

# CMP Upgrade 2024/25

## Subject N211

### CMP Upgrade

This CMP Upgrade lists the changes to the Syllabus, Course Notes, Q&A Bank and X Assignments since last year that might realistically affect your chance of success in the exam. It is produced so that you can manually amend your 2024 CMP to make it suitable for study for the 2025 exams. It includes replacement pages and additional pages where appropriate.

Alternatively, you can buy an up-to-date CMP at a significantly reduced price if you have previously bought the CMP in this subject. Further information on retaker discounts can be found at: [acted.co.uk/overseas-students.html](https://acted.co.uk/overseas-students.html).

This CMP Upgrade contains:

- all significant changes to the Syllabus
- additional changes to the ActEd Course Notes, Question and Answer Bank and Assignments that will make them suitable for study for the 2025 exams.

# 1 Changes to the Syllabus

There are no significant changes to the Syllabus Objectives.

## 2 Changes to the Course Notes

This section contains all the *non-trivial* changes to the Course Notes. In addition this section starts by setting out the appropriate formatting for the production of formal letters.

### Appropriate formatting for formal letters

The following layout and spacing is appropriate when producing formal letters:

Company letter head This can be shown on the left, right or centred  
Single blank line  
Date (on either left or right- hand side)  
Single blank line  
Name of audience  
Address line 1 Three lines of address should be included  
Address line 2  
Address line 3  
Two blank lines  
Salutation, eg Dear John  
Single blank line  
Title / Subject line  
Single blank line  
Introduction / opening paragraph

The following formatting should be used at the end of the formal letter:

Your sincerely or Yours faithfully  
Single blank line  
[Signature]  
Single blank line  
[Name]  
[Position]  
  
[Word count]

## **Part 2**

### **Page 12**

In the second paragraph, change '400 – 500 words' to '500 – 600 words'.

### **Page 13**

In the last sentence of the exam tips box add 'per question' after 'marks available'.

### **Page 14**

In the second paragraph, replace the first sentence with:

'The document you will be asked to draft will be in the form of a letter, memo, email, report, handout, factsheet or a set of presentation slides.'

In Section 3.1 remove the second sentence in the second paragraph starting 'Remember that in any case, ...'.

In Section 3.1, in the third sentence of the third paragraph, remove 'in the exam room'.

### **Page 18**

In the first sentence after the numbered list, replace 'In the exam room,' with 'During the exam,'.

### **Page 22**

In the first point in the numbered list, add '/agenda' after 'purpose'.

### **Page 33**

In the last paragraph of Section 5.5, change 'a letter to a friend' to 'an email to a friend'.

### **Page 34**

In the first paragraph, add the following after the second sentence:

'Question headings in a handout or email can add an interactive note but be consistent.'

In the last sentence of this same paragraph, remove '(or title)' and instead add ', except for the closing slide which does not require a slide heading.'

### **Page 35**

In the sentence leading into the bullet point list, add 'and factsheets' after 'reports'.

### **Page 42**

In the first paragraph, second sentence, replace 'you or doing' with 'you are doing'.

**Page 45**

Add the following to the end of the third bullet point:

‘However, a small table used for comparison of limited but important categories or features can provide clarity for your reader as long as it is referred to in the text to maintain sense and flow.’

Replace the first line of the fourth bullet point with:

- Spell single digit numbers (one to ten) and use numerals from 11 onwards:

In Section 6.5, second paragraph, replace the word ‘document’ with ‘presentation’ at the end of the paragraph.

**Page 46**

In Section 6.6, add ‘or email’ at the end of the paragraph.

**Page 47**

At the end of the first paragraph of the section titled ‘Headings’ add the following:

‘Avoid one-word headings, *eg* “Background”. Background to what?’

**Part 3****Pages 51 and 52**

Changes have been made to the second paragraph of page 51 and significant changes have been made to the bullet point list on page 52, replacement pages 51 to 54 are included at the end of this document.

**Page 55**

A line for ‘Date’ should be added earlier on to the example of a formal letter, so it looks as follows:

Your company letterhead, including address and full contact details
Date
Reader’s name
Reader’s address

**Page 61**

In the section titled ‘Findings’, add the following to the end of the paragraph:

‘Use informative headings in this section.’

**Page 63**

Add an extra bullet point to the list at the top of this page:

- handouts, brochures or factsheets

**Page 64**

In the example of an email, add in a date, Cc field and attachments option as follows:

From:	Darrell Chainey <a href="mailto:dchainey@acted.com">dchainey@acted.com</a> Monday, 24 June 2024, 11:00
To:	Andrew Tutor < <a href="mailto:atutor@gmail.com">atutor@gmail.com</a> >
Cc:	(Add if appropriate)
Subject:	Discussion of exam procedures
Attachments:	(Optional)

*Main text*

In the last sentence on the page, replace 'write a memo' with 'write an email'.

**Page 65 to 70**

An additional bullet point has been added to the first bullet point list on page 65 and Section 11 has been significantly rewritten. Replacement pages are included at the end of this document.

**Part 4****Page 76**

In the first paragraph of Section 13.6, replace the word 'child' at the end of the paragraph with 'non-specialist'.

**Part 5****Page 80**

In the second paragraph of Section 15.2, add 'handout, factsheet' after 'email' in the last sentence.

**Page 81**

In the first bullet point of the section titled 'Presentation' replace 'planning:' with 'structure and planning:'.

**Page 82**

Replace the second sentence of the footnote with:

‘The word count for reports, handouts and brochures is all inclusive (from the title – unless given – to the end of the conclusion). Textboxes indicating logos or other format details are not included.’

**Page 83**

The wording in the ActEd Hint box should be updated as follows:

**ActEd Hint**

*The word count will specify a range for the answer, eg “Draft your reply in 500 – 600 words”. Drafts whose word count is outside the specified range will be penalised (2/4 if within 25 words on either side of the range; 0/4 if beyond this).*

*In the exam, candidates must state the word count at the end of their draft. If no word count is stated and they are within the range, they will not get the marks awarded for word count.*

In the first sentence of the last paragraph on this page, remove ‘slightly’.

**Page 85**

In the first paragraph of Section 17, add ‘brochures, handouts, factsheets,’ after ‘e-mails’.

**Page 107**

Add the following at the start of the solutions:

Marking schedules for the Actuarial Society of South Africa’s exams differ from those used by the Institute and Faculty of Actuaries. Marking schedules for past exams have been posted on the Profession’s website.

**Page 110**

In Solution 6, change the first two sentences to:

Many companies used to allow smoking at work but this is changing rapidly. Increasingly employers are now introducing total “no smoking” policies.

**Page 115**

Solution 17 has been updated, replacement pages 115 to 118 are included at the end of this document.

### 3 Changes to the Q&A Bank

#### Part 1 – Questions

##### Page 2

Replace the third paragraph with: 'Draft a letter in 400 – 500 words explaining why.'

##### Page 4

Replace the fourth paragraph with: 'Draft your reply in 400 – 500 words.'

#### Part 1 – Solutions

##### Page 1

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 and 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

##### Pages 7 to 10

The formatting of the slides has been updated, replacement pages are provided at the end of this document.

