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Professional Banker

Continuing Professional Development (CPD) Scheme Guidelines & Regulations

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Welcome and Introduction.

Welcome to the CPD Guidelines & Regulations for those who hold the Professional Banker designation. This is an important document which sets out the CPD scheme requirements and regulations. You are advised to read this document thoroughly and retain it for reference during the CPD year. These guidelines are valid for the current CPD year and are subject to a yearly review.

The prestigious professional designation, Professional Banker, is aimed at everyone working in banking, including those who work in or aspire to work in roles with management responsibilities. It broadens and deepens your knowledge of the practice of banking, customer experience management and, particularly, credit risk management.

Those who become a Professional Banker will be well equipped for a management career in banking, as they will have industry-specific knowledge, a highly marketable and transferrable skill set including decision making, problem-solving, communication and analytical skills, practical experience and a deep understanding of the ethical issues and professional values which underpin banking.

Every person Professional Banker is obliged to:

- Fully participate in this CPD scheme and comply with all of its requirements, and
- Maintain professional membership of IOB.

Any breach of either one or both of these conditions will result in removal of the person from the Professional Banker CPD scheme (and removal of the Professional Banker designation).

Eligibility for Membership of the CPD Scheme

The Professional Banker scheme is open to those who:

- Successfully complete the Professional Diploma in Financial Services, **or** the Bachelor of Financial Services (BFS), **or** the relevant core and option modules from these programmes offered by IOB and awarded by University College Dublin, **and**
- Agree to participate in the CPD scheme for Professional Bankers.

Designation

Members of the scheme are entitled to use the designation *Professional Banker (PB)*.

Summary of CPD Requirements

This is a brief summary of the main CPD requirements. You are advised to read this document in full for the detailed scheme rules and requirements.

- CPD year runs from 01 January to 31 December. Hours must be completed by 31 December.
- Total annual CPD requirement is 6 hours.
- At least 1 hour must be relevant to Ethics.
- At least 3 hours must be completed via IOB provided events and or IOB online modules. These are deemed to be Professional Banker specialist content.
- The minimum unit of time recognised and accredited for CPD purposes is half an hour. The maximum number of hours for any single activity is three hours.
- All CPD events must be accredited by IOB.
- All events must be recorded, and an annual return made by 31 January.
- A random sample of members are audited each year.

Administration of the Professional Banker CPD Scheme

Administration of the CPD scheme is carried out by the CPD Administration staff of IOB.

Continuing Professional Development (CPD) – General Definition

There have been many definitions of CPD by various individuals and bodies over the years. The Professional Associations Research Network in the UK carried out an extensive research project into CPD and in the process devised the following comprehensive definition:

"CPD is any process or activity of a planned nature, that provides added value to the capability of the professional through the increase in knowledge skills and personal qualities necessary for the execution of professional and technical duties, often termed competence. It is a life-long tool that benefits the professional, client, employer, professional association and society and is particularly relevant during periods of rapid technological and occupational change."

Benefits of CPD

YOU

There can be no doubt that the principal beneficiary of CPD participation is you. Your involvement should ultimately help you both in your profession and career development. CPD should help you to:

- Progress your thinking on key challenges.
- Improve and broaden your knowledge and skills.
- Build self-confidence and conviction.
- Build client trust and confidence.
- Enhance your ability to make professional, informed decisions.
- Remain competitive.
- Raise your personal profile through networking and make you more 'marketable' to your existing and/or future employers.

YOUR CLIENTS

The Professional Banker designation and your participation in the CPD scheme also benefits your clients, who will be reassured that you are a qualified, well-informed professional maintaining your knowledge and skills by keeping in touch with ongoing developments in your business.

YOUR EMPLOYER

Your employer or Company benefits from your participation, as you are likely to be more efficient and productive, which obviously gives them a competitive edge.

THE PROFESSIONAL BODY

The CPD scheme adds credibility to the professional body of which you are a member; IOB.

Annual CPD Requirements



Every Professional Banker is obliged to complete the same amount of CPD hours, irrespective of the area of business or the industry in which they are employed.

