



# Prospectus

2022—2023



A recognised  
college of UCD

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# Welcome

## **IOB is where learning ignites change.**

It starts with our members – a network of over 32,900 financial services professionals with a shared passion for education and delivering the highest standards of excellence for customers, clients and society.

As the sector continues to transform with evolving customer preferences, technology advancements and new regulatory requirements, we connect you to the guidance, conversations and ideas that matter.

Here you will find the industry experts and renowned thought leaders shaping the future of financial services. Our valued faculty bring a wealth of industry expertise and experience to every IOB programme.

Our online learning options allow you to study in a way that suits you and your busy schedule. Like financial services, education is changing and we are proud to be at the forefront of that change. With innovative solutions such as IOB Learn – our new personalised learning platform – IOB is setting new benchmarks for learning and development in financial services and beyond.

As an education partner for financial services, we work closely with industry leaders across banking, fintech, payments and funds to ensure our education portfolio meets the future needs of the sector. In recent years, our programmes in areas such as sustainability, wealth management and digital and data analytics have helped our members to drive real progress and succeed in today's ever-changing business environment.

We look forward to welcoming you to the IOB community, where you can connect with your peers, grow your expertise and advance in your career.

Good luck with your studies!



**Mary O'Dea**  
Chief Executive, IOB

# Meet 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

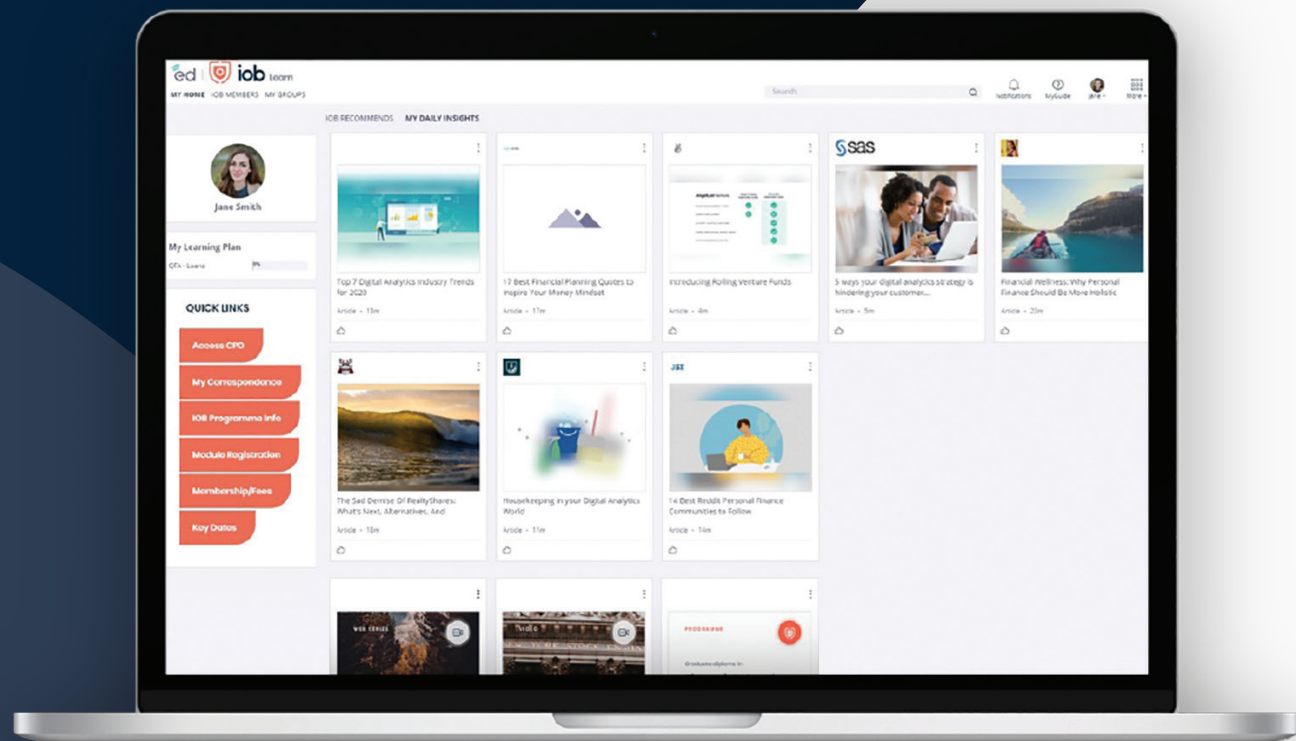
Set your own learning goals and follow a learning pathway to boost your skillset. See how IOB Learn's algorithm can help you to gain expertise with bitesize content and courses.

## Explore your module and CPD resources

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

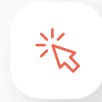
## Boost your wellbeing

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



# IOB

We are your lifelong learning partner, helping you to advance your career and realise your full potential.



A recognised college of UCD

## Over 32,900

members

We are a professional network of members who work in the banking and international financial services sector.

When you join IOB you become part of Ireland's largest professional membership organisation.



## 8,500

people studied with us last year

Our online learning options allow you to learn in a way that suits you (and your busy life).

## Badge of excellence

Earn industry recognised qualifications accredited by UCD.



## 1898

### founded

For 120 years we've been thinking about tomorrow.

## Realise your potential

Start a learning pathway on IOB Learn with short courses and micro-learning content tailored to your interests, goals and career ambitions.

## 40+

### programmes

We're a recognised college of UCD, and a centre of excellence in providing specialist education.

## IOB Learn

IOB Learn is your personalised learning platform and mobile app to help you keep up with industry trends, develop your leadership skills and boost your wellbeing.

## 11 channels

### on IOB Learn

- Career
- Compliance
- Credit and Lending
- Culture
- Digital
- ESG



## 23,800

### designates

We have the largest CPD community in Ireland with 14 designation schemes including Central Bank recognised designations.

## 100+

### member events

In 2021 we hosted over 100 exclusive events.

These member events are your ticket to conversations and insights with industry leaders and disruptors.

# About IOB

## Who we are

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. IOB has 25 corporate members consisting of leading banks and international financial services firms.

A recognised College of UCD, IOB is a centre of excellence in the provision of specialist education and lifelong learning to the financial services sector with programmes for members at every stage of their career. 8,500 people studied with IOB last year and we have the largest continuing professional development community in Ireland with 23,800 registered members, committed to lifelong learning.

IOB was founded in 1898 and is one of the oldest banking institutes in the world. It is a not-for-profit organisation providing education for public benefit.

## Our Goal

In our chosen markets and sectors, to be the leading, progressive, authoritative expert in financial services education by combining academic rigour and practical application.

## Our Purpose

Educate, enable and empower a community of professionals to achieve their full potential in delivering financial services to the highest standards with better outcomes for their customers, clients and for society.

## Our Vision

An ethical, sustainable and continuously learning financial services community that contributes to a thriving economy.

## An education framework for the banking profession

Through our Professional Education Framework, IOB provides a core set of qualifications and a professional pathway for everyone in banking and financial services – from Customer Adviser to Board Director. Developed in conjunction with the banks and UCD, the Framework supports you in developing your knowledge and your transferable skills. It enhances your capability and confidence in developing your career and in availing of new

opportunities. It also sustains your employability in the context of changing industry and organisational needs.

The Framework is open to everyone, whatever your age, career stage, qualifications, experience, specialism and ambition.

## Our programmes

Our comprehensive portfolio of more than 40 educational programmes includes professional certificates and diplomas (level 7) on the National Framework of Qualifications, degree (level 8) and Masters degree qualifications (level 9). Our programmes are credit based, using the European Credit Transfer and Accumulation System (ECTS).

No matter what your current role is or what your career goals are, you will find a programme that helps you to do your job better, enhances your promotion prospects, and enables you to meet and exceed both customer and regulatory requirements.

## Pathway to further qualifications

Our qualification structure is built on a credit accumulation system. If you have school-leaving qualifications, for example, the framework affords you a direct pathway to progress from level 7 to level 8 and onto our postgraduate level 9 programmes.

Similarly if you hold 30 credits at level 7, you have a direct pathway to progress onto a level 8 programme and 30 credits at level 8 provides you with a direct pathway to level 9 programmes.

We ensure that, when necessary, our programmes and Continuing Professional Development (CPD) modules give you the education, current knowledge and skills you need to meet the Central Bank's regulatory requirements, including the Minimum Competency Code and Fitness and Probity requirements.

Our executive and specialist programmes are designed for non-executive directors, senior executives and high-potential managers within the financial services sector. We support the development of members to become the industry leaders of tomorrow.

## Lifelong Learning

Lifelong Learning is vital for our professional community. Keeping your qualifications and knowledge up-to-date enables you to meet and exceed customer and regulatory requirements.

Our comprehensive and cost-effective CPD programme includes:

- eCPD online modules, incorporating multi-media (audio, video and animation) that are accessible on PCs and tablets
- Topical webinars
- Events in locations around Ireland
- Accreditation for CPD hours of company events and programmes
- Online CPD record where you can manage and return your CPD hours
- CPD Annual Update Manual (where relevant to your designation)

Many of our qualifications count for CPD hours. Find out more about our CPD schemes and services at [iob.ie/info/cpd](http://iob.ie/info/cpd)

## Excellence

Innovation is one of IOB's core values. We constantly strive to introduce new ideas, new education programmes and services, and to improve our services for our members.

IOB is committed to developing programmes which achieve the best levels of quality, relevance and recognition.

Through the independence, rigour, practical relevance and quality of our education programmes and learning experience, academic excellence is at the heart of what we stand for.

## Education services

As a recognised College of UCD, our programmes draw on the strengths and expertise of both IOB and UCD, as well as those of our national and international educational and professional partners. When you complete one of our academic programmes, you receive your academic award from UCD.

Our programmes are designed for those with professional or school-leaving qualifications and graduates who want to pursue management or careers in banking and financial services.

We offer a diverse range of certificates and diplomas, which are designed to give you immediately applicable skills and technical expertise. Each certificate and diploma develops your understanding of the financial services industry, gives you analytical skills and practical knowledge in a specialist field and, where relevant, satisfies the Central Bank of Ireland's Minimum Competency Code.

Our degree and postgraduate programmes give you the knowledge, competencies, critical thinking, decision-making skills and vision you need to ensure that our industry is at the front line of international best practice.

## Active in Europe

IOB is an active member of EBTN, the European Banking and Financial Services Training Association, which brings together banking institutes and education bodies in Europe. It has 26 European country members and 14 associate members. EBTN represents the interests of the leading banking institutes in Europe and beyond and draws attention to issues of strategic interest to providers of education and training in banking in a sustainable manner. EBTN also promotes joint education, training and research initiatives. IOB was the first education body in Europe to achieve the "Triple E" quality standard in financial services education awarded by EBTN.

For further information, please visit [www.ebfn-association.eu](http://www.ebfn-association.eu)



# Programmes and Designations\*\* 2022—2023

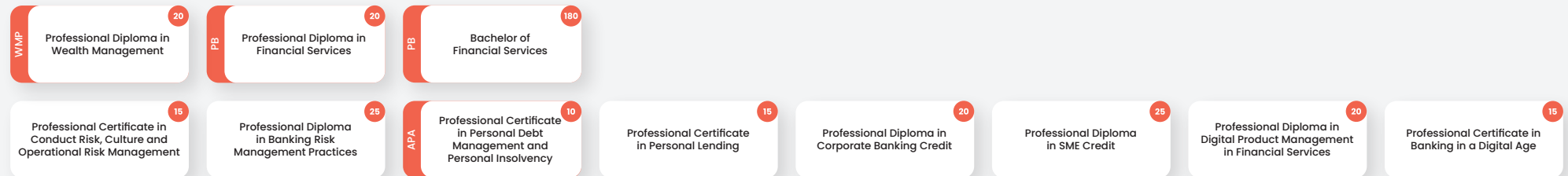
**Step 5 (Executive Education)** Certified Bank Director and Certified Investment Fund Director designations



**Step 4 (NFQ† level 9)** Chartered Banker designation



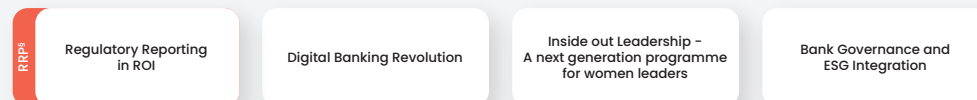
**Step 3 (NFQ† level 8)** Professional Banker designation



**Step 2** Complete at least one Specialist Programme at NFQ Level 8



**(Short Courses) Step 1 (NFQ† Level 7)** You must attain 30 ECTS credits at NFQ Level 7



## Key

\* The Professional Education Framework for banking is a flexible education pathway that provides learning and development opportunities wherever you are in your career. The commentary on the left details one path up through the framework, but you can access the framework at any step to take specialist qualifications, depending on your career and learning need.

\*\* Professional designations are a recognition of educational achievement and professional standing. They are an endorsement of academic qualifications, professional knowledge and experience.

† NFQ - National Framework of Qualifications.  
‡ Accredited Funds Professional.  
§ Regulatory Reporting Professional.  
ECTs - European Credit Transfer and Accumulation System.

# Professional Designations – your badge of excellence

## What are they?

Professional designations are a recognition of educational achievement and professional standing. They are an endorsement of academic qualifications, professional knowledge and experience. They are your badge of excellence in your profession.

On successful completion of a relevant qualification you will be invited to the appropriate professional designation. Subject to satisfying its Continuing Professional Development (CPD) requirements, holders of designations are entitled to use certain qualifying letters or titles after their name. Examples are Chartered Banker, Professional Banker and Qualified Financial Adviser (QFA). IOB awards a number of professional designations.

## Why are they important?

IOB's programmes and the designations leading from them are portable and several of them are leading international designations with world-wide reputation.

Designations are important because they meet the expectations of customers and regulatory requirements.

## What role does CPD play and why is it necessary?

Learning and professional development do not stop once you have obtained your qualification, they are the basis of lifelong learning keeping you up-to-date as a professional through ongoing CPD. It is a process which continues for the rest of your professional life to ensure that you can keep up-to-date and maintain your professional knowledge, skills and competence. CPD is therefore central to sustaining a professional designation and integral to lifelong learning.

CPD is a mandatory regulatory requirement to maintain certain banking and financial services designations under the Central Bank of Ireland's Minimum Competency Code.

IOB offers a comprehensive range of CPD online programmes, seminars, events and other services. IOB has the largest CPD management system in Ireland with over 23,800 registered members.

## Accredited Product Adviser (APA) and Qualified Financial Adviser Diploma (QFA)

The APA designation allows individuals to become accredited in one or more of the eight categories of retail financial products under the Central Bank's Minimum Competency Code.

To be awarded the Professional Certificate in Financial Advice, an individual must pass the module Regulation and one of four other optional modules (see Figure 1). The precise APA awarded is determined by the elective modules passed. For example, those passing Regulation and Loans are eligible for APA (Loans) and those passing Regulation and Life Assurance for APA (Life Assurance). Individuals may subsequently complete additional elective modules to 'extend' their APA. For example, a person with an APA (Savings and Investments) who goes on to complete the Loans module will be eligible for the APA (Savings and Investments, Loans). However, the Regulation module has to be passed only once and the Professional Certificate in Financial Advice is awarded only once.

As can be seen in Figure 1, the Professional Certificate and related APAs are both qualifications/recognised designations in their own right and stepping stones to the prestigious Professional Diploma in Financial Advice/Qualified Financial Adviser (QFA) designation. For example, a person who has achieved an APA in five product categories (i.e. completed Regulation and four other modules) must complete only the module Financial Planning to be eligible to apply for the Qualified Financial Adviser (QFA) designation.

QFA is the benchmark professional designation in financial advice for those working in Irish banking and financial services.

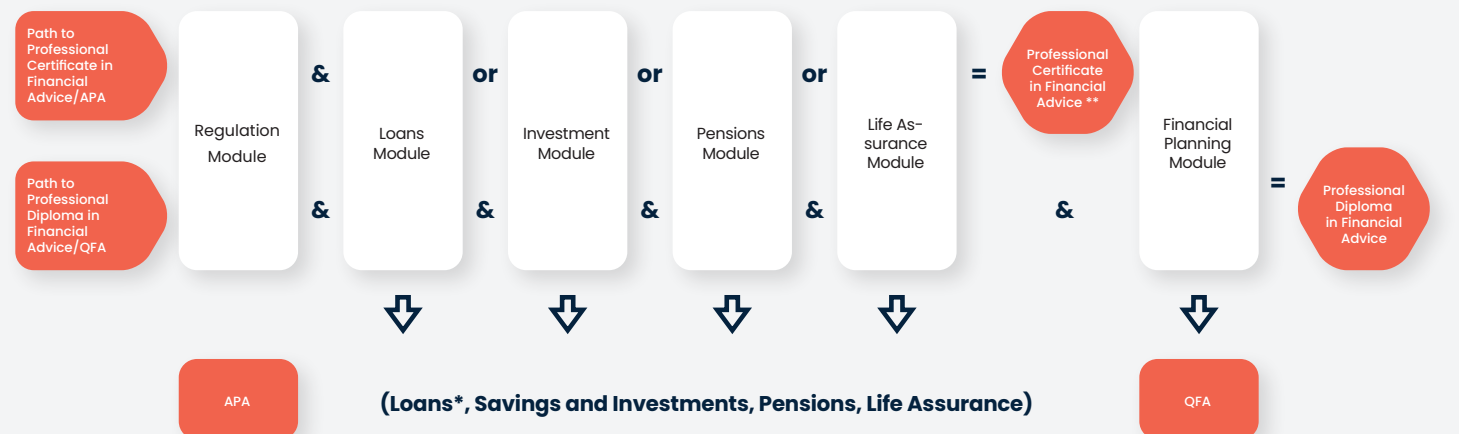
### Route to APA:

Professional Certificate in Financial Advice

### Route to QFA:

Professional Diploma in Financial Advice

**Figure 1: Path to APA and QFA designation**



\* Holders of the APA (Loans) designation are accredited to advise on (and undertake specified functions relating to) the Housing Loans and Consumer Credit product categories.

