



## Europe – Global Student Consultative Forum

Wednesday 14 November 2018 – 17:00 -18:00

Blue Jeans Conference Call

<b>Attending:</b>	Matt Tennant (MT) – Quality Manager Alison Gorton (AG) – Senior Quality Executive Joe Fresnan (JF)– Lead Student Representative Georgina Foukaridou (GF) – Student Representative	<b>Apologies:</b>	Uros Kovac – Student Representative Nikunj Sharma – Student Representative
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Item	Discussion Points	Actions
1	Welcome to all who attended at the first Europe Global Student Consultative Forum – introduction. Apologies for the timing issues and thank you for all providing feedback	NA
2	<b>Exam Booking</b> Positive feedback received from students with the exam booking system. No apparent issues as most students use the online booking system JF raised a question around the overseas booking deadline being so closely aligned to the date the results are issued which gives students less time to plan their exam study and decide on which exams to book for the next session. AG explained that part of the reason for this was the logistics of shipping papers overseas as these are sometimes held up in customs. The IFoA is currently consulting with other departments and the UK and Ireland Student Consultative Forum in regard to aligning the closing dates for UK and Overseas and aligning these to close at the same time. Should this be agreed it will only affect the UK students as the UK closing date will be brought in line with Overseas and not vice versa. Any changes that may be planned will be communicated during 2019	

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3	<p><b>Exam Centres and Online Platforms</b></p> <p>JF explained that there had been no issues for September sessions but wanted to raise an issue with April 2018 session for CT5 in Paris. On the day of the exam the cohort of students were moved to a new location across Paris which could have had an adverse effect on some student ability to concentrate. AG advised that in any circumstances like this, students should read the Mitigating Policy and if appropriate make an application</p> <p>JF has received feedback from students in regard to CP3 for September, with CP3 being an expensive exam to sit and students feel that there is insufficient testing of the platform before the launch of the exam. There are concerns that the communications from the exams team are not ideal and often emails are not picked up or multiple emails are sent causing a 20 minute delay for some students which adds to the stress of the exam. AG again pointed out that the mitigating policy should be used as not all students are affected to the same extent and all who experienced issues where they were personally affected should use this route rather than assume the IFoA would be submitting a bulk mitigating to the Board of Examiners.</p> <p>JF asked if the same platform will be used in April onwards for the CS/CM subjects – MT to request any updates from Learning Operations who hold the relationship with the supplier</p>	<p>AG</p> <p>MT</p>
4	<p><b>Other – Exam Related</b></p> <p><b>Access Arrangements</b></p> <p>GF had received feedback from an individual in regard to access arrangements and location of desks are not always appropriate. There was a student who felt they had been disturbed when the official exam time had ended. AG requested further information for this student to be able to give feedback to the team which deals with the room allocations.</p> <p><b>Results</b></p> <p>The length of time to produce the results still remains a concern to students. AG and MT explained that the IFoA rely on volunteers to mark papers and that these individuals although not employed by the IFoA and also the majority have full time employments, receive a small payment for carrying this out. The IFoA also offers a robust system for marking using two markers to mark each paper in the first instance, called double blind marking, where neither see the others marks. Some scripts will also be identified as being close to the pass mark or outside of the acceptable tolerance, these will undergo a third review by a Senior Examiner, whose mark will be the final mark. AG assured that there are no time delays in exam finishing and marking starting and markers are given tight deadlines to which they must adhere. MT confirmed this was also raised at the UK and Ireland SCF and the notes from that meeting will shortly be available on the website</p> <p><b>Student Feedback Requested</b></p> <p>Students have asked if there is a way of receiving more feedback alongside their results. AG explained that the IFoA receives approximately 1000 subject access requests each session, this is readily available to anyone to request a copy of their personal data under GDPR. The subject access request (SAR) will give a breakdown of marks awarded by question and question part and some students are using this as a revision tool. The IFoA retention data is currently 16 weeks which means that data from previous sessions</p>	<p>GF/AG</p> <p>AG</p>

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	<p>would not be available. The IFoA is currently reviewing whether this information can be easily made available to students at the same time of receiving the pass letters. The IFoA is aware that this information can be helpful to all students when comparing their marks to the marking schedule and exam paper post sitting.</p> <p><b>Correspondence</b> Feedback has been received at the turnaround time for new members of the IFoA to hear after an admission application had been made. AG explained that the Admissions/Exemptions/WorkBasedSkills correspondence is all received via Education Services and the Quality team deal with all applications which are not so straight forward; this can cause delays and it is acknowledged that sometimes the student is not kept up to date with the process due to high volumes of work. AG to speak with Education services to discuss the auto out of office wording and if this could be amended.</p>	
5	<p><b>September 2018 Exam Questions</b> Minor comments received regarding CA1 Paper 2 as having issues with some students in the way the questions had been asked. AG has requested more information to be able to take this to the Examining team who set the paper. AG explained the Guinea Pig (GP) process and how exam papers were reviewed prior to use.</p> <p>Comments also received around the length of the exam for students whose first language is not English. Again AG explained that the GP's are from a diverse background and across the world and should pick up these anomalies in the paper where questions may be difficult to understand. As a UK Professional body all our exams are in English and members would be aware of that when joining.</p>	JF/AG
6	<p><b>Tuition</b> Concerns raised regarding C2019 and the communication of revision material from ActEd not being available early enough. AG advised that there are sample papers on the IFoA website which have been available for some time and MT had established that ActEd had now updated their material and it was now available. The UK and Ireland SCF had also given the same feedback at their meeting.</p>	
7	<p><b>Work Based Skills / Personal and Professional Development</b> There has been feedback from students regarding the transition between WBS and PPD and the cut off dates. It was suggested that the PPD guide be updated with more information around how PPD resets and how students will not be able to edit records once the years has passed. AG confirmed that the guide is in the process of being updated and it is already planned to include updates of good and not so good examples</p> <p><b>Exemptions</b> Students concerned at the length of time to process and exemption. AG explained the process involved, and as per the point raised under correspondence would look into amending the auto response form Education services. AG also confirmed that the exemptions webpages are also being reviewed along with the application form to ensure a clearer understanding.</p>	AG
8	<p><b>Other</b> GF raised an issue regarding the SOA agreement with the IFoA for C2019. AG requested GF email with her concerns and this would be dealt with as a separate issue as it is personal to one individual.</p>	

Item	Discussion Points	Actions
9	AOB None	
10	Proposed date of next meeting June 2019	