



Africa and Middle East – Global Student Consultative Forum

Friday 2nd November 2018 – 12:00 -13:30 (UK Time)

Blue Jeans Conference Call

Attending: Matt Tennant (MT) – Quality Manager
Naveed Akram (NA) – Quality Executive
Neema Tarimo (NT) –Lead Student Representative
Miriam Ndulu(MN) - Lead Student Representative
Fortune Mashiri (FM)- Student Representative
Abiedo Shanduka (AS) - Student Representative
Sharon Weiss (SW) - Student Representative
Julian Spuy (JS) - Student Representative
Innocent Mapwetekere(IM) - Student Representative
Sailajah Ganesan (SG) - Student Representative
Mohammed Khasawneh (MK) - Student Representative
Olanrewaju Ibidapo (OI) - Student Representative

Apologies:

Item	Discussion Points	Actions
1	Welcome and Introductions	NA

Item	Discussion Points	Actions
2.1	<p>Exam Booking</p> <p><u>MN</u> highlights that students from Zimbabwe are having problems booking exams on the website. It is extremely difficult and a lengthy process to make payments through bank in Zimbabwe to IFoA due to the banking issues happening in the country. Can we look at holding onto the payments instead of returning them? Students can then use that credit to book future exams.</p> <p><u>IM</u>- Highlights the problems with Mastercard, Visa card and international payment transfer problems that students from Zimbabwe are facing.</p> <p><u>MT & NA</u> confirmed that we can pass on these comments/suggestions to the IFoA Head of Learning Operations and Director of Finance.</p> <p><u>QI</u> - Gave an example of overpaying for an exam with the SoA. The excess amount was stored with the SoA until the next exam.</p> <p><u>SG</u>-April exam issue. Oversea students sometimes struggle to book exams so far in advance and knowing if they are ready to book onto exams. <u>NA</u> explains that extra time is needed to arrange the logistical considerations for International centres and therefore it is not possible to extend the exam booking deadline for overseas students.</p>	
2.2	<p>Exam Centres</p> <p><u>NA</u> gives an apology for repeated issues with the CP3 platform and a full response will be published with the comments.</p> <p><u>IM</u>-During blackout of CP3 there was a lack of communication between us and the students. Big concerns around the communication between the IFoA and students during the problems.</p> <p><u>JS</u>-CP3 breakdown was poorly handled and the communication was extremely poorly as compared to previous instances. The IFoA should consider looking at how many students the CP3 platform was effected and it should be taken into consideration during marking.</p> <p><u>NA</u> highlights that mitigating should have been put in by those who felt that the breakdown effected their exam performance.</p> <p><u>IM</u>- Highlights that it is not very efficient to put mitigating application every time especially when the problem is recurring. Suggests to have an alternative website/platform (similar to the exam results) where students can access exam papers in the event of problems during exams.</p>	

Item	Discussion Points	Actions
	<p><u>NA</u> discusses the comments received about noise/disruption at exam centres and the importance of students putting in a mitigating circumstance policy.</p> <p><u>IM</u>-Do all students find out the outcome of Mitigating Circumstances?</p> <p><u>QI</u>- Serious issues with Lagos centre. Comments on the Lagos centre will be passed to the exam teams. Change of centre at the last minute and issues with the small tables.</p>	
2.3	<p>Examination Other</p> <p><u>NA/MT</u> gives an overview of the decision around Pass Lists.</p> <p><u>JS</u>-will students get their pass letter instead of the pass results.</p> <p><u>MN</u>-Cost of the CP1 is quite expense.</p> <p><u>SG</u>-Not many international companies support students in terms of exam entry and exam fee's and support material.</p>	
2.4	<p>Exam Questions</p> <p><u>NA</u> gives an overview of the GP testing process and how the IFoA collects feedback in regards to how we prep examination papers.</p> <p><u>SW</u>-CP2 exam. Not related to past exams and particularly different.</p>	
2.5	<p>Tuition</p> <p><u>QI</u>-No study support and no accredited University. Very few Fellows in Nigeria and very few people to teach. Only option is self-study and very little help.</p> <p>Action Email: NA to send email around the Exemption process for non-accredited universities.</p> <p>Action follow up: completed</p>	

Item	Discussion Points	Actions
2.6	<p>Curriculum 2019 and PPD <u>SW</u> – ‘R’ is a new paper and is introduced.</p> <p>Action: Ask are any additional papers being produced ahead of the exams. Action follow up: Not Completed Yet</p> <p><u>MN</u>-Can we give some guidance around ‘R’ at exam centres.</p> <p>Action: When is ActEd publishing new material? Action follow up: Not Completed yet</p> <p><u>NA</u> informs about various material available on website and confirms as time progresses, more information (exam papers etc) will be available about C-2019 exams</p> <p><u>NA</u> gives an overview of PPD and changes from WBS onto PPD.</p> <p><u>SW</u>-Is there a way to show how many more credits required? NA mentions to read PPD guide, minimum requirements don't change and reminder emails are sent regularly.</p> <p><u>NA</u> discusses the available Webinars.</p>	
3	<p>Other <u>NA</u> informs students about where volunteering opportunities can be found online. MT tells students where to find Webinars.</p> <p><u>JS</u>-Why do South African students pay twice for exemptions? NA/MT explains about agreement between IFoA and ASSA. <u>NA</u>: informs that universities that are not accredited with ASSA, their students can apply for exemptions directly with us. <u>NA</u> to email exemption process.</p> <p><u>JS</u>-Is the IFoA looking to replicate ASSA's Technical certificate for those who pass CT1-9. NA informs that we no longer give out DAT certificates and have no plans to introduce alternative.</p> <p><u>SW</u>: Can students get access to their scripts. NA/MT inform that we cannot do so at the moment but it might change in future.</p> <p><u>SW</u>: Put additional sessions for CP2/CP3 timings so that aren't being sat at the same time.</p>	

Item	Discussion Points	Actions
	<p><u>MN</u>-Some variations in the reduced rates and the earnings thresholds. More variations needed taken into consideration looking at cost of living. NA/MT informed that comments will be passed on to director of Finance.</p>	
	<p>Proposed Date of Next Meeting June 2019</p>	