\*\* The Professional Certificate in Financial Advice (PCFA) and the designation APA are awarded only once on completion of Regulation and one of the following modules: Loans, Investment, Pensions, Life Assurance. Thereafter, members may pass additional elective modules to 'extend' their APA, thereby becoming accredited for additional retail financial product categories.

# Professional Designations – your badge of excellence

## Retirement Planning Professional (RPP)

This professional designation is awarded by IOB on successful completion of the Professional Certificate in Pensions and Retirement Advice. The award and designation will certify holders as having attained a standard of skill and competency at a level above the Minimum Competency Code (MCC) in the APA (Pensions).

### Route:

Professional Certificate in Pensions and Retirement Advice

## Wealth Management Professional (WMP)

This professional designation is awarded by IOB on successful completion of the Professional Diploma in Wealth Management. This award and designation will provide a clear career pathway to holders of the QFA who wish to develop their career in the rapidly expanding specialism of Wealth Management.

### Route:

Professional Diploma in Wealth Management

## Registered Stockbroker

The Professional Certificate in Stockbroking and attaching APA and Registered Stockbroker designation satisfies the Central Bank of Ireland's Minimum Competency Code for those who wish to arrange, advise on or undertake specified functions, for the category of retail financial product 'Savings and Investments'.

Holders of the certificate are invited to apply for the APA (Savings and Investments) and Registered Stockbroker designation. Continued use of the designation is subject to meeting annual CPD requirements.

### Route:

Professional Certificate in Stockbroking

## Accredited Funds Professional (AFP)

Accredited Funds Professional designation was developed in conjunction with Irish Funds. The professional designation is awarded by IOB to those who have successfully completed the Professional Certificate in International Investment Funds Services (or the previously named programmes; Certificate in Mutual Funds, Professional Certificate in Investment Fund Services, Specialist Certificate in Investment Fund Services) and the Professional Certificate for Designated Persons in a Fund Management Company, or have at least four years relevant industry experience.

Designates who complete the requisite Continuing Professional Development are entitled to use the designation 'Accredited Funds Professional'.

### Route:

Professional Certificate in International Investment Funds Services

Professional Certificate for Designated Persons in a Fund Management Company

## Professional Banker

Professional Banker is a prestigious professional designation awarded by IOB. Professional Bankers are recognised for their knowledge of and proficiency in banking. It is a fundamental requirement for those seeking to develop and advance a career in financial services, including management roles.

Designates who complete the requisite Continuing Professional Development are entitled to use the designation, 'Professional Banker'.

### Route:

Professional Diploma in Financial Services

Bachelor of Financial Services

## Chartered Banker

Chartered Banker is the gold standard, internationally recognised professional designation, awarded jointly by IOB and the Chartered Banker Institute (Scotland). Chartered Bankers are recognised as well equipped for a leadership role in financial services.

Designates who complete the requisite Continuing Professional Development are entitled to use the designation 'Chartered Banker'.

### Route:

Professional Diploma in Banking

## Certified Bank Director (CBD)

The Certified Bank Director designation is unique in Europe and is regarded as the qualification of choice for bank directors. On successful completion of the Certified Bank Director programme, participants are invited by IOB to apply for the professional designation of Certified Bank Director.

Designates who complete the requisite Continuing Professional Development are entitled to use the designation 'Certified Bank Director'.

### Route:

Certified Bank Director programme

## Certified Investment Fund Director (CIFD)

Those who complete the Certified Investment Fund Director programme and who complete the requisite Continuing Professional Development will be entitled to use the designation Certified Investment Fund Director.

### Route:

Certified Investment Fund Director programme

# Professional Designations – your badge of excellence

## Licentiate of the Compliance Institute (LCI)

Licentiate of the Compliance Institute (LCI) is awarded to those who successfully complete the Professional Diploma in Compliance (PDC). Continued use of this designation and the designatory letters LCI is subject to meeting the Compliance Institute's CPD requirements.

The PDC and attaching LCI designation is one of the recognised qualifications under the Central Bank of Ireland's Minimum Competency Code for those who 'adjudicate on any complaint communicated to a regulated firm by a consumer which relates to advice about a retail financial product provided to that consumer or the arranging of a retail financial product for that consumer'. The LCI designation is also recognised by IFCA (International Foundation of Compliance Officers) as Internationally Certified Compliance Professionals (ICCP). There are more than 1,450 LCIs currently in Ireland.

### Route:

Professional Diploma in Compliance

## Fellow of the Compliance Institute (FCI)

FCI is the highest professional designation awarded by the Compliance Institute. Fellowship is awarded to those who have successfully completed the MSc in Compliance and who, as members of the Compliance Institute, undertake to meet ongoing Continuing Professional Development requirements. Fellows are entitled to use the designation 'FCI'.

### Route:

MSc in Compliance

## Certified Ethics and Cultural Advisor (CECA)

Individuals who complete the Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services, are entitled to apply for the designation offered by the Compliance Institute 'Certified Ethics and Cultural Advisor' and use the designatory letters CECA. Continued use of this designation is subject to meeting the Compliance Institute's Continuing Professional Development requirements.

### Route:

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

## Certified Data Protection Officer (CDPO)

Those who complete the Professional Certificate in Data Protection programme and who, as members of the Compliance Institute, complete the requisite Continuing Professional Development will be entitled to use the designation 'CDPO' – Certified Data Protection Officer.

### Route:

Professional Certificate in Data Protection

## Certified Financial Crime Prevention Practitioner (CFCP)

Those who complete the Professional Certificate in Financial Crime Prevention programme and who, as members of the Compliance Institute, complete the requisite Continuing Professional Development will be entitled to use the designation 'CFCP' – Certified Financial Crime Professional.

### Route:

Professional Certificate in Financial Crime Prevention

## Asset Management Professional (AMP)

This professional designation is awarded by IOB on successful completion of the Professional Certificate in Asset Management. The AMP designation, underpinned by both UCD and IOB, is set to become the premier professional designation for those working in Asset Management administration in Ireland.

### Route:

QFA designate plus  
Professional Certificate in Asset Management

## Regulatory Reporting Professional

Regulatory Reporting Professional is a prestigious designation awarded by IOB. Regulatory Reporting Professionals are recognised for their core knowledge with respect to the risks within the banking sector that the regulators are monitoring via the regulatory returns.

Designates who complete the requisite Continuing Professional Development are entitled to use the designation, Regulatory Reporting Professional.

### Route:

Regulatory Reporting in ROI

## Certified Financial Planner™

Certified Financial Planner professional (CFP®) certification is the world's most widely respected financial planning designation and it marks the Certified Financial Planner as being competent, ethical and professional to the highest global standards.

At the end of 2021, there were 203,312 CFP professionals in 27 countries around the globe, including all of the main developed and developing economies. Global numbers have increased by almost 15% over the last three years.

The first cohort of candidates in Ireland were CFP certified (with the Graduate Diploma in Financial Planning) in early June 2011. There are now 831 CFP professionals in Ireland.

### Route:

Graduate Diploma in Financial Planning

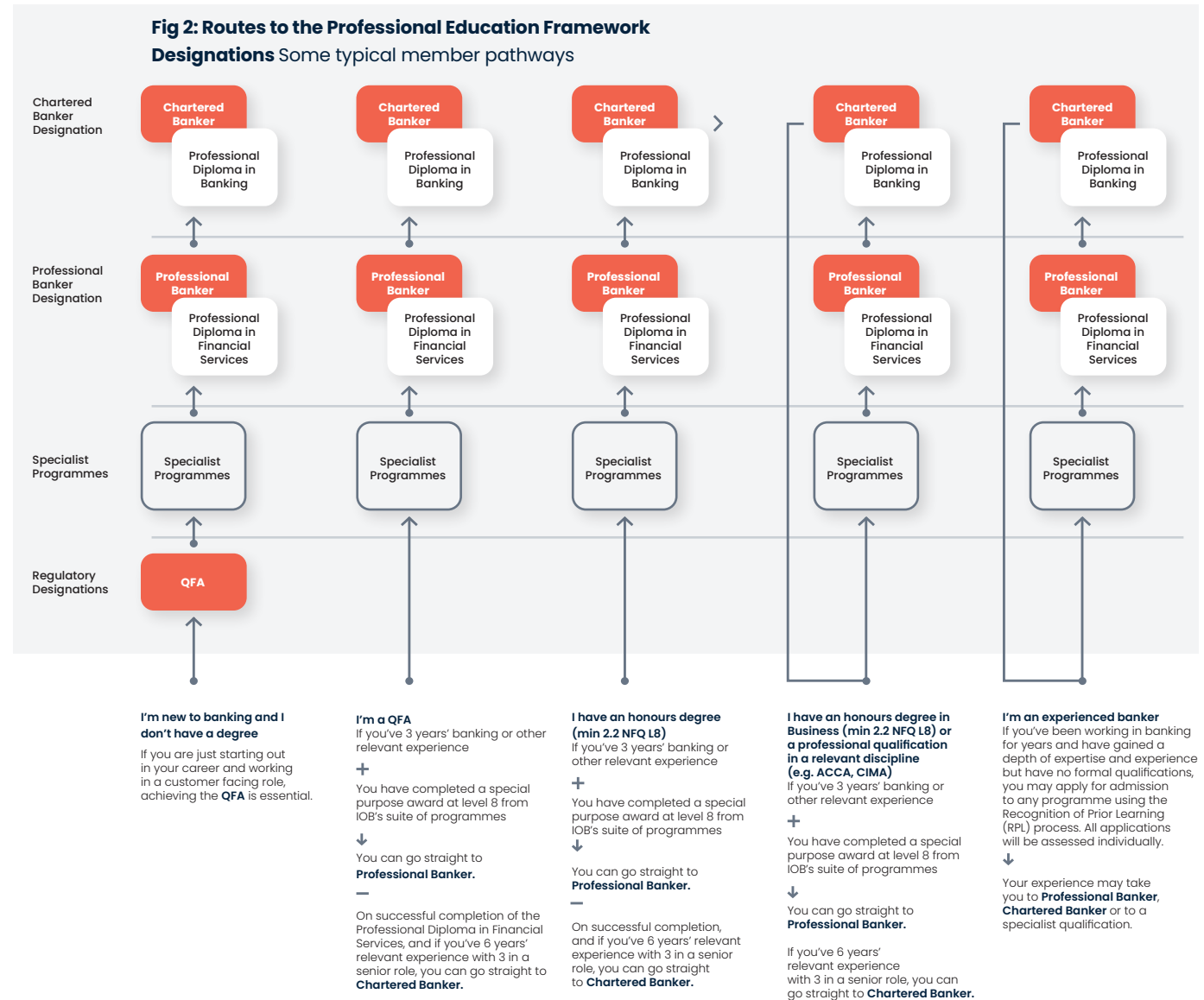
# The Professional Education Framework – An Overview

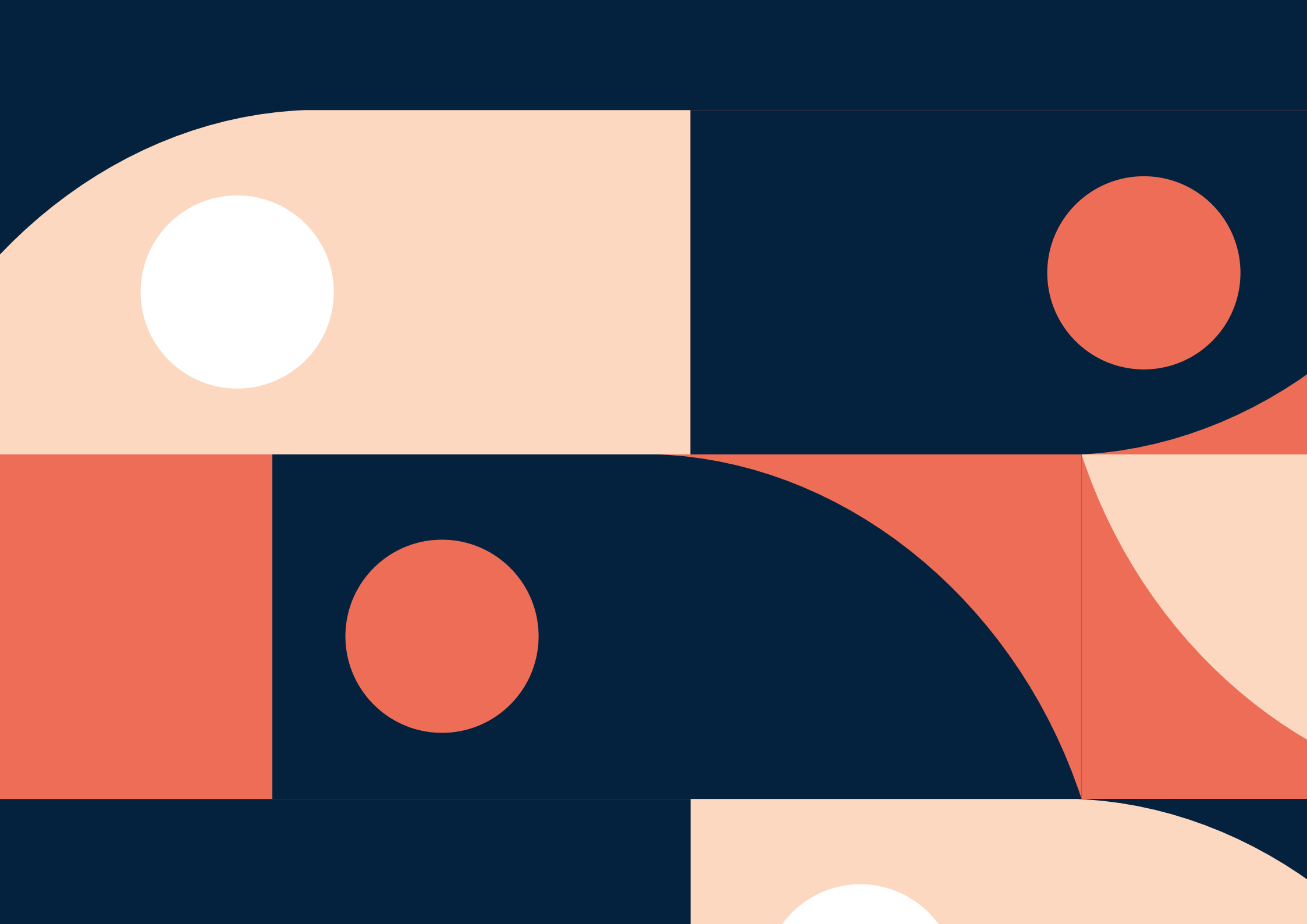
The Professional Education Framework is a core set of designations for everyone working in the banking profession, from Customer Adviser to Board Director. Developed in conjunction with the banks and UCD, the Framework responds to the expectations of customers, the industry's changing business needs and the requirements of regulation. The Framework is at the heart of advancing professional excellence in the banking profession.

## What's in it for you?

The Professional Education Framework:

- Supports you in developing your knowledge and skills in the essential areas of financial services
- Will furnish you with tailored programme options as appropriate for you
- Provides high quality education with academic awards from UCD, Ireland's largest university
- Offers three core industry professional designations, Professional Banker, Chartered Banker and Certified Bank Director, which recognise your educational achievement, experience and professional standing. They are your badge of excellence
- Evidences standards of proficiency as expected under the Central Bank of Ireland's Fitness and Probity regime
- Enhances your capability and confidence in developing your career and availing of new opportunities
- Sustains your employability in a fast changing industry.





## Short Courses – An Overview

The IOB suite of Short Courses introduce a range of emerging topic areas in Banking, Financial Services and Funds. They are open to all regardless of previous education, and delivered online, therefore they can be accessed from anywhere and taken at your own pace.

These courses cover the full spectrum of emerging opportunity across the industry, including; Digital, ESG, Leadership, Retail and Risk. Each course will provide candidates with a grounding in a specific topic area. In doing so, it will allow candidates explore their interest and enable a realistic evaluation of possible career opportunities.

Each course will provide the opportunity to connect with faculty and network with peers. It will enable you to develop transferrable skills and advance your career. On completion, candidates will have the confidence to progress to the next level via the IOB full suite of UCD accredited programmes, should they wish to do so.