##### Page 13

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 and 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

##### Page 18

Replace the last bullet point under the Planning and structure section with:

- letter report is between 650 and 750 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

#### Part 2 – Questions

##### Page 3

Replace the fourth paragraph with: 'Draft your reply letter in 400 – 500 words.'

##### Page 4

In the paragraph before the notes, replace 'around 450' with '400 – 500'.



**Page 6**

A date and Cc field should be added to the email, so it appears as follows:

From: Jack Jones <[jjones@ppensions.com](mailto:jjones@ppensions.com)>  
Friday, 21 June 2024, 10.00  
To: Peter Piper <[ppiper@ppensions.com](mailto:ppiper@ppensions.com)>  
Cc:  
Subject: Conversion rates

Replace the last sentence with: 'Draft your reply to his email in 300 – 400 words.'

**Part 2 – Solutions****Page 8**

Replace the last sentence of the first paragraph with:

'The last sentence of this paragraph is unnecessary padding which wastes time and may mean the answer is beyond the upper limit of the word count range.'

**Page 9**

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 & 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Page 12**

In the second paragraph of the comment box, replace 'about 450' with '400 – 500'.

**Page 17**

The formatting of the start of the email should be set out as follows:

From: Peter Piper [ppiper@ppensions.com](mailto:ppiper@ppensions.com)  
Friday, 21 June 2024, 10.00  
To: Jack Jones [jjones@ppensions.com](mailto:jjones@ppensions.com)  
Cc:  
Subject: Re: Conversion rates

The end of the email should be set out as follows:

All the best  
Peter

Actuarial Team  
Tel: 123-4447-90  
<digital signature>

[390 words]

### **Page 20**

Replace the last bullet point under the Planning and structure section with:

- letter is between 300 & 400 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

## **Part 3 – Questions**

### **Page 3**

In the paragraph after the box, replace 'about 500' with '450 – 550'.

### **Page 5**

In the third paragraph, replace 'around 400' with '350 – 450'.

### **Page 6**

Replace the last sentence with: 'Draft a reply in 400 – 500 words.'

## **Part 3 – Solutions**

### **Pages 7 to 9**

The formatting of the slides has been updated, replacement pages 7 to 10 are included at the end of this document.

### **Page 13**

In the second paragraph of the comment box, replace 'about 400' with '350 – 450'.

### **Page 16**

Replace the second point in the numbered list with:

2. The salutation is optional.

**Page 22**

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 and 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Part 4 – Questions****Page 2**

Replace the last sentence with: 'Draft a suitable reply in around 400 –500 words.'

**Page 3**

In the fifth paragraph, replace 'around 300' with '250 – 350'.

**Page 4**

Replace the last sentence with: 'Draft a suitable reply in around 450 – 550 words.'

**Part 4 – Solutions****Page 3**

Replace the second sentence in the comment box with: 'I will want to ensure that the total word count is within the examiners' instructions, here 400 – 500 words.'

**Page 6**

After the paragraph titled 'My address', add a further section as follows:

*Recipient's address*

The recipient's address should be included after the date and should consist of three lines of address. Two blank lines should then be included before the salutation.'

**Page 8**

Add the following as a new paragraph at the end of the section titled 'Paragraph 6':

If small numbers are used (one to ten) they should be written out with numerals starting from 11 onwards.

**Page 16**

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 and 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Page 21**

The formatting at the start of the email should be set out as follows:

From: <Me>  
Friday, 28 June 2024, 11.00  
To: <Editor>  
Cc: <Deputy Editor>  
Subject: Draft article “Cost-cutting saves lives”

**Page 23**

Replace the last bullet point under the Planning and structure section with:

- letter is between 450 and 550 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Page 31**

The following should be added at the end of the page:

*(Note: Even though we usually write out numbers one to ten, in this case as we have formulas and some numbers higher than ten, to be consistent, we leave all as numerals.)*

**Pages 33 to 35**

The formatting of the slides has been updated, replacement pages are included at the end of this document.

**Part 5 – Questions****Page 2**

In the first sentence of the second paragraph, replace ‘around 500’ with ‘450 – 550’.

**Page 3**

In the fourth paragraph, replace ‘around 450’ with ‘400 – 500’.

**Page 4**

Replace the sixth paragraph with: ‘Draft your article in 450 – 550 words.’

## Part 5 – Solutions

### Page 1

Replace the last bullet point under the Planning and structure section with:

- document is between 450 and 550 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

### Page 15

Add the following as a new paragraph after the third paragraph:

*“4–5” could be written out as “four to five” for consistency with other numbers of ten or less.*

### Pages 22 to 24

The formatting of the slides has been updated, replacement pages 21 to 24 are provided at the end of this document.

## 4 Changes to the X Assignments

### Assignment X1 – Questions

#### Page 1

In the second sentence after the box, replace 'around 450' with '400 – 500'.

#### Page 3

In the third paragraph, replace '9 to 11' with '8 to 10'.

### Assignment X1 – Solutions

#### Page 2

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 & 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

#### Page 7

Replace the penultimate bullet point under the Planning and structure section with:

- presentation is between 8 and 10 slides (no marks if <7 or >12 slides) [4]

#### Pages 10 to 14

The formatting of the slides has been updated, replacement pages 9 to 13 are provided at the end of this document.

### Assignment X2 – Questions

#### Page 1

In the third paragraph after the table, replace 'around 500' with '450 – 550'.

#### Page 4

In the last sentence, replace 'around 550' with '500 – 600'.

### Assignment X2 – Solutions

#### Page 3

Replace the last bullet point under the Planning and presentation section with:

- email is between 450 & 550 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Page 6**

The formatting at the start of the email should be set out as follows:

From: Rupert Rock [Rupert@gmail.com](mailto:Rupert@gmail.com)  
Monday, 24 June 2024, 14:00  
To: John <brother's email address>  
Cc:  
Subject: Your company saving scheme

**Page 9**

Replace the last bullet point under the Planning and structure section with:

- memo is between 500 & 600 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Page 12**

**A salutation should be added two blank lines after the subject line as follows:**

Hello Johannes

**Assignment X3 – Questions****Page 1**

In the second paragraph, replace 'about 400' with '350 – 450'.

**Page 2**

In the second paragraph, replace the start of the first sentence with: 'Draft a presentation of between 8 and 10 slides ...'.

**Assignment X3 – Solutions****Page 2**

Replace the last bullet point under the Planning and structure section with:

- document is between 350 & 450 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

**Page 7**

Replace the penultimate bullet point under the Planning and structure section with:

- presentation is between 8 and 10 slides (no marks if <7 or >12 slides) [4]

**Pages 10 to 13**

The formatting of the slides has been updated, replacement pages 9 to 13 are provided at the end of this document.

## Assignment X4 – Questions

### Page 1

In the first sentence, replace 'about 400' with '350 – 450'.

### Page 2

In the fourth paragraph, replace 'around 400' with '350 – 450'.

## Assignment X4 – Solutions

### Page 2

Replace the last bullet point under the Planning and presentation section with:

- document is between 350 & 450 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

### Page 7

Replace the last bullet point under the Planning and presentation section with:

- letter is between 350 & 450 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

### Page 10

Add two further address lines, so that there are a total of 3 lines for the recipient's address.

## Assignment X5 – Questions

### Page 1

In the last paragraph, replace 'around 450' with '400 – 500'.

