EXAMINATION REGULATIONS FOR STUDENTS

Purpose

The purpose of these regulations is:

a) to assure the integrity of IOB examinations; to facilitate the proper conduct of examinations.

b) to provide for a well-ordered and calm environment in which students can complete their examinations; and

c) to ensure that no student can gain unfair advantage over their peers.

Scope

These regulations apply to IOB students. Students/Exam Candidates found in breach of these regulations may be subject to disciplinary action and penalties outlined in the Student Code of Conduct

Definitions

Online Examinations – Scheduled timed examinations that are delivered through IOB's virtual learning environment; IOB Learn (Learner Management System (LMS) Moodle)

Invigilation – To invigilate means to oversee, supervise and manage examination integrity. An exam invigilator, exam proctor or exam supervisor is someone who is appointed to maintain the proper conduct of a particular examination in accordance with the exam regulations.

Proctorio - Proctorio is an online examination invigilation (proctoring) system used by IOB to enable students to sit remote, supervised examinations while maintaining exam integrity in line with the IOB Online Examination Privacy Policy.

General Examination Regulations

- In cases of impersonation, the impersonator and the impersonated shall both be deemed to be in breach of Examination Regulations and IOB Student Code of Conduct. Impersonation can also constitute the unauthorised use of Artificial Intelligence.
- Plagiarism is strictly prohibited in all assessments and academic activities in line with IOB Academic Integrity Policy . The act constitutes plagiarism irrespective of intent. If a candidate is determined by IOB to have copied, attempted to copy, or assisted others in copying, it may result in a report to the Registrar and subsequent investigation for academic misconduct in accordance with the IOB Student Code of Conduct.
- No candidate shall try to obtain unauthorized assistance from Artificial Intelligence in line with the IOB Artificial Intelligence Education Policy and the IOB Academic Integrity Policy. Doing so may result in a report to the Registrar and subsequent investigation into academic misconduct in accordance with the IOB Student Code of Conduct.
- Unless permitted by IOB, the Module Coordinator or nominee, the copying, photographing or screenshotting of IOB examination materials through the virtual learning environment is prohibited.

Registering for Examinations

Students must be currently registered to sit an examination. Any student who is not currently registered may, at the discretion of the Registrar (or nominees), be prevented from sitting an examination.

To be automatically registered for examinations each candidate must

- be properly registered; and
- have no outstanding fees or debts of any kind due to IOB.

Resit/Repeat Candidates

Candidates can register online for a resit of an examination by the date specified on the Key Dates Poster located on Exams and regulations. It is the responsibility of every candidate to ensure that they are registered for relevant assessments, including, where necessary, resit/repeat examinations by the specified deadline date.

Registration for Online Examinations

Registration for an examination takes place as follows:

Candidates are instructed to register for their exam sitting which includes Proctorio invigilation. Examinations are taken through IOB Learn. Candidates take their online exams using a desktop or laptop with the Proctorio extension installed by each candidate (in advance of the examination) and their exam is invigilated (recorded) by Proctorio. Information guides are located at Exams and regulations.

Candidates are responsible for ensuring that the technology being used to complete the examination is fit for purpose; has the necessary internet connection; and that all required software has been downloaded well in advance of the online timed examination.

Proctorio recordings and related Proctorio Invigilation Report(s) are sampled and reviewed by the examination review team through IOB Learn in line with examination processes and related policies, for example, the IOB Student Code of Conduct.

Examination Timetable

The examination timetable for each academic year (September to August) is published on the IOB website Exams and regulations. It is the responsibility of each candidate when registering to modules to ensure that for each module selected, the examination dates do not clash by checking the examination timetable. Should examination dates clash, the candidate must re-register for the module examination of their choice at the next available sitting, paying the appropriate re-registration fee or withdraw from one of the modules within the permitted withdrawal period.

Examination Communications:

Notification of examinations and related communications are managed by the Exams Officer. Candidates are advised of the requirement to install the Proctorio extension on their desktop or laptop and to perform the technical test prior to the exam.

It is the candidates' responsibility to ensure that they are aware of the date and time of their examinations and invigilation methodology (Proctorio) which is located on the Exam Centre on IOB

Learn and related arrangements thereto for Proctorio. Please refer to the Exam timetable on IOB website Exams and regulations.

Note: The Proctorio extension must be downloaded by the candidate, to their device, in advance of the examination time and in line with instructions from the Exams Officer received one month in advance of the examination.

Online Examinations

IOB deploys online remote examinations invigilated by Proctorio: Securing the integrity of your online assessments. | Proctorio. The chosen methodology of online invigilation ensures a continued commitment to academic integrity, specifically in relation to online examinations.

Online examinations, and related remote invigilation methodologies, will enable candidates' continued participation in examinations while maintaining the privacy, security and integrity of IOB's examination processes.

Key reminders: Proctorio requires the browser extension to be installed in advance. All exam candidates (Written/MCQ) must complete the mandatory technical test before the exam. For MCQs, failure to book a slot within the specified timeframe results in ineligibility for that session.

