

Student Counselling

Policy on the requirements when requesting student counseling

1. Introduction

Students who have written an examination with the Actuarial Society of South Africa may apply online for student counseling from the Actuarial Society for the following subjects, F1s (ST) F2s (SA) as well as Modelling, A301 and A302 subjects. To apply for counseling for the UK based subjects e.g. A1s and A2s please refer to the UK website. A counseling session presents a student with the opportunity to discuss their examination performance with one of the examiners. The primary purpose of student counseling is to provide unsuccessful students with insight into their performance, allowing them to prepare and perform better in future examination sessions.

2. Requirements

F1s, F2s, A301 and A302

Students who have failed an examination in the most recent examination session, may apply for student counseling no later than 30 days after the publication of the examination results.

Modelling

Students who have obtained less than a FA result in their last examination are required to register for counselling in order to retake the exam. Otherwise students need to attend the Core APP Workshop 1 Session 2 course again before they can register for the exam. Students may apply for student counseling once registration has opened on the ASSA website.

3. Fees

The general fees for student counseling requests may be found in the fees annexure of the Students Handbook. The exact fee will be indicated on the invoice that will be issued to you after you have registered online for the student counseling. The requested student counseling session cannot be confirmed until confirmation of payment has been received. Payment instructions are detailed on the student counseling request form as well as the invoice that students will receive via email or it can be found on the [website](#). The counseling fee will apply

to each counseling session (i.e. if a student requests counseling for two subjects, they will have to pay the counseling fee twice). Payment instructions will be detailed on the student counseling request form. Please note that should you request more than one request for student counseling, the counseling fee applies per (exam) counseling session.

4. Guidelines

Students who have made a request for student counseling will be contacted by the Actuarial Society office or the Exam Counsellor in order to arrange the scheduling of times and venues.

When a counseling request is received from a student, the Principal Examiner (or in the case of Modelling, the Exam Counsellor) for the relevant subject(s) will be informed. Once an examiner or counsellor has been identified, a suitable date, time and venue will be negotiated by the Actuarial Society office or Examiner/Counsellor, to accommodate both the examiner/counsellor and the student.

Please note that counselling is conducted in person, only if a counselor is available in the same region as the student, or where one of the parties is prepared to travel. Travel costs incurred by the student will be for the student's own account. Alternatively, exam counselling sessions may be done via Skype or other similar medium.

Modelling counseling will be done on the last graded exam attempted by the student.

Note: Examination counseling is not a channel for appealing an examination result. Students can request an audit if they believe the grade awarded was inappropriate. Students will not be permitted to view their own marked scripts during the session.