### Page 3

In the third paragraph, replace 'around 300' with '250 – 350'.

## Assignment X5 – Solutions

### Page 3

Replace the last bullet point under the Planning and structure section with:

- letter is between 400 & 500 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]



**Page 6**

The start of the solution should be formatted as follows:

< Company letterhead with full address and contact details >

10 June 2024

Mr J Smith  
110 Tygerberg Street  
Cape Town  
7460

Dear Mr Smith

**Page 8**

Replace the last bullet point under the Planning and structure section with:

- extract is between 250 & 350 words (2/4 if within 25 words on either side of the range; 0/4 if beyond this) [4]

## 5 Feedback on the study materials

ActEd is always pleased to receive feedback from students about any aspect of our study programmes. Please let us know if you have any specific comments (*eg* about certain sections of the notes or particular questions) or general suggestions about how we can improve the study material. We will incorporate as many of your suggestions as we can when we update the course material each year.

If you have any comments on this course please send them by email to [CP3@bpp.com](mailto:CP3@bpp.com).

## ***Part 3: Forms of communication***

In this part of the course (Sections 8–12) we now consider the specific requirements of particular forms of communication.

### **8 Letters**

Letters are important because they are a standalone document and often used for interfacing with clients.

#### **8.1 Layout**

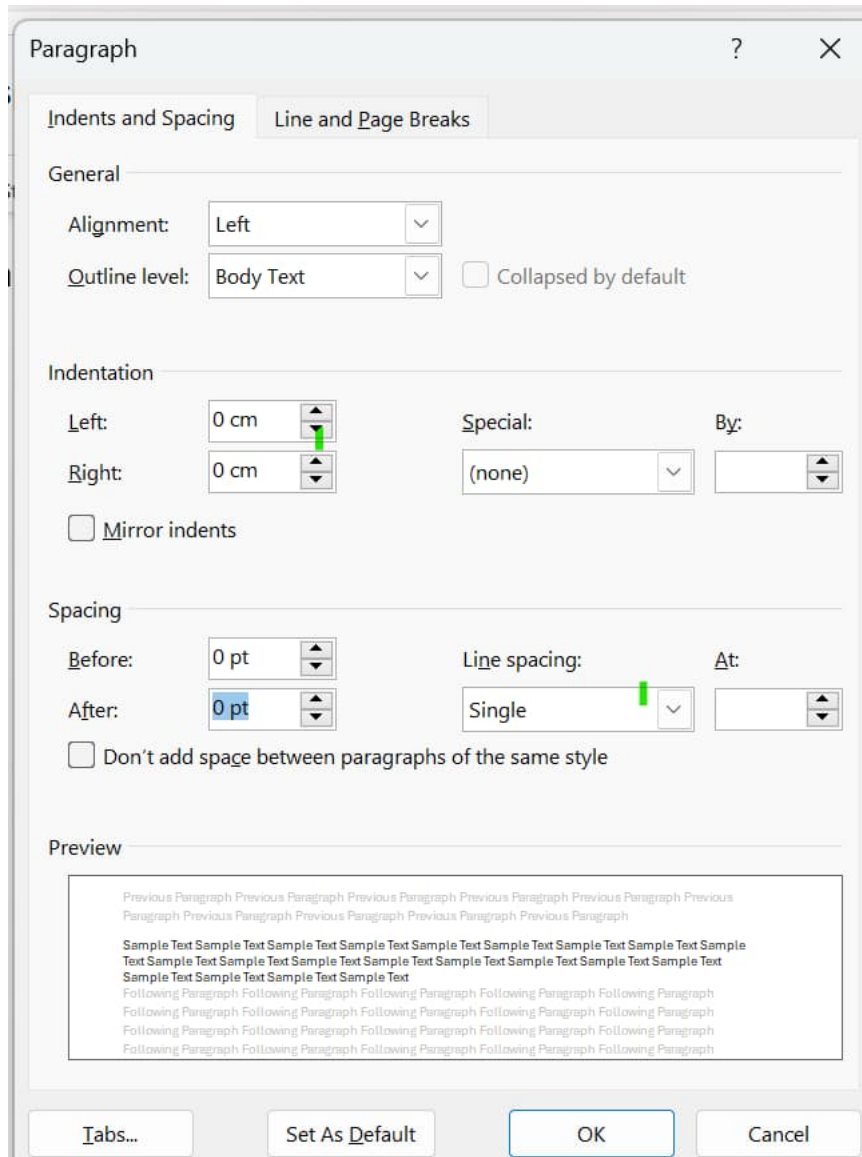
##### ***Conventional format for a formal letter***

<p>&lt;Your company letterhead, including address and full contact details&gt;</p>
<p>1 April 2023</p>
<p>Mr S Turner XYZ Printers ABC Industrial Estate Glendale 8935</p>
<p>Dear Mr Turner</p>
<p><b>Title/Subject line</b></p>
<p><i>Introduction</i></p>
<p><i>Main text</i></p>
<p><i>Concluding paragraph</i></p>
<p>Yours sincerely</p>
<p>&lt;signature&gt; (or add a signature of the name you use)</p>
<p>Darrell Chainey Job title</p>
<p>Encl (1) (if you add an enclosure) Copy/cc (if you indicate sending copy/ies to others)</p>

**Notes:**

- The date may also be placed on the left hand side or, if below the recipient’s address, on the right hand side only.
- The postal code may be placed alongside the suburb/town or below it.
- Use single spacing set to 0pt and left aligned throughout your document with a single space between subject line, paragraphs, sections and the sign-off.

The paragraph setting should be the same as the image below:



- Use double spacing between the recipient's address and the salutation.
- If the salutation is "Dear Sir" or "Dear Madam", you should sign off with "Yours faithfully". Try to avoid this by using a name; it is rare that such an impersonal approach is recommended.
- No punctuation is needed for the address, the date or after the words "Dear X" and "Yours sincerely".
- In the exam you should not sign off using your own name since your identity is supposed to remain anonymous for the marking process. Use a made up name or simply put the word <signature> in the space to indicate where you would sign.
- There is no need to create a letterhead in the N211 exam – just type the words in the example above to save time. Create address details if requested as the correct formatting is part of the test.
- "Yours sincerely" should have a capital *Y* and a small *s*.

### *Variations*

You could be asked to write a formal letter in your own capacity, rather than as an employee of a company, *eg* as a treasurer of a local club. In this case, you would replace the company letterhead with your own address.

<p>16 Gladstone Road Churchill 6593</p> <p>1 June 2023</p> <p>Mr S Turner XYZ Printers ABC Industrial Estate Glendale 8935</p> <p>Dear Mr Turner</p> <p><b>Title/Subject line</b></p> <p><i>Introduction</i></p> <p><i>Main text</i></p> <p><i>Concluding paragraph</i></p> <p>Yours sincerely</p> <p><i>Lottie Cash</i></p> <p>Lottie Cash Treasurer</p>
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The example above is of the “blocked” format, where the addresses and the date are on the left. Alternatively, the sender’s address and the date could be written on the right.