The annual requirement is **6 hours** (unless additional shortfall ('catch-up') hours are required, or a pro rata adjustment has been applied).

Three of the six hours of CPD **must be completed via** IOB provided events and or IOB online modules **that are classified as "Professional Banker specialist content"**.

Professional Bankers must also complete at **least one hour** of CPD each year which relates to **ethics**.

The Professional Banker CPD scheme is essentially self-certifying and there will be no compulsory testing of knowledge/learning by IOB.

A sample of members will be selected for audit of their CPD hours each year (See '[Audit](#)').

CPD Year

The CPD year runs from 1 January – 31 December each year i.e., hours must be completed in the calendar year. While the closing date for making an annual return, each year is 31 January (See '[Annual Returns](#)'), **CPD hours must be completed by 31 December**. Hours completed in January count for that CPD year and cannot be counted for the previous CPD year.

Monthly Average

With 6 hours to be completed each year, members should aim to complete approximately 0.5 – 1 hours each month. This is a recommendation rather than a requirement.

Surplus Hours

Any surplus accumulated in one year **will not** be carried into the following year(s).

Definition of CPD for the Professional Banker Scheme

CPD can be defined as 'active' participation in an activity, the subject matter of which meets the criteria (See '[Criteria in Relation to Awarding CPD Credit](#)') for awarding CPD credit and includes attendance at seminars/training events, workshops, conferences, tested eLearning courses/modules, courses, and other events of equivalent standing.

CPD does not necessarily mean attendance at external seminars – relevant in-house training and approved tested online training may also earn credit provided it meets the above criteria.

General reading and research will not count for CPD hours.

Criteria in Relation to Awarding CPD Credit

CPD needs to be **widely spread**, to ensure that the holders of recognised qualifications maintain and enhance their knowledge across a range of topics. See examples of CPD spread and duplicate events in '[Examples of CPD](#)'.

All courses/seminars/online training must meet the following criteria in order to count towards CPD:

- The material or content must be relevant to the Professional Banker syllabus i.e. relate to the subject matter in:
 - Principles and Practice of Banking
 - Principles of Credit Risk
 - Customer Experience Management
 - SME Credit Risk Assessment
 - SME Financing and Distressed Credit Analysis
 - Personal Debt Management and Personal Insolvency
 - Wealth Management
 - Banking in a Digital Age
 - Business Management
 - Portfolio Management
 - Personal Development Planning
 - Strategy for Financial Services
 - Corporate Governance and Finance
 - International Finance
 - Treasury and Risk Management
- Course presenters must have qualifications and/or knowledge and experience appropriate to the subject(s) being presented.
- The presentation must be conducted in an appropriate location (i.e. proper conference/business / in-house facility).
- The presentation/course must be at least a half hour in duration.
- If electronically delivered, the event/activity must meet the criteria described in '[Award of CPD Hours to Electronically Delivered Events and Activities](#)'.

Minimum & Maximum Duration – CPD Hours

- The **minimum unit** of time recognised and accredited for CPD purposes is a **half hour**.
- The **maximum number** of hours that will be accredited for any single event/activity/topic is **three hours**.
- The **maximum number** of hours that will be accredited for any single online course/module is **two hours**.
- The **maximum number** of hours that will be accredited for any single exam module (must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 8 or above on the National Framework of Qualifications and CPD credit is awarded in the year the exam is passed) is **three hours** but will not be awarded against specialist category requirements.
- The **maximum number** of hours that will be accredited for any single IOB exam module (must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 8 or above on the National Framework of Qualifications and

CPD credit is awarded in the year the exam is passed) is **three hours** and will be awarded against specialist category requirements where relevant to the Professional Banker designation.

This is to ensure that Professional Bankers achieve their CPD hours and enhance their knowledge across a range of topics rather than just one or two.

Time spent **actively involved** in a CPD activity will count and can include question and answer time, case studies and tests/exams etc. Time spent travelling to an event, registration time, coffee/lunch breaks, social time etc. will not count.

