



A recognised college of UCD

## Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services

2021- 2022

### Registration Form (IFS Skillnet).

Please return completed form as soon as possible to [Fundedprogrammes@iob.ie](mailto:Fundedprogrammes@iob.ie)

#### Personal Details

<b>IOB Membership number (if applicable)</b>				
<b>Title</b>	Mrs. <input type="checkbox"/>	Mr. <input type="checkbox"/>	Ms. <input type="checkbox"/>	
<b>First Name</b>				
<b>Surname</b>				
<b>Date of Birth</b>				
<b>Mobile phone number*</b>				
<b>Email address</b>				
<b>County of birth e.g., Dublin</b>				
<b>Country of Birth (if born outside of Ireland)</b>				
<b>Is English your first language? **</b>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

\*We will send you alerts when new correspondence is posted online to IOB Learn.

\*\* Information on minimum language requirement is available at: [Info | IOB](#)

#### Work Details

<b>Employer Name</b>	
<b>Department</b>	
<b>Staff Number</b>	
<b>Address</b>	
<b>Postcode/Eircode</b>	
<b>Work Phone</b>	

### Home Details

<b>Address</b>	
<b>Postcode/Eircode</b>	
<b>Home Phone</b>	

Note: All postal correspondence is sent to your work address unless requested otherwise. IOB does not accept responsibility for correspondence sent to home addresses.

Please tick here if you would prefer your postal correspondence to be sent to your home address.

### COURSE SECTION

Module	Trimester	Exam Information	IOB Fee	IFS Skillnet Funded Fee	Module Selection
Ethical Practices in Financial Services	Autumn	31 <sup>st</sup> December  100% continuous assessment	€1595	€1117	<input type="checkbox"/>
Decision making, Group Dynamics, and Behaviours	Spring	31 <sup>st</sup> May 2022  100% continuous assessment	€1595	€1116	<input type="checkbox"/>
Leading and implementing Cultural Change	Summer	30 <sup>th</sup> September 2022  100% continuous assessment	€1595	€1117	<input type="checkbox"/>



A recognised  
college of UCD

## **RECOGNISED PRIOR LEARNING**

Credits for recognised prior learning may be available. Go to [Info | IOB](#)

Note: you can only apply for recognised prior learning on initial admission to the programme.

## **LECTURE DELIVERY 2021-2022**

Module delivery will be online for 2021-2022

## **EXAM DELIVERY 2021-2022**

Exams will be delivered online for 2021-2022



A recognised college of UCD

## EMPLOYEE FUNDING

If you are taking part in the programme in a private capacity and funding the programme fees yourself (i.e., outside the course of your employment) you may indicate that your information should not be disclosed to your employer by ticking the box below.

I can confirm that I am participating in this programme outside the course of my employment and funding the programme myself

## Declaration

I wish to apply programme registration of IOB. I have read in full, understand and agree to be bound by the terms and conditions of the programme and referred to online at [www.iob.ie/terms](http://www.iob.ie/terms). I understand that as a student of IOB, I am bound by the academic regulations available from [iob.ie](http://iob.ie).

Signature

---

Date

		/			/				
--	--	---	--	--	---	--	--	--	--



A recognised college of UCD

## PAYMENT AUTHORISATION

### COMPLETION OF ALL DETAILS IS REQUIRED.

Select **one** of the payment options below and ensure to fully complete the option selected.

Option 1 – Invoice my employer, details and Company Authorisation below:

I authorise IFS/Skillnet/IOB to issue an invoice in respect of programme fees selected overleaf. confirm that payment will be made on receipt of invoice.

<b>Purchase order number (if applicable)</b>	
<b>Company name (to appear on invoice)</b>	
<b>Company address (to appear on invoice)</b>	
<b>Authorised signatory. (the person in your company who has responsibility for authorising invoices for training programme fees)</b>	
<b>Email Address</b>	
<b>Phone number</b>	
<b>Signature</b>	
<b>Date</b>	/ /

Option 2 – Payment made directly to IFS Skillnet by EFT (online transfer), if you wish to pay by this method, please contact IFS Skillnet directly. Contact details for IFS Skillnet are available at [www.ifsskillnet.ie/contact-us](http://www.ifsskillnet.ie/contact-us) Note: If you wish to make payment by EFT (online transfer), you must submit a letter from your employer to IFS Skillnet stating that the candidate/student will be reimbursed once the programme is complete. A template for the letter of financial support is available at [www.ifsskillnet.ie/letter-of-financial-support](http://www.ifsskillnet.ie/letter-of-financial-support) )

**Note: We regret that we are unable to accept payment by credit/debit card**



A recognised college of UCD

### ADDITIONAL PRODUCTS AND SERVICES

From time-to-time, IOB would like to keep you updated about products and services which we will offer by email, post, SMS and other electronic means.