***Informal letters***

	17 Chatham Court Speaksey 5346
	1 July 2023
Dear Bob	
<i>Introduction</i>	
<i>Main text</i>	
<i>Concluding paragraph</i>	
Regards	
David	

**Notes:**

- Do not include the reader's name or address at the top of the letter.
- Use a friendlier salutation (*eg* first name not "Mr Smith").
- It is unusual to have a subject line in an informal letter (although you could still use subheadings for the individual sections as headings will guide the reader).
- Use a friendlier ending (*eg* "Regards" or "Best wishes").
- Do not use a job title.

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*These conditions remain in force after you have finished using the course.*



Unless you are told otherwise in the question, the caution about jargon and technical terms will still apply. Always take care to ensure that all the terms you use might reasonably be expected to be understood by the recipient.

Please note:

- In an email, the offer of further help might be very brief, *eg* “Please ring me if necessary.”
- In a formal email, *ie* when writing on behalf of the company or in the capacity as an employee of a company, a digital signature can be included below the closing salutation. This would include the sender’s designation and contact details plus company address and possibly website.
- A top down approach may be appropriate where the email is to be sent to many people, not all of whom want to read the full explanation.

#### **10.4 Articles (magazine / press)**

The advice I have given for writing other types of document is equally appropriate for articles. For example:

- Understand your readership. What level of detail and style will they need?
- Be clear about your purpose and state it in your introduction.
- Use short, sharp sentences.
- Avoid actuarial jargon, unless the article is specifically intended for actuarial readers who are familiar with the jargon.
- Structure your article carefully and use headings to guide the readers through the text.

In the exam, it is always best to be cautious over style. For example, if you are asked to write an article about annuities for a consumers' magazine, avoid trying to win the confidence of your imagined readers through sly insinuations that annuity rates are poor because of unnecessarily prudent assumptions. Although controversial comments are common in some magazine articles, the examiners expect your writing to do credit to the profession. Therefore, be objective and balanced (all right, *dull*, if you like!), rather than “wacky”, emotive or controversial.

A creative title can help to attract the readers' attention, but don't waste time in the exam trying to think up something clever.

## 11 Presentations

### 11.1 What is meant by a presentation?

It usually means presenting a message to a specific audience using software like PowerPoint that allows you to deliver your message visually in ways that your audience can understand concepts and are better able to recall the content. Presentations are common in the current business context, they are used to inform, propose, explain, discuss, assure, advise *etc* any given audience on relevant topics.

You are expected to have the skill of drafting a PowerPoint presentation in the N211 exam. What this means is that you need to familiarise yourself with the features in the PowerPoint application to aid the delivery of your message. For example, you need to know how to create graphics and use other readability aids to illustrate concepts, figures and trends.

N211 presentation questions require as much detail on each slide that will make sense **without** the use of notes. Collectively your slides must build the message that is intended for that audience; one which is clear, accurate, credible and visually appealing.

### 11.2 Sequence of slides

You may be asked to draft a presentation for different audiences and purposes. For example, you could be asked to draft a sequence of slides specifically for call centre agents to follow during the launch of a new product or for handling queries for a change in legislation. Another example could be a presentation to a Board of trustees or to members of an association for NGOs.

For each scenario you should use the stipulated number of slides to cover the content adequately being careful not to clutter or overcrowd each slide with text. No matter the purpose, the sequence of slides is always the same and it goes like this:

- Title slide
- Agenda/ Topics to be Covered / Overview slide
- Introduction / Background to / Purpose (s) or Objective(s) of the presentation slide
- Body slides (usually about 3 or 4)
- Conclusion (s) / Summary slide
- Closing slide

### **11.3 Range of slides**

Each slide has its own purpose and message but collectively they create the overall message.

#### ***Title slide***

This slide is your first opportunity to connect with your audience and it should include the following details:

- an appropriate title for the presentation
- a subtitle which provides further context
- who it is for (target audience)
- who it is by (and designation)
- the date of the presentation (written out in full).

The title slide should set the tone of the presentation, choose your design template to reflect that.

#### ***Agenda or Topics to be covered or Overview slide***

This slide comes directly after the Title slide and you need to choose the appropriate slide heading or title for it. For example, is the presentation more of a meeting or a discussion, an information session or a persuasive talk?

Points to take note of:

- Slides titled “Topics to be covered” require noun phrases in the underlying bullet points (eg “Impact of ...”).
- Include Conclusion(s) or Summary in the list.

#### ***Introductory slide / Background to / Purpose (s) or Objective(s) of the presentation slide***

This slide follows the Agenda slide and provides the purpose, or the specific context or background to the presentation. It could describe the existing situation which has given rise to the need for the presentation. You could state assumptions and sources of data or estimates on this slide if they are pertinent to your presentation.

Point to take note of:

- Slides titled “Purpose / Objective of the presentation” require that verbs are included in the underlying bullet points (eg “Explain the impact ...”).

## ***Body slides***

These slides carry the most content of the presentation and should follow the order as laid out in the Agenda slide. There are usually three or four body slides typified by good coherence, flow and a balance of content across the available slides. Body slides will usually contain:

- relevant text to accompany the specific message of the slide
- restating of assumptions if necessary
- graphs/ tables clearly labelled with title, defined scales and legends
- images/ icons/ diagrams or shapes where these add value or enhance the meaning of the slide.

## ***Conclusion(s) or Summary slide***

Each presentation will have its own concluding or summary slide depending on the purpose of the presentation:

- Conclusions usually indicate that there is a weighing up of the pros and cons of options and the implications of each, whereas a conclusion is singular and possibly more direct.
- A summary slide is useful when there are main features, processes or findings that the audience has to bear in mind in moving forward.

## ***Closing slide***

This is the final slide and your last opportunity to connect with your audience. You do not need a slide heading or title for this slide.

You must always have a closing slide and at least the following details should appear:

- an invitation for questions
- thanks to the audience
- contact details and
- next steps where appropriate.

## **11.4 Key elements of your presentation**

Choose a suitable design template which gives you plenty of room to state your message. We live in a sight minded society; simply using black text on a white slide is not going to be good for recall or holding your audience's attention. A design template provides you with colour and fonts as you fill your slides with content. It also saves you time in the exam, however it will not do all the work for you.

### ***Focus***

To decide what to include in your presentation it is important to consider what key points you need to convey to your audience. As for all N211 answers you should make this decision from the viewpoint of the recipient – in this case, your audience.

### ***Level of detail***

Keep it simple and keep it short! For example, your graphics or data tables should contain only key or summary data and your text must be phrases not full sentences. Don't crowd a slide with lots of information – only what is relevant to the message.

### ***No surprises!***

Structure your presentation so that there is a clear and logical flow. This will ensure that you don't lose your audience mid-way through the presentation. Once you have decided on the structure, signpost forwards to it right at the start by using an Introduction/ Purposes/ Background slide. Let your audience know what you are going to do.

### ***One-way street!***

Make sure that your audience isn't going to get part of the way through your presentation and then want to go back and re-visit an earlier section. You can make sure this doesn't happen partly by having a good structure which has been signposted at the start (see above). You also need to ensure that each slide is crystal clear in conveying the key messages. Ideally the slides should be independent of each other – there should be no "continuation slides"!

## Recap on slide contents

The content covered per slide must be carefully chosen and laid out with the use of three or more of the following features:

- slide number (always number your slides)
- slide heading (or title for the slide)
- headings internal to the slide
- bullet points which represent key points
- text (eg sub-text to bullet points)
- data (eg a table of numbers)
- graphics (eg graph, pie chart, bar chart)
- shapes or diagrams ...

