

EDUCATE — ENABLE — EMPOWER

RISK MANAGEMENT

LEVEL **8**

Professional Certificate in

Conduct Risk, Culture and Operational Risk Management

2022-2023



A recognised
college of UCD

Who we are

IOB

IOB is a professional community of over 32,900 members who work in banking, investment funds and international financial services on the island of Ireland. Professional development of our members through education is at the heart of what we do. IOB provides university level programmes to enable our members achieve and sustain their professional qualifications and Continuing Professional Development (CPD) – essential in meeting customer and regulatory expectations. More than 8,500 individuals studied with us last year and over 23,800 members are registered for CPD schemes administered by IOB.

Excellence in education – a recognised college of UCD

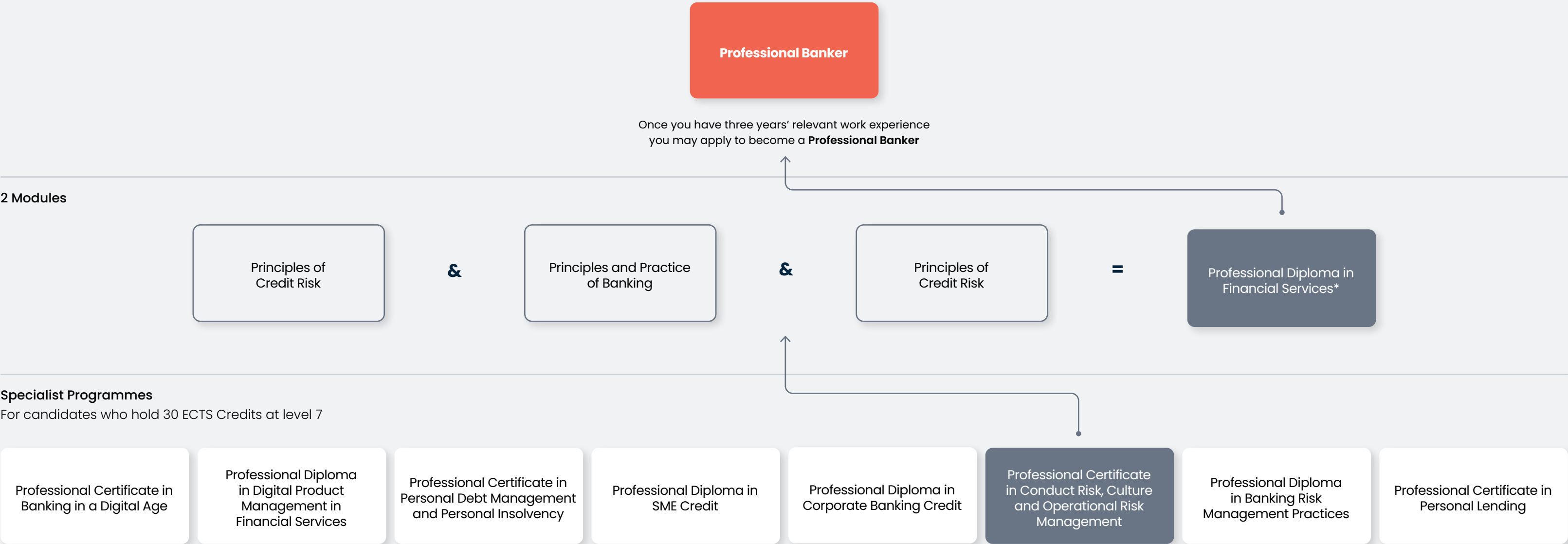
As a recognised college of University College Dublin (UCD) and the stand out banking industry educator, we offer qualifications of the highest standard.

We currently offer more than 40 programmes ranging from Professional Certificate (level 7) on the National Framework of Qualifications (NFQ) to Masters Degree (level 9). We design our programmes to be practical and relevant, and grounded in academic rigour.

Pathway to Professional Banker Designation for Professional Certificate in Conduct Risk, Culture and Operational Risk Management Holders

THIS PROGRAMME IS ON THE PATHWAY TO PROFESSIONAL BANKER DESIGNATION

Professional Banker Designation



Introduction

Who is this programme for?

The programme is designed for branch and business centre staff and risk and compliance professionals who are working in the financial services industry. The programme was designed in conjunction with conduct risk, risk culture and operational risk professionals working in banking.

This certificate is the benchmark conduct risk management and operational risk management qualification for the banking industry in Ireland. It is designed to provide a deep and practical understanding of the key conduct risks and operational risks facing financial services professionals in Ireland today and the tools to identify, measure and mitigate those risks to improve business performance.

The programme is a progression for individuals who have completed the Professional Diploma in Financial Advice who are designated Qualified Financial Advisers (QFA) and also individuals who have completed the Professional Certificate or Diploma in Compliance.

