



Americas – Global Student Consultative Forum

Wednesday 26th June – 15:00-16:00 (UK Time)

Blue Jeans Conference Call

Attending:	Matt Tennant (MT) – Quality Manager Andrew Berrow (AB) – Head of Learning & Operations Brian Blake (BB)– Lead Student Representative Amarpreet Modha (AM) – Student Representative Katherine Wang (KW) – Student Representative	Apologies:	Caroline Taylor-Steele (CTS) – Senior Quality Executive
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Item	Discussion Points	Actions
1	Welcome and Introductions MT welcomed KW to the forum following her recent appointment as a Student Representative.	NA
2.	Notes from last meeting No questions or comments were raised in relation to the notes from the last forum meeting.	
3	Students Comments 3.1 Exam Bookings	

MT informed the forum that a substantial amount of work had been carried out before the April session to stress test the CP3 platform to ensure that the previous issues experienced were avoided. It was discussed that on the whole the student experience was improved.

BB mentioned that there were a lot of issues experienced with uploading the B paper for CS2 at the end of the exam as the platform closed before the allotted time. AB confirmed that the setup of the exam was very complex and this issue was caused by human error. AB apologised for any stress caused and assured the forum that the process has now been changed.

3.4 April 2019 Exam Questions

Comments received in the survey suggested that the model in CP2 paper was too complex when compared to the syllabus and previous CA2 papers. Students were now expected to redesign the model as opposed to previous sessions where it was only necessary to make alterations. MT suggested it may be worth checking the Examiners report which will contain comments on how other students performed on this paper, this will be available on our website following the release of the exam results.

Another issue raised as part of the survey was the content of the SA3 exam, students were complaining of ambiguous questions, uneven mark allocation and little connection to the syllabus. Also SA7, there were also comments received regarding too much focus on prior knowledge from SP5 rather than focus on the course material for the subject. MT advised that we won't be able to comment on this at this stage until the release of the Examiners report.

BB suggested that more specimen papers would be useful for students. MT advised that specimen papers would need to go through the same process as setting live papers as they need to be of the same standard so this would be difficult. Further past papers will be available to students once more sittings have taken place.

3.5 Other – Exam Related

Due to the amount of content covered by subject CS2 the forum received a suggestion that the R element should be covered as a separate module or exam. MT thanked the forum for the feedback however confirmed that the format of the subject had been agreed by various boards and committees when developing the new curriculum and therefore there were no immediate plans to make any changes at this stage.

BB reiterated his concerns raised during the last forum meeting around the lack study support for students in the Caribbean as companies are no longer offering help. MT advised that these comments would be passed onto the relevant parties. AM advised that, the IFoA study material is very clear and concise and gives students a good idea of what is likely to come up during an exam.

3.6 Work Experience Requirements

No comments or issues were raised in the survey. It was discussed during the meeting that the work experience requirement is fair and has now been simplified by moving it online.

3.7 Student Communications

Item	Discussion Points	Actions
	<p>BB advised that he felt the communication from the IFoA is very good, particularly the newsletter as this is very informative.</p> <p>MT requested that if the forum had any comments relating to student communication then these should be fed back to the IFoA.</p>	<p>Forum to feedback any comments to Quality Team regarding student communication</p>
2.3	<p>AOB</p> <p>IFoA Presence in the Caribbean</p> <p>BB advised that there was minimal IFoA presence in the Caribbean and the SOA was more dominant in this region. Students automatic choice is to therefore join the SOA. BB advised that FIA's in the regions could be used more to promote the IFoA. MT suggested that he would pass this feedback on to our Global markets Team.</p> <p>Forum Membership</p> <p>It was raised that there is currently no representation on the forum for Central and South America. BB suggested that it would be good for the IFoA to make contact with students in these region to encourage them to provide feedback. MT advised that we are unable to give out students details due to GDPR however the Quality Team could send out targeted emails. AB confirmed that in the July student newsletter we could also include the generic web link to try and encourage students to get in touch with students representatives.</p>	<p>MT to pass feedback onto the Global Markets team.</p> <p>AB to include the link to the GSCF page in the July Student Newsletter</p>
3	<p>Proposed date of next meeting November 2019</p>	



Student Consultative Forum Feedback Return Form April 2019 Exam Session

Topic:	Exam Booking
Feedback:	
<p><i>To cover feedback and comments relating to the process of booking exams.</i></p> <p>(Q/C) As in the last sitting, the exam booking process was pleasant for most students contacted and in the survey.</p>	



Topic:

Exam Centres

Feedback:

For Exam Centres, please ensure you use this section to report your specific feedback relating to centres, noise and disruption etc.