If you would prefer **not** to receive these updates, please tick the relevant box(es) below:

	Tick if you do NOT want to receive updates
<b>Membership</b> (e.g. Member Events, Quarterly Newsletter)	<input type="checkbox"/>
<b>Education</b> (e.g. New and Existing Programmes, Open Evenings, Programme Taster Lectures, Masterclasses)	<input type="checkbox"/>
<b>Designation/Continuing Professional Development (CPD)</b> (e.g. CPD Webinars, CPD Competitions)	<input type="checkbox"/>

If you have previously opted out of receiving updates on additional products and services and now wish to receive updates, please manage your preferences under 'My Details' in IOB Learn at [iob.ie](http://iob.ie)



A recognised  
college of UCD

## DATA PROTECTION NOTICE

The Institute of Bankers in Ireland (trading as IOB) takes privacy and the protection of our member, affiliate member, student and designate very seriously. In this notice, we explain why we collect your personal information, how we use it and how you can interact with us about it.

### Who are we?

When we talk about “IOB”, or “us” or “we” in this notice we are talking about IOB

### Data Protection Officer

Our Data Protection Officer oversees how we collect, use, share and protect your information to ensure that your rights are fulfilled.

You may contact our Data Protection Officer at [dataprotection@iob.ie](mailto:dataprotection@iob.ie) or by writing to:

Data Protection Officer

IOB

1 North Wall Quay

Dublin 1

### How we collect information about you?

We collect personal information from you, for example when you become a member, become and affiliate member, in order to, create an account on IOB Learn; register to an education programme; apply for information on our products and services; apply for a designation/CPD scheme or express an interest in one of our programmes or a programme offered in association with one of our educational partners. We also collect information through our websites, social media, the IOB Learn application and our CCTV footage. Our websites use “cookie” technology. A cookie is a little piece of text that our server places on your device when you visit any of our websites or applications. They help us make the sites work better for you. When you apply to us for products and services and during the time you avail of these, we may verify your identity. We may do this by sending and receiving information about you, to and from third parties including your employer.

Cookie technology is also used on the IOB Learn application by EdCast, which operates the IOB Learn application on our behalf. EdCast is responsible for cookies on IOB Learn and you may consult the cookies policy on [iob.edcast.eu](http://iob.edcast.eu) for further details.

### What information do we collect about you?

In order to provide our service to you, we collect identifying, contact, employment and, where relevant, payment information from you when you fill out this application form. We may also collect and process personal data in connection with our ongoing relationship with you, such as via your online CPD record, correspondence and calls with you in relation to you, and in relation to your participation as a member in events organised by us. From time-to-time we may collect personal data relating to you from third party sources, such as your employer.

### **How we keep your information safe**

We use technical and organisational measures to protect your personal information from unauthorized access, to maintain data accuracy and to help ensure the appropriate use of your personal information. These security measures include encryption of your personal information, firewalls, intrusion detection systems, 24/7 physical protection of facilities where your personal information is stored, background checks for personnel that access physical facilities, and strong security procedures across all service operations. We use strong encryption algorithms for the transmission and storage of your information. When you contact us to ask about your information, we may ask you to identify yourself. This is to help protect your information.

### **How long do we keep your information form?**

How long we hold your information depends on the nature of the information and the purposes for which it is processed. We determine appropriate retention periods which meet our academic, legal and regulatory obligations. We hold your information while you are a member, affiliate member, student or designate and for a period of time after that. We do not hold it for longer than necessary. If the purpose for which the information was obtained has ceased and the personal information is no longer required, the personal data will be deleted or anonymised (i.e., all identifying characteristics are removed).

### **Meeting our academic, legal and regulatory obligations**

To meet our academic, regulatory, and legal obligations, we collect some of your personal information, verify it, keep it up-to-date through regular checks, and delete it once we no longer have to keep it. We may also gather information about you from third parties to help us meet our obligations. If you do not provide the information we need, or help us keep it up-to-date, we may not be able to provide you with our products and services.

To use your information lawfully, we rely on one or more of the following legal bases:

- your consent.
- necessary for the performance of a contract with you:
- necessary for compliance with a legal obligation (e.g. "Minimum Competency Code", "Fitness & Probity", Universities Act 1997).
- necessary to protect the vital interests of you or others.
- necessary for the performance of a task carried out in the public interest; or
- necessary for the purposes of our legitimate interests, including to pursue our goals and promote our services, or the legitimate interests of a third party (e.g. your employer). We will not process your personal data for these purposes if to do so would constitute an unwarranted interference with your own interests, rights and freedoms.

### **Consent**

Sometimes we need your explicit consent to use your personal information. When we use sensitive personal information about you, such as health data, for example when you request a maternity leave pro-rata adjustment, we may ask for your consent. Before you give your consent, we tell you what



information we collect and what we use it for. You can withdraw your consent at any time by contacting us.