... all of which illustrate the message and draw focus to the most important point(s) on that slide.

Example of an introductory slide:

**Introduction** ← Slide heading

Federated Life Assurance announces support of government's **Key Workers' Housing scheme** (main point with emphasis on key info)

- The scheme gives you access to: (main bullet point)
  - preferential rates on mortgages from government and (two sub bullet points)
  - discounts on Federated Life's products used in conjunction with these mortgages
- **All members of the Allied Teachers' Union (ATU) eligible to join the scheme.** (concluding main bullet point)

(slide number) → 2

Choose a design template that allows you to use as much of the slide as possible for your text and any accompanying graphs, tables, images or icons. You can use the images and icons which are available within the PowerPoint application to add value to the message and aid recall.

**Question 17**

Design a slide presentation with seven or eight slides on the subject of “How to make a cup of tea”.

**11.5 Summary**

Golden rules for slides are:

- don't include lots of detail
- focus entirely on the key points
- don't surprise your audience – make it easy for them to absorb the information
- remember that the audience can't refer back to earlier slides.



## **12 Other tests of communication skills**

In addition to drafting a document, there are two other tests of communication skills that could appear in an N211 exam. You may be asked to:

- correct a poor draft
- communicate technical material by re-drafting a supplied text, which is aimed at a particular audience, so as to be appropriate to a new audience with a different level of understanding.

### **12.1 Correcting a poor draft**

Correcting a poor draft requires careful and methodical application of the same communication skills discussed in earlier sections. Using a checklist will probably help to ensure you cover all the key characteristics of good writing. A short checklist you may wish to memorise and use is given in Section 18. An alternative would be a fuller list based on the detail of typical marking schedules.

### **12.2 Re-drafting for an alternative audience**

Here the challenge is to amend an existing document so that its features meet the needs of an audience that is different to the one for which it was originally intended. The level of understanding of the new audience will, most likely, be at a lower level than that of the audience for whom the supplied text was drafted. This will be the main difference between the audiences concerned.

You may also be asked to draft an explanation of a technical term or procedure which could, for example, be used by a call centre operator (also a layperson). In such a case, you may be required to produce a script or a narrative for this person to help them answer telephonic queries more easily.

Given the above, the main features of the document that you will need to consider changing will be:

- tone
- language
- structure.

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*These conditions remain in force after you have finished using the course.*

**Solution 16**


1. Always be clear about the purpose of your communication.
2. The language, style and tone must be appropriate for the reader.
3. Arrange your ideas in a structure which is logical for the purpose of the document.
4. Write as little as is necessary to achieve the objectives. Use short words in short, sharp sentences. Don't waffle.
5. Be accurate with your spelling and grammar.

**Solution 17**

**How to make a cup of tea**

To: Ty Winings  
By: Sky Hammond

1 April 2024



1

**Overview**

What is needed to make the perfect cup of tea:

- Equipment
- Ingredients
- Preparation

2

### Assemble the equipment

- Kettle
  - electric or stove-top
- Teapot
- Cups
- Spoons

3

### Assemble the ingredients

- Water
- Tea bags
- Milk
- Sugar

4

### Preparation

- Fill kettle
- Turn on kettle
- Warm pot
- Put tea bags into pot
- Pour boiling water over bags and stir
- Wait 3 minutes

5

## Serving

- Put milk in cups
  - add sugar if required
- Add hot tea
- Stir
- Enjoy

6

## Summary

- Assemble the equipment
- Assemble the ingredients
- Prepare the ingredients
- Serve

7

Any questions?

Contact: [shammond@abc.com](mailto:shammond@abc.com)

Website: [www.teamakersunited.com](http://www.teamakersunited.com)

Thank you

8

Did you remember the important structural elements; title slide, signposting forward, slide headings, the offer to take questions and slide numbering? Photos or illustrations demonstrating each slide would add value and visual appeal.

### **Solution 18**

Technical writing often has the following features:

- simple statements of fact
- impersonal language, *ie* little use of “I”, “you”, “we” *etc*
- use of jargon that is particular to those knowledgeable in the topic
- a neutral perspective, *ie* doesn’t take on the perspective of any one particular group.

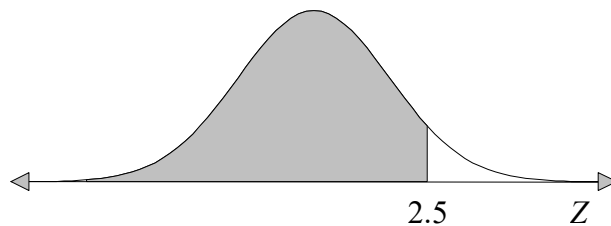
### **Solution 19**

(i)  $P(S < 300)$

If  $S \sim N(200, 40^2)$ , then:

$$Z = \frac{S - 200}{40} \sim N(0, 1)$$

When  $s = 300$ ,  $z = \frac{300 - 200}{40} = 2.5$  and  $P(S < 300) = P(Z < 2.5)$



From the *Tables*, we find:  $P(Z < 2.5) = P(S < 300) = 0.99379$

(ii)  $P(S < 150)$

When  $s = 150$ ,  $z = \frac{150 - 200}{40} = -1.25$  and  $P(S < 150) = P(Z < -1.25)$

**Content**

*Up to 38% of the marks are available for the content of the slides. Content marks for each point may be scaled down where the content is unclear.*

*The following points **should** be included:*

Features:

- Short-term finance [4]
- Interest is charged on outstanding loan [4]
- Loan is repaid gradually [4]

Assumptions stated:

- £10k loan [2]
- 1% *pm* interest [2]
- no other charges [2]

Graph/chart illustrating how the repayment amount influences the term [6]

Graph/chart illustrating how the repayment amount influences the interest paid [6]

*The following points should **not** be included:*

- Tables of data [4]
- The effect of charges [2]
- References to other methods of finance [2]

**Meeting the overall objectives**

*Up to 22% of the marks are available for meeting the objectives of the communication.*

Overall, will the members:


- understand the presentation:
  - of key features? [4]
  - of payment profiles? [5]
- be satisfied that presentation is an adequate summary of car loan:
  - features? [4]
  - payment profiles? [5]
- be left with a positive view of you as an actuary? (*eg* competence, professionalism and helpfulness). [4]

## ***Specimen solution***

### **Car loan repayments**

To: Classic Car Club  
By: Arnold Jacobs, Actuary

1 April 2024



1

### **Topics to be covered**

- Features of car loans
- Key assumptions stated
- How repayment amount influences term
- How repayment amount influences interest paid
- Conclusion

2

### **Features of car loans**

- Part or full finance for car purchase provided
- Short term (eg 1 to 10 years)
- Interest charges incurred
- Loan repaid gradually over the term
- Interest charged on the outstanding loan
- Car used as security for loan

3



### Key assumptions

Assumptions made in the subsequent slides:

- £10,000 loan
- Interest rate of 1% per month
- No charges other than this interest rate

4

### Repayment amount influences term

Outstanding loan reduces more quickly under the 3-year loan

**Graph of repayments for different loan terms**

Loan Term	Monthly Repayment (£)
3-year loan	£332
5-year loan	£222

5

The Actuarial Education Company

### Repayment amount influences interest paid

The interest paid per month is less for the 3-year loan. Detailed repayment schedule in handout.

