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## Continuing Professional Development (CPD) Scheme

### Guidelines & Regulations

Welcome to the Professional Banker CPD Guidelines & Regulations. This is an important document which sets out the CPD scheme requirements and regulations. You are advised to read this document thoroughly and retain it for reference during the CPD year.

Should you have any queries on the CPD Guidelines & Regulations please contact The Institute of Banking at 01 6116500 or at [cpd@iob.ie](mailto:cpd@iob.ie).



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## 1. Welcome and Introduction

Welcome to the CPD Guidelines & Regulations for those who hold the Professional Banker designation. These guidelines are valid for the current CPD year and are subject to a yearly review.

The prestigious professional designation, *Professional Banker*, is aimed at everyone working in banking, including those who work in or aspire to work in roles with management responsibilities. It broadens and deepens your knowledge of the practice of banking, customer experience-management and, particularly, credit risk management.

Those who become a *Professional Banker* will be well equipped for a management career in banking, as they will have industry-specific knowledge, a highly marketable and transferrable skill set including decision making, problem-solving, communication and analytical skills, practical experience and a deep understanding of the ethical issues and professional values which underpin banking.

Every Professional Banker is obliged to:

- (a) fully participate in this CPD scheme and comply with all of its requirements, and
- (b) maintain membership of the Institute.

Any breach of either one or both of these conditions will result in removal of the individual from the Professional Banker scheme.

## 2. Eligibility for Membership of the Professional Banker Scheme

The Professional Banker scheme is open to those who:

- Successfully complete the Professional Diploma in Financial Services, or the Bachelor of Financial Services (BFS), or the relevant core and option modules from these programmes offered by the College of Professional Finance and awarded by University College Dublin, and
- Have three years banking or other relevant experience, and
- Agree to participate in the CPD scheme for Professional Bankers.

## 3. Designation

Members of the scheme are entitled to use the designation *Professional Banker*.

## 4. Summary of CPD Requirements

This is a brief summary of the main CPD requirements. You are advised to read this document in full for the detailed scheme rules and requirements.

- Total annual CPD requirement is 6 hours.
- At least 1 hour must be relevant to Ethics.
- At least 3 hours must be completed via Institute provided events and or Institute online modules. These are deemed to be Professional Banker specialist content.
- All CPD events must be accredited by The Institute of Banking (the Institute).
- CPD year runs from 01 January to 31 December. Hours must be completed by 31 December.
- All events must be recorded, and an annual return made by 31 January.
- A random sample of members are audited each year.

## 5. Continuing Professional Development (CPD) – General Definition

There have been many definitions of CPD by various individuals and bodies over the years. The Professional Associations Research Network in the UK carried out an extensive research project into CPD and in the process devised the following comprehensive definition:

"CPD is any process or activity of a planned nature, that provides added value to the capability of the professional through the increase in knowledge skills and personal qualities necessary for the execution of professional and technical duties, often termed competence. It is a life-long tool that benefits the professional, client, employer, professional association and society as a whole and is particularly relevant during periods of rapid technological and occupational change."

## 6. Benefits of CPD

### You

There can be no doubt that the principal beneficiary of CPD participation is you. Your involvement should ultimately help you both in your career and personally. CPD should help you to:

- progress your thinking on key challenges
- improve and broaden your knowledge and skills
- build self-confidence and conviction
- build client trust and confidence
- enhance your ability to make professional, informed decisions
- remain competitive
- raise your personal profile through networking and make you more 'marketable' to your existing and/or future employers

### Your Clients

The Professional Banker designation and your participation in the CPD scheme also benefits your clients, who will be reassured that you are a qualified, well-informed professional maintaining your knowledge and skills by keeping in touch with ongoing developments in your business.

### Your Employer

Your employer or Company benefits from your participation, as you are likely to be more efficient and productive, which obviously gives them a competitive edge.

### Your Professional Body

The CPD scheme adds credibility to the professional body of which you are a member, namely the Institute.

## 7. Annual CPD Requirements and Criteria

Every Professional Banker is obliged to complete the same amount of CPD, irrespective of the area of business or the industry in which they are employed.

The annual requirement is **six CPD hours** (unless additional shortfall hours are required, or a pro rata adjustment has been applied).

At least one CPD hour each year must relate to **ethics**.

The content matter of the remaining five CPD hours must be relevant to the Professional Banker syllabus i.e. relate to the subject matter in: -

- Principles and Practice of Banking
- Principles of Credit Risk
- Customer Experience Management
- SME Credit Risk Assessment
- SME Financing and Distressed Credit Analysis
- Personal Debt Management and Personal Insolvency

- Wealth Management
- Banking in a Digital Age
- Business Management
- Portfolio Management
- Personal Development Planning
- Strategy for Financial Services
- Corporate Governance and Finance
- International Finance
- Treasury and Risk Management

See Appendix C for a summary of the syllabus of each of these modules.

**Three** of the six hours of CPD must be **completed via Institute provided events and / or Institute online modules that are classified as Professional Banker specialist content.**

The Institute will provide a suite of Professional Banker events every year at no extra cost. These events will include seminars and online modules.



The CPD scheme for Professional Bankers is essentially self-certifying and there will be no compulsory testing of knowledge/learning by the Institute.

A sample of members will be selected for audit of their CPD hours each year ([see section 24. 'Audit'](#)).

## 8. Definition of CPD for the Professional Banker Scheme

CPD can be defined as **'active' participation** in an activity, the subject matter of which meets the criteria ([see section 7. 'Annual CPD Requirements and Criteria'](#)) for awarding CPD credit and includes attendance at seminars/training events, workshops, conferences, eLearning courses/modules, courses and other events of equivalent standing.

CPD does not necessarily mean attendance at external seminars - relevant in-house training and approved online training may also earn credit provided it meets the above criteria.

General reading and research will not count for CPD hours.

All courses/seminars/online training must meet the following criteria in order to count towards CPD:

- Course presenters must have qualifications and/or knowledge and experience appropriate to the subject(s) being presented.
- The presentation must be conducted in an appropriate location (i.e. proper conference/business / in-house facility).
- The presentation/course must be at least a half hour in duration.
- If electronically delivered, the event/activity must meet the criteria described in [section 11. 'Award of CPD Hours to Electronically Delivered Events and Activities'](#).

## 9. Minimum & Maximum Duration – CPD Hours

All CPD hours must be accredited by the Institute. See [section 10. 'Accreditation of Events for CPD Hours'](#).

The minimum unit of time recognised and accredited for CPD purposes is a half hour.

The maximum number of hours that will be accredited for any single event/activity/topic or any single examination module (must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 7 or above on the National Framework of Qualifications and CPD credit is awarded in the year the exam is passed) is three hours.

The maximum number of hours that will be accredited for any single online course/module is two hours.

Time spent actively involved in a CPD activity will count and can include question and answer time, case studies and tests/exams etc. Time spent travelling to an event, registration time, coffee/lunch breaks, social time etc. will not count.

## 10. Accreditation of Events for CPD Hours

All CPD hours must be accredited by the Institute. Event providers (companies/bodies)/members applying for CPD hours for events should complete the Online CPD Accreditation Application Form located at [www.iob.ie/cpdaccreditations](http://www.iob.ie/cpdaccreditations)

In the case of companies organising relevant in-company events/training for their own staff, it is recommended that one contact person in each company submits to the Institute all requests for accreditation on behalf of their staff. Members should check with their training department/intranet site for further information on their company accreditation procedures prior to submitting any application.