### How we use your information

We use information about you to:

- process and administer your membership, programme registrations and designations/CPD.
- create your account on IOB Learn and facilitate your use of IOB Learn in accordance with our Terms and Conditions (available here: <https://iob.ie/terms>).
- organise events, conferences, and webinars.
- track your professional development in respect of your stated professional goals.
- give you access to on-going learning and networking opportunities including career support.
- ensure we provide you with the best service possible, including customer support for any technical issues you may experience accessing our websites or IOB Learn.
- manage your fees.
- provide other operational supports.
- provide and promote information on our membership, education, designation and continuing professional development services.
- safeguard and promote the welfare of members.
- carry out surveys and statistical analysis.
- respond to your enquiries or complaints.
- confirm details relating to you to your employer, where they have a legitimate interest in providing or receiving those details.
- provide reference requests subject to your consent.
- tailor communications to make them relevant to any preferences that you have demonstrated.
- prevent unauthorised access to your information.
- meet our legal and regulatory obligations.
- establishing, exercising, or defending legal claims; and
- identify ways we can improve our products and services to you.

To provide our products and services under the terms and conditions we agree between us, we need to collect and use personal information about you. If you do not provide this personal information, we may not be able to provide you with our products and services.

### Your information and third parties

Sometimes we share your information with trusted third parties. For example, we share information with:

- service providers (e.g. printers, auditors, legal advisors and other professional advisors).
- educational partners (e.g. U.C.D., Higher Education Authority (HEA) to facilitate the Irish National Survey of Student Engagement).
- employers (e.g. to confirm details regarding designations or programme participation, or to inform your employer where a designation is removed due to default or resignation).
- other legal and regulatory bodies (e.g. The Central Bank of Ireland).



A recognised  
college of UCD

- Relevant funding bodies and agencies (e.g. IFS Skillnet, Skillnet Ireland, Financial Services Ireland, Department of Employment Affairs and Social Protection) that support or sponsor your education. Please note that once registered and where appropriate, fees will be claimed from the relevant funding body.
- Information and Communications Technology (ICT) and information security providers.

We may also share information with third parties to meet any applicable law, regulation, or lawful request, including with law enforcement agencies, which may be either in or outside Ireland or to deal with any claim or dispute that may arise.

We expect these third parties to have the same levels of information protection that we have. In some cases we share information via systems that we control and where we do this, we require the third-party recipients to comply with appropriate terms and conditions that govern access to those systems.

## Your personal information rights.

When your personal information is handled by IOB in relation to a product or service, you are entitled to rely on a number of rights. These rights allow you to exercise control over the way in which your personal information is processed, subject to applicable exemptions.

For example, we may help you in:

**Accessing your personal information:** You can ask us for a copy of the personal information we hold about you.

**Correcting and Updating your personal information:** If you believe that any personal information, we hold about you is inaccurate or out of date, you can look for the information to be corrected at any time.

**Withdrawing consent:** You can change your mind wherever you give us your consent, such as for direct marketing, or using your sensitive information, such as medical or biometric data.

**Restricting our use of your personal information:** You have the right to restrict our use of your personal information in certain circumstances, such as where our use of it is not compliant with applicable law.

**Objecting to our use of your personal information:** You have the right to object to us using your personal information, where we are doing so based on this being necessary for the performance of a task carried out in the public interest or for the purposes of a legitimate interest. Where you exercise this right to object, we will be obliged to stop using your personal information in that way, unless there are compelling legitimate grounds for us to continue to do so, despite your objection.

**Not to be subject to automated decision making:** You have a right (subject to limited exceptions) not to be subject to a decision based solely on automated processing of information, including profiling, which produced significant legal effects concerning you or otherwise significantly affects you.

**Deleting your information (your right to be forgotten):** You may ask us to delete your personal information.

**Moving your information in electronic form (your right to Portability):** You may request (in certain cases) that your personal information is transferred to you or another organisation in digital form.

## How to exercise your rights

You may execute any of these rights free of charge. You may do so by contacting us:  
Phone: +353 1 6116500 Email: [dataprotection@iob.ie](mailto:dataprotection@iob.ie)

When you contact us to ask about your information, we may ask you to identify yourself, this is to help protect your information. Once we are satisfied that we have effectively verified your identity, we will respond to the majority of requests without undue delay and within a one-month period (i.e., 30 calendar



A recognised  
college of UCD

days) of receipt of the request. IOB will action your request to have your personal information corrected within 10 calendar days. These periods may be extended in exceptional circumstances and we will inform you where the extended period applies to you along with an explanation of the reasons for the extension.

### **Making a complaint**

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

### **Data Protection Policy**

IOB, as a provider of Professional Education, CPD (Continuing Professional Development) and Membership Services to the financial services sector in Ireland and beyond, processes personal data for a variety of purposes relating to its members, employees, service providers and other third-parties involved with the organisation. IOB is therefore a data controller, and in some cases a data processor, and is subject to data protection legislation and regulation. IOB's Data Protection policy ([available here](#)) sets out data protection requirements which must be complied with by anyone who processes personal data for or on behalf of IOB.

### **Updates to this notice and policy**

We keep this notice and policy under regular review and will make changes from time-to-time, particularly when we change how we use your information, and change our technology and products or services. We will inform you of material changes to the contents of this Data Protection Notice, through a notification posted on our website or through other communication channels.