There are different modes of examination in IOB such as:

- Multiple Choice Questions (MCQ) Examinations. Students sitting the Professional Certificate/Diploma in Financial Advice will be completing the MCQ examinations.
- Written Examinations (open/closed book)

- **Multiple Choice Questions (MCQ) Examinations**

These examinations are delivered online via IOB Learn, these are a selection of multiple-choice questions that are answered directly into IOB Learn and are invigilated using Proctorio. Currently it is just students sitting the Professional Certificate/Diploma in Financial Advice who will be completing the MCQ examinations. Some in class tests may also use the MCQ format.

- **Exam Slot Booking Procedure (MCQ)**

Candidates undertaking the Professional Certificate/Diploma in Financial Advice examinations are required to formally book an examination slot for each module that they are registered to, via IOB Learn. For each examination module, IOB will provide a range of available dates and times. Candidates are strongly advised to complete their booking promptly in order to secure their preferred examination slot.

Failure to book an examination slot within the specified timeframe on IOB Learn will result in ineligibility to sit the examination(s) during the exam session. Candidates who do not secure a booking will be required to re-register for a subsequent examination sitting, and the applicable re-registration fee will be charged. It should be noted that any successful resit attempt will be subject to a maximum grade of D-. **Please note that once an examination booking has been confirmed, amendments or cancellations are not permitted.**

- **Written Examinations**

These examinations are delivered online via IOB Learn, they are designed to assess your ability to explain, apply and structure answers in your own words and are invigilated using Proctorio. These exams are closed book unless otherwise stated. Students complete their exam directly in IOB Learn and are advised to follow the instructions as per the Proctorio guidelines located on IOB website. Exams and regulations

Students do not need to book an exam slot for written exams. As there is only one available exam sitting per module, all eligible candidates are automatically enrolled by IOB for their exam sitting. Please refer to the exam timetable on IOB website Exams and regulations.

Technical Test

All students registered to sit an exam (Written/MCQ) are expected to complete the mandatory technical test prior to sitting their exam. Failure to complete this test will result in non-admittance to the exam on the exam day and cannot be used as the basis of an Extenuating Circumstances Application.

Admission to Exam

On the date and time of the examination, in line with the examination schedule and as per the communications from the examination team, candidates log onto IOB Learn and click on the Exam Centre Card on the dashboard.

- Candidates are instructed to undertake examination self-checks such as valid Photographic Identification check, microphone, webcam and room-scan. Failure to complete room/desk scans are noted on the Invigilation Report and pursuant to a review, may result in a report to the Registrar and subsequent investigation for academic misconduct in accordance with the IOB Student Code of Conduct.

Once checks are completed candidates can proceed to take their examination.

- All exam candidates taking online examinations must present their valid Photographic Identification (with name printed and their signature) when prompted by Proctorio. Candidates who do not have conclusive evidence of identity will be contacted post exam and failure to provide valid documentation may result in their exam script being invalidated or voided.
- It is the candidates' responsibility to present online at the allocated examination time and ensure that they have read the exam regulations.

Except in exceptional circumstances and at the discretion of the Registrar (or nominees), candidates:

- will not normally be admitted to the examination if they present more than 30 minutes late for their online examination. Extra time will not be afforded to latecomers, and the shortened examination time cannot form the basis of appealing the module result.
- will not normally be allowed to return to the examination sitting once they decide to submit their exam.

Note: If candidates leave an examination involuntarily, Wi-Fi outage for example, they may be permitted to re-enter subject to time left on the exam. Breaks in invigilation will be reviewed by the examination review team.

Conduct during an Examination

All examinations are invigilated using Proctorio invigilation recordings which are reviewed in line with examination processes by a designated examination review team. Proctorio produces an invigilation report for each examination session which is made available to the Examination Boards.

- It is candidates' responsibility to ensure that their device and Wi-Fi are appropriate to their online examination and related invigilation methodology and to advise IOB of any difficulties thereto well in advance of the examination date.

- Candidates are to use a computer/laptop rather than a mobile or tablet device to take the examination. If a student does not have access to a computer, please contact IOB at info@iob.ie.

- Candidates are responsible for ensuring that the technology being used to complete the examination is fit for purpose; has sufficient power or is connected to a power source, has the necessary internet connectivity, has sufficient free RAM 2GB; and that all required software has been downloaded well in advance of the online timed examination. Please refer to the Proctorio guidelines for device requirements. Exams and regulations

- Candidates should ensure that the browser(s) are the latest version, that the browser cache is cleared and checked so that add-ons such as popup blockers are disabled. All other applications and browsers not being used for the examination should be closed down.

- Candidates are obliged to follow instructions issued by IOB as to what constitutes acceptable conduct for the duration of the examination. It is the candidates' responsibility to ensure that their environment and behaviour are in line with examination conditions, for example a quiet room with a closed door with no interruptions nor communication of any sort with any unauthorised persons.

- Bathroom Breaks are not normally permitted but if taken the candidate is not entitled to any additional time. No unauthorised items may be used while the student is away from their desk. Breaks in excess of what is considered reasonable will be noted on the Invigilation

Report and pursuant to a review may result in a report to the Registrar and subsequent investigation for academic misconduct in accordance with the IOB Student Code of Conduct.