Members are required to attend for the full duration of an event in order to claim the CPD hours approved for that event. Where a member has not attended for the full duration he/she is required to submit a new application for reduced hours. Evidence of attendance is required in the event of a CPD audit e.g. sign-in/out log. The Institute reserves the right to contact the event provider to verify attendance for the full or part duration.

Companies/bodies organising events for CPD purposes and applying for hours must submit a new application for reduced hours where members do not attend for the full duration. Event providers applying for CPD hours must hold records of attendance e.g. sign-in/out log in the event attendees are selected for audit and confirmation of full/part attendance is required.

It is the responsibility of event providers to clearly advise attendees (in advance of the event) the accreditation number(s) allocated to the event by the Institute, as well as the number of CPD hours applicable. This should also be announced/indicated to attendees at the beginning/end of the event.

Events accredited for CPD hours run by the Institute and the eCPD modules will automatically record in the Professional Banker's Online CPD Record on successful completion of relevant modules.

All CPD events, courses and training etc. are accredited for one CPD year only and must be re-accredited in each CPD year.

## 11. Award of CPD Hours to Electronically Delivered Events and Activities

In considering whether or not to grant CPD hours to eLearning courses and other electronically delivered events and activities, the relevance of their content is evaluated in the same way as other activities and events. In order to assess the level of active involvement required of its participants, the also examines carefully the learning approach and structure of electronically delivered events and activities. In this regard, to be awarded CPD hours:

### Each eLearning course or module must:

- Be generally well-designed.
- Be highly interactive, requiring regular interaction between the course and the learner.
- Incorporate a reasonable diversity of delivery approaches and/or media (e.g., appropriate combinations of text/slides, animation, pop-up pages, audio or video, attachments etc.).
- Ensure that individuals spend a comparable amount of time completing a module as the accreditation awarded for the module i.e. if a module is accredited for two hours, then the module should take an individual two hours to complete.
- Include a minimum of a half hour of relevant learning (including tests).
- A maximum of two hours may be awarded to each eLearning module.

### Events delivered using Web Casting and Web/Tele-Conferencing and similar technologies must:

- Be generally well-designed and create a productive learning experience
- Provide a means for course organisers to verify those participating at each venue (to include verification that the participant attended for the full duration e.g. log-in and log-out confirmation).
- Include provision of electronic or hard-copy confirmation of attendance for the full duration to participants.
- Include a minimum of a half hour of relevant learning.

Members who complete eLearning and/or events delivered by webcast or web/teleconference and who cannot provide evidence of completion/attendance will be required to complete a Learning Outcomes Form in order to claim CPD hours.

## 12. Examples of CPD

Some general examples of activities normally expected to come within the definition of CPD are given below. Members are required to seek accreditation (see [section 10. 'Accreditation of Events for CPD Hours'](#)) of all external CPD hours.

- Relevant in-house training programmes
- Relevant seminars run by the Institute
- Relevant seminars of other professional bodies
- Relevant online training courses. A maximum of two hours is accredited for any single online course/module. See [section 11. 'Award of CPD Hours to Electronically Delivered Events and Activities'](#).
- Some of the Institute's examinations. Hours awarded on successful completion of examinations in the year the examination is passed – no hours for study or examination preparation.
- Relevant examinations of other professional bodies or other academic examinations (must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 7 or above on the National Framework of Qualifications). Hours are awarded on successful completion of examinations in the year the examination is passed – no hours for study or examination preparation.
- Seminars, webinars, conferences related to:
  - Principles and Practice of Banking
  - Principles of Credit Risk
  - Customer Experience Management
  - SME Credit Risk Assessment
  - SME Financing and Distressed Credit Analysis
  - Personal Debt Management and Personal Insolvency
  - Wealth Management
  - Banking in a Digital Age
  - Business Management
  - Portfolio Management

- Personal Development Planning
- Strategy for Financial Services
- Corporate Governance and Finance
- International Finance
- Treasury and Risk Management
- Ethics training
- Relevant lecture/seminar presentation (only the first presentation of a lecture/seminar will earn credit, research and preparation for the lecture/seminar cannot be included)

Members should ensure that they do not include events in their annual return that cover the same material e.g. an online Digital Banking course and a face-to-face Digital Banking seminar that cover the same material – only one event should be counted.

### 13. Excluded Activities

The following are examples of activities not considered to be either formal/relevant, in that they do not meet the criteria, and are therefore excluded from counting towards CPD:

- Normal working activities
- General software/application training (e.g. Microsoft Excel, Word etc)
- Internet training
- Sales techniques training
- General communications training
- 'Soft-skills'/general training (such as programmes or courses on writing/communication skills, telephone techniques, customer care, time management, etc.)
- Product launches or other primarily social occasions
- 'Motivational' seminars
- Reading and research
- DVDs, TV programmes
- Writing/research for thesis, study manuals, books and other publications.

### 14. CPD Year

The CPD year runs from 01 January – 31 December each year, i.e. hours must be completed in the calendar year. While the closing date for making an annual return each year is 31 January of the following year ([see section 23. 'Annual Returns'](#)), CPD hours must be completed by **31 December**. Hours completed in January of the current year count for that CPD year and cannot be counted for the previous year.

### 15. Surplus Hours

Any surplus accumulated in one year may NOT be carried into the following year(s).

### 16. CPD Programme

The Institute offers Professional Bankers a comprehensive and cost effective CPD programme to help them meet the annual CPD requirements. The programme includes:

#### (i) Online Courses – eCPD

Online courses are available on the Professional Banker portal via 'My Institute' at [www.iob.ie](http://www.iob.ie). The programme of online courses covers a wide range of topics such as Banking Practice, Credit, Customer Experience Management and Business Management etc. There is no extra cost involved (included in annual CPD fee). As courses are updated on an annual basis, courses completed in previous CPD years can be re-taken to count for CPD hours in a new CPD year provided 3 months have passed since the course was last completed. Members can access 'My Institute' using their membership number and password. Then under My Designation select Professional Banker and then select Content tab.



### **(ii) CPD Seminars and Webinars**

Seminars and webinars are organised by the Institute each year. Members will be provided with details during the CPD year.

### **(iii) Accreditation of In-company and Other Events for CPD Hours**

As described in [section 10. 'Accreditation of Events for CPD Hours'](#), the Institute accredits relevant in-company training and other relevant events for CPD hours. Members should complete the Online CPD Accreditation Application Form located at [www.iob.ie/cpdaccreditations](http://www.iob.ie/cpdaccreditations) prior to holding an event, course, online module to check if it meets the criteria for awarding CPD hours.

### **Qualifications Programmes**

Some of the Institute's qualification modules are accredited for CPD hours. Members will automatically be awarded the CPD hours on successful completion of relevant examinations. Information on the Institute's qualification modules is available in 'My Institute' on the Institute's website [www.iob.ie](http://www.iob.ie).

## **17. Pro Rata Adjustment of CPD Hours**

In certain circumstances (see (i) and (ii) below) a pro rata adjustment (reduction) in required CPD hours may be granted, provided the Professional Banker is not working for the relevant period of time. In order to be granted an adjustment, Professional Bankers must complete a Pro Rata Adjustment Form (see Appendix B) available on the Institute's 'My Institute' in 'CPD Downloads' and return it to the Institute.