Please ensure you make reference to the subject and name of the Examination Centre where applicable.

(Q/C) Difficulties expressed at the exam centres in Toronto and New York with regards to spacing of candidates and noise respectively.

(Q/C) It should be noted that similar issues were raised for the Toronto centre in the last sitting in September.

(A) Thank you for the feedback regarding our Toronto and New York centre. Our exam supervisors at either centre have not reported any issues for the April 2019 session. If incidents should occur (such as, disruption) candidates should make the exam supervisor aware, so they are able to highlight this to us in their incident report. We are always looking at ways to improve the services which we provide for our students. We will take your feedback on board when reviewing our centres and ways in which we can improve a student's experience for the future sessions.



Topic:

Online Exams

Feedback:

For Online Platforms, this should cover technical questions e.g. equipment/software/download/upload etc.

Please ensure you make reference to the subject in order for us to respond.

(Q/C) Issues with timing of the exam discussed below.



Topic:

Other – Exam Related

Feedback:

Please consider grouping your responses into the following: Access Arrangements, Mitigating Circumstances, Results, etc. This ensures your feedback will go to the correct team.

(Q/C) The current start time for online exams in the Americas time zones continue to pose difficulties for candidates. Several students believe their ability to do well is impeded due to the time of day.

(A) Currently online exams are hosted on an online platform and ran to UK time only. We are currently reviewing our exam times worldwide and if any changes are made, we will inform candidates of this.

(Q/C) It is noted that this was discussed at the last meeting. If nothing can truly be done to facilitate I believe it is important to communicate for each exam sitting why the current is how it is currently.

(A) Currently online exams are hosted on an online platform and ran to UK time only. We are currently reviewing our exam times worldwide and if any changes are made, we will inform candidates of this.

(Q/C) Improvement suggestions -

- Offer more sittings for online exams

(A) Currently candidates have one opportunity to sit their online exam and this must but within the same exam sitting. However, your feedback is appreciated and we are currently reviewing our exam times worldwide and if any changes are made, we will inform candidates of this.

- Allow online exams at standardised testing centres

(A) Currently online exams are hosted on an online platform and candidates have the option of selecting their exam environment. Having the online examinations held in exam centres could be considered and is currently being investigated.

- Produce more specimen material for practice due to the new exams

- SA7 seems to lack direction and focus

- Due to the amount of material required in CS2 consider offering R as a separate exam

(Q/C) Particular disappointment with the SA3 exam



Topic:

April 2019 Exam Questions

Feedback:

To cover feedback and comments relating to exam questions.

Please ensure you state which examination the feedback is referring to.

(Q/C) CP2 Paper 2 – It was felt the model given was too technical to be deciphered and adjusted in the time given. “It felt as if you were redesigning the model” instead of just adjusting it.

(Q/C) SA3 – Common consensus (with regards to complaints) of ambiguous questions, uneven mark allocation and little connection to the syllabus.

(Q/C) SA7 – too much focus on prior knowledge (SP5) as opposed to the actual course reading.

(A) Questions in relation to examining paper content, syllabus have been passed to the examining teams for considerations in relation

Topic:

Tuition

Feedback:



To cover feedback and comments relating to ActEd.

Topic:	Work Experience Requirements
Feedback:	
<i>To cover feedback and comments relating to Personal and Professional Development and/or Work-Based Skills, and Form A/B.</i>	



Topic:

Student Communications

Feedback:

To cover newsletters, handbooks, webpages etc.

(Q/C) Newsletters are considered to be timely and informative.



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Topic:	Other
Feedback:	
<i>To cover feedback and comments relating to any other aspects of the IFoA student experience.</i>	

