

Student Counselling Policy

Policy on Requirements for requesting student counselling

1. Introduction

Students who have written an examination with the Actuarial Society of South Africa (ASSA) may apply online for student counselling for the following subjects:

F100 series

F200 series

A311

N211

Modelling (N311.03E)

Student counselling provides an opportunity for candidates to discuss their examination performance with one of the examiners. The primary purpose of this service is to offer insight into performance, particularly for unsuccessful candidates, helping them better prepare for future exam sessions.

2. Eligibility Requirements

F100s, F200s, A311, and N211

- Only students who received a FA or FB grade in the most recent examination session are eligible. (Registration for counselling is available only to students who completed the exam in the previous semester. For instance, if we are in 2025 Semester 2, eligibility is based solely on results from 2025 Semester 1, and not from any earlier semesters)
- Applications must be submitted within registration period after the publication of the examination results.

Modelling (N311.03E)

- Students who obtained a result lower than FA in their last examination are required to register for counselling to be eligible to retake the exam. Alternatively, they would need to attend the full day course again before being allowed to register for the exam.
- Students may apply for counselling once registration has opened on the ASSA website.

3. Guidelines and Process

- Once the counselling registration period closes, ASSA will compile a list of all students who have registered for counselling. The Principal Examiner (or the Exam Counsellor for Modelling) for the relevant subject(s) will be notified.
- Once an examiner or counsellor has been assigned to a student, both the examiner/counsellor and the student will be contacted.
- All relevant information including the student's past exam attempt, mark sheet, and any other necessary details will be provided to the counsellor. This will allow the counsellor to review the student's performance thoroughly before the counselling session.
- Counselling sessions will be scheduled at a mutually agreed time between the examiner/counsellor and the student.

Format of Counselling:

- Counselling may take place in person, if the student and counsellor are in the same region or willing to travel. Travel costs incurred by the student or the counsellor will be for their own account.
- Most sessions are conducted virtually via Zoom or a similar platform.
- Counselling for the F100s, F200s, A311, and N211 will be based on the exam from the most recent previous semester.
- Modelling counselling will be done on the last graded exam attempted by the student.

Important Note

Examination counselling 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 marked scripts during counselling sessions.

4. Fees

- Fees for student counselling can be found on the [Fees](#) page of the ASSA website.
- Once a student registers for counselling through their ASSA member account, they will receive a proof of registration, and an invoice will be generated on their account within 24 hours.
- The exact amount will also be listed on the invoice issued after registering for counselling.
- Payment instructions are included on the invoice and are also available online.
- A separate fee applies per subject (i.e. counselling for two subjects will incur two counselling fees).