Professional Bankers who have been granted a pro rata adjustment in CPD hours will not be required to comply with the requirement to complete at least one hour of CPD which relates to ethics in the year the pro rata adjustment is granted. Nor will they be required to complete the mandatory three CPD hours via Institute events in that year (but they may choose to do so).

Professional Bankers who have been granted a pro rata adjustment in hours for part of a year must still make an annual return of hours completed for the remainder of the year by 31 January (of the following year).

### **(i) Statutory Maternity/Parental/Adoption/Carer's Leave**

There will be a pro rata adjustment in CPD requirements for members taking statutory maternity leave (current maximum 42 weeks i.e. up to 26 weeks paid and up to 16 weeks unpaid leave), statutory adoption leave (current maximum 40 weeks i.e. up to 24 weeks paid and up to 16 weeks unpaid leave), statutory block parental leave (currently maximum 18 weeks per child) or statutory carer's leave.

The adjustment will be given for paid and unpaid statutory leave only i.e. does not include holidays, additional unpaid leave or career break. CPD Members should contact the Institute in advance of taking such leave, to apply for a temporary exemption from CPD activity for the duration of the leave. A member out of work on statutory leave for more than 12 months is required to read and assimilate the CPD Annual Update Manuals for absent year(s) on returning to CPD (these are available in 'My Institute' in 'CPD Downloads').

### **(ii) Illness**

Brief periods of absence due to illness etc. will not entitle a Professional Banker to any adjustment in CPD requirements. However, those out of work due to long-term illness (two months or more) may apply for a pro rata reduction in requirements subject to medical certification of the illness.

### **(iii) Circumstances where a Pro Rata Adjustment of Hours will NOT Apply**

A pro rata adjustment of hours will not apply in the following circumstances:

#### **(a) Part-time work/Job sharing**

**(b) Holidays** - including where taken immediately prior to or following maternity/adoption/parental/carers leave.

**(c) Retirement/Redundancy/Unemployment** - where the Professional Banker wishes to retain the use of the Professional Banker designation.

#### **(d) Career Break/Sabbatical Leave**

The online eCPD portal, available via 'My Institute' on the Institute's website [www.iob.ie](http://www.iob.ie), offers CPD modules relevant to the Professional Banker designation. The existing modules will be continuously updated and

may be re-taken by Professional Bankers to earn CPD hours in a new CPD year (provided 3 months have passed since the previous completion). This makes it possible for a Professional Banker to fully participate in the CPD scheme no matter where in the world they are.

## **18. Newly-Qualified Members – Applying for your Designation**

### **(i) Application on Qualification**

Those who qualify with a relevant qualification or modules will be invited by the Institute to apply for the Professional Banker designation when final ratified results are issued by the relevant Examination Board. All newly qualified individuals are advised to apply for the Professional Banker designation by the required date outlined in this invitation (including those not currently working in retail financial services or in the financial services industry who wish to use the Professional Banker designation at any time in the future).

### **(ii) Late Application**

Persons who do not apply for the designation within two years from 01 January following qualification and who wish to apply at a later date will be considered on a case-by-case basis and will be subject to one or more of the late application rules including:

- Completion of any shortfall\* in CPD hours (in addition to the requirements for the year of joining), and application of the shortfall warning, where relevant
- Payment of backdated designation and / or membership fees, where relevant
- €100 late application fee

\*A person with a shortfall in CPD requirements may apply to be included in the CPD scheme as a 'suspended' member in order to complete the CPD shortfall but will not have the Professional Banker designation awarded at this time. Annual membership fees are payable while a suspended member of the scheme. A person will be given credit for any verified CPD completed in the period prior to joining the CPD scheme. A shortfall warning will be applied on joining i.e. if the member fails to complete the CPD requirements as set out in section 7 in any of the five years following the most recent failure to comply, the Professional Banker designation will be removed.

A person will be admitted to the CPD scheme as a full member and will have the Professional Banker designation awarded once he or she is in compliance with the CPD requirements i.e. has completed any shortfall in CPD requirements and has paid the relevant fees.

Suspended members should advise the Institute in writing ([cpd@iob.ie](mailto:cpd@iob.ie)) when they have completed the outstanding hours to be considered for award of the Professional Banker designation.

Members who apply within two years the January following qualification will have an annual CPD requirement of 6 CPD hours (see [section 7. 'Annual CPD Requirements and Criteria'](#)).

## **19. Newly-Qualified Members – Commencement of CPD**

A person who qualifies with a relevant qualification during the course of the year will be required to commence CPD activity following receipt of final ratified results.

CPD requirements will be adjusted on a pro rata basis for such members as follows:

### **(i) Qualified following January – July Examination Boards:**

- Six CPD hours to be completed by 31 December of that year (i.e. year of qualification). Professional Bankers will be required to complete one CPD hour which relates to ethics in the year of qualification and the mandatory three CPD hours via Institute events

### **(ii) Qualified following August – December Examination Boards:**

- Commence CPD on the 1 January of the following year with the full annual requirement of six CPD hours (including the ethics requirement), and the mandatory three CPD hours via Institute events as set out in [see section 7. 'Annual CPD Requirements and Criteria'](#), to be completed by 31 December of that year.

## 20. Other Designations

Professional Bankers who hold other designations such as QFA, LCOI, Registered Stockbroker etc. or are registered as a CPD Member for Minimum Competency Code purposes are required to make an annual return of CPD hours for each separate designation/membership held. Members should check with the Institute in the event of any queries on qualifying hours.

## 21. Professional Bankers not working in the Financial Services Industry

Professional Bankers who no longer work in the financial services industry are required to comply with the CPD requirements if they wish to retain their Professional Banker designation for current or future use. Members who do not comply with the CPD requirements will be subject to the procedure outlined in [section 25. 'Failure to Comply'](#).

## 22. Keeping Records & Support Documentation

Each Professional Banker is responsible for keeping his/her own records in relation to CPD undertaken. The Institute has produced a record sheet to assist Professional Bankers in this task (see Appendix B).

Members are required by the Institute to use their Online CPD Record to manage, record and return their CPD hours.

Professional Bankers are also required to keep supporting documentation as evidence of attendance at events or completion of a course e.g. attendance sheets, certificates of attendance, certificates of completion, computer printout/record of completion, written confirmation from employer or event provider etc.

It is essential to keep personal records and supporting documentation, as members will be required to present original versions of them should they be the subject of an audit at any stage (see [section 24. 'Audit'](#)). The Institute reserves the right to verify the information contained in the records, including the right to contact any of the organisations/people listed in a member's records.

Such records and documentation should be retained for at least six years.

## 23. Annual Returns

Every Professional Banker is obliged to make an annual return by **31 January** every year declaring:

- (a) the approved events that make up their CPD hours for the previous calendar year, and
- (b) that the hours completed conform to the requirements and the CPD criteria for CPD (see [section 7. 'Annual CPD Requirements and Criteria'](#)).

Professional Bankers are required to record all approved CPD events in their Online CPD Record in 'My Institute' on the Institute's website [www.job.ie](http://www.job.ie). A member's Online CPD Record will then form the basis of their Annual Return. The online Annual Return process usually opens in early December each year until 31st January of the following year.

Thereafter, anyone who has not made an Annual Return will be considered not to have complied with the CPD requirements and will be subject to the procedure outlined below under [section 25. 'Failure to Comply'](#).

CPD hours must be completed by 31 December each year. Hours completed in January will count for that CPD year and cannot be counted for the previous CPD year.