Accreditation of non IOB Events for CPD Hours

All CPD hours must be accredited by IOB in respect of the Professional Banker CPD scheme and will do so in accordance with the principles and criteria set out in 'Accreditation of non IOB Events for CPD Hours', 'Criteria in Relation to Awarding CPD Credit', 'Minimum & Maximum Duration - CPD Hours' and 'Award of CPD Hours to Electronically Delivered Events and Activities'.

Event providers companies/bodies/members applying for CPD hours for events should submit an online CPD Accreditation Request at iob.ie/cpdaccreditations

In the case of companies organising relevant in-company events/training for their own staff, it is recommended that one contact person in each company submits all requests for accreditation on behalf of their staff. Members should check with their training department/intranet site for further information on their company accreditation procedures prior to submitting any application.

All applications must be made before or within three months of the date the event was held. For the month of December, IOB will only review events held in December. The final date for submission of accreditation requests is the 31 December.

Members are required to attend for the full duration of an event in order to claim the CPD hours approved for that event. Where a member has not attended for the full duration, they are required to submit a new application for reduced hours. Evidence of attendance is required in the event of a CPD audit e.g. certificate of attendance, attendance sheet etc. IOB reserves the right to contact the event provider to verify attendance for the full or part duration.

Companies/bodies organising events for CPD purposes and applying for hours must submit a new application for reduced hours where members do not attend for the full duration. Event providers applying for CPD hours must hold records of attendance e.g. certificate of attendance, written/email confirmation from an employer confirming attendance etc. in the event attendees are selected for audit and confirmation of full/part attendance is required.

It is the responsibility of event providers to clearly advise attendees (in advance of the event) the accreditation number(s) allocated to the event by IOB, as well as the number of CPD hours applicable and the categories of CPD the hours awarded relate to. This should also be announced/indicated to attendees at the beginning/end of the event.

Events accredited for CPD hours run by IOB and the eCPD modules will be accredited for CPD hours by category and are automatically record in the Professional Banker's Online CPD Record on successful completion of relevant modules.

All CPD events, courses and training etc. are accredited for one CPD year only and must be re-accredited in each CPD year.

Award of CPD Hours to Electronically Delivered Events and Activities

In considering whether or not to grant CPD hours to eLearning courses and other electronically delivered events and activities, the relevance of their content is evaluated in the same way as other activities and events. In order to assess the level of active involvement required of its participants, IOB also carefully examines the learning approach and structure of electronically delivered events and activities. In this regard, to be awarded CPD hours:

Each eLearning course or module must:

1. Be generally well-designed (e.g., divided into individual lessons or units of reasonable length, require little or no scrolling within pages, be easy to read and navigate).
2. Be highly interactive, requiring regular interaction between the course and the learner (through frequent exercises, questions, questions, links to websites or feedback etc.).
3. Incorporate a reasonable diversity of delivery approaches and/or media (e.g., appropriate combinations of text/slides, animation, pop-up pages, audio or video, attachments etc.).
4. Ensure that individuals spend a comparable amount of time completing a module as the accreditation awarded for the module i.e., if a module is accredited for two hours, then the module should take an individual two hours to complete.
5. Include a minimum of a half hour of relevant learning (including tests).
6. A maximum of two hours may be awarded to each eLearning module.

Events delivered using Web Casting and Web/Tele-Conferencing and similar technologies must:

1. Be generally well-designed and create a productive learning experience (e.g., participants must be able to hear and/or see the presenter(s), while simultaneously viewing the presenters' materials (e.g., slides or simulations)).
2. Provide a means for course organisers to verify those participating at each venue (to include verification that the participant attended for the full duration e.g., log-in and log-out confirmation).
3. Include provision of electronic or hard-copy confirmation of attendance for the full duration to participants.
4. Include a minimum of a half hour of relevant learning.

Examples of CPD

Some general examples of activities normally expected to come within the definition of CPD are given below. Members are required to seek accreditation (See '[Accreditation of non IOB Events for CPD Hours](#)') of **all external CPD hours**.

