings.	
	2.1	Exam timetable and sitting of CT/ST subjects together	
		Whilst there were a number of complaints about the sitting of CT/ST subjects together the group felt that it should remain that all students come into the room at the same time and those who are sitting the CT's were to sit in silence for 15 minutes. It was agreed that there was a long term aspiration to revisit the timetable to see if ST's could be moved together in the timetable where doubling up had to occur.	Liz Harriman
	2.2	CA1	
		Currently the exam permit does not list the two separate times for CA1. This is because of a database issue which is currently being investigated. It was agreed that a note would be added to the exam permit listing the second CA1 timing but it was noted that it may have to appear on all permits.	Liz Harriman
		The question was also raised if we could revisit the timing as it was preferred Monday am and Tuesday pm. It was noted that this was an occurrence in 2014 only but the timetables would be checked and timings changed if necessary.	Liz Harriman
	2.3	Edinburgh	
		The issues around the late notice of the Edinburgh centre and overflow centre was noted. This was an internal mistake. It was noted that the IFoA are looking at whether the overflow centre should become a permanent bookable centre similar to London.	Liz Harriman

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2.4	<p>Exam counselling</p> <p>A question was raised around the exam counselling deadlines for practical exams as the grade achieved may not be received until after the closing date for applying. Liz Harriman explained that the system had changed since we had moved to issuing electronic results letters. It was agreed that this would be revisited to reach a solution that was satisfactory to everyone.</p>	Liz Harriman
2.5	<p>Invigilators</p> <p>There had been several issues raised around invigilators. Liz Harriman explained that there was now a team in place who were looking at these issues with a view to rolling out training and feedback.</p>	Liz Harriman
2.6	<p>Results release</p> <p>The question as to the time the results release was raised. Karen Brocklesby explained that the 5pm time had been requested as the target time by a SCF some time ago but the IFoA had received a number of concerns raised. When asked the group felt that 6pm was a more acceptable time. Karen advised that a tweet had gone out and urged SCF to encourage members to respond as we would go with the majority.</p>	All
2.7	<p>Communication</p> <p>The group felt that there had not been enough communication about the changes around CA2/CA3. It was felt that not everyone was reading the newsletters or the tweets that were appearing and would prefer some more direct communication around significant changes. It was agreed that this would be reviewed further.</p>	Karen Brocklesby
2.8	<p>ST9</p> <p>There was a number of questions raised about ST9. The main one was around the number of questions appearing on the paper which was significantly different to previous papers. Robert Jelly explained that some of this was around the ST9 exam was the basis of the CERA qualification and so there was some external influence. The</p>	

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	<p>group noted that the standard of the paper had not changed from previous session. Robert went on to explain that the IFoA was undertaking a review of the current exam processes to ensure there was transparency around the exam setting and marking processes which the group welcomed.</p>	
2.9	CT5	
	<p>The question as to the exam being time pressured was raised and the idea of running it on excel. It was noted that this was not feasible in its current format of delivery.</p>	
2.10	CA2	
	<p>Liz Harriman provided an update on the move of the current CA2 online exam from the IFoA website communities to the new virtual learning environment (VLE). It was anticipated that this would be introduced at the same time as the exam is split into two parts in March 2015. There was discussion around the different versions of software and whether other types were acceptable. It was agreed that this would be considered further.</p>	Liz Harriman
	<p>Liz also advised that the website had just been updated with new documentation explaining the format of the exam that would be running from July 2014 until the end of February 2015 when the exam would split. A new past paper had also been released giving marking guidance and solutions..</p>	
2.11	CA3	
	<p>The issue around the non compatibility of the application with MACs was noted. The group noted that there are no plans to change this in the foreseeable future and most students seemed to work round the issue. It was noted that if there are students who are struggling to access the application they should get in touch with the Education Services team who will be able to help.</p>	
	<p>The question as to the release of a past paper was raised as there had not been one for a significant time. It was agreed that this would be followed up.</p>	Karen Brocklesby
	<p>The criteria around the CA3 exam was raised and why if it had been removed for CA2 could it not be removed for CA3 or at least reduced to attempted. There was a particular concern around passing CA1 which seemed to be holding students back from taking CA3.</p>	