## 24. Audit

The Institute will audit a random sample of member returns each year in order to verify that the hours completed conform to the requirements (see [section 7. 'Annual CPD Requirements and Criteria'](#)) and the information returned is true. Should a member be the subject of an audit they will be required to present supporting documentation confirming attendance/completion for each CPD event (external to the Institute) in their return e.g. attendance sheets, certificates of attendance, certificates of completion, computer printout/record of completion, written confirmation from employer or event provider etc.

Details of the records will then be verified, as seen fit by the Institute (including, if deemed necessary, contacting any of the organisations/people listed in the records). Audits are predominantly random and so a member may be the subject of an audit on any number of occasions (successive or intermittent) and must comply by furnishing the Institute with appropriate records/proof of CPD completed during the previous calendar year.

Members found to have returned hours without supporting documentation confirming attendance or events covering predominately the same material will have the events removed.

Any resulting shortfall will be carried to the following year, unless a five-year shortfall warning already applies see (section 25. 'Failure to Comply')

Penalty hours may also be applied in addition to the shortfall hours.

## 25. Failure to Comply

Any Professional Banker who:

- (a) Fails to make an annual return and/or
- (b) Fails to co-operate when audited and/or
- (c) Fails to pay their membership fees and/or
- (d) Makes a false or seriously incorrect annual return

will be deemed to be in breach of the CPD scheme requirements and in breach of one of the primary conditions for holding the Professional Banker designation (see [section 1. 'Welcome and Introduction'](#)). This will result in the removal of the Professional Banker designation from the person.

Any Professional Banker who fails to complete the CPD requirement in any given year as set out in section 7 (i.e. fails to complete the required hours or fails to complete one hour related to ethics) will, in the first instance, be given a grace period to 'catch up' and complete any shortfall in CPD hours by 31 December of the following CPD year (in addition to the requirements for that CPD year). A five-year shortfall warning penalty will also be applied to the member's record i.e. if the member fails to complete the CPD requirements as set out in section 7 in any of the five years following the first failure to comply, the Professional Banker designation will be removed.

## 26. Reinstatement of the Professional Banker Designation

A person who has had their Professional Banker designation removed due to failure to comply with the CPD regulations (a) to (c) in section 25 above is advised to apply to reinstate their designation immediately. Such a person should state their case in writing to the Institute. Requests to reinstate the Professional Banker designation are considered on a case-by-case basis.

A reinstated individual will be subject to one or more of the reinstatement rules including:

- Completion of any shortfall\* in CPD hours (in addition to the requirements for the year of reinstatement), and application of the shortfall warning, where relevant
- Payment of backdated designation and / or membership fees, where relevant
- €100 reinstatement fee

\*A person with a shortfall in CPD requirements may apply to be included in the CPD scheme as a 'suspended' member in order to complete the CPD shortfall but will not have the Professional Banker designation reinstated at this time.

Annual fees are payable while a suspended member of the scheme. A person will be given credit for any verified CPD completed in the period prior to suspension to the CPD scheme relevant to the Professional Banker designation. A shortfall warning will be applied on reinstatement i.e. if the member fails to complete the CPD requirements as set out in section 7 in any of the five years following the most recent failure to comply, the Professional Banker designation will be removed.

A person will be reinstated to the CPD scheme as a full member and will have the Professional Banker designation reinstated once he or she is again in compliance with the CPD requirements i.e. has completed any shortfall in CPD requirements and paid the relevant fees.

Suspended members should advise the Institute in writing ([cpd@iob.ie](mailto:cpd@iob.ie)) when they have completed the outstanding hours to be considered for reinstatement of the Professional Banker designation.

Where a member has the Professional Banker designation removed having been found to have made a false or seriously incorrect return of hours (regulation (d) in section 25 above) he/she is deemed in serious breach of the rules of the Professional Banker scheme and will not be eligible for reinstatement i.e. he/she will be permanently excluded from holding the Professional Banker designation.

## **27. Appeals**

If a member has reasonable grounds, they may appeal against the application of the CPD regulations as set out in these Guidelines & Regulations. Appeals should be submitted in writing addressed to the Appeals Officer at [cpd@iob.ie](mailto:cpd@iob.ie).

## **28. Correspondence with Members**

The Institute will correspond electronically with Professional Bankers during the year regarding CPD hours required, annual returns etc. via 'My Institute' on the Institute's website [www.iob.ie](http://www.iob.ie).

Professional Bankers can access all such correspondence by logging in to 'My Institute' using their membership number and password (provided by the Institute) and going to 'My Correspondence'. Professional Bankers will be alerted by email and SMS text (per the contact information held on the Institute's records) when correspondence has been posted to 'My Correspondence'. Professional Bankers are advised to check the 'My Correspondence' section regularly for important CPD communications. The Institute may also correspond via email and SMS text with members.

## **29. Provision of Information to Employers**

The information provided by you on your Professional Banker application form and generated during the course of your CPD membership may be used and disclosed by the Institute for all purposes which are reasonably incidental to the administration of your CPD registration and ongoing membership. Those purposes may include the disclosure of CPD hours to your employer and such other information as may be necessary. You are entitled to ask for a copy of the personal data that the Institute holds about you and to have any inaccuracies in such personal data amended or erased. You may do so by writing to the Registrar at the Institute.

## **30. Change of Personal Details**

Professional Bankers are required to update their personal details in 'My Profile' via 'My Institute' on [www.iob.ie](http://www.iob.ie) in the event of any changes to mailing address, e-mail address, contact phone number, company details etc.

### **31. Further Information**

You can access the 'CPD Downloads / News' section in 'My Institute' for further information, including CPD FAQs.

### **32. Contact Details**

CPD Helpline: 01-611 6500  
E-Mail: [cpd@iob.ie](mailto:cpd@iob.ie)  
Post: IFSC, 1 North Wall Quay, Dublin 1  
Website: [www.iob.ie](http://www.iob.ie)

### **33. Appendices**

- A. Pro Rata Adjustment Form
- B. CPD Personal Record Sheet
- C. Syllabus Content

## **A. Pro Rata Adjustment Form**



## Application for pro rata adjustment of CPD requirements

Membership number:

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Email Address:

--	--	--	--	--	--	--	--	--	--

First name:

--	--	--	--	--	--	--	--	--	--

Contact number:

--	--	--	--	--	--	--	--	--	--

Surname:

--	--	--	--	--	--	--	--	--	--

Employer:

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### Notes

1. See CPD Guidelines & Regulations for pro rata rules in 'CPD Downloads/News' tab in 'My Institute' at [www.iob.ie](http://www.iob.ie) or at [www.iob.ie/cpdrules](http://www.iob.ie/cpdrules)  
A pro rata adjustment of CPD hours will be applied in the case of long term sick-leave (2 months or more) and statutory leave (maternity (current maximum 42 weeks i.e. up to 26 weeks paid and up to 16 weeks unpaid leave) /adoption/block parental/carer's leave. Include statutory paid and unpaid leave only, do not include holidays prior to or following statutory leave and do not include career break etc.).

2. A pro rata adjustment of CPD hours will not be applied in the case of short-term sick leave, part-time work/job sharing, holidays, other short-term leave and career break.

3. A member on a Minimum Competency Code "MCC" CPD scheme out of work on statutory/sick leave for more than 12 months is required to read and assimilate the CPD Annual Update Manuals for absent year(s) on returning to CPD (available in 'CPD Downloads/News' tab in 'My Institute' at [www.iob.ie](http://www.iob.ie)).