If you have an interest in an emerging topic, an IOB short course is the ideal 'taster' to get started!

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## Short Courses

Regulatory Reporting in ROI

Regulatory Reporting Professional

Digital Banking Revolution

Inside out Leadership –  
A next generation programme  
for women leaders

Bank Governance and ESG Integration

## Regulatory Reporting in ROI (RRP)

### Who is this course for?

This course is designed to provide you with core knowledge with respect to the risks within the banking sector that the regulators are monitoring via the regulatory returns. It will also provide you with regulatory reporting skills to ensure compliance with the regulatory demands for more detailed and robust regulatory reporting.



The course comprises of six one-day practical modules with each module examining the main characteristics of each principal risk area, the key regulations which are in force and the applicable reporting requirements. You will gain new, practical skills associated with the mechanics of regulatory reporting, and be able to apply them immediately.

### How you will benefit

At the end of the course you will be able to:

- Articulate the main areas of risks in banking that regulation seeks to mitigate
- Explain the regulatory rationale underpinning the reporting requirements associated with the risks in banking
- Explain the main regulatory reporting compliance requirements, including Capital Requirements Regulation (CRR) reporting requirements
- Describe the mechanics of regulatory reporting
- Explain the interrelatedness of the regulatory requirements and how they relate to the overall financial condition of a bank.

### Curriculum

You study six modules:

1. Regulatory Reporting Environment
2. CoRep & Related Returns
3. Statistical Reporting
4. Liquidity Returns
5. FinRep Returns
6. Other Regulatory Returns

The course is delivered on a part-time basis and each module will take place over six days.

### Award/Designation

When you successfully complete this course, you will earn the professional designation of Regulatory Reporting Professional from IOB and will be invited to the relevant designation and CPD scheme. The designation is maintained through completion and return of annual CPD hours.

### Delivery and Assessment

This course is delivered online, please visit [iob.ie/programme/regulatory-reporting-in-roi](http://iob.ie/programme/regulatory-reporting-in-roi) for details on the assessment methods.

### Entry requirements

There are no specific entry requirements for this course.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

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

### How to enrol

For further information, including module content, fees, closing dates and to enrol online, visit [iob.ie/programme/regulatory-reporting-in-roi](http://iob.ie/programme/regulatory-reporting-in-roi)

### Contact us

Aisling O'Sullivan  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



# Digital Banking Revolution

## Who is this course for?

This engaging online course has been created to allow you to navigate the complex digital landscape and have more confident conversations with customers and colleagues about the opportunities and challenges that digital presents. It is designed for everyone who works in banking and financial services.

Responding to rapidly changing customer expectations, new digital technologies, new competition and the need to achieve greater efficiencies, banks and financial services firms are transforming to digital organisations of the future.

The purpose of this course is to describe the digital transformation that is underway and provide an appreciation of banking in this new reality. The course outlines what customers expect and explains key digital technologies and the powerful new digital tools. It sets out the conduct of business obligations in the provision of products and services in the digital environment and the importance of ensuring security and customer trust. It provides insights on how the nature of work in a customer centric digital organisation is changing and what future developments are coming down the track.

## How you will benefit

On completion of this course you will:

- Understand digital business and its transformational impact on banking and financial services
- Describe the main elements of the digital financial services ecosystem, identify the competitive opportunities and threats
- Appreciate changing customer expectations and the implications for products and services and the customer experience
- Understand the conduct of business obligations to customers in digital financial services
- Understand the cyber threats and the responsibilities of digitally enabled financial services organisations and employees in ensuring security and customer trust
- Appreciate emerging developments and trends.

On completion of this course you will be equipped to hold conversations confidently with colleagues and customers about banking and financial services in a new digitally evolved reality.

## Curriculum

You study six modules:

1. The New Reality
2. What Customers expect in the Digital Age
3. Conduct of Business Obligations in Digital Financial Services
4. Security and Trust
5. The Digital Financial Services Ecosystem
6. What's Next – Future Developments

## Award

When you successfully complete this course, you will be awarded a digital certificate from IOB.

## Delivery and Assessment

This course is delivered online, please visit [iob.ie/programme/digital-banking-revolution](http://iob.ie/programme/digital-banking-revolution) for details on the assessment methods.

## Duration

Minimum three hours.

You can enrol for and complete the course any time that suits you.

## Entry requirements

There are no specific entry requirements for this course.

## Professional body membership

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

## Continuing Professional Development (CPD)

One CPD hour will be awarded to holders of the QFA, Professional Banker and Chartered Banker designations on completion of the following modules:

- Conduct of Business Obligations in Digital Financial Services (30 minutes)
- Security and Trust (30 minutes)

## How to enrol

For further information, including module content, fees and to enrol online, visit [iob.ie/programme/digital-banking-revolution](http://iob.ie/programme/digital-banking-revolution)

## Contact us

Sinéad O'Reilly  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Inside out Leadership – A next generation programme for women leaders

### Who is this programme for?

IOB is delighted to partner with WomanUp to bring you this unique leadership programme that is specifically designed for women working in the financial services sector, to give you the critical skills and confidence to lead authentically in today's rapidly changing business environment.

The Inside out Leadership programme is for women working in managerial roles within the financial services sector and who:

- Are at key inflection points in their careers
- Have been identified as potential future leaders within their organisations or who have recently assumed new managerial responsibilities
- Face unique challenges in progressing to more senior roles compared with men.

### How is the programme structured?

- Individual: leading authentically from within by empowering participants to overcome inhibitors, identify strengths and allowing them take control of their leadership journeys
- Organisation: enabling participants to develop their business acumen to make greater strategic contributions to their organisations
- Network: facilitating learning by engaging with established leaders who share their career journeys and participating in the new IOB network to support women.

### What are the programme's differentiators?

The Inside out Leadership programme offers a blend of techniques designed to address the known barriers women face to career advancement. It integrates transformational learnings in relation to behaviours, drivers and mindset with technical learning designed to enhance commercial awareness within the financial services sector.

Combining both facilitates transformational change in relation to how participants can:

- Understand and overcome the blockers to progression, empowering them to lead with confidence and authenticity
- Develop their business acumen by acquiring more knowledge and skills to influence in areas such as strategy, risk, culture and sustainability, which will help open more doors to promotion.

The seamless integration of content from IOB and WomanUp ensures that both the behavioural and technical knowledge requirements of this cohort are addressed in a single programme.

### Curriculum

You study six modules:

1. Looking Inwards: Changing Behaviours and Enhancing your Leadership Impact
2. Sustainability, Data and Digital
3. Looking Outwards: Developing your Personal Brand and Networks
4. Finance and Risk
5. Culture and Strategy
6. Looking Forward, becoming more Strategic, Visionary and Resilient

### Award

When you successfully complete this programme, you will be awarded IOB's Inside out Leadership digital certificate.

### Delivery and Assessment

This programme is delivered on a part-time basis over a 20 week period.

### Professional body membership

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

### Express an interest

For further information, including module content, fees, closing dates and to express an interest, visit [iob.ie/programme/inside-out-women-leaders](https://iob.ie/programme/inside-out-women-leaders)

### Contact us

**Edel Hayden**  
Programme Manager – Executive Education

E: [edel.hayden@iob.ie](mailto:edel.hayden@iob.ie)

## Bank Governance and ESG Integration

### Who is this course for?

In response to the volume, complexity and myriad sources of Environmental, Social, and Governance (ESG) related regulation and guidelines, IOB has designed this one-day Executive Education Programme to support those charged with governance within credit institutions in navigating stakeholder expectations and in mainstreaming ESG and sustainable finance considerations into their governance frameworks.

This programme has been designed for senior executives in credit institutions who are at the coal face of ESG integration. It would also be highly valuable to board members interested in a programme that pulls the key ESG strands together in a practical and accessible way.

### How you will benefit

Upon completion of this one-day course, you will:

- Gain a comprehensive understanding of the drivers (NGO, legislative, regulatory, best practice) of the ESG agenda, stakeholder expectations and the related governance context within which credit institutions must operate
- Understand the terminology within this evolving governance paradigm
- Fully understand why the system of governance must be the driving force behind any environmental and societal and sustainable finance initiatives
- Appreciate how strategic opportunities related to the EU Action Plan and environmental and societal aspects must be mainstreamed into an organisation's risk management framework including an understanding of the critical link between ESG risk, corporate risk appetite, strategy setting and capital;
- Understand the relationship between ESG risks, bank balance sheets, stress tests and economic and regulatory capital requirements
- Understand the different economic scenarios driven by physical and transitional risks from climate change over the next 30 years, and how they will impact capital in regulatory and internal stress tests (ICAAPs)
- Effectively participate in the wider discourse on strategy incorporating environmental and societal considerations.

### Curriculum

You study two modules:

1. **Module 1 – ESG legislative, regulatory and stakeholder context for banks**
2. **Module 2 – ESG risks, bank balance sheets, stress tests and economic and regulatory capital requirements**

### Award

When you successfully complete this course, you will be awarded IOB's Bank Governance and ESG Integration digital certificate.

### Delivery and Assessment

This online course will be delivered via Zoom over one day:

#### Cohort 1

- Wednesday 14 September 2022

#### Cohort 2

- TBC

Participants will be provided with a comprehensive reading list to support self-directed learning before and after the course.

### Entry requirements

There are no specific entry requirements for this course.

### Professional body membership

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

### How to enrol

For further information, including module content, fees and to enrol online, visit [iob.ie/programme/governance-frameworks-esg-integration](https://iob.ie/programme/governance-frameworks-esg-integration)

### Contact us

Edel Hayden  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Accredited Programmes – An Overview

IOB is a recognised college of University College Dublin (UCD). All IOB educational programmes at Levels 7, 8 and 9 are accredited by UCD and result in a Professional Certificate, Diploma, Degree, Postgraduate Diploma or Master's qualification awarded by UCD. All programmes, via UCD, are on the National Framework of Qualifications (NFQ) and so are nationally and internationally recognised.

Programmes on the NFQ are classified by level. The level gives the standard of the programme learnings: Level 7 – Ordinary Degree; Level 8 – Honours Degree and Level 9 – Master's Degree standard. Moving up the levels requires more advanced learning from the student – from knowledge acquisition at Level 7; through analysis at Level 8; to critical evaluation at Level 9.

At each level awards can also vary, depending on the amount of study and student input required. Student input is measured by European Credit Transfer System (ECTS) credits – standard units of student learning. Awards are classified by the total number of ECTS credits into award types as follows:

- Professional Certificate programmes comprise from 5 ECTS credits up to 20 ECTS credits
- Professional Diploma programmes comprise from 20 ECTS credits to 30 ECTS credits
- Postgraduate Diploma programmes comprise 60 ECTS credits
- Master's Degree programmes comprise 90 ECTS credits

The following sections of the prospectus give both the award level and award type for each programme. This information will allow students to access the degree of challenge and the amount of input required of each programme.

## University Qualifications (Level 7)

Professional Diploma in Financial Advice

30

(QFA)

Professional Certificate in  
Financial Advice

10

(APA)

Professional Certificate in  
Consumer Credit

5

(APA)

Professional Certificate in Pensions

5

(APA)

Professional Certificate in Pensions  
and Retirement Advice

10

(RPP)

Professional Certificate in Stockbroking

10

(APA)

Professional Certificate in  
International Investment Fund Services

15

(AFP)

Professional Certificate in Complex  
Financial Instruments in International  
Financial Services

10

Professional Certificate in Compliance

10

Professional Diploma in Compliance

10

(LCI)

Professional Certificate in FinTech

10

Professional Certificate in Digital Risk,  
AML and Financial Crime Prevention

10

Professional Certificate in Digital  
Financial Services and Data Analytics

15

Professional Diploma in Banking  
Operations and Digital

30

Professional Certificate in Responsible  
and Sustainable Finance

10

Professional Certificate in Consumer  
Protection Risk, Culture and Ethical  
Behaviour in Financial Services

5

## Professional Diploma in Financial Advice (QFA)

### Who is this programme for?

The Professional Diploma in Financial Advice is a six-module level 7 qualification and is a must for all those pursuing a career in retail and business banking. It is the industry recognised, premier designation qualification, for financial advisers in retail financial services in the Republic of Ireland. If you are a financial adviser, or wish to become one in the future, then the Professional Diploma in Financial Advice will enhance the breadth and depth of your knowledge to provide consumers with sound professional advice.

*“The Professional Diploma in Financial Advice qualification is a must for anyone looking to further their career in the financial services industry. Working in branch banking has increased my knowledge of the industry and allowed me to better serve our customers. Since I have been awarded my diploma my career prospects have grown exponentially as it has opened a diverse range of possibilities to further my career.”*

**Daniel Boner**

Bank of Ireland

### How you will benefit

On successful completion of this programme and on attaining the recognised professional designation QFA, you will be able to:

- Provide competent advice to consumers regarding the various loan offerings available, the process involved and the implications of these offerings to consumers
- Discuss the need for, and types of, retirement provision available and the regulation and restrictions on such provision
- Describe relevant regulation that is used in the provision of financial services and the impact it has in this environment
- Explain the types of investment needs of consumers and the important issues arising as a result of these needs
- Provide competent advice to a consumer regarding their life assurance needs and the implications of decisions that they may make
- Use analytical skills to make recommendations to clients regarding financial planning.

### Minimum Competency Code

Holders of the Professional Diploma in Financial Advice are invited to apply for the Qualified Financial Adviser (QFA) designation thereby meeting the Central Bank of Ireland's Minimum Competency Code for those who wish to arrange, advise on, or undertake specified functions for the following five categories of retail financial products:

- Life Assurance
- Pensions
- Savings and Investments
- Housing Loans, Home Reversion Agreements and Associated Insurances
- Consumer Credit Agreements and Associated Insurances.

Continued use of the QFA designation is subject to meeting annual CPD requirements. The QFA designation is overseen by the QFA Board, which includes representatives from IOB.

### Curriculum

You study six modules:

1. Regulation
2. Investment
3. Life Assurance
4. Loans
5. Pensions
6. Financial Planning

Each module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Diploma in Financial Advice from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/financial-advice-qfa](http://iob.ie/programme/financial-advice-qfa) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Financial Advice are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme

To enrol for the Financial Planning module, candidates must have enrolled for, passed or be exempt from the first five modules: Regulation, Life Assurance, Loans, Investment and Pensions.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/financial-advice-qfa](http://iob.ie/programme/financial-advice-qfa)

### Contact us

**Ann Hodgins**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Financial Advice (APA)

### Who is this programme for?

The Professional Certificate in Financial Advice is a must for all those pursuing a career in retail and business banking. It is the benchmark qualification for product advisers in retail financial services products in the Republic of Ireland. If you are a product adviser, or wish to become one in the future, then the Professional Certificate in Financial Advice will enhance the breadth and depth of your knowledge to provide consumers with sound professional advice.

### How you will benefit

On successful completion of this programme and on attaining the recognised professional designation APA, you will be able to:

- Provide competent financial product advice to consumers
- Describe relevant regulation that is used in the provision of financial services and the impact it has in this environment
- Use analytical skills to make recommendations to clients regarding a financial product.

### Minimum Competency Code

Holders of the Professional Certificate in Financial Advice are invited to apply for the Accredited Product Adviser (APA) designation (appropriate to the product module they have successfully completed as per page 7), thereby meeting the Central Bank of Ireland's Minimum Competency Code for those who wish to arrange, advise on, or undertake specified functions for one or more of the following five categories of retail financial products:

- Life assurance
- Pensions
- Savings and investments
- Housing loans, home reversion agreements and associated insurances
- Consumer credit agreements and associated insurances.

Continued use of the APA designation is subject to meeting annual CPD requirements.

### Curriculum

You study two modules, Regulation and one of four other optional modules:

1. **Core (Module 1)**
  - Regulation
2. **Options (Module 2)**
  - Investment
  - Life Assurance
  - Loans
  - Pensions

Each module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Financial Advice from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/financial-advice-apa](http://iob.ie/programme/financial-advice-apa) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Financial Advice are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit

[iob.ie/programme/financial-advice-apa](http://iob.ie/programme/financial-advice-apa)

### Contact us

**Ann Hodgins**  
Programme Manager

**E:** [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Consumer Credit (APA)

### Who is this programme for?

The Professional Certificate in Consumer Credit, a single-module level 7 qualification, is a must for those working in retail consumer credit. It covers all the major areas of consumer credit including credit agreements, loans, credit cards and hire purchase as well as looking at the Consumer Credit Act 1995 and Consumer Protection Code.

You are introduced to key areas such as risk-assessment, issues of over-indebtedness and the supports available to consumers who find themselves in difficulty repaying credit. This professional certificate also analyses the types of life assurance and insurance products currently on the market.

### How you will benefit

On successful completion of this programme, and on attaining the recognised professional designation, you will be able to:

- Describe the growth of consumer credit protection and discuss the impact of consumer credit legislation on the Irish consumer and how this impacts on the provision of financial products and services to consumers
- Discuss the pertinent credit issues, from the perspective of a lender and how they impact the consumer
- Explain the concept of over-indebtedness and describe the supports and services available to consumers who are over indebted
- Analyse the consumer credit products and services available to consumers within the regulated framework.

