

Form 8; Extenuating Circumstances

To be used February 2023 onwards

Application Form for Extenuating Circumstances

Please refer to the IX Policy in advance of filling in this form

Please email this form to extenuatingcircumstances@iob.ie

A. Personal Information

Student Name		Student/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)	

B. Requested Action

By making an application for Extenuating Circumstances, you are requesting **one** of the following outcomes for each module named. You may specify different outcomes for different modules where the reasons for this are explained in your accompanying documentation.

OUTCOME 1 That my special circumstances are taken into account by the Programme Examination Board in determining my final grade(s) in the module(s) listed below.

OUTCOME 2 That I wish to have specific components of the module(s) listed below assessed on a further occasion, without academic penalty (IX Grade).

As per UCD Academic Regulations – students must complete the exam, component (or components) of assessment or complete some equivalent assessment(s), within two trimesters of the initial attempt.

If you have previously applied for an extenuating circumstance for this module, please refer to policies located in the student handbook or on the exams page of IOB Learn or contact your programme manager.

Note:

- **Re-Registration to your Module:** Please note that if your application is approved, you will be automatically registered to the next available Trimester and exam sittings. Please ensure that your IOB membership fee is paid to allow registration to be completed. If you do not engage and/or present for the module assessments/exams you will be deemed to have failed the module, and any future attempts will be capped at a D-.
- **Leave of Absence:** If you do not wish to defer to the next trimester, please refer to the Leave of Absence policy or withdrawal policies located on. [IOB Learn](#)
- **Refunds:** There are no refunds issued as part of the Extenuating Circumstances process. Please refer to the withdrawal policy if you wish to withdraw from the module or programme.

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	Outcome 1- Circumstances taken into account	Outcome 2 - IX Grade Opportunity to complete later¹

Student Signature: _____

Date: _____

Print name : _____

¹ No later than **two trimesters** after the initial module attempt

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Please indicate the impact of these special circumstances on your work

Complete one, or both of the statements below:

Unable to attend IOB or an examination or assessment	from		to	
Capacity to work and study affected	from		to	

Details of Assessments Missed (if applicable)

Please complete a separate line in the table for each assessment missed, stating the module code, module title, type of assessment and the date of the assessment.

Module Code and Title	Type of Assessment missed, e.g. mid-term exam, MCQ etc	Date of Assessment

Action already taken (if applicable)

Have you made the Module Coordinator/s aware of these special circumstances?

YES

NO

If yes, please explain what action they have taken or suggested in relation to each module:

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Module Code and Title	Suggested Action/Action Taken

C. Nature of your extenuating circumstances.

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.**

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Please tick the box below which best describes your extenuating circumstance:

I OB 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"/> Physical illness, injury, accident or hospitalisation	Appropriate original supporting evidence must be supplied by a registered medical practitioner, health professional, registered counsellor/ psychotherapist or psychologist.
<input type="checkbox"/> Family illness (Specify relationship)	Appropriate original supporting evidence must be supplied by a registered medical practitioner or other health professional.
<input type="checkbox"/> Bereavement (Specify relationship)	Appropriate original supporting evidence must be supplied.
<input type="checkbox"/> Other personal or emotional circumstances	Appropriate original supporting evidence must be supplied by a registered medical practitioner, health professional
<input type="checkbox"/> Victim of crime	Section D must be completed by a member of An Garda Síochána, or use the previous option if the crime has resulted in serious personal or emotional circumstances.
<input type="checkbox"/> Other, please specify: _____	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
- Garda
- 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) ('IOB', 'we', 'us', 'our') in connection with the capture of personal data on this form and the steps taken by IOB to respect your privacy.

IOB is a Data Controller and is committed to protecting your rights and any personal information which you provide to IOB 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?

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- 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.

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

Some of the information collected through this form may be classified as special category or sensitive personal data e.g. health data. 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 Extenuating Circumstances 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 (e.g. UCD) 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 extenuating circumstances 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.

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For the purposes described here we will store your data (any supporting documentation which may contain sensitive information e.g. health data will be stored for a period in order to assess extenuating circumstances eligibility and will then be securely destroyed) for the duration of your studies and three years in-line with UCD's record retention policy.

When we store your personal data on our systems, the data will be stored 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. Some of our educational partners are "joint" data controllers with IOB (e.g. UCD, IFS SkillNet, Springboard, Higher Education Authority (HEA)) in the delivery of specific educational and designation services which we provide to you. This means that IOB, together with these "joint" controllers, make decisions in respect of the information about you which we process."

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

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 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 a complaint about the use of your personal information, please let a member of staff know, giving them the opportunity to correct things as quickly as possible. If you wish to make a complaint you may do so in writing and by email dataprotection@iob.ie. Please be assured that all complaints received will be fully investigated. We ask that you supply as much information as possible to help our staff resolve your complaint quickly.

You may also contact the Data Protection Commission in Ireland to lodge a complaint (details below).

Data Protection Commission 21 Fitzwilliam South, Dublin 2, D02 RD28 Web: dataprotection.ie

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Student Declaration

I confirm that I have read and understood the Student Guide – Extenuating Circumstances Policy 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 determining my grades. I understand that this form refers to modules taken in the current Trimester only.

Print name: _____ Signed: _____

Date: _____

Check List

Extenuating Circumstances refer to cases of serious unforeseen and/or unpreventable circumstances. Before submitting an application, remember to ask yourself “would one expect these circumstances to directly negatively affect the performance of anyone who encountered them?”

Please make sure that the following have been completed prior to submitting the form:

A Personal Information completed

B Requested Action (Consideration, IX grade) specified

Give details of Assessments missed if appropriate

Informed the Schools and stated the Schools' action taken or suggested

Remember: Module Codes **AND** Module Titles must be entered

C Nature of your Extenuating Circumstances described

D Supporting Original Evidence from a competent professional provided

Remember: Supporting evidence is non-returnable

E Signed **AND** dated

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A photocopy of the Front Page of the application, signed or stamped by a Programme Office staff member may be given to the student as a receipt

It is the responsibility of the student to ensure that this form is submitted to extenuatingcircumstances@iob.ie within the permitted timeframe.

Students are encouraged to submit applications as soon as possible after the occurrence of the circumstances outlined in the application. However, applications must be received **within 5 working days** of the end of the trimester examination period.

Applications received after the submission deadline will not normally be accepted.

For further guidance on completing this form, please refer to the "Student Guide to the Policy on Extenuating Circumstances" available at: iob.ie/info/student-info#exams-and-regulations

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