How you will benefit

- This specialist programme will provide you with the skills to:
- Explain the key risks facing banks in Ireland and discuss the strategies to manage them
 - Outline the components of risk management frameworks and advise colleagues and management on their application
 - Evaluate risk MI including Key Risk Indicator (KRI) data and trend analysis and communicate clearly relevant insights to the appropriate stakeholders in an appropriate format and timely manner
 - Independently apply the learning skills developed on this programme to advance your professional and personal career ambitions
 - Review CBI, ECB, and other relevant sources for advances in best practice in banking risk management practices, and advocate for their adoption within your work environment, as appropriate.

Award

Upon successful completion of the programme, participants will be awarded the Professional Certificate in Conduct Risk, Culture and Operational Risk Management by UCD. This is a level 8 qualification on the National Framework of Qualifications and carries 15 ECTS.

“Operational risk is now exceeding market risk in importance and magnitude for many financial firms. For many other firms, operational risk is the major form of enterprise risk... New threats from technology, cyber risk, and disruptive business models will continue to make operational risk a critical and increasing focus for firms and a great area for study and career opportunities. This certificate gives practitioners an advantage in the growing area of operational risk.”

Russell Walker, PhD

Clinical Associate Professor,
Managerial Economics and Decision Sciences,
Kellogg School of Management.

Curriculum

You study two modules as follows:

- 1. **Operational Risk Management Practices**
– This module runs in Trimesters 1 and 2
- 2. **Banking Risk Management Framework, Culture and Conduct Risk**
– This module runs in Trimesters 1, 2 and 3

1. Operational Risk Management Practices

(NFQ Level 8, 10 ECTS)

- Operational risk defined
- The importance of operational risk and the Probability Risk and Impact System (PRISM)
- The differences between operational risk and other types of risk
- Recent failures in operational risk
- Operational risk basics
- Three lines of defence
- Operational risk taxonomies
- Operational risk management frameworks
- Risk capacity
- Risk appetite statements
- Risk policies
- Risk pricing and capital
- Risk information, Key Risk Indicators (KRIs) reporting and KRI framework
- Risk assessment
- Risk management and action plans
- Risk modelling
- Insurance mitigation.

- The practical workshop areas will include inter alia:
 - Financial crime prevention
 - Anti–Money Laundering/Countering of Financing of Terrorism
 - Know Your Customer, Irish and UK Anti- Corruption laws
 - External and internal fraud
 - Information security, IT resilience, cybercrime
 - Outsourcing
 - Business continuity planning
 - Data quality and other practical areas.

2. Banking Risk Management Framework, Culture and Conduct Risk

(NFQ Level 8, 5 ECTS)

- Definition of conduct risk
- How does conduct risk transpire?
- Application to retail and wholesale markets
- Conduct risk as defined by the FCA and what lies at its core i.e. seeking the best outcome for the customer
- Drivers/causes of conduct risk
- Constituents of conduct risk including behavioural economics
- Conduct risk frameworks and its relationship with the overall banking risk framework
- Conduct risk appetite statements
- Conduct risk policies and common metrics for assessing conduct risk performance in an organisation
- How conduct risk relates to operational risk
- The difference between conduct risk and compliance
- Conduct risk impacts on customers, on employees, the financial institution and on markets (positive/negative)
- How ethical behaviours and decisions can improve customer outcomes
- Applying the theory to a number of real life Irish and UK examples using case studies
- Risk governance
- People, roles and responsibilities
- The Board
- The CRO
- Wider reporting
- Systems and documentation
- Risk management process
- Risk culture
- Leadership and risk culture
- The role of the risk management function in risk culture • The place of other staff in risk culture
- Evaluating risk culture.

Further Information

Entry requirements

The minimum entry requirements to the programme are:

- 3 years' experience (full-time) in a relevant banking role and have completed the Professional Diploma in Financial Advice or equivalent 30 ECTS level 7 programme

or

- An honours degree (min. H2.2, level 8 NFQ)

or

- Admission will also be considered from experienced professionals who do not meet the minimum admission requirements as set out above, who can demonstrate learning based on work and training experience e.g. individuals employed in a credit role with responsibility for credit decisions in financial services.

Professional body membership

You must be a current member of IOB, or become a member, to undertake this programme.

Delivery

The programme will be delivered via blended learning with online webinars and recorded lectures.

Duration

Participants can register for and complete both modules in either one trimester or two trimesters.