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	<p>Now that the exam is all online it was felt that the syllabus and information on the website needed to be updated to reflect this.</p> <p>The group also wanted some greater clarity around how to pass CA3 as it was still felt that it was a lottery.</p> <p><b>2.12</b> Online booking</p> <p>The issues around the online booking for practical exams which opened in February were noted. There were several technical issues that had occurred behind the scenes which had affected the booking process. Several students booking online had 'ghost' transactions created where the confirmation of the payment was not sent but the money had been taken from the account. Several had tried repeating the process and therefore had more than one amount taken. Where this had occurred and the team in Oxford were aware the finance team had been in touch to ensure reimbursement was swift.</p> <p><b>2.13</b> Practical Exam booking</p> <p>It was felt that there are occasions when the exam booking for a particular exam has been closed when there are still spaces. Liz Harriman explained that there are administrative procedures to go through to set up the exam similar to session based exams and technology requirements mean we cannot add another place as easily as for a session based exam. It was stressed that if a student required the exam for qualification then they should get in touch to see if anything can be arranged.</p> <p><b>2.14</b> Tutorials</p> <p>The group were reminded to encourage all students to complete the ActEd survey to help assist planning of tutorials.</p>	<p><b>Robert Jelly</b></p> <p><b>Robert Jelly</b></p>
<b>3.</b>	<b>Matters arising from the last meeting</b>	
	<p><b>3.1</b> It was noted that a paper advising students of the paper setting process including guinea pigging was still outstanding.</p>	<b>Karen Brocklesby</b>

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	<p><b>3.2</b> Fiona Layton provided an update on the progress of releasing pass marks. The group noted that limited progress had been made since last time and they advised that they were disappointed with this. Tim reminded the group that council have identified this as a strategic direction and it will happen.</p>	
<b>4.</b>	<b>Analyst Qualification</b>	
	<p><b>4.1</b> Robert Jelly provided an update on the analyst qualification. Booking had opened on May 21 and registrations were over 100. The main areas for sitting to date were UK, India and Africa.</p> <p>The group noted that changes had been made to Module 5 and it was no longer going to be the same as CA2 Part 1 although it would still involve modelling and preparing an audit trail.</p>	
<b>5.</b>	<b>Virtual Learning Environment (VLE)</b>	
	<p><b>5.1</b> Liz Harriman updated the group on the current VLE progress. The IFoA PSC was going to be launched on it at the end of June with further developments over the summer including CPD videos running on it.</p>	
<b>6.</b>	<b>Website Update</b>	
	<p><b>6.1</b> Karen Brocklesby explained that currently the IFoA were developing a new website which would be launched later in the summer. It had been suggested that there could be quarterly reviews with the student group to get their feedback and they welcomed this.</p>	
<b>7.</b>	<b>Exam developments</b>	
	<p><b>7.1</b> An update was provided on the onscreen marking pilot that had taken place over the summer. It was agreed that it should be put on hold until the exam process review had taken place. It was noted that examining teams will continue to mark on the current platform until the review has been finalised.</p>	

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8.	<b>Access Arrangements</b>		
8.1	The group noted that it was anticipated that access arrangement information would be scanned and loaded on student records on the database over the summer to reduce some of the administration procedures that currently take place and that for students with long standing requirements would not be required to submit documentation on the current regular basis but over a longer period. More information on this would be coming out over the summer months. Liz Harriman also explained that the access arrangements policy was undergoing review and clearer information would be coming out later this year.		Liz Harriman
9.	<b>Any other business</b>		
9.1	There was a discussion around examiners reports. Students felt that the reports were not necessarily consistent and they did not explain where marks were gained and in particular what were the key important marks. There can also be a certain tone that comes through the reports that the students don't appreciate. Several of the group advised that they preferred to use ASET (provided by ActEd) although they agreed that the examiners report was useful if you could not get access to ASET. The student group advised that they would prefer to see the marking schedule. It was agreed that these would be looked at further.		Robert Jelly/Fiona Layton
10.	<b>Date of next meeting</b>		
10.1	The date of next meeting was agreed to be 7 November 2014 in London		