- Relevant in-house training programmes
- Relevant seminars/webinars/eCPD run by IOB.
- Relevant seminars of other professional bodies
- Relevant online training courses. A maximum of two hours is accredited for any single online course/module. See '[Award of CPD Hours to Electronically Delivered Events and Activities](#)'
- Some of IOB exams. Hours are awarded on successful completion of exams in the year the exam is passed – there are no hours for study or exam preparation.
- Relevant exams of other professional bodies or other academic exams. (Must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 8 or above on the National Framework of Qualifications). Hours are awarded on successful completion of exam in the year the exam is passed – there are no hours for study or exam preparation.
- Seminars, webinars, conferences related to:
 - Principles and Practice of Banking
 - Principles of Credit Risk
 - Customer Experience Management
 - SME Credit Risk Assessment
 - SME Financing and Distressed Credit Analysis
 - Personal Debt Management and Personal Insolvency
 - Wealth Management
 - Banking in a Digital Age
 - Business Management

- Portfolio Management
 - Personal Development Planning
 - Strategy for Financial Services
 - Corporate Governance and Finance
 - International Finance
 - Treasury and Risk Management
 - Ethics training
- Relevant lecture/seminar presentation (only the first presentation of a lecture/seminar will earn credit, research and preparation for the lecture/seminar cannot be included)

CPD needs to be **widely spread**, to ensure that members maintain and enhance their knowledge across a range of topics. Members should ensure that they do not include events in their annual return that cover the same material e.g., attending two Corporate Governance events that cover the same material – only one event should be counted.

Excluded Activities

The following are examples of activities not considered to be either formal/relevant, in that they do not meet the criteria, and are therefore excluded from counting towards CPD:

- Study or exam preparation. CPD hours are awarded on successful completion of relevant exams in the year the exam is passed.
- Normal working activities
- General software/application training (e.g., Microsoft Excel, Word etc)
- Internet training
- General communications training
- 'Soft skills'/general training (such as programmes or courses on telephone techniques, customer care, time management, writing/communication skills etc.)
- Product launches or other primarily social occasions
- 'Motivational' seminars
- Reading and research
- DVDs, TV programmes
- Writing/research for thesis, study manuals, books, and other publications.

CPD Programme

IOB offer members a comprehensive and cost effective CPD programme to help them meet the annual CPD requirements. The programme includes:

1. Online Courses – eCPD

The eCPD portal available via IOB Learn offers Professional Bankers a selection of online courses covering topics that are relevant to this designation. There is no extra cost involved (included in annual CPD fee). eCPD modules completed in the previous CPD year can be re-taken to count for CPD hours in a new year. So that you can get the most from the content, we recommend that at least three months have passed since the eCPD module was last completed before you complete it again. See Access to IOB Learn on how members can access IOB Learn. The eCPD modules will appear under My eCPD.

2. CPD Events and Webinars

Events and webinars are organised by IOB each year. Members can keep an eye on the [Events page](#) for details during the CPD year.

3. Accreditation of In-company and Other Events for CPD Hours

As described in 'Accreditation of non IOB Events for CPD Hours', IOB accredits relevant in-company training and other relevant events for CPD hours. Members should submit an online CPD Accreditation Request at iob.ie/cpdaccreditations prior to holding an event, course, online module to check if it meets the criteria for awarding CPD hours.

All applications must be made before or within three months of the date the event was held. For the month of December, IOB will only review events held in December. The final date for submission of accreditation requests is the 31 December.

4. Qualifications Programmes

Some of IOB's qualification modules are accredited for CPD hours. Members will automatically be awarded the CPD hours on successful completion of relevant exams. Contact us at info@iob.ie for more information on IOB's qualification modules.

Pro Rata Adjustment of CPD Hours

In certain circumstances (see (1) and (2) below) a pro rata adjustment (reduction) in required CPD hours may be granted, provided the Professional Banker is not working for the relevant period of time. In order to be granted an adjustment, Professional Bankers must complete a Pro Rata Adjustment Form and email it to cpdapplications@iob.ie. The Pro Rata form will appear under My Downloads. See [Access to IOB Learn](#) on how members can access IOB Learn.

Professional Bankers who have been granted a pro rata adjustment in CPD hours will not be required to comply with the requirement to complete the mandatory three CPD hours via IOB events or the requirement to complete at least one hour of CPD which relates to ethics (but they may choose to do so) in the year the pro rata adjustment is granted.