Assessment

The Operational Risk Management Practices module is assessed by:

- MCQ Continuous assessment – 10%
- An end of trimester two-hour written exam – 90%

The Banking Risk Management Framework, Culture and Conduct Risk module is assessed by:

- An end of trimester two-hour written exam – 100%

How to apply

To apply online, visit

iob.ie/programme/conduct-risk

Fees

Module	Fee
Operational Risk Management Practices	€625
Banking Risk Management Framework, Culture and Conduct Risk	€520

Contact us

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Key Dates 2022–2023

2022

Autumn Trimester September 2022 – January 2023	Key Dates
Closing date for applications*	19/09/2022
Closing date for module registrations (Including fees)	07/10/2022
Trimester start date**	13/10/2022
Re-registration closing date	11/11/2022
Module withdrawal date	11/11/2022
Exam period	02/01/2023 – 21/01/2023
Exam results release date	03/03/2023

2023

Spring Trimester January 2023 – May 2023	Key Dates
Closing date for applications*	27/01/2023
Closing date for module registrations (Including fees)	10/02/2023
Trimester start date**	07/02/2023
Re-registration closing date	20/03/2023
Module withdrawal date	20/03/2023
Exam period	06/05/2023 – 20/05/2023
Exam results release date	30/06/2023

2023

Summer Trimester June 2023 – September 2023	Key Dates
Closing date for applications*	26/05/2023
Closing date for module registrations (Including fees)	09/06/2023
Trimester start date**	06/06/2023
Re-registration closing date	14/07/2023
Module withdrawal date	14/07/2023
Exam period	02/09/2023 – 16/09/2023
Exam results release date	27/10/2023

* Places may be available after this date depending on availability
** Member Resources in IOB Learn

IOB Learn

IOB members gain exclusive access to IOB Learn, our innovative personalised learning platform and mobile app. Powered by artificial intelligence, this dynamic platform is a first in Irish education. IOB Learn helps you keep pace with a sector in transformation.

Access exclusive content

Access the latest industry insights and thought leadership on financial services. Follow content channels in topics such as risk, compliance, digital innovation and ESG to stay up to date with sector trends and best practices.

Learn at your pace

Learn at a time and pace that suits you with the full library of archived IOB events and webinars. IOB Learn is your ticket to the conversations that matter.

Start a new pathway

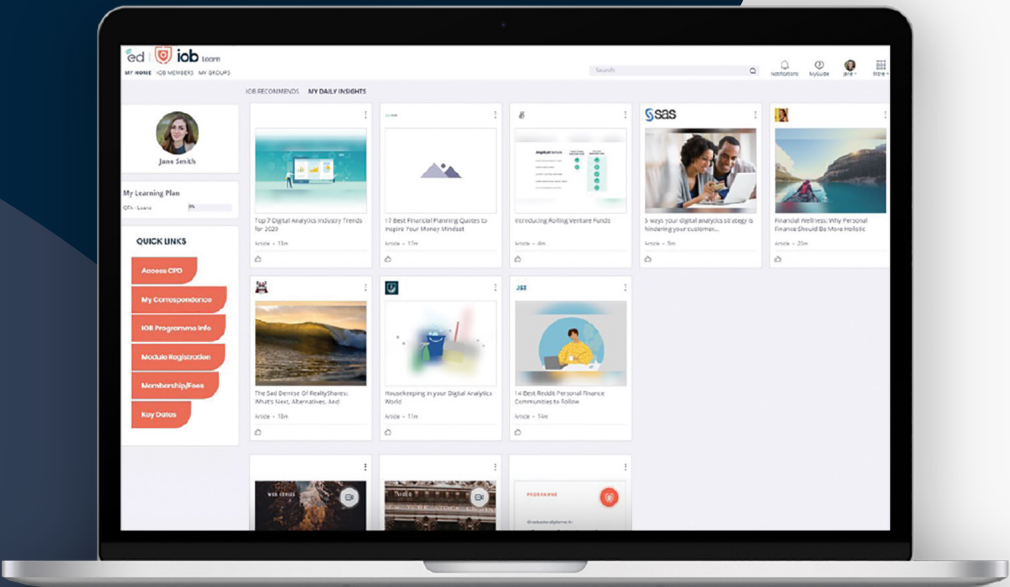
Set your own learning goals and follow a learning pathway to boost your skillset. See how IOB Learn's algorithm can help you to gain expertise with bitesize content and courses.

Explore your module and CPD resources

Find your module materials, resources and CPD content for professional designations on one dedicated platform.

Boost your wellbeing

The Wellness Channel on IOB Learn has a suite of inspiring courses, videos and articles from international experts to help you manage stress and develop positive new habits.



Learn. Connect. Progress.

IOB Learn powers your professional development.



Access and engage with over 200 hours of content



Follow learning pathways



Watch webinars, events and browse micro-learning content



Log CPD hours on-the-go



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