### Minimum Competency Code

This programme and attaching APA designation satisfies the Central Bank of Ireland's Minimum Competency Code for those who wish to arrange, advise on or undertake specified functions, for the category of retail financial product 'Consumer Credit Agreements and Associated Insurances'.

Holders of the certificate are invited to apply for the APA (Consumer Credit) designation. Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study one module:

#### 1. Consumer Credit

This module carries 5 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Consumer Credit from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/consumer-credit-apa](http://iob.ie/programme/consumer-credit-apa) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Consumer Credit are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/consumer-credit-apa](http://iob.ie/programme/consumer-credit-apa)

### Contact us

Mary O'Dwyer  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



## Professional Certificate in Pensions (APA)

### Who is this programme for?

The Professional Certificate in Pensions, a single-module level 7 qualification, addresses the need within stockbroking and asset management firms for individuals with the expertise to advise on pensions and retirement provisions.

### How you will benefit

On successful completion of this programme, and on attaining the recognised professional designation APA, you will be able to:

- Describe the financial need for retirement provision, and the different ways in which such provision can be made
- Explain the eligibility, main features, benefits and taxation treatment of individual, employer and state sponsored retirement benefit arrangements
- Identify the main regulatory restrictions applicable to individual and employer sponsored retirement benefit arrangements
- Discuss and demonstrate the impact of taxation, legislation and the regulatory framework on the provision of individual and employer sponsored retirement benefit arrangements and the options available to individuals in relation to such arrangements.

### Minimum Competency Code

Registered Stockbrokers or holders of the Professional Certificate in Stockbroking who successfully complete the Professional Certificate in Pensions and apply for the attaching APA designation, satisfy the Central Bank of Ireland's Minimum Competency Code for those who wish to arrange, advise on, or undertake specified functions for the category of retail financial product 'Pensions'.

Holders of the certificate are invited to apply for the APA (Pensions) designation. Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study one module:

#### 1. Pensions

This module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Pensions from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and assessment

This programme is delivered online, please visit [iob.ie/programme/pensions-apa](http://iob.ie/programme/pensions-apa) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Pensions are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme
- Registered Stockbrokers or holders of the Professional Certificate in Stockbroking are eligible to enrol for the Professional Certificate in Pensions.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/pensions-apa](http://iob.ie/programme/pensions-apa)

### Contact us

Caitriona McCarthy  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Pensions and Retirement Advice (RPP)

### Who is this programme for?

This programme is for anyone interested in developing and building on their previous knowledge and skills in relation to retirement advice. The programme is designed to equip you with the knowledge and communication tools needed to effectively design, develop and communicate retirement advice options to clients. It will afford an opportunity to financial advisors in other areas to extend their knowledge and expertise to cover pensions and retirement advice.

### How you will benefit

The Professional Certificate in Pensions and Retirement Advice is a programme designed to enhance students' knowledge in the area of pensions provision and retirement advice. The variety and changing nature of product offerings (personal occupational, funded, hybrid), along with regulatory and tax requirements requires advisors to demonstrate effective communication skills (oral and written) to inform and advise clients bearing taking into account their personal and professional situation and needs.

### Professional designation

This Retirement Planning Professional (RPP) professional designation is awarded by IOB on successful completion of the Professional Certificate in Pensions and Retirement Advice. This award and designation will certify holders as having attained a standard of skill and competency at a level above the Minimum Competency Code (MCC) in the APA (Pensions).

Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study two modules:

1. Retirement Provision
2. Retirement Advice and Analysis

Each module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Pensions and Retirement Advice from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/pensions-retirement](http://iob.ie/programme/pensions-retirement) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Pensions and Retirement Advice are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics and
- APA in Pensions

IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information on this programme, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/pensions-retirement](http://iob.ie/programme/pensions-retirement)

### Contact us

Caitriona McCarthy  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Stockbroking (APA)

### Who is this programme for?

The Professional Certificate in Stockbroking is the only educational route approved by the Irish Stock Exchange for gaining the designation Registered Stockbroker.

This two-module level 7 qualification is the benchmark qualification for those working in stockbroking firms and those seeking entry into the profession. It focuses on the underlying securities traded on exchanges and how they are issued, traded and settled. It also outlines the key accounting concepts and statements, the taxation regime member firms operate within and the rules governing member firms.

### How you will benefit

On successful completion of this programme, and on attaining the recognised professional designation APA, you will be able to:

- Describe the main pieces of legislation and the rules of the Irish Stock Exchange that constitute the regulatory environment in which a stockbroking firm operates
- Explain the roles and functions of statutory bodies and persons in the regulatory environment and describe in general terms the various instruments traded and settled on the Irish Stock Exchange
- Summarise the issuance process, settlement process and trade reporting requirements employed for the main categories of instruments traded on an exchange
- Outline the process to assess a client's needs from both a private client and institutional client perspective
- Compute simple personal tax calculations and explain the operation of the major taxation regimes in Ireland
- Calculate the main accounting ratios and explain their significance and explain the general accounting principles and the purposes of the primary statements in financial reporting.

### Minimum Competency Code

The Professional Certificate in Stockbroking and attaching APA and Registered Stockbroker designation satisfies the Central Bank of Ireland's Minimum Competency Code for those who wish to arrange, advise on or undertake specified functions, for the category of retail financial product 'Savings and Investments'.

Holders of the certificate are invited to apply for the APA (Savings and Investments) and Registered Stockbroker designation. Continued use of the designation is subject to meeting annual CPD requirements.

### Registered Stockbroker

On successful completion of this programme, holders of the Professional Certificate in Stockbroking may apply to IOB's Registered Stockbroker scheme, subject to agreeing to comply with the CPD requirements and meeting the employment criteria. Members of the scheme are eligible to use the designation 'Registered Stockbroker' and are listed in the online register of Registered Stockbrokers.

### Curriculum

You study two modules:

1. Stock Exchange Regulatory Environment
2. Stock Exchange Securities and Markets

Each module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Stockbroking from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/stockbroking-apa](http://iob.ie/programme/stockbroking-apa) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Stockbroking are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/stockbroking-apa](http://iob.ie/programme/stockbroking-apa)

### Contact us

Caoimhe Tynan  
Programme Manager

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## Professional Certificate in International Investment Fund Services (AFP)

Springboard+ is co-funded by the Government of Ireland and the European Union.



Rialtas na hÉireann  
Government of Ireland



Có-mhaoinithe ag an Aontas Eorpach  
Co-funded by the European Union

HEA | HIGHER EDUCATION AUTHORITY  
AN tUdaráis um Ard-Oideachas



*“Following my recent completion of the Professional Certificate in International Investment Fund Services programme, I am delighted to have become an Accredited Funds Professional. I look forward to continuing to develop my knowledge and skills throughout the year through IoB’s extensive CPD programme and to be part of a community of funds professionals focused on excellence in their field.”*

**Anna Fenston**  
Irish Funds

### Who is this programme for?

The Professional Certificate in International Investment Fund Services is a unique and specific programme, designed to support the international investment funds industry.

The programme will be of particular interest and relevance to those working in, and those seeking to work in the investment funds industry and to newly practising professionals working in the asset management and investment funds area of the legal and auditing advisory firms.

### Reflecting industry practise and developments

Designed and delivered by the industry, the Professional Certificate in International Investment Fund Services is the acknowledged qualification of, and for, the international funds industry. A three module programme, the first module, Introduction to Investment Funds, introduces and contextualises the fund as an investment product, discusses the investment fund from its establishment right through its life cycle and the various involvements and interjections through that life cycle, including the importance of ESG in the funds industry and the increasing emergence of Digital Assets. The Fund Accounting and Valuation for International Investment Funds module outlines the accounting and valuation aspects of investment funds, including the accounting statements for funds, the calculation of the Net Asset Value (NAV) and the importance of and controls around ensuring an accurate NAV, Exchange Traded Funds and their ever-growing significance in the industry. The third module, Depositary Functions and Transfer Agency, examines the operation and the roles and responsibilities of the custody and transfer agency functions for international investment funds.

### How you will benefit

The overall aim of the programme is to introduce, discuss and describe the investment fund from its inception right through to its termination detailing the functions and parties to a fund; the roles, responsibilities and activities of all the parties to the fund and how each area interacts with each other. It will enable you to:

- Outline and explain the theory and practice underpinning International Investment Fund Services and administration
- Detail the factors, (including legal & regulatory), products, services/service providers which impact on the successful operation of international investment fund services industry and marketplace
- Examine the efficiency of the procedures, products, services, regulations, processes, and controls that are in place which include accounting standards and anti-money laundering to ensure the integrity of investment funds services industry
- Communicate clearly (in writing and orally) to colleagues, and other relevant stakeholders the factors, considerations driving the globalization of Investment Fund Services, noting the associated risks and benefits
- Identify and pursue key learning skills designed to enhance students’ personal and professional career ambitions.

This programme is offered in partnership with Irish Funds (IF).

### Professional designation

The Accredited Funds Professional (AFP) professional designation awarded by IOB to those who have successfully completed the Professional Certificate in International Investment Funds Services.

Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study three modules:

1. Introduction to Investment Funds
2. Fund Accounting and Valuation for International Investment Funds
3. Depositary Functions and Transfer Agency

Each module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in International Investment Fund Services from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/investment-fund-services-cert](http://iob.ie/programme/investment-fund-services-cert) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in International Investment Fund Services are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/investment-fund-services-cert](http://iob.ie/programme/investment-fund-services-cert)

### This programme qualifies for Springboard+ funding

Free or up to 90% funding may be available for eligible applicants. For further information see [iob.ie/areas/funded-skills](http://iob.ie/areas/funded-skills)

### Contact us

**Claire Farrell**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Complex Financial Instruments in International Financial Services

### Who is this programme for?

This programme is designed for an ever increasing range of people working in the international financial services area who are engaged in activities which require a good working knowledge of the characteristics of derivative products and complex financial instruments.



*“This programme will give participants a well rounded knowledge of derivatives with the ability to discuss their use and their suitability in certain scenarios, while also making them aware of the regulations and directives governing such use.”*

**Alan Jackson**

Apex Fund Services

The use of complex financial instruments in investment fund strategies has seen a huge increase over the past five years. Many alternative fund strategies seek to generate returns from asset classes solely created from derivative structures, such as the use of Total Return Swaps or Credit Default Swaps for long-short strategies in equities or bonds. Derivatives are now used in combination with even the most basic equity and bond management strategies.

The growth in derivative usage comes at a time of vast changes in regulatory oversight in both Europe and the US. The regulatory changes are being implemented through the European Market Infrastructure Regulation (EMIR) and will impact the most fundamental aspects of how these products are traded, how collateral/counterparty risk is treated and how transactions are reported.

Understanding the risk and return characteristics of complex products and the derivatives which underpin those strategies has now become a critical function in the asset management, valuation and trading areas in international financial services.

The objective of this programme is to provide you with not only a very practical understanding of how the most common types of complex financial instruments and derivative products are used in the financial markets, but also their use in hedging, risk management and return enhancement strategies.

### How you will benefit

On successful completion of this programme, you will be able to:

- Explain how the most common complex financial instruments and derivatives work and understand their uses
- Evaluate the benefits and risks of differing instruments and explain how they can be used for speculation, arbitrage, hedging and general risk management
- Describe how these instruments are used for investment strategies within the major asset classes (equities, currencies, bonds, commodities and property)
- Appraise the role of regulation and the rating agencies in the application of financial instruments

- Understand the role that complex financial instruments played in the past market turmoil and what lessons can be learned for the future
- Review the use of complex financial instruments in financial institutions from an internal and external viewpoint, including accounting treatment/reporting, risk management and regulation.

### Curriculum

You study one module:

#### 1. Complex Financial Instruments

This module carries 10 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Complex Financial Instruments in International Financial Services from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/complex-financial-instruments](http://iob.ie/programme/complex-financial-instruments) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Complex Financial Instruments in International Financial Services are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

Experience in derivatives, although preferable, is not a requirement for enrolling to the programme.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

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

### How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit

[iob.ie/programme/complex-financial-instruments](http://iob.ie/programme/complex-financial-instruments)

### Contact us

Lorraine Duane  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Compliance

### Who is this programme for?

This programme is for those who work or aspire to work in a professional capacity within a compliance function in financial services. The Professional Certificate in Compliance is designed to enhance skills, judgement and ability to deal with practical issues in the management and practice of compliance in the financial services industry.

We are delighted to introduce the revised and updated Professional Certificate in Compliance. This programme has been developed with substantial input from industry and in conjunction with the Compliance Institute, the industry body for compliance professionals



Those who successfully complete Compliance and the Regulatory Structure – PDC 1 and Conduct of Business Rules – PDC 2 are awarded the Professional Certificate in Compliance. The professional certificate introduces you to the theory of regulation and to its application to the financial services industry. The professional certificate is popular with students who require an introduction to the area of compliance as well as those who already work in the area and are looking to achieve the recognised industry and accredited qualification.

If you complete a further two modules, Legal and Regulatory Aspects of Compliance – PDC 3 and Compliance Management – PDC 4, you are awarded the Professional Diploma in Compliance.

### How you will benefit

On successful completion of the Professional Certificate in Compliance you will be able to:

- Understand the role of compliance within a financial services organisation
- Describe the impact of relevant regulation and the role of the various regulatory bodies on the operation of the compliance function
- Critically evaluate the importance of ethics and your role in the compliance function
- Understand the impact of regulatory rules relating to how consumers of financial services are protected
- Explain the impact of conduct of business rules on financial services providers
- Identify and pursue appropriate learning opportunities (academic and non-academic) which enhance your professional career ambitions and individual capabilities.

The programme is offered in partnership with the Compliance Institute.

### Curriculum

You study two modules:

1. **Compliance and the Regulatory Structure – PDC 1**
2. **Conduct of Business Rules – PDC 2**

Each module carries 5 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Compliance from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/compliance-cert](http://iob.ie/programme/compliance-cert) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Compliance are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

You must be a current member of the Compliance Institute, or become a member, to undertake this programme.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/compliance-cert](http://iob.ie/programme/compliance-cert)

### Contact us

Mary O'Dwyer  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



## Professional Diploma in Compliance (LCI)

### Who is this programme for?

This programme is for those who work or aspire to work in a professional capacity within a compliance function in financial services. The Professional Diploma in Compliance is a level 7 qualification considered to be the benchmark qualification for compliance professionals. It is designed to enhance skills, judgement and ability to deal with practical issues in the management and practice of compliance in the financial services industry.

We are delighted to introduce the revised and updated Professional Diploma in Compliance. This programme has been developed with substantial input from industry and in conjunction with the Compliance Institute, the industry body for compliance professionals



*“The programme gives a great overall introduction to the various functions impacted by Compliance and the expectations of the regulators, both domestic and European. It’s also a great way to focus your career progression and the accreditation of this programme will enable you to obtain the LCI designation”*

**Sinead Johnson**  
Interactive Brokers

### How you will benefit

On successful completion of the Professional Diploma in Compliance you will be able to:

- Describe the role of the compliance function within a financial services organisation
- Explain the domestic and international legal and regulatory environment that applies to the Irish financial services sector
- Assess the authorisation, supervision and prudential requirements for different financial entities
- Explain the impact of regulatory and conduct of business rules from the point of view of the firm, of the customer and of the wider sector
- Discuss the importance of compliance practice, planning and monitoring as part of the assurance and governance in an organisation
- Evaluate the importance of ethics and ethical behaviour in the operation of financial services

The programme is offered in partnership with the Compliance Institute.

### Minimum Competency Code

The Professional Diploma in Compliance and attaching LCI (Licentiate of Compliance Institute) designation satisfies the Central Bank of Ireland’s Minimum Competency Code for those who ‘adjudicate on any complaint communicated to a regulated firm by a consumer which relates to advice about a retail financial product provided to that consumer or the arranging of a retail financial product for that consumer’.

Holders of the diploma are invited to apply for the LCI designation. Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study two modules:

1. **Legal and Regulatory Aspects of Compliance – PDC 3**
2. **Compliance Management – PDC 4**

Each module carries 5 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Diploma in Compliance from UCD and will be invited to the relevant designation.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/compliance-diploma](http://iob.ie/programme/compliance-diploma) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Compliance are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

Entry to the Professional Diploma in Compliance is limited to those who have successfully completed or registered for the Professional Certificate in Compliance.

To enrol on Compliance Management – PDC 4, candidates must have enrolled for or passed the first three modules Compliance and the Regulatory Structure, Conduct of Business Rules and Legal and Regulatory Aspects of Compliance.

### Professional Designation

Individuals who pass the Professional Diploma in Compliance are entitled to apply for the designation ‘Licentiate of Compliance Institute’ and use the designatory letters LCI. Continued use of this designation is subject to meeting the Compliance Institute’s continuing professional development requirements.

LCI is the leading professional designation for compliance professionals in all sectors of the financial services industry in the Republic of Ireland.

