



Institute and Faculty of Actuaries

Our pioneering 400 Club – volunteer members

Background

The 400 Club is an Institute and Faculty of Actuaries' (IFoA) initiative: it is an online feedback group open to all IFoA members from around the globe. Location is not a barrier. The 400 Club gives our members an effective voice to help shape our future.

All surveys are written in plain English and are relevant to the entire membership regardless of location, practice area etc. The surveys fall into two categories. They either help us:

- track progress against our strategic objectives; or
- ask for members' views on our future initiatives and corporate plans.

By sharing your views you help shape the future direction of the profession.

One of the key elements of the IFoA's strategy is "to offer excellent support that meets members' varied and evolving needs". The 400 Club was established in 2011 as part of this drive for excellence, and IFoA Directors, Council, and Management Board value this feedback. After each survey the **Feedback Report** is shared with 400 Club members to allow participants to see if their views were shared by the majority. All IFoA members can login and read the 400 Club Feedback Reports in the members' area of our website. Feedback is also shared with IFoA staff via the intranet. Staff will highlight any relevant feedback to their Boards/Sub-committees etc.

“Task” and “Person” Specification

“Task” Specification

The commitment is not onerous. As a member of the 400 Club you will:

- receive an online survey up to six times during each Sessional year (from 1 July till 30 June)
- be given between two and three weeks to submit your feedback
- be asked to share your views on a broad spectrum of issues which are relevant to all members and to the profession as a whole
- all views are personal and confidential
- we do ask members to include their name and ARN when completing the survey but results are anonymised. (Providing your name and ARN helps us to track who has completed the survey).

Your feedback is important to us

It is very important to us that we receive as high a response level as possible to all surveys, so:

- if you ever have to miss a survey, please let us know, as soon as possible
- the IFoA will keep a note of responses. If we do not hear from you, we will send you a helpful reminder
- if your circumstances change and you would like to step down from the 400 Club, you can do so at any time by contacting [Debbie Atkins](#), IFoA Head of Engagement.

You can, of course, volunteer to re-join the 400 Club again, at any time in the future. If you have missed two consecutive surveys and we have not heard from you, we will assume you would prefer to step down from the 400 Club.

Time commitment

Surveys normally take between ten to 15 minutes to complete. Occasionally they may take longer if they are accompanied by a short report or paper which you are asked to read prior to completing the survey.

Tenure

Once appointed to the 400 Club you decide how long you wish to remain a member. You can stand down at any time by sending an email to [Debbie Atkins](#), Head of Engagement at the IFoA. However, for continuity we hope you will remain part of the 400 Club, and share your feedback, for a period of two or three years.

“Person” Specification

To be a 400 Club volunteer you must be:

- a member of the IFoA (all membership categories are requested to volunteer)
- keen to share your views and help shape the future of the profession
- willing to find the time to complete each survey within the timeframe.

In return, 400 Club volunteers will be given:

- the opportunity to help shape the way the IFoA interacts with its members
- a real chance to get your voice heard
- the opportunity to feel more connected and involved with your profession
- the opportunity to request a silver volunteer recognition pin as a thank you for your support.

[Read what some members of the 400 Club have said about being involved.](#)

Claiming CPD

For the most part, you are being asked to provide your personal opinion.

However, if you are asked to undertake reading before completing a questionnaire and you intend to use the time spent on this activity when recording your CPD, remember it must be relevant to your work or role and address a personal development need. You should record an appropriate learning outcome. This is in accordance with the [CPD Scheme](#).

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