

Special considerations form: please refer to the Learning and Support document 2022

## Application Form for Special Considerations

A. Personal Information			
Student Name		Membership Number	
Telephone Number		E-mail Address	
Programme Title (e.g. Prof. Dip in SME Credit, MSc Financial Services, Prof Dip in Financial Advice)		Prog. Level (NFQ) NB: NFQ 7, 8, Undergraduate NFQ 9 Postgraduate	
		Stage (BFS students only)	

### Deadline to submit application

Trimester	Learning Support	Exam Support
Trimester 1 (Leading to January 2023 exams)	These will be tailored to your specific needs. Please contact us as soon as possible.	5 December 2022*
Trimester 2 (Leading to May 2023 exams)		3 April 2023*
Trimester 3 (Leading to September 2023 exams)		7 August 2023*

\*Note: After the deadline we will NOT accept further applications for the relevant exam month, unless exceptional circumstances occur (such as a very recent accident).

## B. Requested Action

If you are a student who has a disability, mental health condition, a significant on-going illness, serious injury or a specific learning support requirement, IOB can provide additional support. We aim to facilitate students to become independent learners while fully engaging in professional development.

**Option 1:** Where a student has difficulty with reading, or with deciphering or retaining information, there is an audio version of each manual available.

**Option 2:** In the exam, additional time is given to anyone who has a condition where it would be appropriate to allow extra time.

**Option 3:** Readers and scribes can be arranged but as exams are now taken remotely, students requesting this service must inform the Exams Officer of their nominated person **3 weeks** before they are due to sit the exam for review.

Please list the modules and tick (✓) the appropriate outcome box per module you are requesting. Please ensure that the correct modules codes are given.

Module Code and Title e.g. FIN3XXXB Customer Experience Management	Option 1 (audio version of each manual)	Option 2 (additional time in the exam)	Option 3 (Readers and scribes required for the exam)

### Action already taken (if applicable)

Have you made the Programme Manager aware of these special circumstances?

YES

NO

Classification: Internal

### C. Nature of your special considerations.

**Please describe the circumstances** (use an additional page appended to this form if necessary). Please be specific as to the impact of these circumstances on your academic performance. Your confidentiality is assured. Only those people who will consider your circumstances will have sight of this form. **Appropriate original supporting evidence must be supplied.**

#### **Please tick the box below which best describes your special circumstance:**

IOB requires that these circumstances are confirmed by the professional indicated in each case below. Appropriate original supporting evidence must be supplied. Supporting evidence is non-returnable. Where appropriate, please ask the professional providing supporting evidence to be as specific as possible in outlining the impact of your circumstances on your ability to meet the demands of your academic programme.



<input type="checkbox"/> <b>Specific learning difficulties (dyslexia, dyspraxia),</b>	Appropriate original supporting evidence must be supplied by a registered medical practitioner, health professional or educational psychologist's report,
<input type="checkbox"/> <b>Physical illness, injury, accident or hospitalisation</b>	Appropriate original supporting evidence must be supplied by a registered medical practitioner, health professional, registered counsellor/ psychotherapist or psychologist.
<input type="checkbox"/> <b>Other personal or emotional circumstances</b>	Appropriate original supporting evidence must be supplied by a registered medical practitioner, health professional.
<input type="checkbox"/> <b>Other, please specify: _____</b>	Appropriate original supporting evidence must be supplied.

**D. Supporting Evidence**

Supporting Evidence Provided:                            YES                                NO   

Supporting evidence from one or more of the following competent professionals must be included. Please note that original documentation must be supplied and is non-returnable. It is recommended that you retain a copy of the application and evidence for your records. Documentation should be confined to the facts of the case and the nature of the impact only. Please indicate the source of the supporting evidence you are attaching to the application:

Medical Practitioner

Other health professional (please specify) \_\_\_\_\_

Other (please specify) \_\_\_\_\_

## E. 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 IOB) ('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.

### Who are we?

When we talk about "IOB", or "us" or "we" in this notice, we are talking about IOB.

IOB is a Data Controller and is committed to protecting your rights and any personal information which you provide to us 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 IOB 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 special considerations request, together with supporting documentation where relevant.

The data collected in this form will be used by relevant departments in IOB on a 'need to know' basis.

### The purpose for collecting your data

The data we collect about you will be used to assess your application for special considerations as detailed in this form. 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 may be necessary for the performance of the education contract between IOB 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 fully assess your application to take your special considerations into account.

## How we store and secure your data

Any data we collect from you will be stored confidentially and securely. IOB is committed to ensuring all accesses to, uses of, and processing of IOB 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 IOB 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 (and supporting documentation, e.g. health data) for the duration of your studies and in line with UCD's record retention policy.

When we store your personal data on our systems the data will be stored either on IOB'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

IOB 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).

Classification: Internal



A recognised college of UCD

## 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 IOB 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 IOB'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 IOB's Data Protection Officer using the contact details below.

IOB 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,  
IOB,  
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

The Data Protection Commission can be contacted at:

Data Protection Commission,

21 Fitzwilliam South,

Dublin 2, D02 RD28

[dataprotection.ie](http://dataprotection.ie)

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### Student Declaration

I confirm that I have read and understood the **Learning and Exam Support for Students with Special Requirements** and that the information given in this form is true and factually correct. I confirm that this information may be disclosed, where necessary, to academic and administrative staff of IOB involved in reviewing and actioning this request. I understand that this form refers to modules taken in the current Trimester only.

Print name: \_\_\_\_\_

Signed: \_\_\_\_\_

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

Classification: Internal