Start date of leave:	D	D	M	M	Y	Y	Y	Y	End date of leave:	D	D	M	M	Y	Y	Y	Y
		<input type="checkbox"/> Statutory maternity / adoption leave									<input type="checkbox"/> Statutory block parental leave						
		<input type="checkbox"/> Long term illness									<input type="checkbox"/> Carer's leave						
		<input type="checkbox"/> Other (please attach letter of explanation)															

Please attach any of the following confirming the above leave and dates **(i)** Letter/e-mail from employer; **(ii)** Signature on this form below from employer; **(iii)** Other supporting documentation e.g. maternity leave agreement or medical certs.

Incomplete forms will be returned to the applicant.

### Data protection notice

#### About this data protection notice

This is a statement of the practices of The Institute of Bankers in Ireland, 1 North Wall Quay, Dublin 1 (trading as The Institute of Banking) ('the Institute', 'we', 'us', 'our') in connection with the capture of personal data on this form and the steps taken by the Institute to respect your privacy.

The Institute is a Data Controller and is committed to protecting your rights and any personal information which you provide to the Institute will be treated with the highest standards of security and confidentiality, in accordance with Irish and European Data Protection legislation.

The privacy notice explains the following:

- What information do we collect about you?
- The purpose for collecting your personal data
- The legal bases for collecting your personal data
- Are you required to provide the information?
- How we store and secure personal data
- Details of third parties with whom we share personal data
- What are your rights?
- Contact

#### What information do we collect about you?

The data we collect from you will be used by the Institute only in accordance with the purposes outlined in this privacy notice. We will collect your data in the following manner:

Some of the information collected through this form may be classified as special category or sensitive personal data e.g. health data.

In order to provide our services to you we collect contact details, other identifying information and information regarding the reason for your pro rata request together with supporting documentation where relevant or employer signature and employer information when you fill out this application form.

The data collected in this form will be used by the CPD and other relevant departments in the Institute on a 'need to know' basis.

#### The purpose for collecting your data

The data we collect about you will be used to assess and apply a pro rata reduction in CPD hours where relevant and to assess and manage your CPD compliance where relevant. We will also use your data to communicate our decision to you and deal with any queries where relevant.

#### The legal basis for collecting your data

We process your personal data on the following legal bases:

- We rely on your explicit consent as our legal basis for processing data provided on this form.
- The processing of your information is necessary for the performance of the designation/CPD membership contract between the Institute and you.
- The processing is necessary for the purposes of our legitimate interests or the legitimate interests of a third party to whom we provide your personal data. We will not process your personal data for these purposes if our or the third party's legitimate interests should be overridden by your own interests or fundamental rights and freedoms. The legitimate interests pursued in this regard consist of:



- conducting our business in a meaningful and lawful manner;
  - dealing with any disputes that may arise;
  - providing information relating to you to your employer, where they have a legitimate interest in obtaining that information.
- The processing is necessary for compliance with our legal obligations.

**Are you required to provide the information?**

We require you to complete the mandatory fields identified in this form for the purposes outlined above. If you do not provide us with the information required in these fields, we may be unable to process this request for a pro rata reduction in CPD hours.

**How we store and secure your data**

Any data we collect from you will be stored confidentially and securely. The Institute is committed to ensuring all accesses to, uses of, and processing of Institute data is performed in a secure manner.

In addition to the normal standards of confidentiality, we also carefully control access to sensitive data e.g. health data within the Institute so that it is only available to people who 'need to know'.

In keeping with the data protection principles, we will only store your data for as long as is necessary to provide our services to you and for such a period of time after this as is necessary to comply with our obligations under applicable law and, if relevant, to deal with any claim or dispute that may arise in connection with our relationship with you.

For the purposes described here we will store your data for three years for evidential and operational purposes for our CPD schemes (any supporting documentation which may contain sensitive information e.g. health data will be stored for a period in order to assess pro rata eligibility and duration and it will then be confidentially destroyed).

When we store your personal data on our systems the data will be stored either on the Institute's secure IT platforms within the EEA which are also subject to European data protection requirements.

**Details of third parties with whom we share personal data**

The Institute will share your data with third parties where necessary for purposes of the processing outlined here.

We may share your information with our trusted service providers (e.g. IT support, auditors, legal advisors, and other professional advisors).

We may disclose your information to your employer or the Central Bank of Ireland e.g. for Minimum Competency Code/Regulation and/or Fitness and Probity requirements.

If you are a member of ACOI we may disclose your information to ACOI. We may disclose your information to the Insolvency Service of Ireland if you are a Personal Insolvency Practitioner (PIP).

We may also disclose your information to other legal and regulatory bodies where requested or where required by law.

**What are your rights?**

You have the following rights, in certain circumstances and subject to applicable exemptions:

- You are entitled to ask for a copy of the personal data, which the Institute of Banking holds about you.
- The right to have any inaccuracies in your personal data amended.
- The right to object to the processing of your personal data.
- The right to have the personal data that we hold about you erased.
- The right to restrict the processing of your personal data.
- The right to receive your personal data, which you provided to us, in a structured, commonly used and machine-readable format or to require us to transmit that data to another controller.
- Where processing is based on consent, you have the right to withdraw your consent at any time.

**Contact**

If you have any queries relating to the processing of your personal data for the purposes outlined above or you wish to make a request in relation to your rights you can contact the Institute's Data Protection Officer using the contact details below.

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact the Institute's Data Protection Officer using the contact details below.

The Institute of Banking has a Data Protection Officer who can be contacted through [dataprotection@iob.ie](mailto:dataprotection@iob.ie) or by writing to:

The Data Protection Officer, The Institute of Banking, IFSC, 1 North Wall Quay, Dublin 1.

If you remain dissatisfied then you have the right to apply directly to the Data Protection Commission for a decision. The Data Protection Commission can be contacted at: Data Protection Commission, Canal House, Station Road, Portlington, R32 AP23 Co. Laois, [www.dataprotection.ie](http://www.dataprotection.ie)

**Declaration**

I wish to apply for pro-rata adjustment of my CPD requirements. I acknowledge that I have read in full, understood and agree to be bound by the terms and conditions set out and referred to online at [www.iob.ie/cpdrules](http://www.iob.ie/cpdrules) and [www.iob.ie/terms](http://www.iob.ie/terms)

I confirm that the above is accurate and correct and that if I am an MCC CPD scheme and on statutory/sick leave for more than 12 months I will read the CPD Annual Update Manuals for the absent year(s).

Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager's Name: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Manager's Employer: \_\_\_\_\_

Manager's Title: \_\_\_\_\_

**Please return form and supporting documentation (if form not signed) to:  
The Institute of Banking, IFSC, 1 North Wall Quay, Dublin 1**

**Office Only**

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## **B. CPD Personal Record Sheet**

## CPD Personal Record Sheet

**Name (print):** \_\_\_\_\_  
**Membership Number:** \_\_\_\_\_  
**Bank/Employer** \_\_\_\_\_

- The Institute provides an Online CPD Record in 'My Institute' on the Institute's website [www.iob.ie](http://www.iob.ie) where members must **record** all of their CPD events in order to make an Annual Return each year. This sheet is for your own records.
- You will be required to present your original records together with **supporting documentation confirming attendance/completion** (e.g. attendance sheets, certificates of attendance/completion, online test results etc.) in the event that you are selected for audit.
- As outlined in the CPD Guidelines & Regulations you should only count the number of hours **actively involved** in CPD activity. Time spent travelling to/from venue, tea/coffee breaks and social time before/after an event etc. will not count. Photocopy this sheet as required.