Professional Bankers who have been granted a pro rata adjustment in hours for part of a year **must still make an annual return** of hours completed for the remainder of the year by 31 January (of the following year).

1. Statutory Maternity/Parental/Adoption/Carer's Leave

There will be a pro rata adjustment in CPD requirements for members taking statutory maternity leave (current maximum 42 weeks i.e., up to 26 weeks paid and up to 16 weeks unpaid leave), statutory adoption leave (current maximum 40 weeks i.e. up to 24 weeks paid and up to 16 weeks unpaid leave), statutory block parental leave (currently maximum 26 weeks per child) or statutory carer's leave.

The adjustment will be given for paid and unpaid statutory leave only i.e. does not include holidays, additional unpaid leave, or career break. Professional Bankers should contact IOB in advance of taking such leave, to apply for a temporary exemption from CPD activity for the duration of the leave.

2. Illness

Brief periods of absence due to illness etc. will not entitle a Professional Banker to any adjustment in CPD requirements. However, those out of work due to long-term illness (two months or more) may apply for a pro rata reduction in requirements subject to medical certification of the illness.

3. Circumstances where a Pro Rata Adjustment of Hours will NOT Apply:

A pro rata adjustment of hours will not apply in the following circumstances:

- **Part-time work/Job sharing.**
- **Holidays** – including where taken immediately prior to or following maternity/adoption/parental/carers leave.
- **Retirement/Redundancy/Unemployment** – where member wishes to retain the use of the Professional Banker designation.
- **Career Break/Sabbatical Leave** – where member wishes to retain the use of the Professional Banker designation.

The eCPD portal available via [IOB Learn](#) offers all PBs, a selection of online courses covering topics that are relevant to this designation. There is no extra cost involved (included in annual CPD fee). eCPD modules completed in the previous CPD year can be re-taken to count for CPD hours in a new year. So that you can get the most from the content, we recommend that at

least three months have passed since the eCPD module was last completed before you complete it again. See Access to IOB Learn on how members can access IOB Learn. The eCPD modules will appear under My eCPD.

Newly Qualified Members – Applying for your Designation.

Application on Qualification

Those who qualify with a relevant qualification or modules will be invited by IOB to apply for the Professional Banker designation when final ratified results are issued by the relevant Exam Board. All newly qualified individuals are advised to apply for the Professional Banker designation by the required date outlined in this invitation (including those not currently working in retail financial services or in the financial services industry who wish to use the Professional Banker designation at any time in the future).

Late Application after Qualification

Persons who do not apply for the designation within two years from 01 January following qualification and who wish to apply at a later date will be considered on a case-by-case basis and will be subject to one or more of the late application rules including: -

- Completion of any shortfall in CPD requirements (in addition to the requirements for the year of joining), and application of the shortfall warning, where relevant
- Payment of backdated designation and / or membership fees, where relevant

Newly Qualified Members – Commencement of CPD

A person who qualifies with a relevant qualification during the course of the year will be required to commence CPD activity following receipt of final ratified results.

CPD requirements will be adjusted on a pro rata basis for such members as follows:

1. Qualified following January – July Exam Boards:

- 6 hours to be completed by 31 December of that year. The full CPD requirements (including the 3 hours specialist content category and ethics requirement) as set out in 'Annual CPD Requirements' applies.

2. Qualified following August – December Exam Boards:

- Commence CPD on the 01 January of the following year with the full annual requirement of 6 CPD hours (including the 3 hours specialist content category and ethics requirement) as set out in 'Annual CPD Requirements', to be completed by 31 December of that year.

Other Designations

Professional Bankers who hold other designations such as QFA, LCI, Registered Stockbroker etc. or are registered as a CPD Member for Minimum Competency Code purposes are required to make an annual return of CPD hours for each separate designation/membership held. Members should check with IOB in the event of any queries on qualifying hours.

Professional Bankers not working in the Financial Services Industry

Professional Bankers who no longer work in the financial services industry are required to comply with the CPD requirements if they wish to retain their Professional Banker designation for current or future use. Members who do not comply with the CPD requirements will be subject to the procedure outlined in 'Failure to Comply'.