### Professional body membership

You must be a current member of the Compliance Institute, or become a member, to undertake this programme.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/compliance-diploma](http://iob.ie/programme/compliance-diploma)

### Contact us

**Mary O’Dwyer**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in FinTech

### Who is this programme for?

Increased digitalisation is happening throughout the financial services sector. The aim of this programme is to provide you with an understanding of risk and compliance in the context of increasing use of financial technology (FinTech). The programme has been developed by industry practitioners and experts for industry.

There is particular focus on developing the specialist knowledge and skills to identify and manage anti-money laundering, an escalating worldwide problem. Anti-money laundering (AML) is a critical responsibility of the financial services sector; it effects the stability of the financial system and is essential to safeguarding national and global interests.

The programme will introduce you to the FinTech industry, the different types of digital risk that arise and how the application of technology has disrupted the traditional delivery of financial services. You will learn about the breadth of regulation applicable to FinTech. It will provide an overview of a range of key innovative technologies employed in the FinTech sector including: blockchain, RegTech and cryptocurrencies. It will focus on developing the specialist knowledge and skills that will equip you to identify and manage against financial crime as well as the policies, procedures and internal controls intended to prevent its occurrence in a digital enabled environment. You will work through some case studies to get a better understanding of the practical application of risk and compliance management in the context of a FinTech environment.

### Who should attend

This programme is designed for those who work in, or aspire to work in, a risk and compliance function using or going to use FinTech in their business including those in an advisory, supervisory or oversight role of a compliance and risk function and those developing services for, and providing services to, the sector.

The programme is particularly useful to those who work or aspire to work in a professional capacity in the Anti Money Laundering (AML) function, and to those in an advisory or supervisory AML role in their business using or going to use FinTech and digital technologies in the management of their operations.

This programme supports career advancement and is suitable to a wide range of professionals looking to upskill on the impact of FinTech on compliance and risk management in the financial services sector.

### How you will benefit

On successful completion of the Professional Certificate in FinTech programme, you will understand the FinTech industry and how the application of technology has disrupted the traditional delivery of financial services. Graduates will gain an understanding of the local and EU regulatory environment of regulated firms and the FinTech applications in use in financial services. In particular, graduates will identify the nature and types of financial crime and money laundering activities and the role of culture and the ethical considerations in managing AML operations in a FinTech environment.

### Curriculum

You study two modules:

1. **Risk and Compliance in a FinTech Environment**
2. **AML and Financial Crime in a FinTech Environment**

Each module carries 5 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in FinTech from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/fintech-certificate](https://iob.ie/programme/fintech-certificate) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in FinTech are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level/GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, closing dates and to enrol online, visit [iob.ie/programme/fintech-certificate](https://iob.ie/programme/fintech-certificate)

### Contact us

Mary O'Dwyer  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



## Professional Certificate in Digital Risk, AML and Financial Crime Prevention

### Who is this programme for?

Digital technologies are dominating the operating model of financial services organisations worldwide, including how they conduct their business and distribute products and services. Customer experience has been at the heart of this transformation with financial services organisations seeking to enhance the communication channels they have with their customers, the products and services they offer and the loyalty they create with their customer base as new entrants continue to enter the market.

As companies embrace the latest digital technology to become increasingly competitive, digital risk is becoming the biggest facet of business risk. Industry research suggests that the COVID-19 pandemic has dramatically increased the scale and speed that firms have shifted to digital channels in both the customer facing area of the organisation and the operations element of the business. This rapid evolution of digital investment and operations has also increased the digital risk that exists. Money Laundering and Financial crime is an escalating worldwide problem, unrestricted by jurisdictions and physical boundaries. Preventative measures including educating staff to be aware of the ever evolving financial crime changes and detection of the same being the key defences of a firm.

The Professional Certificate in Digital Risk, AML and Financial Crime Prevention addresses the main types of digital risk and financial crime as well as the policies, procedures and internal controls intended to prevent it.

This programme is relevant to:

- All regulated firms in the financial services sector
- All firms established as a Trust company
- All firms who through their day to day operation must meet AML requirements as set out by the 4th EU AML Directive.

### How you will benefit

On successful completion of the programme you will be able to:

- Understand the different types of financial crime and money laundering activities perpetrated against financial services providers
- Analyse and assess the threats facing financial services organisations using appropriate models and frameworks
- Select and apply appropriate tools to diagnose the environmental opportunities and threats faced by a financial services organisation and evaluate the strategic alternatives available to deliver customer and client value
- Understand how to develop a successful risk framework to manage digital risk
- Analyse the risks of financial crime to financial services providers and the resulting impact on internal controls, policies and procedures

- Communicate the nature of money laundering and financial crime and describe its manifestations in financial services
- Pursue appropriate learning opportunities (academic and non-academic) to enhance their decision-making capabilities.

### Curriculum

You study two modules:

1. AML, Cyber Security and Financial Crime
2. Digital Risk Management

Each module carries 5 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Digital Risk, AML and Financial Crime Prevention from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/digital-risk-aml-crime](http://iob.ie/programme/digital-risk-aml-crime) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Digital Risk, AML and Financial Crime Prevention are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level/GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, closing dates and to enrol online, visit [iob.ie/programme/digital-risk-aml-crime](http://iob.ie/programme/digital-risk-aml-crime)

### Contact us

Sinéad O'Reilly  
Programme Manager

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## Professional Certificate in Digital Financial Services and Data Analytics

### Who is this programme for?

This programme is aimed at those working in operations and service support roles in banking who wish to advance their studies in the area of digital transformation.

The programme seeks to develop an understanding of the impact and relations between process, technology and data. This will enable you to identify your role in the interaction of these elements and provide a foundation for you to begin to analyse data in order to identify improvements in the processes supporting digital financial services.



*“The Financial Services industry is very quickly becoming data-driven and digital tools can be transformative in the way we work. I work in a Continuous Improvement team and wanted to increase my overall awareness of the digital capability that is out there. The tutors on the course are fantastic – they are approachable and clearly very passionate about what they are teaching.”*

**Cian Flood**

Permanent TSB

With increased digitisation in many industries, and in particular with its disruptive potential in financial services, understanding the impact of digital on customers, products and channels has never been more important. Digital changes are already generating a wealth of useful data. With the power of data to enhance customer services and processes, understanding data and being able to use data will be a basic requirement in any job in the future.

### How you will benefit

At the end of the programme you will be able to:

- Describe the relationship between business processes, digital technology and data, especially as it relates to operations and customers
- Describe the key digital technologies in financial services, business, processes and customer service provision
- Explain the critical risks and vulnerabilities which must be managed in financial services digital systems
- Outline or sketch out the features/design of a service system from the customer facing elements through processing and ongoing customer relationship management
- Explain the important role of service standards in customer service provision and how complaints handling is a critical part of recovering the service experience
- Describe the different kinds of data and how data relates to information, business intelligence for decision-making and the difference between using data for analysis and using data for predictive modelling
- Apply basic statistical and data visualisation techniques and identify how they can be used to challenge assumptions behind the information for decision-making
- Collect, organise and use data to identify process improvements for increased operational or organisational efficiency and/or enhanced customer service
- Develop concise informative reports which respond to well defined questions or problems.

### Curriculum

You study three modules:

1. Digital Financial Services
2. Introduction to Data Analytics for Financial Services
3. \*Applied Data Analytics

Each module carries 5 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Digital Financial Services and Data Analytics from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/digital-services-data-analytics](http://iob.ie/programme/digital-services-data-analytics) for details on the assessment methods.

\*Please note that access to a laptop/computer on which you can install software is recommended for this module.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Digital Financial Services and Data Analytics are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

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

### How to enrol

For further information, including module content, fees, closing dates and to enrol online, visit [iob.ie/programme/digital-services-data-analytics](http://iob.ie/programme/digital-services-data-analytics)

### Contact us

**Lorraine Duane**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

# Professional Diploma in Banking Operations and Digital

## Who is this programme for?

This programme has been developed for financial services personnel working in operations and service support roles who wish to advance their studies in the areas of digital transformation, responsible and sustainable finance and financial crime prevention.

*“After completing the Professional Diploma in Financial Advice (QFA), I enrolled to the Professional Diploma in Banking Operations and Digital. These industry leading programmes have enabled me to grow and develop my skills and knowledge of the financial services industry, giving me the opportunity to progress my career.”*

**Arron O'Droighneain**

Permanent TSB

## How you will benefit

The programme aims to provide you with a learning environment that supports your understanding of key concepts and that challenges you to consider how these concepts apply not only in your own role, but across all areas of financial services. The programme is delivered online, using a blend of recorded elearning and virtual workshops. The objective is to provide you with a range of practical skills and competencies that you can apply to your role while also introducing you to new concepts and theories to broaden your perspectives and problem solving potential.

On completing the Professional Diploma in Banking Operations and Digital, you will be able to:

- Describe the relationship between business processes, digital technology and data management, in the context of financial services operations noting key stakeholder perspectives: Clients/Customers, Central Bank of Ireland, Financial Services Ombudsman, Data Protection Commissioner, etc
- Compare and interpret the different kinds and forms of data and how data relates to business intelligence for decision-making and / or predictive modelling
- Ascertain the benefits and risks (credit, fraud, and conduct/CPRA), advantages and disadvantages for financial services providers of using digital channels and technology to deliver products and services
- Collect, organise and use data to identify and implement process improvements for operational or organisational efficiency and enhanced customer service
- Prepare concise reports in response to well-defined questions or problems
- Communicate effectively (orally and in writing) to key stakeholders (employers, peers, clients, regulators, law enforcement agencies) the essence of effective banking operations.

## Curriculum

You must choose to complete 30 ECTS from the following options:

1. AML, Cyber Security and Financial Crime (5 ECTS)
2. Applied Data Analytics (5 ECTS)
3. Consumer Protection Risk, Culture and Ethical Behaviours (5 ECTS)
4. Digital Financial Services (5 ECTS)
5. Introduction to Data Analytics for Financial Services (5 ECTS)
6. Principles of Credit Assessment (5 ECTS)
7. Introduction to Retail Banking Regulation (UK) Products and Services (5 ECTS)
8. Responsible and Sustainable Finance (10 ECTS)

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Banking Operations and Digital from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/digital-banking-operations](http://iob.ie/programme/digital-banking-operations) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Banking Operations and Digital are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

## Professional body membership

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

## How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/digital-banking-operations](http://iob.ie/programme/digital-banking-operations)

## Contact us

Lorraine Duane  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Responsible and Sustainable Finance

### Who is this programme for?

Sustainable Finance is an area that requires decisive leadership, flexibility, and responsiveness from the financial services sector, and society as a collective. This programme is for all financial services professionals who wish to understand more about the evolving nature of Environmental, Social, and Governance (ESG) factors within financial services.

Springboard+ is co-funded by the Government of Ireland and the European Union.



Rialtas na hÉireann  
Government of Ireland



Có-mhaoinithe ag an Aontas Eorpach  
Co-funded by the European Union

HEA | HIGHER EDUCATION AUTHORITY  
AN tUdaráis um Ard-Oideachas



It seeks to give an introduction to, and an understanding of themes such as: response to climate change; the catalyst for sustainable finance and EU regulatory initiatives. The programme also examines non-financial disclosures, climate and sustainability reporting including climate related risks, opportunities and financial impacts. You will be given the opportunity to understand more about green, social, and sustainable bonds. The programme concludes by discussing how to embed a culture of sustainability within an organisation, and an assessment of the future of the ESG agenda.

### How you will benefit

At the end of the programme you will be able to:

- Explain the key concepts, models and frameworks underpinning responsible and sustainable finance
- Explore the role and impact of responsible and sustainable finance policies in the financial services industry
- Assess the potential risks and opportunities of recent environmental trends facing investors and financial markets
- Evaluate investors' organisational culture and behavior implications in progressing responsible and sustainable finance
- Communicate clearly (using appropriate media), to key stakeholders the essence of and future prospects of responsible and sustainable finance
- Critically reflect on your role and contribution to financial services firms and organisations' mission in advocating a sustainability culture

### Curriculum

You study one module:

#### 1. Responsible and Sustainable Finance

This module carries 10 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Responsible and Sustainable Finance from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/sustainable-finance](https://iob.ie/programme/sustainable-finance) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Responsible and Sustainable Finance are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level/GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

### Professional body membership

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

### How to enrol

For further information, including module content, fees, closing dates and to enrol online, visit [iob.ie/programme/sustainable-finance](https://iob.ie/programme/sustainable-finance)

### This programme qualifies for Springboard+ funding

Free or up to 90% funding may be available for eligible applicants. For further information see [iob.ie/areas/funded-skills](https://iob.ie/areas/funded-skills)

### Contact us

Sinéad O'Reilly  
Programme Manager

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*"This course offers a comprehensive insight into Sustainable Finance from a regulatory and practitioners' perspective. It is positioned between a Foundation course and a more technical course for specialist Sustainability teams. The breadth and level of the content specifically around market context and the technical detail on regulations was directly relevant to our client facing teams."*

**Sandra Rockett**

Irish Life

# Professional Certificate in Consumer Protection Risk, Culture and Ethical Behaviour in Financial Services

## Who is this programme for?

The Professional Certificate in Consumer Protection Risk, Culture and Ethical Behaviour in Financial Services is a single-module level 7 qualification and is the industry benchmark culture qualification for people working in the financial services industry across all roles and functions up to senior manager level.

The programme aims to develop your knowledge of the Consumer Protection Risk Assessment and how it relates to culture, ethics and behaviours and your personal responsibilities in sustaining an effective corporate culture.

The programme has been designed in consultation with leading industry experts in the areas of Consumer Protection Risk Culture, Ethics and Behaviours, and with Compliance professionals.

## How you will benefit

This programme will provide you with:

### Consumer Protection Risk Assessment:

- Understanding background, purpose, approach and transition points of CPRA to consumer protection
- Understanding the rules on protecting consumers
- Components of a good consumer/conduct risk framework
- Product Governance, lifecycle, how to develop products correctly
- Selling financial products appropriately and ensuring the right outcomes post the sale transactions
- Understanding the role of incentives in encouraging the right behaviours and accountability
- Monitoring and MI

### Ethics Values and Integrity:

- Foundational concepts of ethics, values and integrity
- Behavioural economics and its relevance in financial services
- What it means to be ethical in Financial Services and how the right ethical climate supports good decision making
- How ethical behaviours can improve customer outcomes
- The role of morality and values in creating the right behaviours
- What happens when things go wrong
- What obligations do businesses have to customers
- How to effectively challenge and escalate
- Good and Bad Behaviours

## Culture:

- Indicators of a sound risk culture
- Regulator expectations and reports
- Roadmap for achieving desired culture
- Governance arrangements around the design, monitoring, and analysis of culture MI
- How culture can be assessed in organisations/ culture audits
- Understanding the importance of culture in ensuring good customer outcomes
- Understanding the role of mind-set and sense-making on behaviours and how this is being applied in supervision of culture and behaviours
- Understanding the role of group dynamics
- Understanding the impact of biases when making compliance decisions.

## Curriculum

You study one module:

1. **Consumer Protection Risk, Culture and Ethical Behaviours**

This module carries 5 ECTS (academic credits).

## Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Consumer Protection Risk, Culture and Ethical Behaviour in Financial Services from UCD.

This is a level 7 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/consumer-protection-risk-ethics](http://iob.ie/programme/consumer-protection-risk-ethics) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Certificate in Consumer Protection Risk, Culture and Ethical Behaviour in Financial Services are as follows:

- Five passes in the Leaving Certificate including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications on a mature candidate basis from applicants who are over 23 years of age, with at least one year's experience working in financial services.

## Professional body membership

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

## How to enrol

For further information, including module content, fees, exam dates, closing dates and to enrol online, visit [iob.ie/programme/consumer-protection-risk-ethics](http://iob.ie/programme/consumer-protection-risk-ethics)

## Contact us

**Susan Freaney**  
Programme Manager

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## University Qualifications (Level 8)

Professional Diploma in Wealth Management

20

(WMP)

Professional Certificate in Conduct Risk, Culture and Operational Risk Management

15

Professional Diploma in Banking Risk Management Practices

25

Professional Certificate in Personal Debt Management and Personal Insolvency

10

(APA)

Professional Certificate in Personal Lending

15

Professional Diploma in Corporate Banking Credit

20

Professional Diploma in SME Credit

25

Professional Diploma in Digital Product Management in Financial Services

20

Professional Certificate in Banking in a Digital Age

15

Professional Diploma in Financial Services

20

Professional Banker

Bachelor of Financial Services

180

Professional Banker

## Professional Diploma in Wealth Management (WMP)

### Who is this programme for?

The Professional Diploma in Wealth Management is designed to meet the needs of current and future practitioners in the financial services sector in the provision of wealth management services and products. The programme provides a definitive educational pathway for graduates of the Level 7 Professional Diploma in Financial Advice facilitating them in enhancing their personal and professional career ambitions.

### How you will benefit

Arising from the changes in the financial services sector and recent evidence pertaining to an increasing demand for wealth management products, services and advice, the Professional Diploma in Wealth Management is designed to deepen your knowledge of the principles and practice of the provision of wealth management products and services.

As a Level 8 programme, it is designed to provide a further study pathway for graduates of the Professional Diploma in Financial Advice (Level 7) who may ultimately wish to become a Certified Financial Planner by completing the Graduate Diploma in Financial Planning (Level 9).