**Graph of interest / repayments against the term of the loan**

Time (months)	3-year Monthly Repayment (£)	5-year Monthly Repayment (£)	3-year Monthly Interest (£)	5-year Monthly Interest (£)
0	£332	£222	£100	£100
10	£332	£222	~£80	~£80
20	£332	£222	~£60	~£60
30	£332	£222	~£40	~£40
40	£332	£222	~£20	~£20
50	£332	£222	~£0	~£0
60	£332	£222	~£0	~£0

6

The Actuarial Education Company

## Conclusions

Shorter-term loans have:

- higher repayments per month

but:

- reduce the interest paid, and
- reduce the total amount repaid over the period of the loan

7

Any questions?  
Contact: [ajacobs@xyz.com](mailto:ajacobs@xyz.com)

Useful website: [www.loancalculator.com](http://www.loancalculator.com)

Thank you

8

Photographs, pictographs or icons that match the theme would add visual appeal.

## Solution 3.2

### Comment

*For this question you were asked to produce a set of slides. Remember the slides are there to support the presentation so need to contain the key points but not too much detail.*

*For this question, we have prepared a specimen solution and a specimen marking schedule.*



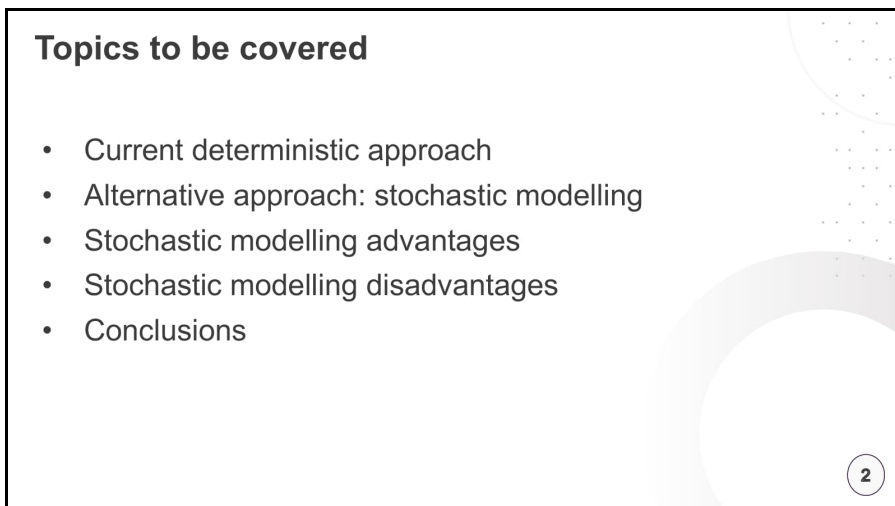
**Setting investment strategy**

Use of stochastic modelling

To: ABC Benevolent Fund  
By: Christelle Fourie, Actuary,  
XYZ Investment consultants  
1 April 2024



1



**Topics to be covered**

- Current deterministic approach
- Alternative approach: stochastic modelling
- Stochastic modelling advantages
- Stochastic modelling disadvantages
- Conclusions

2

## Current deterministic approach

- Determines future financial wellbeing of the Fund
- Values assets and liabilities
- Uses assumptions as future uncertain
  - Eg: investment returns
- Fixes values for assumptions
- Investigates different scenarios independently
  - Replaces fixed assumptions
  - Eg: best estimate, prudent and optimistic

3

## Alternative approach: stochastic modelling

As economic assumptions are not fixed:

- Defines long-term average value for each
  - Eg: interest rate = 4% *pa*
- Defines range around which average varies
  - Eg: 0.5% – 12%

Generates investment scenarios randomly from range

- Large number of scenarios modelled
- Eg: interest rates = 5,6%, 9,2% *etc* in turn

4

## Stochastic modelling: advantages

- Models unpredictability of experience
  - Eg: unpredictability of the investment markets
- Produces wider range of outcomes and their likelihoods
- Summarises results from many scenarios
- Enables quantitative assessment of financial risks
- Aids understanding of risk

5

### Stochastic modelling: disadvantages

- More complicated to build and run
- More expensive and time-consuming
- Greater error risk (range = another assumptions)
- Quality of results dependent on quality of initial data, assumptions and model
- Still only helps with asset class split, not individual investment choice

6

### Conclusions

	Deterministic	Stochastic
Assumptions	Fixed	Vary within range
Scenarios modelled	One	Many
Information	Limited	Shows range of outcomes
Time and expense	Less	More

Need to weigh up the benefits of stochastic modelling against the additional cost and time

7

Any questions?  
 Contact: [cfourie@xyz.com](mailto:cfourie@xyz.com)

Useful website: [www.stochasticmodelling.com](http://www.stochasticmodelling.com)

Thank you

8

Photographs, pictographs or icons could be added to slides to enhance visual appeal.

## ***Indicative marking schedule***

### ***Presentation***

*Up to 40% of the marks are available for the mechanics of the communication.*

#### *Planning and structure:*

- logical structure to the presentation [4]
- title slide with name and date [2]
- slide which states the purpose of the presentation [2]
- ideas grouped appropriately into slides/sections [1]
- no repetition or irrelevancies [2]
- appropriate conclusion/summary slide with offer to take questions [4]
- good use of information in the question [1]
- presentation is between 7 and 9 slides (no marks if <6 or >10 slides) [4]

#### *Format:*

- clear slide headings [3]
- slides are clearly sequenced (*ie* numbered) [2]
- individual slides are not overcrowded with information [5]

#### *Language used:*


- appropriate level of complexity and detail for trustees [4]
- not condescending [2]
- straightforward language, no jargon, no technical terms [4]

## Specimen Solution

### Examland Underground System

Comparison of bids

To: Department of Transport  
By: Okuhle Diamini, Actuary,  
Government Actuary's Department  
1 April 2024



1

### Topics to be covered

- Key bid data
- Profitability and payback period
- Profit dependent on passenger numbers
- Profit dependent on interest rates
- Passenger impact
- Conclusions

2

### Key bid data

	Rail Link	Trainway
Initial outgo	\$205m	\$230m
Regular outgo	\$5m for 3 years	\$8m for 5 years
Income per passenger journey (after maintenance costs)	\$0.6	\$0.85
Income on privatisation in 20 years	\$269m	\$318m

3

### Profitability and payback period

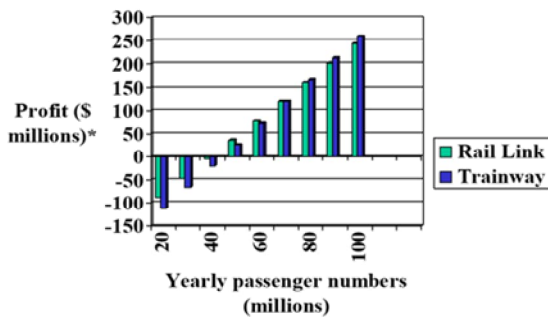
- Assumptions:
  - 50 million passengers
  - Interest rate = 9% *pa*

	Rail Link	Trainway
Profitability	\$36.42m	\$26.71m
Expected time to recoup outlay	10½ years	11½ years