Keeping Records & Support Documentation

Each Professional Banker is responsible for keeping their own records in relation to CPD undertaken.

Members are required by IOB to use their Online CPD Record to manage, record and return their CPD hours.

Professional Bankers are also required to keep supporting documentation as evidence of attendance at events or completion of a course e.g., certificates of attendance, certificates of completion, computer printout/record of completion, written confirmation from employer or event provider etc.

It is essential to keep personal records and supporting documentation, as members will be required to present original versions of them should they be the subject of an audit at any stage (see '[Audit](#)'). IOB reserves the right to verify the information contained in the records, including the right to contact any of the organisations/people listed in a member's records.

Such records and documentation should be retained for at least six years for IOB CPD purposes.

Annual Returns

Every Professional Banker is obliged to **make an annual return by 31 January** every year declaring:

1. the approved events that make up their CPD hours for the previous calendar year, and
2. that the hours completed conform to the requirements and the CPD criteria for CPD (See '[Annual CPD Requirements](#)' and '[Criteria in Relation to Awarding CPD Credit](#)').

Professional Bankers are required to record all approved CPD events in their Online CPD Record in [IOB Learn](#). A member's Online CPD Record will then form the basis of their Annual Return. The online Annual Return process usually opens towards the end of the year until 31 January of the following year.

Thereafter, anyone who has not made an Annual Return will be considered not to have complied with the CPD requirements and will be subject to the procedure outlined below under '[Failure to Comply](#)'.

CPD hours must be completed by 31 December each year. Hours completed in January will count for that CPD year and cannot be counted for the previous CPD year.

Audit

IOB will audit a random sample of member returns each year in order to verify that the hours completed conform to the requirements set out in '[Annual CPD Requirements](#)' and '[Criteria in Relation to Awarding CPD Credit](#)' and the information returned is true. Should a member be the subject of an audit they will be required to present supporting documentation confirming attendance/completion for each CPD event in their CPD return that is external to IOB.

Examples that could be provided to prove attendance are as follows:

- Written/Email confirmation from the event organiser confirming attendance.
- Certificates of attendance/completion.
- Written/Email confirmation from an employer confirming attendance.

Details of the records will then be verified, as seen fit by IOB (including, if deemed necessary, contacting any of the organisations/people listed in the records). Audits are predominantly random and so a member may be the subject of an audit on any number of occasions (successive or intermittent) and must comply by furnishing IOB with appropriate records/proof of CPD completed during the previous calendar year.

Members found to have returned hours without supporting documentation confirming attendance or events covering predominately the same material will have the events removed.

Any resulting shortfall will be carried to the following year unless a five-year shortfall warning already applies. See 'Failure to Comply')

Penalty hours may also be applied in addition to the shortfall hours.

Failure to Comply

Any Professional Banker who:

1. Fails to make an annual return and/or
2. Fails to co-operate when audited and/or
3. Fails to pay their membership fees / designation fees; and/or

will be deemed to be in breach of the CPD scheme requirements and in breach of one of the primary conditions for holding the Professional Banker designation (See 'Welcome and Introduction'). This will result in the removal of the Professional Banker designation from the person.

Any Professional Banker who fails to complete the CPD requirement in any given year as set out in [Annual CPD Requirements](#) (i.e. fails to complete the required hours, fails to complete the three hours specialist content category, or fails to complete one hour related to ethics) will, in the first instance, be given a grace period to 'catch up' and complete any shortfall in CPD requirements by 31 December of the following CPD year (in addition to the requirements for that CPD year). A five-year shortfall warning penalty will also be applied to the member's record i.e. if the member fails to complete the CPD requirements as set out in [Annual CPD Requirements](#) in any of the five years following the first failure to comply, the Professional Banker designation will be removed.

4. Where a member is found to have made a false or seriously incorrect annual return, this will be considered misconduct by the member and will be referred for consideration under the disciplinary procedure for members, which may lead to expulsion from membership or other sanction. A member found to have made a false or seriously incorrect return of hours may also be permanently excluded from holding the Professional Banker designation.

