

*The Chartered Institute
of Loss Adjusters*



What do examiners want?

How to gain marks and lose them

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Improving your exam technique



- How to **read** and **assess** exam questions before you start writing
- What is the question **really asking**?
- **Good practice** that should be adopted
- What is it **definitely not asking**?
- Other **common mistakes** and how to **avoid** them

Reading and assessing exam questions



- Take **10 minutes** to read the whole paper
- **Allocate** and write down the **time** per question
- **Read** and **plan** each question before answering
 - What are the **key points** you will make
 - What is the **logical order**
- Start with a question **you know** you can **answer well**
- Remember that you can only get **100%** on **MCQs**

What is the question really asking?



- ✓ Identify the **subject** and underline it
- ✓ Take special note of **key words** – circle them
- ✓ **Stop** and **think** – what do these key words **mean** in this question? *
- ✓ Is there a **context** e.g. small company v large company?
- ✓ Check how marks are **allocated** = **length** and **depth** of answer.

*http://www.humanities.manchester.ac.uk/studyskills/assessment_evaluation/assessment/glossary.html

Good practice that should be adopted



- ✓ **Restate** question and your understanding at the beginning
- ✓ Make **one** point or argument per paragraph
- ✓ **Align** points with marks
- ✓ Keep paragraphs **shortish** (long paragraphs ramble)
- ✓ **Cite references/cases** – preferably with dates to support points made

What is the question definitely not asking?



- ✗ **Regurgitation** or mind dumps
- ✗ **Generic** rather than tailored answers
- ✗ **Superficial** rather than depth
- ✗ **Unjustified** statements

Other common mistakes



- ✗ Not answering the question set
- ✗ Not answering compulsory questions
 - Marks are not normally deducted for wrong answers
- ✗ Answering questions in the order they are set
- ✗ Poor structure so points are difficult to find
- ✗ Writing or abbreviations that are difficult to read
 - Running out of time – use bullet points
- ✗ Good answers in notes but these are difficult to read
- ✗ Crossing out the right answer and replacing with a wrong one
- ✗ Leaving no time at the end to spot obvious mistakes



Practical Examples:

*a review of questions and
answers from past papers*