### Professional designation

This Wealth Management Professional (WMP) designation is awarded by IOB on successful completion of the Professional Diploma in Wealth Management. This award and designation will provide a clear career pathway to holders of the QFA who wish to develop their career in the rapidly expanding specialism of Wealth Management.

Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study two modules:

1. Retirement Advice and Planning
2. Investment Products and Analysis of Client Needs

This module carries 10 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Diploma in Wealth Management from UCD and will be invited to the relevant designation.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/wealth-management](http://iob.ie/programme/wealth-management) for details on the assessment methods.

### Entry requirements

Students seeking admission to the Professional Diploma in Wealth Management should:

- have completed the Professional Diploma in Financial Advice or equivalent 30 ECTS Special Purpose Award at Level 7 and have 1 year's experience (full-time) in a relevant banking role
- or
- have 1 year's experience (full-time) in a relevant banking role and hold the APA in Pensions.

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/wealth-management](http://iob.ie/programme/wealth-management)

### Contact us

**Caitriona McCarthy**  
Programme Manager

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# Professional Certificate in Conduct Risk, Culture and Operational Risk Management

## 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 course explores how firms can support and develop a consumer-focused culture within their organisations and offers powerful learning and tremendous insights to all learners. I would recommend this course to all in financial services and to a wider audience of learners with an interest in consumer-focused culture and customer experience management.”*

**Anne-Marie Butler**

Teagasc

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.

## Curriculum

You study two module:

1. **Operational Risk Management Practices (10 ECTS)**
2. **Banking Risk Management Framework, Culture and Conduct Risk (5 ECTS)**

## Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Conduct Risk, Culture and Operational Risk Management from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/conduct-risk](http://iob.ie/programme/conduct-risk) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Certificate in Conduct Risk, Culture and Operational Risk Management are as follows:

- 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
- Have an Honours degree (min. 2.2 L8 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 risk role with responsibility for decision-making.

## Professional body membership

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

## How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/conduct-risk](http://iob.ie/programme/conduct-risk)

## Contact us

**Aisling O'Sullivan**  
Programme Manager

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# Professional Diploma in Banking Risk Management Practices

## Who is this programme for?

The Professional Diploma in Banking Risk Management Practices is a risk management programme specifically designed for risk professionals (including compliance professionals) who are working in the banking industry.

The programme was designed in conjunction with risk management and compliance professionals working in banking and will equip you with the necessary technical risk skills and risk knowledge, as well as providing you with a benchmark qualification that is recognised in the banking industry.

The programme is relevant to people who are risk professionals and people who wish to develop a career in risk management including:

- Those working in banking and financial institutions in areas such as, compliance, operational risk, internal audit, credit review, legal and finance
- Frontline staff who wish to gain a deeper understanding of banking risk management practices
- The programme is also a progression for those who have completed the Professional Certificate or Diploma in Compliance.

## How you will benefit

At the end of this programme you will be able 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
- Review CBI, ECB and other relevant sources for advances in best practice in banking risk management practices
- Draw on your knowledge and skills acquired in the subject area to advance your professional and personal career ambitions.

## Curriculum

You study four modules:

1. **Operational Risk Management Practices (10 ECTS)**
2. **Banking Risk Management Framework, Culture and Conduct Risk (5 ECTS)**
3. **Introduction to Economic and Regulatory Capital Requirements, Credit Risk and Pricing (5 ECTS)**
4. **Portfolio and Front Line Pricing for Risk, Funding and Liquidity Risk (5 ECTS)**

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Banking Risk Management Practices from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/banking-risk-management](http://iob.ie/programme/banking-risk-management) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Banking Risk Management Practices are as follows:

- 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

- Have an Honours degree (min. 2.2 L8 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 risk role with responsibility for decision-making.

## Professional body membership

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

## How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/banking-risk-management](http://iob.ie/programme/banking-risk-management)

## Contact us

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# Professional Certificate in Personal Debt Management and Personal Insolvency (APA)

## Who is this programme for?

This programme is designed to meet the needs of those who are required to meet the Central Bank of Ireland's Minimum Competency Code in relation to Debt Management Services.

The Professional Certificate in Personal Debt Management and Personal Insolvency is a specialist education programme that offers a unique, independent, university level qualification. It is relevant to:

- Front office retail banking staff who are involved with mortgage pre-arrears, arrears and collections
- Back office staff including underwriters, mortgage restructure solutions specialists and other mortgage support staff involved with mortgage pre-arrears, arrears and collections
- Staff working in firms which provide specialist mortgage arrears and collections support to mortgage lenders (Outsourcing/Insourcing)
- Accountants, lawyers, Personal Insolvency Practitioners and other professionals who are involved with mortgage pre-arrears, arrears and collections.

## How you will benefit

- The programme will provide you with the necessary knowledge and skills to develop a range of robust financial solutions to engage directly with indebted customers, including mortgage customers who are experiencing financial difficulties
- The programme also supports professional staff who work with mortgage prearrearers, arrears and collections.

## Minimum Competency Code

This programme, and attaching APA designation, satisfies the Central Bank of Ireland's Minimum Competency Code for those working in either debt management firms, or those who require new competencies to enable them to provide debt management services to consumers.

## Professional Designation

Holders of the certificate are invited to apply for the APA (Personal Debt Management) designation. Continued use of the designation is subject to meeting annual CPD requirements.

## Curriculum

You study one module:

1. **Personal Debt Management and Personal Insolvency**

This module carries 10 ECTS (academic credits).

## Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Personal Debt Management and Personal Insolvency from UCD and will be invited to the relevant designation.

This is a level 8 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/personal-debt-management-insolvency](http://iob.ie/programme/personal-debt-management-insolvency) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Certificate in Personal Debt Management and Personal Insolvency are as follows:

- 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

- Have an Honours degree (min. 2.2 L8 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.

## How to apply

For further information, including module content, fees, exam dates, closing date and to apply online, visit [iob.ie/programme/personal-debt-management-insolvency](http://iob.ie/programme/personal-debt-management-insolvency)

## Contact us

Susan Freeney  
Programme Manager

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## Professional Certificate in Personal Lending

### Who is this programme for?

This programme is designed to equip lenders with the key credit skills to meet the personal lending market credit needs, particularly PDH mortgage lending to individual, professional and self employed borrowers and to also meet their business lending needs. It will also equip lenders to meet the lending needs of the micro SME sector who typically borrow less than €500,000.

The programme is designed to meet the needs of:

- All staff working in retail branch banking who wish to move into lending, either personal or small business. Previous lending experience is not essential
- SME relationship managers and their lending portfolio support staff who want to build on their existing skill base and move onto the next level
- Credit underwriters working in the frontline or in a credit department setting
- Loan administration and credit policy officers
- Credit review staff who are responsible for ensuring that lending and credit delivery standards are complied with
- Internal audit staff who assess whether the credit management standards are fit for purpose and are being complied with
- Financial Control staff and Marketing staff who design and promote personal credit products.

### How you will benefit

The programme is a specialist education programme that offers a unique, independent, university-level qualification.

At the end of the programme, you will be equipped with the specialist key skills and knowledge to understand:

- Mortgage credit underwriting with a focus on credit assessing mortgage applications and other personal lending applications from individual personal borrowers, self-employed borrowers and professionals e.g. Accountants, Doctors, Engineers etc
- The key issues that require particular emphasis when considering personal lending to self-employed borrowers
- The key issues that require particular emphasis when considering Buy to let mortgage lending
- Credit scoring and consumer credit
- The key canons of lending
- Credit risk and how lenders seek to manage credit risk
- The importance and characteristics of the Micro SME segment in Ireland (ie – business lending up to circa €500,000)
- How lenders should assess the financial accounts of the different types of SME businesses
- Cash flow and the difference between cash and profit
- Assessing business plans and projections
- Personal and Business security
- Customer Interviewing and negotiation techniques
- Relationship management techniques for developing strong customer relationships
- Key pointers when writing a credit report
- Early identification of distressed lending situations
- Overtrading issues.

### Curriculum

You study two modules:

1. **Principles of Personal Credit Assessment (5 ECTS)**
2. **Personal and Micro SME Credit Application, Negotiation, Documentation and Financing Alternatives (10 ECTS)**

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Personal Lending from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/professional-lending](http://iob.ie/programme/professional-lending) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Personal Lending are as follows:

- 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
- Have an Honours degree (min. 2.2 L8 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.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/professional-lending](http://iob.ie/programme/professional-lending)

### Contact us

**Susan Freeney**  
Programme Manager

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## Professional Diploma in Corporate Banking Credit

### Who is this programme for?

The Professional Diploma in Corporate Banking Credit is a specialist programme for people working or seeking to work in corporate banking and who provide services to large, privately owned and publically quoted companies including property lending to property developers and investors.

The programme was designed in conjunction with corporate banking professionals working in Irish corporate banking and is the benchmark qualification for corporate banking in Ireland.

This programme is designed to meet the needs of:

- Graduates of the Professional Diploma in SME Credit who are moving into corporate banking roles
- Corporate banking relationship managers and their lending portfolio support staff
- Corporate banking staff who are working in property-based corporate lending
- Corporate and SME Credit underwriters
- Loan administration and credit policy officers
- Credit review staff who are responsible for ensuring that lending and credit delivery standards are complied with
- Internal audit staff who assess whether the credit management standards are fit for purpose and are being complied with
- Credit portfolio managers who are responsible for identifying and managing excessive credit concentrations in the loan book, forecasting loan losses and estimating impairment provisions
- Accountants, lawyers and other professionals who provide corporate banking advisory services.

### How you will benefit

This specialist programme will enable you to:

- Understand the components of the credit risk management framework
- Understand the regulation of published financial accounts
- Credit assess the credit worthiness of corporate borrowers both trading and property borrowers
- Assess corporate strategy, industry, economic and management team risk
- Conduct corporate financial statement analysis
- Calculate and analyse repayment capacity
- Evaluate the commercial viability and sustainability of a corporate borrower business plan
- Structure corporate lending transactions to meet the needs of the corporate borrower and comply with credit policies
- Describe a structured approach to analyse property credit risk
- Understand the key components of credit risk relating to property transactions
- Understand the key market indicators which highlight early warning signals in property transactions
- Explain covenants and conditions precedent
- Explain the key components of term sheets
- Understand the different types of debt instruments which can be used when structuring a corporate lending transaction
- Understand the role of external credit agencies
- Understand ethics in Banking
- Describe and explain the different interest rate risk hedging, currency risk hedging and international trade products and services which can be offered to corporate customers.

### Curriculum

You study three modules:

1. Principles of Corporate Credit Risk (5 ECTS)
2. Corporate Credit Risk Assessment (10 ECTS)
3. Corporate Banking Risk Management Products (5 ECTS)

### Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Corporate Banking Credit from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/corporate-banking-credit](http://iob.ie/programme/corporate-banking-credit) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Corporate Banking Credit are as follows:

- 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
- Have an Honours degree (min. 2.2 L8 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.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/corporate-banking-credit](http://iob.ie/programme/corporate-banking-credit)

### Contact us

**Susan Freeney**  
Programme Manager

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## Professional Diploma in SME Credit

### Who is this programme for?

This programme is designed to provide you with core credit analytical skills enabling you to specialise in trading, property, agri and distressed credit. It is a specialist education programme that offers a unique, independent, university level qualification.

The programme is designed to meet the needs of:

- SME relationship managers and their lending portfolio support staff
- SME Property specialists
- SME Agri specialists
- Credit underwriters
- Loan administration and credit policy officers
- Accountants, lawyers and other professionals who provide SME advisory services
- Credit review staff who are responsible for ensuring that lending and credit delivery standards are complied with
- Internal audit staff who assess whether the credit management standards are fit for purpose and are being complied with
- Credit portfolio managers who are responsible for identifying and managing excessive credit concentrations in the loan book, forecasting loan losses and estimating provisions
- Marketing staff who design and promote credit products
- Financial control staff.

### How you will benefit

The programme will equip you with an analytical framework for identifying and conducting the credit risk assessment of:

- Viable and sustainable trading, property, and agri SME businesses focusing on the principal SME exposure sectors of the banks
- Fundamentally viable trading SME businesses burdened with an overhang of property-related debt that is non-core to the business.

It will also:

- Introduce the structuring options which are specific to the case studies
- Enhance the skills of relationship managers and credit analysts in managing credit risks to help mitigate potential loan losses
- Support the banks' strategic plans for addressing their SME distressed businesses.

### Curriculum

You study three modules. Two modules are pre-requisites, meaning they must be studied in advance of the specialist module:

#### Pre-requisite modules:

1. Principles of Credit Risk (5 ECTS)
2. SME Credit Risk Assessment (10 ECTS)

#### Specialist modules (Choose 1):

- SME Property Credit Assessment and Financing
- SME Agri Credit Assessment and Financing
- SME Financing and Distressed Credit Analysis

The specialist modules carry 10 ECTS each.

### Award

When you successfully complete this programme, you will be awarded a Professional Diploma in SME Credit from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/sme-credit](http://iob.ie/programme/sme-credit) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in SME Credit are as follows:

- 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
- Have an Honours degree (min. 2.2 L8 NFO)
- 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.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/sme-credit](http://iob.ie/programme/sme-credit)

### Contact us

**Susan Freeney**  
Programme Manager

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# Professional Diploma in Digital Product Management in Financial Services

## Who is this programme for?

The Professional Diploma in Digital Product Management is designed to deepen your holistic knowledge about digital product management. The design, delivery and continuous development of digital products has evolved and there is a need for a large number of front office and back office staff, involved in digital products, to develop a broad knowledge base that spans from proposition to compliance.



*“The world as we know it, not just the financial services industry, is continuously moving towards more immersive digital experiences. Customer expectations continue to change and our organisations must adapt. This course allowed me to obtain the relevant technical and digital banking knowledge required which I could then apply in my day-to-day role. The course also provided the relevant skills needed as someone who is involved in the design, delivery, implementation and management of a digital product within a traditional financial services firm.”*

**Ger Fleming**  
Permanent TSB

This programme will enable you to work through a complex matrix of decision points when designing and delivering a digital product, bearing in mind ever-changing environmental demands, cultural shifts and the drive for further digital products. The programme sets out to enable you to understand the role of customer outcomes and agile project management techniques in financial services products.

This programme is relevant for all of you who interact with a financial product. It will be particularly relevant to those who have completed the Professional Diploma in Financial Advice, leading to the QFA designation.

## How you will benefit

On successful completion of the programme you will be able to:

- Explain the theory and practice underpinning digital product management with special reference to Agile Project Management
- Sketch the digital infrastructure within your organisation and recommend how it might be enhanced to achieve an improved experience for customers
- Display the collaborative skills needed for the design, delivery and management of a digital product in a financial services firm
- Critically evaluate the design and operations of digital products offered by financial services providers
- Evaluate your personal skills with a view to progressing your personal and professional career ambitions.

## Curriculum

You study two modules:

1. Digital Product Strategy (10 ECTS)
2. Digital Product Execution (10 ECTS)

## Learning themes and topics

### Module 1 – Digital Product Strategy

- New product dilemmas
- Digital product touchpoints
- Software development and delivery
- Product and portfolio management
- Product journey design
- Risk management considerations
- Distance selling, compliance and regulation
- Culture, behaviour and outcomes
- Cyber security and financial services
- Open banking and ecosystems

### Module 2 – Digital Product Execution

- Goals, targets and KPIs
- KPI framework
- Channel consumption
- Traffic management and demand generation
- Web analytics
- Web development
- API product management
- Cookies and consent
- Risk and compliance
- Culture and performance

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Digital Product Management in Financial Services from UCD. This is a level 8 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/digital-product-management](http://iob.ie/programme/digital-product-management) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Digital Product Management in Financial Services are as follows:

- 3 years' experience in a retail banking, international banking, or funds company and completed a 30 ECTS Special Purpose Award (SPA) or awards (at level 7)
- or
- Have an Honours degree (min. 2.2 L8 NFQ) and experience in retail banking/financial services
- or
- Exceptionally, students without a third level qualification but with extensive and demonstrable relevant financial services experience may also be admitted to the programme on a case by case basis.

## IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

## Professional body membership

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

## How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/digital-product-management](http://iob.ie/programme/digital-product-management)

## Contact us

**Sinéad O'Reilly**  
Programme Manager

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## Professional Certificate in Banking in a Digital Age

### Who is this programme for?

This programme is highly relevant for senior and middle management in banks and financial services firms who have responsibility for business strategy, product and service development, product management and marketing, data management, business intelligence, customer service and distribution channels.

It is also relevant to senior and middle management who have responsibility for information technology and staff in banks and financial services firms who are involved in the delivery of products and services and in working with customers through omni-channels.