Please complete **ALL SECTIONS** in block letters, an example of the type of information that should be provided is included in the first line

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## **C. Syllabus Content**



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## Module Descriptors



<b>Module title:</b>	Principles and Practice of Banking		
<b>Module Code:</b>	FIN2016B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This module introduces core concepts and principles underpinning banking. Its over-arching theme is the banking model and its inherent potential for instability and the pivotal role financial institutions play in an economy enabling financial intermediation. Within this framework, the various risks banks face is explored as are the strategies for risk-mitigation. An integral element of this module is developing a critical awareness within students of the importance of these concepts in the real-world context, and specifically in the context of Ireland's institutional setting.		
<b>Module Learning Outcomes:</b>	<p>On successful completion of this module candidates should be able to:</p> <ul style="list-style-type: none"> <li>• Apply their understanding of theories and core principles underpinning banking in a real-world context.</li> <li>• Identify the range of risk banks are exposed to and be able to evaluate and implement risk-mitigation strategies.</li> <li>• Critically evaluate the transmission of banking risks and the wider societal implications.</li> <li>• Critically reflect upon their professional practice and their role and contribution within the banking profession.</li> </ul>		

<b>Module title:</b>	Principles of Credit Risk		
<b>Module Code:</b>	FIN2029B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services Professional Diploma in SME Credit		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	5
<b>Module Description:</b>	<p>This module introduces the fundamental concepts and core principles underpinning the importance of credit risk to banks across their different lending portfolios. It also explores the components of the credit risk management framework which is fundamental to the prudential management of credit risk and critical to the business model for banks. It explores credit risk identification, risk measurement and risk mitigation techniques.</p> <p>During the financial crises, credit risk impairment losses were very costly risk for banks which did not managed it well. The fact that banks are essential to the smooth functioning of the economy makes credit risk management essential. The module is a very important building block in developing the specialist knowledge and lending skills of bankers and other professional advisors who work in the SME lending area.</p> <p>This module introduces the core concepts and principles underpinning the importance of credit risk to banks and credit risk management framework.</p> <p>The module covers six principal topic areas:  Topic 1 - Introduction to Credit Risk  Topic 2 - Introduction to the Credit Risk Management Framework  Topic 3 - Overview of the end to end credit process  Topic 4 - Canons of Lending  Topic 5 - Capital  Topic 6 – Impairment.</p>		
<b>Module Learning Outcomes:</b>	<p>On successful completion of this module candidates should be able to:</p> <ul style="list-style-type: none"> <li>• Explain the components of the credit risk management framework, including credit risk and how it links to the Income Statement, Statement of Financial Position and the customer.</li> <li>• Explain the cannons of lending and apply to credit risk assessment.</li> <li>• Understand the concepts of Basel bank's capital, stress testing, impairment provision and how loan losses and capital are linked.</li> </ul>		

<b>Module title:</b>	SME Credit Risk Assessment		
<b>Module Code:</b>	FIN2008B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services Professional Diploma in SME Credit		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	<p>This module is a very important building block in developing the specialist knowledge and lending skills of bankers and other professional advisors who work in the SME lending area.</p> <p>The module introduces the principles and techniques underpinning the trading SME credit risk assessment process, the different types of security which can be taken and the principles involved in structuring an SME lending proposal. It also explores the different components of the Primary Financial Statements.</p> <p>The module covers seven principal topic areas:</p> <p>Introduction to Business Lending Industry and Economic Risk Assessment Business Management Risk Assessment Primary Statements in Financial Reporting Financial Analysis Security Covenants and Conditions Precedent.</p>		
<b>Module Learning Outcomes:</b>	<p>On successful completion of this module candidates should be able to:</p> <ul style="list-style-type: none"> <li>Describe and explain the main features, characteristics of SMEs and various legal trading entities available to SMEs in Ireland and the features of the main sectors in which SMEs operate.</li> <li>Describe and discuss the features and characteristics of the main types of security for SME lending.</li> <li>Use a framework for SME credit analysis (adhering to the canons of lending) to undertake a complete credit assessment of an SME credit proposal, including detailed financial analysis of financial accounts including sensitivity analysis, repayment capacity, security analysis, and an analysis of the business' competitive position, its management and its core competences to form a judgement of whether to approve, defer or decline the request. Prepare and interpret Cash Flow Statements. Explain working capital management and its importance to an enterprise's profitability and liquidity</li> <li>Communicate clearly to pertinent stakeholders (internal and external) the bank's credit policy and requirements for SMEs.</li> </ul>		



<b>Module title:</b>	SME Financing and Distressed Credit Analysis		
<b>Module Code:</b>	FIN2007B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services Professional Diploma in SME Credit		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This module builds on the SME Credit Risk Assessment module with the focus on the interpretation of financials, the early identification of distressed SMEs, bank lending product solutions, non-bank financing solutions for SME's. The module will develop student's ability to analyse alternative restructuring solutions for distressed SME's creating the optimum solution for the borrower and the bank.		
<b>Module Learning Outcomes:</b>	<p>On completion of this module, students should be able to:</p> <ul style="list-style-type: none"> <li>• Assess the credit risk in proposals, negotiate, structure and write up a credit proposal considering alternative financing options to meet the needs of different types of SME customers from start-ups, family businesses and established SMEs in compliance with the credit policy and credit risk appetite of the bank;</li> <li>• Establish a platform for monitoring, control and management of existing credit facilities and credit risk key aspects being: <ul style="list-style-type: none"> <li>- The facility letter</li> <li>- The role of covenants</li> <li>- The role of conditions</li> </ul> </li> <li>• Identify early warning signs of distress, assess the viability of a business, identify bad debts (and report for provisioning) and where appropriate restructure facilities to mitigate credit risk while ensuring sustainability of the SME business</li> <li>• Evaluate and recommend the different recovery options for distressed SME credit primarily: <ul style="list-style-type: none"> <li>➤ Examinership</li> <li>➤ Receivership</li> <li>➤ Liquidation</li> </ul> </li> <li>• Communicate effectively over the life of a facility to ensure the bank's credit policy is transparent and supports the customer relationship.</li> </ul>		

<b>Module title:</b>	Customer Experience Management		
<b>Module Code:</b>	FIN2011B		
<b>Programme(s):</b>	Professional Diploma in Financial Services Professional Certificate in Banking in a Digital Age Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	5
<b>Module Description:</b>	This module provides an introduction to Customer Experience Management within the context of the financial services sector. Participants will gain an understanding of the importance and benefits of managing the Customer Experience. Using the pillars of Customer Experience, the module explores the customer journey and also look at ways to manage and measure Customer Experience.		
<b>Module Learning Outcomes:</b>	<p>The Customer Experience Management module is designed to ensure that students gain both the essential subject knowledge and also the ability to analyse and communicate clearly this knowledge to key stakeholder and peers.</p> <p>On completion of this module, students are expected to be able to:</p> <ol style="list-style-type: none"> <li>1. Explain what is meant by customer experience (CX) management</li> <li>2. Discuss the benefits and importance of customer experience (CX) management to an organisation</li> <li>3. Recognise the role of employees and the importance of internal service in customer experience</li> <li>4. Understand the key pillars of customer experience and what customers' value in their relationship with their financial institution</li> <li>5. Describe the customer journey and how to map the customer journey</li> <li>6. Outline methods to manage and measure customer experience</li> <li>7. Understand how to develop a Customer Experience (CX) strategy</li> </ol>		

