



Exam counselling

Information for CP1-3, SP and SA subjects



Introduction

The exam counselling service has been provided by the Institute and Faculty of Actuaries for over 20 years.

Currently counselling is offered in the CP1, CP2, CP3, SP and SA subjects but only to students where the examination in question is the last one required to qualify either as an Associate or a Fellow.

This will help you to help you understand:

- how to improve your exam performance in your specific subject
- how to improve your exam technique generally.

It is intended to identify where your lack of preparation or exam technique may have caused you problems and, are likely to cause problems in the future. The counsellor considers your performance in the failed sitting as evidence of issues to work on.

However, the focus of the counselling should be forward-thinking and you will be discouraged from dwelling on any specifics of the paper you have failed, but instead encouraged to consider an action plan in preparation for the next sitting.

There are two types of counselling service provided

Written report (report only option)

The counsellor will prepare a report to send you. To recognise the fact that you do not get to view your script, the report contains, for example:

- detail in a question-by-question breakdown, perhaps commenting on which points in the solution were covered, or even providing a sample of quotations or screenshots from the script
- detail in an action plan, to account for the fact that you will not have the opportunity to speak to the counsellor or ask questions

Written report (option with follow-up telephone call)

For this option, the counsellor prepares a report as for the written report (report only) option. They will then contact you by phone or email, to arrange a mutually convenient time for the call.

The report will usually include space for you to make a note of any questions to ask during the follow-up call. You are encouraged to read through the report and prepare questions for the call to ensure the best use is made of the time available.

The telephone call usually lasts up to 1 hour, and is led by you so that you can raise questions for the counsellor to answer.

Typically reports for follow-up call options contain a similar level of detail as the written report-only options. The counsellor may prefer to include less detail in the report if they wish to discuss the detail during the call.

The fee paid covers only one call. If you require further information then you must contact the Education Services Team.

To enable us to provide the same level of service to all our students worldwide, the option of a face-to-face exam counselling meeting is no longer available.

Please note that you will not be able to see the detailed breakdown of the marks you scored with either option.

What are the closing dates for counselling applications?

The closing dates for exam counselling applications will always take the following pattern

Following release of the April exam results

3 weeks plus the following weekend from the publication of the results for the CP1-3, SP and SA subjects.

Following release of the September exam results

8 weeks plus the following weekend from the publication of the results for the CP1-3, SP and SA subjects.

The specific dates are given on the counselling application forms.

How much does exam counselling cost?

The cost is dependent on the service you request
For CP1 the fees are: Report only: £160.00 Report with conference call follow up: £255.00
For CP2 and CP3 the fees are: Report only: £150.00 Report with conference call follow up: £255.00
For SP and SA subjects the fees are: Report only: £120.00 Report with conference call follow up: £210.00
For those entitled to the reduced rate the fees are: Report only: £60.00 (CP1, ST and SA subjects); £75.00 (CP2 and CP3) Report with conference call follow up: £125.00 (CP1, SP and SA subjects); £120.00 (CP2 and CP3)

The fee must be paid at the time of application, or we will not be able to arrange counselling for you.

Please note: if you apply for a report and call you will be required to take the call within 1 month of receiving your report. If for any reason you are not able to take this, you will lose your opportunity for a call and no money will be refunded.

Are there times when I may struggle to arrange counselling?

If demand for counselling is very high we may not be able to accommodate all requests in time before the next exam sitting.

Following the release of the exam results there is sometimes only a short space of time available for counselling before the next sitting. Therefore you should be aware that you may receive your counselling report (with or without the additional telephone call) very shortly before the next exam.

We will not be able to provide exam counselling before the next exam sitting:

- if no counsellor is available in your subject, or
- if the closing date has passed.

It is therefore important to apply for counselling as early as possible to avoid disappointment.

How do I apply for counselling?

If you are paying by card: call Education Services on +44 (0)1865 268 207, to pay for and arrange your counselling.

If you are paying by bank transfer: complete the application form and send it to Education Services with proof of your payment. You must ensure that the amount arrives in our account before the exam counselling closing date.

If you are paying by cheque: complete the application form and send it to Education Services with your payment.

You will find the application forms on the website:

<http://www.actuaries.org.uk/studying/after-exams/apply-exam-counselling>

It is your personal responsibility to ensure that your exam counselling application and payment has been received by us before the closing date. This includes those who forward forms to their company accounts department for payment. You should contact the Education Services Team before the closing date if you have not received email confirmation of your application.

No allowance will be made for any errors or omissions by yourself, your employer, other persons, the postal authorities or failure of transmission by fax or online. Forms received after the closing date for the appropriate session will not be accepted.

Exam counselling applications will not be accepted unless you have paid all fees that are due.

By sending in the application form you are confirming that you have read the information in this note.

How will I know if my form has been received?

If you are paying by bank transfer or cheque, and have sent an application form, an email confirmation of receipt of your application will be sent to you within 5 working days.

For all applications an email will be sent confirming the arrangements made.

How long after receipt of my application can I expect to have a call, or receive a report?

Please allow

Report only

A minimum of 4 weeks from receipt of the application to receiving the report

Report and conference call

A minimum of 4 weeks from receipt of the application to receiving the report, and a further 2 weeks for the telephone call.

Please note: once you have received your report you will be required to take the call within 1 month. If for any reason you are not able to take this, you will lose your opportunity for a call and no money will be refunded.

What happens if I am unable to make the telephone call?

It is your responsibility to ensure that you are available for the call.

If you find yourself running late then please contact the Education Services Team to ensure that the call can still go ahead. If the counsellor is no longer available then the call will be treated as cancelled where no refund is given, but you will receive a copy of the report that had been prepared for you.

What happens if the agreed call is cancelled, or needs to be rearranged?

If this is

Requested by you

If you wish to cancel or re-arrange your call please contact the Education Services Team as soon as possible to see if your request can be accommodated.

Requested by us

If your exam counselling call is cancelled or otherwise nullified by us we will contact you to re-schedule the call. We reserve the right to decide not to reschedule your exam counselling call or to provide any compensation.

Contact

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