4

### Profit dependent on passenger numbers

Graph of profit versus number of passengers for both bids



Profits are greater for Trainway if passenger numbers exceed 70 *m* each year  
 Greater profit (or smaller loss) for Rail Link if passenger numbers below 70*m* each year

\*Additional costs arise for Rail Link if passenger numbers > 90 million

5

### Profit dependent on interest rates

Yearly interest rate	Profitability of Rail Link bid	Profitability of Trainway bid
7%	\$98.26m	\$103.73m
11%	-\$10.05m	-\$30.63m

Trainway profits are more sensitive to changes in the yearly interest rate

6



### Passenger impact

- **Rail Link bid**
  - + System up and running after 3 years
  - + Environmentally friendly
  - Additional costs and disruption if yearly passenger number > 90m
- **Trainway bid**
  - + Can cope with large passenger numbers
  - + Easy to extend to other areas of the city
  - System takes 5 years to construct

7

### Passenger impact

Criteria	Rail Link	Trainway
Profitability (if yearly passenger numbers less than 70 m)	√	X
Low sensitivity to interest rate changes	√	X
Early availability	√	X
Environmentally friendly	√	X
Easy to extend	X	√

Decision dependent on importance and ranking of criteria

8

Any questions?

Contact: [odiamini@govtactuaries.com](mailto:odiamini@govtactuaries.com)

Thank you

9

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*These conditions remain in force after you have finished using the course.*

***Meeting the overall objectives***

*Up to 20% of the marks are available for meeting the objectives of the communication.*


Overall, will the audience:

- understand the presentation:
  - what NCD is? [4]
  - how our NCD system will operate? [4]
  - the benefits of NCD? [4]
- be satisfied that the presentation is an adequate summary of the topic? [4]
- be left with a positive view of you as an actuary? (eg competence, professionalism and helpfulness). [4]

## Specimen Solution

### Introduction of no claims discount system

To: XY Sales Force  
By: Akhona Nikosi, Actuary,  
XY Insurer  
1 April 2024



1

### Topics to be covered

- No Claims Discount (NCD) premise
- How XY's NCD works
- Discounts available
- Movement between categories
- Advantages of NCD
- Conclusions

2

### NCD premise

Policyholder's claim experience reflected in premiums  
Claim-free year(s) rewarded  
Lower premium possible in following year  
Better policyholder claims experience  
➔ lower premiums

3

### How XY's NCD works

- System has three categories
- Discount varies by category

Category	Discount to premium
0	0%
1	25%
2	40%

- Policyholder moves between categories based on claims made

4

### Movement between categories

- How policyholders move between categories:

Policyholder	Claims in past year	Category in next year	Premium impact
New	–	0	–
Existing	0	Current + 1 (max = 2)	↓*
Existing	1+	Current – 1 (min = 0)	↑*

\* Premium unaffected if already in maximum/minimum category

5

### Advantages of NCD

- Policyholders:
  - Want to avoid premium increases
  - ➔ Less likely to make small claims
- Small claims have relatively high administration costs
- Fewer claims overall so lower claim and administration costs
- Savings passed on to policyholders
- Lower premiums attract policyholders
- XY's competitors are introducing NCD
- NCD introduced so we remain competitive

6

## Conclusions

- NCD rewards policyholders for good claims experience
- XY's system has 3 categories
- Many NCD benefits:
  - Reduced claim and administration costs
  - Reduced premiums for policyholders
  - Retention of competitive market position

7

Any questions?  
Contact: [anikosi@xy.com](mailto:anikosi@xy.com)

Useful website: [www.NCDinpractice.com](http://www.NCDinpractice.com)

Thank you

8

***Meeting the overall objectives***

*Up to 20% of the marks are available for meeting the objectives of the communication.*

Overall, will the trustees:

- understand the presentation:
  - why increased interest rates reduce TVs? [4]
  - why increased life expectancy increases TVs? [4]
  - how the above two factors affect TVs at various current ages? [4]
- be satisfied that presentation is an adequate summary of the topic? [4]
- be left with a positive view of you as an actuary? (eg competence, professionalism and helpfulness) [4]


## Specimen solution

### Transfer Values

Effects of changes in mortality and interest rates

To: XYZ Scheme Trustees  
By: Anna Jones, Actuary

1 April 2024



1


### Topics to be covered

- Unpacking of Transfer Values (TVs)
- Impact of interest rates
- Impact of life expectancy
- Key assumptions in TV illustrations
- Total impact of proposed changes
- Individual impact of proposed changes
- Conclusions

2

### TVs unpacked

- Amount calculated now
  - Expected to fund member's future pension
  - Allows for interest earned until pension payments made



- E.g.: TV = £13,063  
expected to provide  
35-year old with £10,000 pension p.a.

3



## Impact of interest rates

Higher expected interest rate

- ⇒ Higher expected interest earned
- ⇒ Less money needed now for same future pension
- ⇒ Lower TV

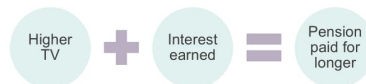


4

## Impact of life expectancy

Pensioners expected to live longer

- ⇒ More pension payments received
- ⇒ Higher cost of pension payments
- ⇒ More money needed now for same future pension
- ⇒ Higher TV

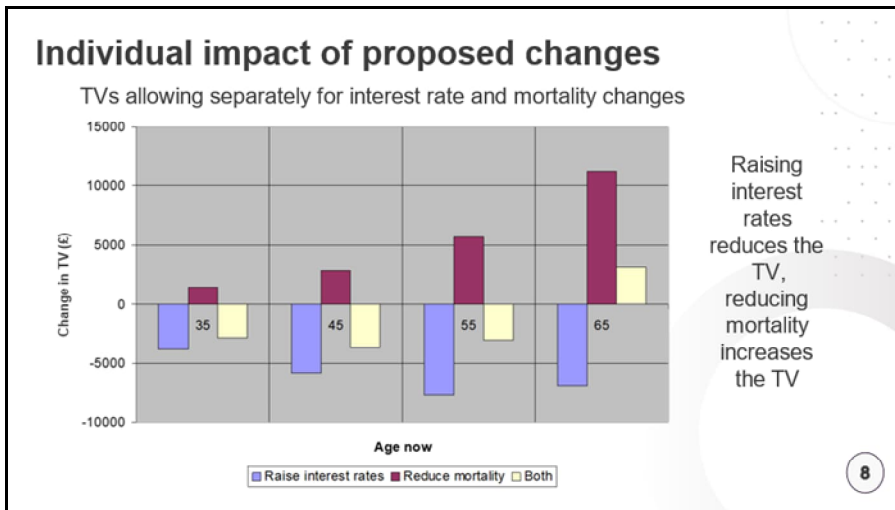
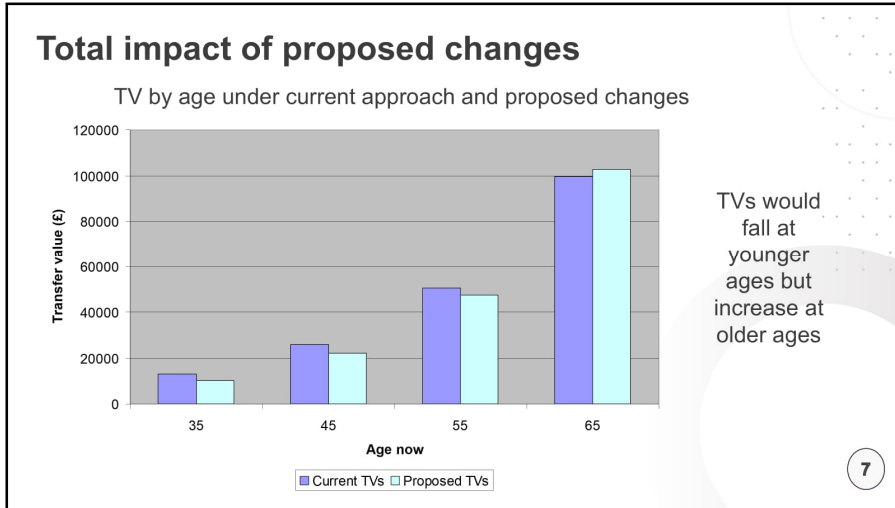