<b>Module title:</b>	Banking in the Digital Age		
<b>Module Code:</b>	FIN2012B		
<b>Delivered on programme(s):</b>	Professional Certificate in Banking in a Digital Age Professional Diploma in Financial Services Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	Digital technologies are transforming the ways banks interact both internally and with external relationships. This module introduces core concepts and principles underpinning Banking in the Digital Age including issues associated with the internal and external operations of financial services organisations as mediated through digital systems. The module will use a combination of financial services and other case studies to explore the role of digital technology and systems in the financial services sector.		
<b>Module Learning Outcomes:</b>	<p>This Banking in the Digital Age module is designed to ensure that students gain the essential subject knowledge, but also the ability to analyse and communicate clearly this knowledge to key stakeholders and peers.</p> <p>Upon completion of this module, students are expected to be able to:</p> <ol style="list-style-type: none"> <li>1. Classify the range of digital technologies associated with financial services and the constituencies for which these technologies deliver value and improve performance</li> <li>2. Appreciate the role of digital technologies in key relationships of the banking sector with particular emphasis on customer intimacy, employees and governance</li> <li>3. Understand the role of digital systems in banking competitiveness and strategy</li> <li>4. Understand key management issues relating to the proliferation of digital systems and technologies in the global financial context</li> <li>5. Be able to apply lessons learned from other industries to financial services organisations</li> <li>6. Critically reflect upon their own professional role and contribution to financial organisations in the context of the application of digital technologies and systems.</li> </ol>		

<b>Module title:</b>	Business Management		
<b>Module Code:</b>	FIN2014B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This module provides an introduction to Business Management in terms of understanding the core underpinning principles of management and how these principles work in practice. In a banking and financial services context, participants will gain an understanding of how management functions apply in the organisations they work for as well as how they apply to business/corporate clients.		
<b>Module Learning Outcomes:</b>	<p>Upon completion of this module, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Outline the principles of business management</li> <li>• Apply tools for analysing the business environment</li> <li>• Understand the complexity of a changing business environment</li> <li>• Assess the management roles involved in effective business management</li> <li>• Understand the key functional areas of business, such as marketing, IT, finance and HR.</li> </ul>		

<b>Module title:</b>	Wealth Management		
<b>Module Code:</b>	FIN2013B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services Professional Certificate in Wealth Management		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This module focuses on the development of a deep understanding of the risk and return of different types of assets and the construction of suitable portfolios of assets for the provision of long-term wealth management solutions for customers.		
<b>Module Learning Outcomes:</b>	<p>This Wealth Management module is designed to ensure that students gain the essential subject /discipline operational and regulatory knowledge, but also the ability to analyse and communicate clearly this knowledge to key stakeholder and peers.</p> <p>On successful completion of this module candidates should be able to:</p> <ul style="list-style-type: none"> <li>• Explain the concepts of risk and return of investment assets, portfolio management strategy and long-term financial planning,</li> <li>• Analyse the types of assets (stocks, bonds, real estate, and alternative assets) involved in investment portfolio construction.</li> <li>• Describe the fundamental principles of Asset allocation in investment portfolios appropriate to private individuals and the tools used to construct investment portfolios.</li> <li>• Assess the trade-off between a customers' financial requirements and risk tolerance, in developing long term wealth management solutions</li> <li>• Describe how portfolios can be aligned to meet the needs of different categories of private individuals.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Evaluate the appropriate investment management strategies for customers at different stages of the lifecycle.</li> <li>• Negotiate and recommend appropriate changes to customers' existing financial plans to accommodate and reflect their changed circumstances.</li> <li>• Communicate effectively with stakeholders (particularly clients and customers) on the features and benefits of investment strategies and products.</li> <li>• Communicate effectively with stakeholders (particularly clients and customers) on the features and benefits of investment strategies and products.</li> </ul>
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<b>Module title:</b>	Personal Debt Management and Personal Insolvency		
<b>Module Code:</b>	FIN2009B		
<b>Programme(s):</b>	Bachelor of Financial Services Professional Diploma in Financial Services Professional Certificate in Personal Credit Professional Certificate in Personal Debt Management		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	<p>This Module outlines a framework for conducting the credit assessment of personal customers and micro enterprises who are in financial distress and also a framework for developing customised solutions in the context of Ireland's banking environment and the attendant regulatory requirements.</p> <p>An integral element of this module is it also satisfies the Central Bank of Ireland's Minimum Competency Code (MCC) requirements relating to Debt Management Services.</p>		
<b>Module Learning Outcomes:</b>	<p>On completion of this module, students should be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate the personal consumer credit and micro SME regulation framework and the key codes surrounding mortgage arrears</li> <li>• Describe the key provisions of the Personal Insolvency Act 2012</li> <li>• Explain the resolution alternatives available to meet the needs of the personal customer including distressed personal credit and micro SME customers and outline the most appropriate options</li> <li>• Discuss the different mortgage resolution options</li> <li>• Explain personal insolvency options available to customers and assess the implications for the bank</li> <li>• Communicate clearly with and advise customers regarding credit decisions</li> <li>• Draft credit correspondence for customers and advisors</li> <li>• Engage with customers and their creditors and demonstrate the steps involved in a successful negotiation process.</li> </ul>		

<b>Module title:</b>	Portfolio Management		
<b>Module Code:</b>	FIN3006B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This course builds on the material covered in the Wealth Management module on stage two of the Bachelor of Financial Studies degree and studies the technicalities associated with the formation of optimal investment portfolios for clients, as well as the complexities associated with the evaluation of fund manager performance.		
<b>Module Learning Outcomes:</b>	<p>The portfolio management module is designed to ensure that students gain the essential subject /discipline knowledge, but also the ability to analyse and communicate clearly this knowledge to key stakeholders and peers.</p> <p>On successful completion of this module candidates should be able to:</p> <ul style="list-style-type: none"> <li>• Explain the relationship between risk and return and the construction of portfolios</li> <li>• Assess the technicalities associated with portfolio formation and asset allocation</li> <li>• Describe and critique asset pricing theories and explain how they can be used to assess portfolio performance</li> <li>• Explain the term structure of interest rates and the principles of bond portfolio management</li> <li>• Explain and evaluate the methods for valuing stocks and bonds</li> <li>• Acquire an understanding of market efficiency and behavioural finance.</li> </ul>		

<b>Module title:</b>	Personal Development Planning		
<b>Module Code:</b>	FIN3004B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This module will be an opportunity for individuals to take responsibility and ownership of the development of their careers as part of a process of lifelong growth and learning. It will be a highly practical and hands on module. Participants will develop an individual profile, identifying competency gaps and developing an action plan to address those gaps. This course will be experiential and applied in nature with students taking their own journey to help them define their leadership style. Each participant will leave the course with their own personal mission statement, values and action plan to achieve their own defined leadership style and career goals.		
<b>Module Learning Outcomes:</b>	<p>On completion of this module, students will have:</p> <ul style="list-style-type: none"> <li>▪ Evaluated their own style and different career options open to them</li> <li>▪ Developed a personalised plan to move forward.</li> <li>▪ Have a better understanding of work styles and personal preferences.</li> </ul>		

