



## 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 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.

### Types of Exam Counselling

There are two types of exam counselling provided.

#### 1. A 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.

#### 2. 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 exam counselling coordinator.

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.

## What are the closing dates for counselling applications?

The closing dates for exam counselling applications are as follows:

For April exams

Bookings will open the day after the release of the April exam results and be open for 4 weeks.

For September exams

Bookings will open the day after the release of the September exam results and be open for 6 weeks.

**Please note:** exam counselling will only be offered for the most recent exam results at the time results are received. Any requests for a previous exam session will not be accepted.

## How much does exam counselling cost?

The cost of exam counselling is dependent on the service you request.

This is broken down in the table below:

Subject	Report Only	Report and Call
CP1	£138.00	£242.00
CP2 and CP3	£138.00	£242.00
SP and SA Subjects	£138.00	£242.00

If you are entitled to reduced rate fees, they are as follows:

Subject	Report Only	Report and Call
CP1	£72.00	£143.00
CP2 and CP3	£72.00	£143.00
SP and SA Subjects	£72.00	£143.00

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.

## How do I apply for counselling?

**If you are paying by card:** call Member Services on +44(0)131 240 1325, to pay for and arrange your counselling.

**If you are paying by bank transfer:** complete the application form and send it to Member 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 Member Services with your payment.

You will find the application forms on the website:

<https://actuaries.org.uk/qualify/after-exams/apply-for-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?**

For report only please allow a minimum of 4 weeks from receipt of the application to receiving the report.

For report and call please allow 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 the agreed call is cancelled, or needs to be rearranged?**

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.

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 Details**

Exam Counselling  
Learning and Content Partnerships Team  
The Institute and Faculty of Actuaries  
Belsyre Court  
1st Floor  
57 Woodstock Road  
Oxford, OX2 6HU

For booking queries please contact the Member Services Team: [memberservices@actuaries.org.uk](mailto:memberservices@actuaries.org.uk)

For any other queries please contact the Exam Counselling Coordinator: [sian.aplin@actuaries.org.uk](mailto:sian.aplin@actuaries.org.uk)