*“This is a great programme for any managers in the financial services industry who want to further their knowledge of the digital age and that are looking to implement change in the “e” space to further their products and improve customer experience.”*

**Iván Dexeus**

TD Securities

### How you will benefit

On successful completion of this programme, you will be able to:

- Discuss the range of digital technologies associated with emerging customer preferences in financial services and the opportunities to deliver customer value and improve performance
- Understand the role of digital systems in banking strategy and competitiveness, building on existing core strengths
- Understand the key management issues relating to the delivery of a compelling customer experience and developing closer customer relations in the new digital age
- Apply lessons learned from other industries to financial services organisations
- Critically reflect upon your own professional role and contribution to your organisation, in the context of the application of digital technologies and systems
- Explain what is meant by customer experience management from a services perspective and demonstrate an understanding of the customer relationship cycle
- Demonstrate an understanding of changing customer expectations and behaviours in the digital age
- Understand the loyalty ladder, customer portfolio management and other key elements of building customer trust and loyalty
- Discuss the ethical conduct underpinning interactions with customers in a digital environment
- Consider what the future might hold in terms of further technological developments and in creating new value propositions for customers.

### Curriculum

You study three modules:

1. **Financial Services in the Digital Age I (Module 1)**
2. **Financial Services in the Digital Age II (Module 2)**
3. **Managing the Digital Customer Experience (Module 3)**

Each module carries 5 ECTS (academic credits).

There is a co-requisite for this programme, the modules must be completed in order.

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Banking in a Digital Age from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/banking-digital-age](http://iob.ie/programme/banking-digital-age) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Banking in a Digital Age are as follows:

- 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
- Have an Honours degree (min. 2.2 L8 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 in a relevant banking role with responsibility for decision making.

### Professional body membership

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

### How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/banking-digital-age](http://iob.ie/programme/banking-digital-age)

### Contact us

**Lorraine Duane**  
Programme Manager

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## Professional Diploma in Financial Services (Professional Banker)

### Who is this programme for?

The Professional Diploma in Financial Services programme 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 relationship management and, particularly, credit risk management.

*“In a sector which has undergone significant regulatory changes coupled with the paradigm shift towards an increased emphasis on digital banking, I realised that the requirement to upskill and continuously develop is key to me progressing and developing both professionally and personally. Having completed the Professional Diploma in SME Credit, I progressed to the Professional Diploma in Financial Services which built on my knowledge, broadened my understanding and provided a more holistic view of banking.”*

**Eoin Green**

AIB

### How you will benefit

This highly practical and applicable programme offers you a blend of academic knowledge and professional skills. Specifically, it will:

- Broaden and deepen your technical understanding of the main activities in banking and associated risks
- Develop a highly marketable and transferable skill set, including decision-making, problem solving, communication and analytic skills
- Enhance your critical awareness and understanding of the contemporary issues in financial services.

### Professional designation

Members who complete the Professional Diploma in Financial Services, will be invited to the Professional Banker designation and must meet CPD requirements.

The Professional Banker designation is a fundamental acquirement for those seeking to develop and advance a career in banking, including management roles.

### Curriculum

You study three modules:

1. Principles and Practice of Banking (10 ECTS)
2. Principles of Credit Risk (5 ECTS)
3. Managing the Digital Customer Experience (5 ECTS)

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Diploma in Financial Services from UCD and will be invited to the relevant designation.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/prof-diploma-financial-services](http://iob.ie/programme/prof-diploma-financial-services) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Financial Services are as follows:

- 3 years' experience in a retail banking role, have completed a 30 ECTS Special Purpose Award/s at Level 7 NFQ (e.g. Professional Diploma in Financial Advice) and have completed one of IOB's Specialist Purpose Awards (min 10 ECTS) at Level 8 from IOB's suite of specialist programmes

or

- Have an Honours degree (min. 2.2 L8 NFQ) with at least 3 years' experience in a banking role, and have completed one of IOB's Special Purpose Awards (min 10 ECTS) at Level 8 from IOB's suite of specialist programmes.

### Continuing Professional Development

Once you hold the Professional Banker designation you will be required to complete 6 CPD hours annually. IOB will provide all of the required CPD content.

### Professional body membership

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

### How to apply

For further information, including module content, fees and to apply online, visit [iob.ie/programme/prof-diploma-financial-services](http://iob.ie/programme/prof-diploma-financial-services)

### Contact us

Lorraine Duane  
Programme Manager

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## Bachelor of Financial Services (Professional Banker)

### Who is this programme for?

The Bachelor of Financial Services (BFS) degree programme addresses the educational needs of those who wish to develop management and senior management careers in financial services. The BFS provides those who work in banking with an ideal opportunity to acquire a level 8 university degree, which is recognised and supported by the financial services industry.

While providing a broad business foundation, this programme also examines contemporary issues of importance to the financial services industry. A key feature of this programme is that it merges academic knowledge with relevant professional skills and has been developed by both industry and academic subject leaders. The BFS is designed with those working full-time in mind, and is flexible so that candidates can continue to pursue their career goals while studying.

### How you will benefit

Upon successful completion of the BFS degree you will be able to:

- Broaden and deepen your technical understanding of the main activities in banking and associated risks
- Develop a highly marketable and transferable skill set, including decision-making, problem solving, communication and analytic skills
- Enhance your critical awareness and understanding of the contemporary issues in financial services
- Apply concepts and techniques to evaluate complex business problems to aid decision-making
- Develop and critically evaluate strategy and the sustainability of business models in banking and financial services
- Integrate learning into professional practice to take responsibility for personal and professional development.

### Professional designation

Those who complete Stage 2, will be invited to the Professional Banker designation and must meet the requirements of the Professional Banker CPD scheme.

The Professional Banker designation is fundamental for those seeking to develop and advance a career in banking, including management roles.

### Award

When you successfully complete this programme, you will be awarded a Bachelor of Financial Services from UCD.

This is a level 8 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/bachelor-financial-services](http://iob.ie/programme/bachelor-financial-services) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to Stage 1 are as follows:

- Five passes in the Leaving Certificate, including English and Mathematics
- Five O Level or GCSE passes, including English Language and Mathematics
- IOB will also consider applications to Stage 1 on a mature candidate basis from applicants who are 23 years of age before the date of their application for admission to the programme.

Progression to Stage 2 requires that students have:

- Completed Stage 1
- or
- Completed the University Diploma in Financial Services
- or
- Completed the Joint Financial Services Diploma (subject to matriculation, which involves an NUI fee of €150)
- or
- Applicants with an ordinary degree in business (or equivalent) will be considered for direct entry to Stage 2.

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/bachelor-financial-services](http://iob.ie/programme/bachelor-financial-services)

### Contact us

Caoimhe Tynan  
Programme Manager

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## Curriculum

The BFS has three stages. Students must complete 60 ECTS (academic credits) at each stage to achieve the award of Bachelor of Financial Services. Students must complete each stage before progressing onto the next stage.

### Stage 1

Students are required to complete 6 core modules outlined in the table below, plus 6 modules from any of the IOB programmes offered at level 7.

STAGE 1 – 60 ECTS	
CORE (all 5 ECTS) Complete 6 modules	Plus 6 modules from any of IOB level 7 offering
Regulation	
Investment	
Loans	
Life Assurance	
Pensions	
Financial Planning	

### Stage 2

Students are required to complete 6 core modules and one optional module as follows:

STAGE 2 – 60 ECTS	
CORE (50 ECTS) Complete all 6 modules	OPTION (all 10 ECTS) Complete 1 module
Principles of Credit Risk (5 ECTS)	Digital Product Strategy
Customer Experience Management (5 ECTS)	Personal Debt Management & Personal Insolvency
Business Economics (10 ECTS)	
Finance & Investment Decisions (10 ECTS)	
Business Management (10 ECTS)	
Operational Risk Management Practices (10 ECTS)	

### Stage 3

Students are required to complete 3 core modules and 30 ECTS using optional modules from either stream:

STAGE 3 – 60 ECTS		
CORE (30 ECTS) Complete all 3 modules (all 10 ECTS)	OPTION Complete 30 ECTS using modules from either stream	
	RISK STREAM	CREDIT STREAM
Banking in a Digital Age	Banking Risk Management Framework, Culture & Conduct Risk (5 ECTS)	SME Financing & Distressed Credit Analysis (10 ECTS)
Principles and Practice of Banking	Introduction to Economic and Regulatory Capital Requirements, Credit Risk and Pricing (5 ECTS)	SME Property Credit Assessment & Financing (10 ECTS)
SME Credit Risk assessment	Portfolio & Front-Line Pricing for Risk, Funding & Liquidity Risk (5 ECTS)	SME Agri Credit Assessment & Financing (10 ECTS)
		Personal & Micro SME Credit Application, Neg., Documentation & Financing Alternatives (10 ECTS)
		Corporate Credit Risk Assessment (10 ECTS)
		Corporate Banking Risk Management & Products (5 ECTS)

## University Postgraduate Qualifications (Level 9)

Pathway to MSc in Financial Services

90

Professional Certificate in Retirement Planning

10

Professional Certificate for Designated Persons in a Fund Management Company

10

(AFP)

Graduate Diploma in Financial Planning

60

(CFP)

Professional Certificate in Asset Management

10

(AMP)

Professional Diploma in Applied Alternative Investments

30

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

30

Professional Diploma in Advanced Banking Risk Management

30

Professional Diploma in Advanced Operational Risk Management in Financial Services

30

Professional Diploma in Data and Analytics in Financial Services

30

Professional Diploma in Digital Transformation in Financial Services

30

MSc in Compliance

90

(FCI)

Professional Certificate in Data Protection

10

(CDPO)

Professional Certificate in Financial Crime Prevention

10

(CFCP)

Professional Diploma in Strategic Management in Financial Services

30

Professional Diploma in Banking

30

(Chartered Banker)

## Pathway to MSc in Financial Services

### Who is this programme for?

The Pathway to the MSc in Financial Services is a flexible way for you to master critical skills that are aligned to your career plans and that prepare you for tackling complex financial services management challenges.

If you're an experienced professional who wants to deepen expertise in your chosen career while enhancing your strategic mindset, then this flexible MSc Pathway offers you the very best learning experience and a world-class qualification.

The Pathway is a progression route which allows you to achieve your MSc in Financial Services as a series of 'bite-sized' Professional Diploma awards. With lectures delivered online, you can study from anywhere in Ireland.

The programme is ideal for financial services professionals who are in leadership positions, or who aspire to leadership roles.

The Pathway to MSc in Financial Services aims to develop expertise in your chosen areas of interest (e.g. Digital, Data, Culture, Risk Management, Retail Banking or Investment Funds) while fostering a strategic perspective to enable you to assess strategic alternatives, identify new growth opportunities, and solve complex problems in financial services.

The curriculum develops industry specific knowledge and research insights and utilises your practical experience to promote peer learning. An important aspect of the programme is the integration of technical skills and a focus on strategic challenges facing financial institutions to identify opportunities and threats arising in the global marketplace.

You will critically evaluate the implications of operating in a dynamic business environment and the challenges you face in developing and executing strategies to provide value added products, services and solutions as firms seek to create compelling value propositions to support sustainable competitive advantage.

### How you will benefit

On completing the MSc in Financial Services you will be able to:

- Utilise in-depth technical and theoretical knowledge necessary to manage in the evolving financial services landscape
- Critically appraise the forces shaping financial services (including regulation, technology, competition, risk, customer/client expectations)
- Assimilate a range of theoretical and empirical evidence to analyse complex problems and develop and evaluate innovative solutions and strategic alternatives
- Formulate strategy and policy for the financial services firm cognisant of the impact it may have on wider society and the need to recommend courses of action in an ethical and sustainable manner
- Critically evaluate the trade-offs between an institution's risk appetite, related internal control framework, operating model and its profitability
- Communicate clearly to stakeholders, using appropriate media and reporting standards, contemporary issues, decisions and developments in retail banking and financial services.

### The routes to attaining the MSc in Financial Services award

There are two routes to attaining the MSc award. The first is to study the Graduate Diploma in Financial Planning or the Graduate Diploma in Digital and Data Strategy in Financial Services and then the Professional Diploma in Strategic Management in Financial Services.

The Graduate Diploma programmes are six module programmes that run over 18 months. Students must receive 2.2 or higher in the Graduate Diploma programmes to receive the MSc award at the end of their study.

On the second route, students must complete two of a number of Professional Diplomas from our postgraduate offerings and then the Professional Diploma in Strategic Management in Financial Services.

Students complete individual Professional Diplomas on a stand alone basis, but need to complete all three Diplomas within seven years to be eligible for the MSc in Financial Services award.

This gives students flexibility to engage with a programme as their career and personal circumstances change.

## Programme Structure

**MSc in Financial Services**  
90 ECTS Credits



**CORE PROGRAMME**  
Professional Diploma in Strategic Management  
in Financial Services  
30 ECTS Credits



### Complete any two of the following programmes:

1. Professional Diploma in Advanced Banking Risk Management
2. Professional Diploma in Advanced Operational Risk Management in Financial Services
3. Professional Diploma in Applied Alternative Investments
4. Professional Diploma in Banking
5. Professional Diploma in Data and Analytics in Financial Services
6. Professional Diploma in Digital Transformation in Financial Services
7. Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services

Each programme carries 30 ECTS (academic credits)

**OR**

### Complete one of the following programmes

1. Graduate Diploma in Financial Planning
2. Graduate Diploma in Digital and Data Strategy in Financial Services

Each programme carries 60 ECTS (credits)

## Award

When you successfully complete this programme, you will be awarded a MSc in Financial Services from UCD. This is a level 9 qualification on the National Framework of Qualifications.

## Entry requirements

Those interested in embarking on the Pathway to MSc in Financial Services apply in the first instance for one of the constituent Professional Diploma programmes within the Pathways framework.

The entry requirements to these constituent Programmes in most cases are:

- An Honours degree (min 2.2 L8 NFQ)
- or
- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role (to be considered on a case by case basis).

or

- Equivalent relevant professional qualification e.g. Qualified Financial Adviser (QFA), with three years' relevant work experience obtained in the banking or financial services industry, Chartered Tax Advisers (CTAs), accountants, solicitors and barristers

## Continuing Professional Development

If you hold an IOB designation or a designation managed by IOB, CPD hours may be awarded on successful completion of this programme.

## Professional body membership

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

## Further Information

For further information on this programme, visit [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

## Contact us

**Aisling Kellegher**  
Programme Manager

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## Professional Certificate in Retirement Planning

### Who is this programme for?

The Professional Certificate in Retirement Planning is designed to deepen your knowledge of the theory and practice of retirement planning along with enhancing your skills needed to provide retirement planning advice.

The Professional Certificate in Retirement Planning is designed to complement IOB current programme offerings in Asset, Investment and Wealth Management advice. It also provides you with a pathway to further study – the Graduate Diploma in Financial Planning.

### How you will benefit

The Professional Certificate in Retirement Planning is designed to meet the needs of individuals within the financial services sector who are responsible for the provision of retirement planning advice. The programme will ensure that you deepen your knowledge of the theory and practice of retirement planning along with enhancing and developing the key skills required in the provision of retirement planning advice.

Attention will be given to the increased complexity and variety of pension products available in Ireland and the regulatory requirements to be adhered to. Reference will also be made to the EU's reform of occupational pension legislation (IORP II) which emphasises governance and communication standards for occupational pension schemes.

### Curriculum

You study one module:

#### 1. Retirement Planning

This module carries 10 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Certificate in Retirement Planning from UCD.

This is a level 9 qualification on the National Framework of Qualifications.

### Delivery and Assessment

The programme is delivered online, please visit [iob.ie/programme/retirement-planning](http://iob.ie/programme/retirement-planning) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Retirement Planning are as follows:

- Honours degree (min. 2.2 L8 NFQ) in business or a related discipline
- or
- Equivalent relevant professional qualification (e.g.) Qualified Financial Adviser (QFA), with three years' relevant work experience obtained in the banking or financial services industry, Chartered Tax Advisers (CTAs), accountants, solicitors and barristers.

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/retirement-planning](http://iob.ie/programme/retirement-planning)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

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Programme Manager

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# Professional Certificate for Designated Persons in a Fund Management Company (AFP)

## Who is this programme for?

The Professional Certificate for Designated Persons in a Fund Management Company was introduced specifically to support the development of individuals in Designated Person roles, or those who aspire to these roles. It is also relevant to individuals who support Designated Persons and to other professionals in Fund Management Companies.

The Central Bank of Ireland requires that a Fund Management Company or self-managed fund ("Fund ManCo"), which delegates activities, must appoint a number of Designated Persons to carry out prescribed managerial functions. Designated Persons (DPs) are the individuals who are responsible for monitoring and overseeing the managerial function assigned to them. DP roles are Pre-Approval Controlled Functions (PCFs) under the Central Bank of Ireland's Fitness and Probity regime.

According to the Central Bank of Ireland guidance, Designated Persons (DPs) are a Fund ManCo's line of management that lies between the board of directors and delegates. In that sense they can be regarded as the senior leadership team or an integral part of the Fund ManCos Senior Leadership Team.

There are six managerial functions and the related PCFs are as follows: Capital and Financial Management (PCF-39A); Operational Risk Management (PCF-39B); Fund Risk Management (PCF-39C); Investment Management (PCF-39D); Distribution (PCF-39E); and Regulatory Compliance (PCF-39F).

The Professional Certificate for Designated Persons in a Fund Management Company has been carefully designed to equip professionals in the funds industry with the necessary competence to fill DP roles and is the only accredited qualification at this level.