<b>Module title:</b>	Treasury and Risk-Management		
<b>Module Code:</b>	FIN2003B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	<p>This module focuses on the role of treasury as a profit and/or hedging function. It also considers firm's hedging policy and the use of derivative securities for hedging, speculation and arbitrage. The foreign exchange market, equity markets and interest rate markets are considered.</p> <p>The module then moves on to derivative securities markets starting with futures and forward markets. We consider profit and loss profiles, derivative exchanges, futures pricing relationships, cost-of-carry, fair value, contango and backwardation, convergence, basis, arbitrage trades and hedging.</p> <p>The module then moves on to options markets. We will look at the factors affecting option prices, upper and lower bounds for option prices, put-call parity, European versus American options, the Black and Scholes model, the Greeks, hedging with options, covered option positions, option spreads and various trading and hedging strategies.</p> <p>Then module then considers OTC derivatives including forward rate agreements (FRAs), foreign exchange (FX) forwards and swaps, interest rate swaps and, caps, floors and collars.</p> <p>Finally, we consider lessons learned from securitisation, the financial crisis along with other derivatives mishaps.</p>		
<b>Module Learning Outcomes:</b>	<p>This module is designed to ensure that students gain the essential subject /discipline operational and regulatory knowledge, but also the ability to analyse and communicate clearly this knowledge to key stakeholder and peers.</p> <p>Upon completion of this module, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Critique hedging policy and understand the important distinction between treasury for speculation and hedging.</li> <li>• Demonstrate an understanding of risk management products such as derivatives and their applications in managing various risks.</li> <li>• Describe the different types of derivatives, their uses and the operations of their respective markets.</li> <li>• Analyse risk management methods and practices including lessons learned from financial crises.</li> <li>• Describe alternate pricing mechanisms for derivatives.</li> <li>• Communicate effectively both orally and using written reports the major market risks facing firms and the techniques and policies available to mitigate these risks.</li> </ul>		

<b>Module title:</b>	Corporate Governance and Finance		
<b>Module Code:</b>	FIN3005B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	This course introduces the fundamentals of Finance for Business and business ethics and corporate responsibilities. Topics covered include corporate decision making within an ethical framework, investment appraisal, portfolio theory, capital structure, dividend policy, performance measurement and working capital management.		
<b>Module Learning Outcomes:</b>	<p>Upon completion of this module, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Explain the role of ethics and corporate social responsibility in business and society.</li> <li>• Identify and consider ethical dilemmas in business.</li> <li>• Explain different ethical approaches and theories.</li> <li>• Apply ethical assessment and decision making tools as part of a management competency for sustainable business performance and integrity.</li> <li>• Estimate risk and return for an investment.</li> <li>• Explain the capital structure and dividend decision of a firm and its potential impact on the value of the firm.</li> <li>• Outline the elements of working capital management.</li> </ul>		

<b>Module title:</b>	Strategy for Financial Services		
<b>Module Code:</b>	FIN3003B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	Strategic Management deals with the important issue of how businesses design and execute strategies to achieve superior performance. This topic is important to bankers as they evaluate the profit sustainability of clients and also learn analytical techniques to help evaluate profitability and sustainability of cash-flows.		
<b>Module Learning Outcomes:</b>	<p>The major learning outcomes associated with this module include enhanced ability and insight into:</p> <ol style="list-style-type: none"> <li>1. Sustainability of competitive advantage;</li> <li>2. Analysing the competitive environment and identify the internal competencies of an organisation in general and their own institution in particular;</li> <li>3. The different generic strategic alternatives available to companies;</li> <li>4. The concept of corporate level strategy and diversification;</li> <li>5. The concept of international strategy and foreign expansion modes;</li> <li>6. Strategy and innovation in the evolving, technological landscape;</li> <li>7. The main elements of business models and the process of business model innovation;</li> <li>8. The methods for controlling and reviewing the implementation process and strategic performance management.</li> </ol>		



<b>Module title:</b>	International Finance		
<b>Module Code:</b>	FIN3008B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	8 NFQ	<b>Credits (ECTS):</b>	10
<b>Module Description:</b>	<p>This subject develops a rigorous framework for international financial management and economic policymaking. The module examines the additional risks and considerations faced by companies trading and/or operating internationally, including currency risk and country/political risk. The coverage includes an introduction to international financial economics, the major international financial markets, the international monetary system, and financing international operations.</p> <p>This course introduces the fundamentals of international finance which requires an in-depth understanding of the theory, and practice, underpinning currency markets and trade. Topics introduced include globalisation and the international monetary system, the determinants of exchange rates, international economic linkages and the risks associated with international trade and finance.</p>		
<b>Module Learning Outcomes:</b>	<p>Upon completion of this International Finance module, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Explain how exchange rates are determined</li> <li>• Describe the market for foreign exchange and their financial institution's place and role (if any) in it, and explain the parity conditions in international finance</li> <li>• Analyse and assess accounting exposure for a firm and construct solutions for managing that exposure</li> <li>• Outline the nature of political risk and how it may be managed</li> <li>• Explain the alternatives for financing foreign exchange and the associated costs of each alternative and outline the methods for managing current assets and the overall multinational financial system.</li> </ul>		

<b>Module title:</b>	Microeconomics		
<b>Module Code:</b>	FIN1041B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	7 NFQ	<b>Credits (ECTS):</b>	5
<b>Module Learning Outcomes:</b>	<p>Upon completion of this module, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Describe how economic systems operate and how resources are allocated;</li> <li>• Identify the factors that affect supply and demand for goods/services and explain how prices are set through mechanisms of supply and demand;</li> <li>• Identify the different types of costs faced by firms and discuss the relationship between production and costs through calculating a firm's marginal product of labour, average total cost and marginal cost and graphing the firm's production function and various cost curves</li> <li>• Distinguish between markets with different levels of competition;</li> <li>• Apply the techniques of microeconomic analysis to understand a firm's decisions.</li> </ul>		

<b>Module title:</b>	Macroeconomics		
<b>Module Code:</b>	FIN1040B		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	7 NFQ	<b>Credits (ECTS):</b>	5
<b>Module Learning Outcomes:</b>	<p>On successful completion of this module, students will be able to:</p> <ul style="list-style-type: none"> <li>• Identify the main macroeconomic issues in terms of economic growth, unemployment, inflation and international trade;</li> <li>• Explain how governments achieve their objects on economic growth, unemployment, inflation and international trade using demand side policies (instruments of fiscal and monetary policy) and supply side policies (increased productivity, freer markets etc) and conflicts which may arise in achieving these goals;</li> <li>• Show how income flows through an economy and describe the components or National income and the uses of information on national income;</li> <li>• Illustrate how international trade can benefit economies and explain how exchange rates are determined and balance of payments calculated;</li> <li>• Explain how supra-national monetary systems (e.g. European Monetary Union) function and identify how such systems can affect how a government achieves its economic objectives for the national economy</li> </ul>		

<b>Module title:</b>	An Introduction to Financial Accounting Information		
<b>Module Code:</b>	ACC1071D		
<b>Programme(s):</b>	Bachelor of Financial Services		
<b>Module Level:</b>	7 NFQ	<b>Credits (ECTS):</b>	5
<b>Module Learning Outcomes:</b>	<p>Upon completion of this module, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Discuss the theory behind Accounting;</li> <li>• Prepare, understand and interpret a Profit and Loss, Balance Sheet Account and a Cash Flow Statement;</li> <li>• Calculate accounting ratios and analyse a set of accounts using financial ratios; and</li> <li>• Describe audits and their uses and applications</li> </ul>		