

IoB Update to Members - April 2020

Dear Member

The health and well-being of our employees, students and members is our top priority during this time of great uncertainty. IoB has successfully implemented our remote working business continuity plan, so that, although our offices are closed in accordance with Government guidelines, we are fully operational and can continue to provide our services to you.

Our students and members

Our primary objective is to continue to deliver our core education and continuing professional development (CPD) services.

For the remainder of Trimester 2 which ends on 31 May 2020, the vast majority of our face-to-face classes have been re-arranged so that they are being delivered online either as live lectures or recorded webinars. Feedback to date from students has been positive overall with some technology issues in a few lectures which we're working through. We continue to support both our students and our faculty in moving to this way of working. As a recognised college of UCD, we are liaising closely with their team so that our approach is fully informed and consistent with the best thinking on these matters. We have been considering various options for some assessments and end of term face-to-face exams, bearing in mind our current circumstances and our value of being learner and member focused. Students are being informed of the alternative assessment arrangements on a module by module basis. These alternatives range from online invigilated exams to open book exams or written assignments, depending on the learning outcomes being assessed. Our Dean and Registrar will continue to work closely with our faculty, our students, and our corporate members as these solutions are finalised.

We are working towards additional webinars and recordings to replace our face-to-face member events which have been cancelled. Our planned webinar events are continuing as normal.

Our employees

Our employees are now working from home. As you know, IoB is currently implementing a business transformation programme as part of its strategic plan. As a result, all our employees are enabled to work remotely with access to our systems and this can be sustained for a prolonged period. Our employees are working normal hours with all our departments and employees contactable to provide services and support to our students, personal members and corporate members.

Corporate members and other stakeholders

We continue to keep in contact with our corporate members, other professional bodies and stakeholders and update them of our arrangements.

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Contacting us

- We can be contacted by email which will be monitored and responded to as normal. Our general email address is info@iob.ie
- Telephone lines are being monitored and our telephone customer service is being maintained as normal from 9am to 5.30pm on weekdays. Our general office telephone number is: +353 1 6116500
- Our website live Chat is being monitored as normal between the hours of 9am and 5.30pm on weekdays.
- As our employees are working remotely, we regret that we are unable to deal with post to our office. We therefore suggest that members scan and email documents to us that may ordinarily have been posted. Most smartphones have a scanning capability.

We continue to closely monitor events as they unfold, adapting our decisions as required. We will continue to communicate with students and members as appropriate and to consider ways that we can further support our IoB community.

In the meantime, I hope that you and your families are safe and well over the coming weeks.

Yours sincerely

Mary O'Dea
Chief Executive