



Global Student Consultative Forum – East Asia

Monday 24 June 2019 Time: 09:00 to 10:00

BlueJeans Conference Call

Attending:	Arthur Tang (AT) – Student Representative Zhirui Cao (ZC) – Student Representative Yushuo Liu (YL) – Student Representative Bruce Zhen (ZH) – Student Representative	Apologies:	Mei So – Student Representative
Executive Staff:	Matt Tennant (MT) – Quality Manager Jing Zhang (JZ) - Regional Co-ordinator, Beijing Andrew Berrow (AB) – Head of Learning Operations		

Item	Title	Action
	Welcome and Introductions MT introduced the new members to the Forum.	
1.	Exam Booking YL reported some issues experienced at the start of the exam bookings during the 1 st days of examination bookings. AB explained this may be due to the volume of traffic on the website when exam bookings open and to get in touch if this issue continues for future sessions. AT reported some student experienced issues experienced logging onto website at the start of the examination booking session. AB explained we are not aware of Chinese students having any more or less difficulty accessing their IFoA accounts at the start of exam booking than any other students. The IFoA will be looking to increase the website bandwidth which should reduce any future delays.	

Item	Title	Action
	<p>ZH Asked that in the future what sort of options are there to pay for IFoA in different currency? AB advised that we can only currently accept payment for exam bookings in Pound Sterling for IFoA examination or US dollars for CAA Global exams.</p>	
2.	<p>Exam Centres and Online Exams</p> <p>YL asked can we have a confirmation email once the online paper has been uploaded to the exam platform? AB advised that when students upload submissions to the online platform you will get a message on-screen, however, the IFoA does not yet have the functionality for an email that confirms both attachments have been received.</p> <p>AT reported that some student who took exams in China exam centres experienced a lack of instructions and signage for candidates. AB advised we have met with the British Council who have assured there will be improved signage for future exams in China.</p> <p>YL requested for future sessions some additional exam centres in the region? There are a large number of students still studying at University and could centres be set up there. AB advises we are in discussion with British council who provide our exam centres for additional capacity.</p>	
3.	<p>Examination Papers</p> <p>No Comments</p>	
4.	<p>Examinations-Other</p> <p>No Comments</p>	
5.	<p>Tuitions and Study Support</p> <p>YL reports some issues accessing the IFoA website recently. JZ advises that the IFoA websites issues now resolved and we have some contingency plans in place if we experience any issues in the future.</p> <p>AT reports some subject's core reading is free and some subjects still cost. Can we have some more through the e-library? AB agreed to follow up.</p> <p>Follow Up: <i>Core Reading – according to Library Services on our web site “A full set of the current Core Reading is available in the member lounge in Edinburgh and London, for reference use only and isn’t widely available for students to access for revision and study purposes.</i></p> <p><i>Otherwise Core Reading is available either through the e-shop or as part of Acted learning and both require a fee to purchase.</i></p>	<p>AB</p>
6.	<p>Student Communication</p>	

Item	Title	Action
	AT reported for a lot of students their CPD and PPD requirement are on different dates and confusion over the two requirements. MT advises that reminder emails are being send out monthly to each student who's PPD deadline is approaching in the next month.	
7.	Personal and Professional Development (PPD) and Work-Based Skills JZ reports a lot of student members need to defer PPD as they are still studying at University. MT advised reminder emails are being through local newsletters and communication.	
8.	Any other business AT asked when will the next meeting be? MTadvises the next GSCF meeting will after the September examinations, around 2 nd or 3 rd week in November.	



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) Both the booking process and the payment process went well for most candidates.</p>	

Topic:	Exam Centres
Feedback:	
<p><i>For Exam Centres, please ensure you use this section to report your specific feedback relating to centres, noise and disruption etc.</i></p> <p><i>Please ensure you make reference to the subject and name of the Examination Centre where applicable.</i></p> <p>(Q/C) Many candidates expect more Exam Centres. There are very few Exam Centres in China, however too much candidates from different provinces.</p> <p><i>(A) The Institute works very closely with our centres/suppliers to ensure exam venues are suitable for the examinations based on numbers and meeting the requirements. We will always endeavour to review comments and change were necessary.</i></p>	



Overseas candidates can apply for an 'Exam Centre Request' if they are unable to attend a centre nearby. However, each request will be reviewed individually and a decision will be made taking into consideration the location of other centres nearby.

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) Subject CS1 B:

Some candidates have problems in saving and uploading their work files.

(Q/C) Subject CM2 B:

Some candidates did not manage to save and upload their work files through the online platforms so they turned to e-mails to upload their work files.

(A) The online elements for the CP3, CM and CS exams ran successfully, the Examinations teams are not aware of any issues which affected candidates submitting their documents. Where candidates faced issues with submitting their materials, they should email the Examinations team (examssupport@actuaries.org.uk). Once the team uploaded the materials, candidates would have received a confirmation email.

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) Many candidates want to know the exam results as soon as possible.



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) Subject CS1 :

There is not enough time for the exam. Some candidates did not finish all of the questions in the paper.

(Q/C) Subject CM2 :

Some candidates think that the questions are difficult.

- (A) Comments in relation to question difficulty and time constraints were passed back to the examining team for consideration.

Topic:

Tuition

Feedback:

To cover feedback and comments relating to ActEd.

(Q/C) Many candidates want to have more information and guidance to all of the online exams.

(A) We will continually review what we offer to help students prepare for Paper B in the CM and CS subjects. Each exam paper we see will help in this regard but we are also pressing the IFoA for more information and clarity on some issues.

Whilst we would like to offer more tutorial days to help students with Paper B, companies may not be quite so keen to pay for them. We strongly recommend that students use their Paper B Online Resources before attending their Paper B Preparation Day, and we will be reinforcing this message to all those who book next session.

Topic:

Work Experience Requirements



Feedback:

To cover feedback and comments relating to Personal and Professional Development and/or Work-Based Skills, and Form A/B.

Topic:

Student Communications

Feedback:

To cover newsletters, handbooks, webpages etc.

(Q/C) Some candidates suggest that the IFoA design a free online chat room for candidates as well as members to share their experience.

(Q/C) Some candidates suggest that the webpage be viewed in multiple languages.

Topic:

Other

Feedback:

To cover feedback and comments relating to any other aspects of the IFoA student experience.

