



South East Asia – Global Student Consultative Forum

Wednesday 21 November 2018 – 08:30- 09:30 GMT

Blue Jeans Conference Call

Attending:	Matt Tennant (MT) – Quality Manager Laura Phillips (LP) – Senior Quality Executive Velda Tan (VT)- Lead Representative Dipti Km (DK)- Student Representative Heting Yang (HY)- Student Representative Aditi Sodhi (AS)- Student Representative	Apologies:	
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Item	Discussion Points	Actions
1	Welcome to all who attended at the first SE Asia Global Student Consultative Forum – introduction.	NA
2	Exam Booking VT raised a few points around exam booking. Firstly was that the time gap between exam results/exam bookings are very close to the Acted tutorials booking, especially for the September exams. MT explained that our timescales and deadlines are separate to the Acted one and maybe it's something we can look into further although the priority is to suit IFoA. He also explained that our deadlines are set in such a way to ensure booking is open at the earliest possible time to allow students to book and prepare for exams. He confirmed that the UK exam booking would be reduced to the same time as international booking. It was also mentioned that it would be useful to see 'live' booking numbers so students have an idea of how many spaces are left for the exam in certain centres. Currently there is a delay for the booking to be confirmed so students do not know if they have definitely got a place.	

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3	<p>Exam Centres and Online Platforms</p> <p>The CP3 platform and recent issues with it was discussed at length. VT led the discussion explaining that a contingency plan was put in place in the September session however this still did not work properly as some students did not know if the platform was working or not and had to keep refreshing their emails to see if anything had been communicated. She added that this puts a lot of pressure and stress on the student minutes before the exam which could affect their performance. MT responded by apologising and recognising the errors that had been made and explained there will be platform stress testing for the next sitting. He also explained the issue the IFoA experienced with mass email mail out explaining our firewall had blocked more than 99 emails being sent at once. He reassured the forum that everyone's CP3 submission had been received and the board of examiners will be discussing the impact of the platform failure at their meeting in early Dec. LP advised the forum that the mitigating policy is available to all students who may have experienced any kind of disruption or extenuating personal circumstances before or during their exam. Students were advised to use the mitigating policy if they were affected by the CP3 issues. VT advised she was not aware of this policy and explained no communication was sent out after the exam to explain this.</p> <p>HY suggested confirmation emails to be sent to individuals to confirm their submission has been received for peace of mind. LP explained this would be a very manual process right now however it may be something we are able to do in the future with updated technology.</p> <p>The forum also discussed the CA2 platform explaining that it was closed at the exact time paper 1 finished despite guidance stating a further 5 minutes would be given to upload the paper. There was a lack of emails sent out to explain that students could upload their exam via a different platform meaning students were unsure if IFoA had received their paper. MT again apologised for the portal errors and reiterated the stress testing and improvements being made to the online portals.</p> <p>The forum wanted to discuss the possibility of having exams in different time zones as especially in SE Asia there can be up to 13 hours difference. HY explained he is in New Zealand and must prepare for weeks in advance to work at night so he is in the best state of mind to sit exams. The forum agreed that it is not natural to be nocturnal and they are unable to work at night effectively especially with having day jobs/lives. MT advised that it is something we are aware of being a growing global organisation and explained the current process of preparing the exam papers. He continued that currently it would not be fair to allow some students access the paper before others and this could mean content is leaked. He advised it is a common request from international students and as the organisation grows more outside of the UK, other options to suit time zones will be looked in to.</p>	
4	<p>Other – Exam Related</p> <p>AS began by discussing the amount of exam sittings IFoA offer compared to other associations and wanted to request that 3 or 4 sittings a year would be better so students can qualify quicker. It was also mentioned that marking of the papers is very slow and students must wait a long time after their exam to know their result which makes forward planning difficult. The forum also advised that they believe marking with IFoA to be very strict and the papers harder than other associations.</p> <p>MT explained that the nature of our exams are more essay based questions as opposed to MCQ that are done by SOA for example. He continued that with the incoming e-marking platform, marking may be done quicker however it is in early stages of testing right now. MT also explained that the IFoA rely on volunteer actuaries to write/test and mark the papers alongside their day jobs and currently we would be unable to do more than 2 sittings per year. LP explained the marking process is to mark test batches to ensure consistency and that all papers are double blind marked, and sometimes 3rd reviewed if required. LP continued that the IFoA do not delay results and require all the time we have to ensure marking is done fairly and consistently. VT suggested IFoA employ actuaries to mark rather</p>	

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	<p>than relying on volunteers. MT advised that with the amount of students sitting the exams and all papers to be marked twice would mean the IFoA would need to employ hundreds of actuaries to support this. He advised this is just not possible.</p> <p>In terms of the papers being hard, LP explained the guinea pig testing process. LP explained that papers are written and tested to ensure they contain up to date information/knowledge, ensuring cultural differences are noted and that the exam is the right length and level of difficulty for the particular subject. All exams are assessed for a minimally competent student to pass and the testing of the paper beforehand ensures this is fair.</p> <p>AS advised it would be better for the April sitting to be moved to March so there is more time in between the sessions. LP explained again that the time between sessions is that way as recruitment of markers and testing and writing of papers etc. need to be completed in between the sessions.</p>	
7	<p>Work Based Skills / Personal and Professional Development</p> <p>VT discussed the WBS/PPD transitions and explained she found the webinar extremely helpful. MT explained it would be on the VLE for those that missed it or would like to watch it again.</p> <p>It was requested that all students receive a personalised email to explain their own transitional arrangements. LP advised that it would be very difficult for us to do this as all students have different ideas of when they want to qualify. It was explained that some students sit 3 or 4 exams a session yet some may only sit one. LP advised the website contains clear information on transitions to PPD and if students require a specific answer they may contact education services to discuss it.</p> <p>HY explained he could not see the specific content he had recorded for each competency after his PPD year ends. LP explained that there are 2 views on the PPD page, summary and detailed, and the detailed view should show all the content. He explained he still could not view this and it may be an issue for other students. LP agreed to take the query offline and look into it further.</p>	LP- check HY PPD records
8	<p>Other</p> <p>It was mentioned that Sally's CP3 visit to SE Asia was really helpful and the students appreciated the content that was delivered. It was also mentioned that students appreciated the CA2 paper split of paper 1 in AM and paper 2 the next day in PM.</p>	
9	<p>AOB</p> <p>It was noted all items discussed are confidential and should not be shared outside the forum until the minutes are published.</p>	
10	<p>Proposed date of next meeting</p> <p>June 2019</p>	