5

## Key assumptions in TV illustrations

- Illustrated for males members only
- Considered two proposed changes only:
  - Increase of 1% in interest rates
  - Increase in pensioner life expectancy (post 65)
- Ignored effect of members dying before retirement

6



### Conclusions

- Higher interest rates reduce TVs
- Higher life expectancy increases TVs

Overall effect of combined proposal:

Less than age 65

Interest

Living longer

Lots earned

Lesser effect

Lower TV

Age 65

Interest

Living longer

Less earned

Greater effect

Higher TV

9

Any questions?

Contact: [anne@pensionconsultants.com](mailto:anne@pensionconsultants.com)

Thank you

10

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*These conditions remain in force after you have finished using the course.*

***Meeting the overall objectives***

*Up to 20% of the marks are available for meeting the objectives of the communication.*

Overall, will the members:

- understand the presentation:
  - why it is possible to maximise expected winnings? [3]
  - why some numbers are more popular? [3]
  - proportion winnings can be increased in each prize category? [3]
  - increase in total winnings over first 224 weeks? [3]
- be satisfied that presentation is an adequate summary of the topic? [4]
- be left with a positive view of you as an actuary? (eg competence, professionalism and helpfulness) [4]


## Specimen solution

### National Lottery

#### Maximising winnings

To: Lucky Stars Syndicate  
By: Johannes Blake, Syndicate Advisor

1 April 2024



1

### Topics to be covered

- Winning tickets
- Value of prizes
- Popular numbers
- Strategy to maximise prize money
- Increase in total prize money
- Increase in per category prize money
- Conclusions

2

### Winning tickets

- Winning ball selection is random
- ➡ **Cannot increase chance of winning**
- Win by matching 3, 4, 5 or 6 numbers
- Jackpot win = 6 numbers matched

3

## Value of prizes

- Match three numbers: fixed prize = £10
- Match four to six numbers:
  - Prize value increases with quantity of numbers matched
  - Prize money shared between **all** similar winners
  - More winners → smaller prizes
  - Bigger prizes if few other winners
  - Best win if no other winners

4

## Popular numbers

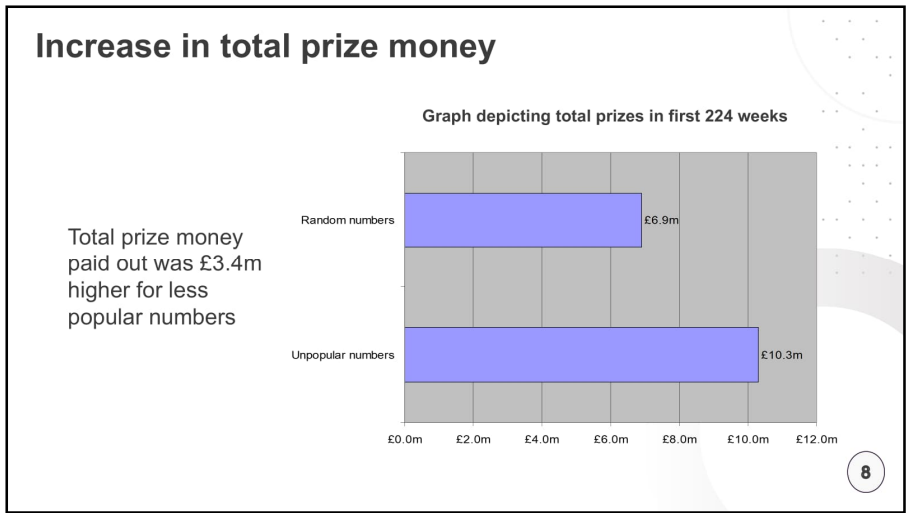
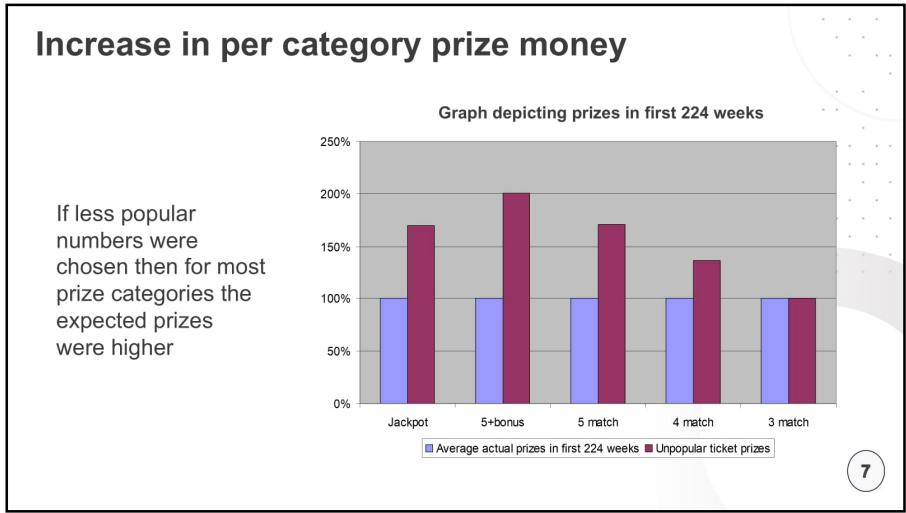
- Players often pick numbers with personal meaning
  - Eg: Year/Month/Day of birth or marriage
- Lower numbers more popular as:
  - Only 31 days in a month
  - Only 12 months in a year
- Number selection is independent of number popularity

5

## Strategy to maximise prize money

- Research number popularity
- Pick least popular numbers
  - Often numbers above 31
- Buy combinations of least popular numbers
- Expect prizes under strategy > average past winners
  - Per category and in total

6



- ### Conclusions
- Chances of winning cannot be increased
  - Winnings for 4, 5 or 6 matching numbers are shared
  - Prizes bigger when unpopular numbers win
    - ➔ Few other winners
  - Potential increase in prize money:  $\pm 50\%$ 
    - Varies per category of win
    - Basis: model of the first 224 weeks of lottery
- 9



Any questions?

Contact: [jblake@advisors.com](mailto:jblake@advisors.com)

Useful reading:

- [www.dailytelegraph/lotteryblight](http://www.dailytelegraph/lotteryblight)
- [www.ecs.soton.ac.uk](http://www.ecs.soton.ac.uk)

Thank you

10

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