Reinstatement of the Professional Banker Designation

A person who has had their Professional Banker designation removed due to failure to comply with the CPD regulations (1) to (3) in [Failure to Comply](#) is advised to apply to reinstate their designation immediately. Such a person should state their case in writing to IOB (email info@iob.ie). Requests to reinstate the Professional Banker designation are considered on a case-by-case basis.

A reinstated individual will be subject to one or more of the reinstatement rules including:

- Completion of any shortfall (See '[Suspended Members](#)') in CPD requirements (in addition to the requirements for the year of reinstatement), and application of the shortfall warning, where relevant
- Payment of backdated designation and / or membership fees, where relevant
- €100 reinstatement fee.

Suspended Members

A person with a shortfall in CPD requirements may apply to be included in the CPD scheme as a 'suspended' member in order to complete the CPD shortfall but will not have the Professional Banker designation reinstated at this time.

Annual fees are payable while a suspended member of the scheme.

A person will be given credit for any verified CPD completed in the period prior to suspension to the CPD scheme relevant to the Professional Banker designation.

A shortfall warning will be applied on reinstatement i.e. if the member fails to complete the CPD requirements as set out in [Annual CPD Requirements](#) in any of the five years following the most recent failure to comply, the Professional Banker designation will be removed.

A person will be reinstated to the Professional Banker CPD scheme as a full member once they are in compliance with the CPD requirements i.e. has completed any shortfall in CPD requirements and paid the relevant fees.

Suspended members should advise IOB in writing (email info@iob.ie) when they have completed the outstanding hours to be considered for reinstatement of the Professional Banker designation.

Appeals

A member may appeal against the application of the CPD regulations as set out in these Guidelines & Regulations. Appeals should be submitted in writing (email info@iob.ie) addressed to the Deputy Registrar.

Access to IOB Learn

Members can access their CPD section in [IOB Learn](#) using their membership number or email address and password, then clicking on Access My CPD from Member Resources, choose Professional Banker.

Correspondence with Members

IOB will correspond electronically with Professional Bankers during the year regarding CPD hours required, annual returns etc.

Professional Bankers can access all such correspondence in [IOB Learn](#) using their membership number or email address and password, then clicking on My Correspondence from Member Resources.

Professional Bankers will be alerted by email and SMS text (per the contact information held on IOB's records) when correspondence has been posted to My Correspondence. Professional Bankers are advised to check My Correspondence section regularly for important CPD communications. IOB may also correspond via email and SMS text with members.

Costs

There is currently no additional cost to members for participation in the CPD scheme. However, members should note that individual events, seminars, special publications etc. do from time to time may involve a charge that the member pays to the association/body running the event or publishing the material.

Provision of Information to Employers

The information provided by you on your Professional Banker application form and generated during the course of your CPD membership may be used and disclosed by IOB for all purposes which are reasonably incidental to the administration of your CPD registration and ongoing membership. Those purposes may include the disclosure of CPD hours to your employer and such other information as may be necessary.

You are entitled to ask for a copy of the personal data that IOB holds about you and to have any inaccuracies in such personal data amended or erased. You may do so by writing to IOB's Data Protection Officer (email dataprotection@iob.ie).

Change of Personal Details


Professional Bankers are required to update their personal details in My Details in the event of any changes to mailing address, email address, contact phone number, company details etc.

Professional Bankers can change their personal details in [IOB Learn](#) using their membership number or email address and password, then clicking on My Details from Member Resources.

Further Information and Contact Details

You can find further information in our CPD FAQs at iob.ie/info/cpdquestions or you can contact us: -

CPD Helpline:	01 611 6500
Email:	info@iob.ie
Post:	1 North Wall Quay, Dublin 1
Website:	iob.ie

Document Name	Professional Banker Guidelines and Regulations	  A recognised college of UCD
Version Reference	Version 4 2023 2023	
Changes	Update to content. Update to wording on Audit Ecpd wording Updated links throughout	
Document Owner	Regulation and Standards Lead	
Approved by	CPD Designations Committee	
Date	01/03/2023	