- No candidate shall try to obtain assistance from another unauthorised person or system during the examination.

- No candidate shall try to obtain assistance from unauthorised Artificial Intelligence such as Copilot. Doing so may result in a report to the Registrar and subsequent investigation for academic misconduct in accordance with the IOB Student Code of Conduct.

- In cases of impersonation, the impersonator and the impersonated shall both be deemed to be in breach of Examination Regulations and IOB Student Code of Conduct.

- Plagiarism is prohibited in all assessments, thesis, and other academic work. It is judged by the act itself, regardless of intent. If, following IOB's examination review processes, including review of the Proctorio invigilation report where relevant, a candidate is found to have copied, attempted to copy, or helped another person to copy, the matter may be referred to the Registrar for investigation as potential academic misconduct under the Student Code of Conduct. IOB has adopted the UCD policy on plagiarism UCD Plagiarism Student Guide

- It is the candidates' responsibility to ensure they are in an exam appropriate environment and that materials such as books, notepads, pre-coded calculators are not present in the exam environment, unless specifically authorised. While the examination is in progress, candidates shall not have in their possession any unauthorised materials.

- Candidates should remove all items that are not required for their examination. For online examinations candidates should adhere to the instructions, as noted in the Proctorio guidelines, as to what constitutes authorised and/or unauthorised materials. Candidates must submit their exam answers through IOB Learn, monitored by Proctorio and subsequently reviewed by the examination review team.

- Candidates found to be in possession of unauthorised materials during an examination or pursuant to an analysis of an invigilation report and/or invigilation recording are liable to disciplinary procedures and penalties may be imposed. See policies and IOB Student Code of Conduct.

- Candidates for whom English is not their first language may use dictionaries, but they must first seek approval for their use from the Exams Officer **at least one week in advance** of an examination. The dictionary must be clean and appropriate for use in the examination and approval for its use sought prior to the start of the examination.

- Candidates may not have access to their own mathematical/statistical tables, or any other unauthorised materials during the exam. Mathematical/statistical tables will be supplied, if required.

- Where additional resources are provided by IOB, candidates are required to provide their answers to the examination questions in the templates provided as per the instructions issued prior to the exam. Submissions after the examination time has elapsed will not normally be accepted.

- Candidates completing open-book examinations must only have approved materials in their possession.

- Mobile phones, smart watches or other electronic communication/storage devices should not be accessible during the exam save for exceptional circumstances. The use or attempted use of any other electronic device is strictly prohibited during an examination and is a serious breach of discipline. The use or attempted use of an electronic device including but not necessarily limited to mobile phones and smart watches (unless the use of this device is specifically confirmed by IOB Special Considerations Assessment prior to the exams, for reasons such as medical) is strictly prohibited during an examination.

- Candidates are required to read the instructions and directions in the exam centre area on the dashboard and in the Proctorio guidelines in IOB Learn prior to starting their examination. By continuing to an online examination, a candidate declares that they have read, understood and agree to be bound by these Examination Regulations.

- Candidates are not permitted to leave the exam environment during the exam, save emergencies as set out herein before.

- Candidates who infringe any of these Regulations will be reported to the Registrar who will deal with the matter according to the disciplinary procedures outlined in the IOB Student Code of Conduct.

During the Exam

If an issue occurs during the exam, students should notify IOB of the situation as soon as possible. Students can do this by using the orange Chat symbol on IOB Learn or sending an email to info@iob.ie with their membership number, details of the issue and where possible, including a screenshot of the work completed and/or error message or by calling 353 (01) 611 6500.

Exceptional circumstances during the exam include, but are not limited to, a phone call to IOB regarding a medical emergency or power outage that has a significant impact on the candidate's capacity to undertake and/or complete their examination.

When considering the use of such a call as supporting evidence in an extenuating circumstances application following an examination, IOB will carefully review and document the call. This assessment will be conducted alongside the invigilation report and/or recording to uphold integrity and evaluate the merits of an extenuating circumstances application.

Special Case Candidates

See document entitled 'Students with Special Requirements' – Student Information' posted on the Student Information page on Exams and regulations.

Appendices

Further information can be found on the FAQ section on our student information page on the IOB website Exams and regulations and Exam FAQs and below:

Online Examination Privacy Data Protection Notice and Policy

IOB Online Examination Privacy Policy

Exams and Regulations

- Proctorio Guides
- Assessment Policies (extenuating circumstances, learning and exam support, code of conduct etc.)

Terms-and-conditions

Version History

Version	Date	Description	Author /Approved
2026/27	April 2026	Update Exam Regulations to reflect online examinations via LMS (MOODLE) Removal of reference to Testreach	Regulations & Standards Lead /Deputy Registrar RDSS
2026/27	Jan 26	New Exam Regulations to reflect update to IOB Learn and exam transformation	Regulations & Standards Lead /Deputy Registrar RDSS
2024/25	Jan 24	Exam Regulations updated due to technology updates	Exams Officer /Deputy Registrar RDSS
2022/23	Jan 22	Exam Regulations creation for online examinations	Exams Officer /Deputy Registrar RDSS