

IOB Teaching, Learning and Assessment Strategy

2025-2030



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Introduction

IOB is a centre of excellence for financial services education. *IOB 2030 – A Sustainable Future* is our new strategic plan.

To support the strategic plan, we have updated/revised the IOB Teaching, Learning and Assessment (TLA) strategy 2021–2024.

Our Strategy

The IOB Strategic Plan *IOB 2030 – A Sustainable Future* reflects our commitment to addressing the rapidly evolving needs of the financial services industry while maintaining a strong focus on lifelong learning, sustainability, and global impact.

Our three strategic pillars are:



Since the last IOB strategic plan 2024, the financial services industry has changed. There is a focus on sustainability, and a move to hybrid working. The impact of artificial intelligence, automation and data analytics will be seen during the implementation of this strategy. The development of the Irish Financial Skills Framework will have an impact on IOB's educational offering.

The IOB Educational Context 2025

The IOB supports its members through upskilling, reskilling and opportunities for lifelong learning. It offers short courses and accredited programmes (e.g. in sustainability), Continuing Professional Development (CPD) events and it enables members to achieve professional designations. The IOB moved to predominantly online learning in 2020; this is fully embedded and supported by IOB Learn, our learning management system.

This teaching, learning and assessment context requires IOB to respond with new policies e.g. new training for faculty and the Digital Accessibility Act training and the expanded use of IOB Learn.

The impact of the Teaching, Learning and Assessment Strategy 2021–2024 is evident. It supported the development of new curricula, including a Professional Certificate in Teaching and Learning for Financial Professionals, (an NFQ level 9, five credit programme validated by UCD for IOB faculty). Since 2023 over thirty faculty have successfully completed the certificate. Faculty support the development of teaching, learning and assessment across the IOB range of educational offerings. IOB has also developed guidance for faculty and staff as well as regular workshops and seminars.

The Teaching, Learning and Assessment Strategy 2025–2030

This updated strategy has been developed from the *IOB Teaching, Learning and Assessment Strategy 2021–2024*. It is underpinned by IOB’s purpose, vision, and organisational values and embeds the IOB graduate attributes. It embodies the IOB Strategic Plan in the wide range of educational offerings for members.

Through our educational offerings we aim to educate, enable and empower a community of professionals to achieve their full potential in delivering financial services to the highest standards with better outcomes for their customers, clients and society. This leads to ethical, sustainable and continuously learning financial services community that contributes to a thriving economy.

Graduate attributes

The graduate attributes of our students identify the specific characteristics that IOB's programmes fosters in students for the benefit of the sector and the customers of the sector which IOB serves. IOB graduates/members are:

Technically skilled

Possess specialist financial services expertise with the ability to integrate and apply knowledge to solve problems. Be familiar with the evolving practices of the sector by considering the global perspective.

Adept users of information for decision making

Skilled in identifying, evaluating and using data and information to make reasoned and informed decisions. Value the importance of customer and client focused solutions.

Culturally and ethically aware

Appreciate cultural diversity. Value the importance of individual integrity. Be committed to inclusion and diversity in his or her work and life context.

Effective communicators

The ability to use appropriate communication styles by understanding the needs of others.

Agile users of technology

Capable of identifying and utilising appropriate digital resources, tools and strategies.

Lifelong learners

Take personal responsibility for continued, self-directed and collaborative learning in academic and professional settings throughout his or her career.

The graduate attributes reflect the IOB values and provide a context in which to develop IOB educational offering.

The Strategy

The strategy is shaped by current insights into member learning needs, including a preference for shorter, flexible programmes and the challenge of limited time. It also reflects the growing importance of personalised learning, practical skill development, and responsiveness to rapid technological change. The strategy has four columns that aim to support the three pillars of the IOB Strategic Plan.

The Columns

Column 1

Curriculum

We aim to develop IOB curricula that align with our vision to reskill, upskill our members and support their lifelong learning pathways and skill accumulation.

- Design skills-focused programmes, in particular micro-credentials, with clear learning outcomes and structured learning pathways which are aligned with IOB's core values.
- Structure the curriculum to enable students to develop the practical knowledge, skills and competencies necessary to navigate a rapidly changing financial services landscape.
- Conduct systematic reviews, incorporating student feedback, industry insights, education team expertise, and UCD recommendations, to improve and develop our programmes.



Column 2

Teaching, Learning and Assessment

IOB courses, programmes and events support and enable members through active, practical, professional teaching, learning and assessment approaches. We use technology as appropriate.

- Embed active, learner-centred approaches in inclusive curriculum and programmes, that reflect our student diversity and leverage technology to support learning.
- Develop a diverse range of authentic assessments, supported by regular feedback, aligned with learning outcomes and academic integrity standards.
- Using data-driven insights to continuously evaluate and enhance teaching and learning approaches.
- Strengthen IOB's business and infrastructure transformation to expand our capabilities in teaching, learning and assessment.



Column 3**Learner and Members**

We aim to engage with learners and members as we develop, improve and drive excellence in education.

- Building a lifelong learning community through peer-to-peer learning and critical thinking initiatives.
- Maintain dedicated and tailored professional programme manager support to learners on their learning journey.
- Assess and deploy appropriate technologies that support the end-to-end learner experience.

**Column 4****Engagement with External Stakeholders**

We aim to strengthen our relationships with our external stakeholders: UCD, our partners and members in the financial services sector and the higher education teaching and learning community.

- Enhance and further develop our relationship with UCD.
- Implement recommendations from the UCD Institutional review.
- Connect with expertise for the enhancement of teaching and learning in higher education.
- Sustain active partnerships with industry and embed stakeholder insights into programme design and development to reflect evolving professional standards, for example, by developing an apprenticeship for financial services.
- Develop international collaborations to expand IOB's global footprint.



Evaluation of this teaching, learning and assessment strategy: how we will measure success?

We will review and update this teaching and learning strategy regularly.

Among the measures we will use are:

- Student enrolment, programme reviews & feedback.
- Graduate employment and industry impact.
- Faculty development and participation.
- Stakeholder engagement e.g., guest speakers from industry, faculty workshops and consultations with industry.

Conclusion

This teaching, learning and assessment strategy 2025–2030 provides the framework for the educational offerings of the IOB. The IOB is committed to developing and enhancing financial service education for the benefit of our members and the financial services sector.

IOB

47-49 Pearse St, Dublin 2
D02 YN40, Ireland

Phone: +353 (0)1 611 6500

Email: info@iob.ie

iob.ie



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