This certificate has been designed in consultation with our Funds Advisory Board, Irish Funds and a variety of industry experts.

## How you will benefit

The programme will support your personal and professional development in taking on senior roles in the fund management industry. It will:

- Enhance your knowledge and skills; and
- Equip you with the competencies necessary to take on a DP position, or to support a DP

The programme will achieve these objectives by:

- Ensuring that you have a full understanding of the legal and regulatory obligations including the Central Bank of Ireland's expectations in this area
- Guide you on how you can develop a "DP mindset"
- Provide you with a good understanding of the various conflicts that can arise from multiple sources and situations and how these can be addressed, with a strong focus on the practicalities of challenge in different situations and different DP roles
- Equip you to engage successfully with boards and with the Central Bank of Ireland.

## Professional designation

The Accredited Funds Professional (AFP) professional designation awarded by IOB to those who have successfully completed the Professional Certificate for Designated Persons in a Fund Management Company.

Continued use of the designation is subject to meeting annual CPD requirements.

## Curriculum

You study one module:

### 1. Designated Persons in a Fund Management Company

This module carries 10 ECTS (academic credits).

## Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate for Designated Persons in a Fund Management Company from UCD and will be invited to the relevant designation.

This is a level 9 qualification on the National Framework of Qualifications.

## Delivery and Assessment

This programme is delivered online. Please visit [iob.ie/programme/fund-management-persons](http://iob.ie/programme/fund-management-persons) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Certificate for Designated Persons in a Fund Management Company are as follows:

- An Honours degree (min. 2.2 L8 NFQ) in business or in a relevant cognate discipline
- or
- Applicants who do not hold a primary degree but have relevant work experience at a middle or senior management level are eligible to apply, and will be considered on a case-by-case basis.

## Professional body membership

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

## How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/fund-management-persons](http://iob.ie/programme/fund-management-persons)

If demand from applicants exceeds the number of available places, a waiting list will apply.

## Contact us

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## Graduate Diploma in Financial Planning (Certified Financial Planner™)

### Who is this programme for?

The Graduate Diploma in Financial Planning is designed for those working in, or who would like to develop a career in, financial planning and wealth management and want to ensure that they have the requisite knowledge and skills at an international standard to support their career as a financial planning professional.

The programme is specifically designed to provide financial planners with the knowledge and understanding of the applicable regulatory requirements, the mechanisms and purpose of the main investment products and the ability to satisfy their individual clients' financial planning and investment portfolio needs.

The Graduate Diploma seeks to deepen your technical knowledge in areas such as asset management, tax, risk management and retirement planning. Each area provides the building blocks for the integrated personal financial planning module which provides the basis for developing client solutions and building long-term mutually beneficial relationships.

### How you will benefit

This programme will provide you with the knowledge and skills required for a career as a professional financial planner. It will:

- Enhance your knowledge of the constituent disciplines underpinning financial planning including investments, pensions, taxation and estate planning
- Develop your analytical, problem solving and decision-making skills to produce comprehensive financial planning solutions
- Enable you to evaluate economic, financial and other relevant data to create integrated financial plans
- Promote a deep understanding of professional values and ethical issues in financial planning execution
- Prepare you for the Certified Financial Planner™ designation qualifying examination.

### Gateway to the prestigious international designation – Certified Financial Planner™ professional

Certified Financial Planner (CFP®) certification is the world's most widely respected financial planning designation and it marks the Certified Financial Planner as being professional, competent and ethical to the highest global standards.

At the end of 2021, there were 203,312 CFP professionals in 27 countries around the globe, including all of the main developed and developing economies. Global numbers have increased by almost 15% over the last three years.

The first cohort of candidates in Ireland were CFP certified (with the Graduate Diploma in Financial Planning) in early June 2011. There are now 831 CFP professionals in Ireland.

For further information on CFP certification, visit [www.fpsb.ie](http://www.fpsb.ie)

### Curriculum

You study six modules:

1. Financial and Data Analysis for Financial Planning
2. Tax and Estate Planning
3. Asset Management
4. Retirement Planning
5. Risk Management in Financial Planning
6. Integrated Personal Financial Planning

Each module carries 10 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Graduate Diploma in Financial Planning from UCD. This is a level 9 qualification on the National Framework of Qualifications.

Candidates who achieve a second class honours grade 2 award (or higher) in the Graduate Diploma in Financial Planning are eligible for the award **MSc in Financial Services** on successful completion of the Professional Diploma in Strategic Management in Financial Services programme.

The MSc in Financial Services is accredited and awarded by UCD and is a level 9 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/financial-planning](http://iob.ie/programme/financial-planning) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Graduate Diploma in Financial Planning are as follows:

- Relevant Honours degree (min. 2.2 L8 NFQ) in a business or a related discipline
- or
- Equivalent relevant professional qualification e.g. Qualified Financial Adviser (QFA), with three years' relevant work experience obtained in the banking or financial services industry, Chartered Tax Advisers (CTAs), accountants, solicitors and barristers

Candidates should also have a working knowledge of Microsoft Excel before starting on the programme.

### Exemptions

Holders of the Chartered Tax Adviser (CTA) qualification qualify for an exemption from the Tax and Estate Planning module.

### Designation

The programme acts as a gateway to the prestigious international designation Certified Financial Planner™ professional.

Financial Planning Standards Board Ireland (FPSB Ireland) requires that a candidate who wishes to become a Certified Financial Planner professional in the Republic of Ireland must:

- Hold the Qualified Financial Adviser (QFA) designation and the Graduate Diploma in Financial Planning
- Have successfully completed the certification exam of FPSB Ireland
- Have met the three year experience requirement in financial planning as set out by FPSB Ireland
- Accept continuing obligations for certification, and
- Commit to the ethics and standards required for CFP® professionals.

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/financial-planning](http://iob.ie/programme/financial-planning)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

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Programme Manager

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## Professional Certificate in Asset Management (AMP)

### Who is this programme for?

Post-financial crisis, financial services firms are exposed to significant conduct risk and it has become increasingly important that individuals in a client facing role understand the complex nature of the products they manage and/or advise on. Additionally, managers/advisors must have complete knowledge of the fundamental principles underpinning investment products to mitigate clients' risks.

The Professional Certificate in Asset Management has been designed in response to Banking and Insurance industry needs to upskill managers/advisors, above and beyond the minimum competency code requirements, in the area of investment advice.

### How you will benefit

This programme has been designed for those satisfying the Minimum Competency Code (MCC) of the Financial Regulator who wish to progress their knowledge and skills in the specific area of investment and asset management to that of Certified Financial Planner (CFP®), the world's most widely respected financial planning designation.

- The programme integrates both theoretical and practical aspects of investment and asset management.
- It will provide a detailed examination of the theoretical and practical elements of investment assets, investment markets and market participants.
- It also provides the first stepping-stone to those considering taking the Graduate Diploma in Financial Planning and the full CFP® designation.

### Professional designation

The Asset Management Professional (AMP) designation is awarded by IOB on successful completion of the Professional Certificate in Asset Management. The AMP designation, underpinned by both UCD and IOB, is set to become the premier professional designation for those working in Asset Management administration in Ireland.

Continued use of the designation is subject to meeting annual CPD requirements.

### Curriculum

You study one module:

1. **Asset Management**

This module carries 10 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Asset Management from UCD and will be invited to the relevant designation.

This is a level 9 qualification on the National Framework of Qualifications.

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/asset-management](http://iob.ie/programme/asset-management) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Asset Management are as follows:

- Relevant Honours degree (min. 2.2 L8 NFQ)
- or
- Equivalent relevant professional qualification e.g. Qualified Financial Adviser (QFA), with three years' relevant work experience obtained in the banking or financial services industry, Chartered Tax Advisers (CTAs), accountants, solicitors and barristers.

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/asset-management](http://iob.ie/programme/asset-management)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

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Programme Manager

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## Professional Diploma in Applied Alternative Investments

### Who is this programme for?

The Professional Diploma in Applied Alternative Investments provides an opportunity for professionals working in the funds industry to develop their expertise in the growing alternative assets market.



*“I would highly recommend this programme to anybody looking to deepen their knowledge of the funds industry especially in the Alternatives space, which is an ever-growing part of the Irish Funds industry landscape. It also offers the chance of job progression or job opportunities which is also a significant benefit.”*

**Jason Stanley**

Central Bank of Ireland

Increasingly, alternative assets which include hedge funds, commodities, private equity, structured products and real asset investments such as infrastructure investments, are becoming mainstream investments which are predicted to grow significantly.

Given the breadth of alternative assets, the programme will appeal to professionals working in the funds industry who want to develop expertise in alternative investments.

### How you will benefit

The overall aim of the programme is to develop your technical knowledge and skills in alternative investments. It will:

- Advance your knowledge and understanding of valuation issues relevant to alternative investments and alternative investment funds
- Progress your understanding of long-term trends in the demand for alternative investments
- Deepen your knowledge and expertise in the range of alternative investment strategies
- Introduce the relevance and importance of alternative investments to various types of investors
- Develop your knowledge of legal and regulatory issues affecting alternative investment funds.

### Curriculum

You study three modules:

1. Investment Valuation and Risk
2. Applied Alternative Investment Strategies
3. Legal and Regulatory Aspects of Alternative Investments

Each module carries 10 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Applied Alternative Investments from UCD.

This is a level 9 qualification on the National Framework of Qualifications.

### Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/applied-alternative-investments](http://iob.ie/programme/applied-alternative-investments) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Applied Alternative Investments are as follows:

- An Honours degree (min. 2.2 L8 NFQ)

or

- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/applied-alternative-investments](http://iob.ie/programme/applied-alternative-investments)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

**Claire Farrell**  
Programme Manager

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

## Who is this programme for?

The Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services is aimed at senior managers in financial services working across a range of roles and functions.



Director General of the CBI, Derville Rowland, highlighted the fundamental role of culture in ensuring appropriate consumer protections: "The Central Bank's mission is to safeguard stability and to protect consumers. One of the ways we do that is through the regulation of the behaviour of firms and the people who work in them. Trust and confidence in financial services and the system of regulation is vital. Our vision for a financial services system underpinned by a strong culture of compliance, with firms and the people working in those firms acting in the best interests of their customers..."

Research on behalf of the Dutch Central Bank shows that the behaviours and culture of a financial institution also influences its financial performance, with institutions with effective cultures outperforming those with less effective cultures.

The programme aims to develop your critical awareness in the areas of culture, behaviour, and ethics; to equip you with decision making, reflective and analytical skills to enable you to implement an effective culture that considers the intended and unintended consequences of decisions and policies for the consumer, shareholders, and society.

You will assimilate an understanding of ethical principles, corporate culture, values, group dynamics, cognitive bias and change management giving you a foundation to create corporate responses to commercial challenges in the context of customer focused culture as mandated by the Central Bank's consumer protection risk framework.

The programme has been designed in consultation with the Compliance Institute and other leading experts in the areas of Consumer Protection Risk Culture, Ethics and Behaviours.

## How you will benefit

On completing this programme you will be able to:

- Explain the theory and practice underpinning culture, ethics, leadership, behavioural change and supervision in financial services
- Consider the implications of ethical theories and behaviour and evaluate the intended and unintended consequences of decisions affecting customers, shareholders and the public good
- Ascertain an institution's cultural behaviour, applying pertinent tools, models or frameworks

- Assess the impact of group dynamics and behaviours on board or team decision-making
- Evaluate existing policies and practices taking account of the commercial, consumer protection and societal imperatives in the context of delivering cultural change
- Appraise usefulness of moral rules, codes, standards or principles in leading and delivering cultural change
- Communicate to internal and external stakeholders how cultural and ethical behavioural change can be addressed, influenced and facilitated to deliver outcomes in the best interest of the company, customers and society
- Engage in self-reflection on ethical and cultural decision-making, in your role as leaders of cultural change.

## Professional Designation

Individuals who complete the Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services, are entitled to apply for the designation offered by Compliance Institute 'Certified Ethics and Cultural Advisor' and use the designatory letters CECA. Continued use of this designation is subject to meeting the Compliance Institute's Continuing Professional Development requirements.

## Curriculum

You study three modules:

1. Ethical Practice in Financial Services
2. Behaviour and Organisation Culture
3. Leading and Implementing Cultural Change

Each module carries 10 ECTS (academic credits).

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services from UCD.

This is a level 9 qualification on the National Framework of Qualifications.

## Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and

achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at

[iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/leading-cultural-change](http://iob.ie/programme/leading-cultural-change) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Leading Cultural Change and Ethical Behaviour in Financial Services are as follows:

- An Honours degree (min. 2.2 L8 NFQ) in a relevant area in a business, legal or cognate discipline and at least 3 years' relevant work experience

or

- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

## IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

## Professional body membership

You must be a current member of IOB, or the Compliance Institute to undertake this programme.

## How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/leading-cultural-change](http://iob.ie/programme/leading-cultural-change)

If demand from applicants exceeds the number of available places, a waiting list will apply.

## Contact us

Deirdre Hendrick  
Programme Manager

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## Professional Diploma in Advanced Banking Risk Management

### Who is this programme for?

The Professional Diploma in Advanced Banking Risk Management is a specialist risk management programme specifically designed for senior risk professionals who are working in senior risk management or related roles in banking, financial institutions or providing risk management advisory services to banks.



*“The biggest advantage of the programme is the direct relevance to live work in a banking environment, most of the learning can be applied usefully in one’s professional life. The lecturers are knowledgeable and engaging and the broad nature of the programme provides all the key elements of risk across a banking enterprise.”*

**David Hanley**

Strategy Implementation Director

This programme has been designed in conjunction with senior risk management and compliance professionals in banking. It covers a broad technical curriculum encompassing the key conceptual foundations of banking risk management and it will enable participants to think strategically in order to manage the key risks in accordance with the bank’s competitive advantages and risk appetite.

This programme is designed for:

- Banking and financial institutions’ senior risk and compliance professionals who are members of the bank risk committees and related roles including, but not limited to, governance, risk, regulatory and liquidity committees
- Banking, financial and regulatory institutions’ senior risk and compliance professionals who are working in risk and compliance roles including: Compliance – Credit review – Capital and credit modelling – Conduct risk – Asset and liability management – Market risk – Operational risk – Internal audit – Legal – Finance – Technology – Change management
- Risk professionals working in the Central Bank of Ireland, National Treasury Management Agency, accountants, business consultants, lawyers and other professionals who provide risk management advisory services.

### How you will benefit

This programme will support your professional development and provide you with:

- At the strategic level, an understanding of the sources and nature of the key risks inherent in the banking model and the inter-relationships between those risks, the bank’s competitive advantage, capital requirements, regulatory requirements and customer imperatives
- An understanding of corporate and risk governance and its relevance within the overall business context including global best practice governance standards
- The current global best practice risk management approaches used by banks to identify, measure, mitigate and manage risks in an enterprise-wide risk context
- The technical risk skills and knowledge to critically evaluate and implement practical solutions to the key risk challenges facing banks’ senior management teams

- An understanding of the regulatory imperatives that drive risk management in banking and an understanding of what regulators are seeking to achieve
- An internationally recognised university qualification at masters degree level.

### Curriculum

You study four modules:

1. **Risk Governance, Culture, Business and Enterprise Risk Management (10 ECTS)**
2. **Regulatory and Economic Capital Management, Credit Risk and Pricing for Risk (5 ECTS)**
3. **Strategic Operational, Conduct and Reputational Risk Management (10 ECTS)**
4. **Asset and Liability Management (ALM), Liquidity and Market Risk (5 ECTS)**

### Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Advanced Banking Risk Management from UCD.

This is a level 9 qualification on the National Framework of Qualifications.

### Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/advanced-banking-risk-management](http://iob.ie/programme/advanced-banking-risk-management) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Advanced Banking Risk Management are as follows:

- An Honours degree (min 2.2 L8 NFQ)

or

- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years’ experience in a management role.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

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

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/advanced-banking-risk-management](http://iob.ie/programme/advanced-banking-risk-management)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

**Aisling O’Sullivan**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

# Professional Diploma in Advanced Operational Risk Management in Financial Services

## Who is this programme for?

The Professional Diploma in Advanced Operational Risk Management in Financial Services has been designed in conjunction with operational risk management professionals working in financial services and leading academics in operational risk management.



University College Dublin  
Ireland's Global University



It will equip participants with a deep, practical understanding of operational risk management frameworks and measurement methodologies in financial institutions. This qualification is the benchmark operational risk qualification recognised in the Irish financial services industry.

This programme is a practical operational risk management programme specifically designed for operational risk professionals. It covers a broad technical curriculum encompassing the key conceptual foundations of financial services risk management and it will enable participants to think strategically in order to manage the key risks in accordance with financial services competitive advantages and risk appetite.

The programme is relevant to all risk related roles in financial services and to those who wish to develop a career in risk management. It will also be of interest to holders of a Professional Certificate or Diploma in compliance.

Specific job titles may include:

- Heads of Operational Risk
- Enterprise Risk Managers
- Operational Risk Managers
- Financial controllers
- Technology Manager
- Operations Managers
- Internal Auditors
- Compliance Officers
- Legal Officers
- Consultants
- Regulators.

The programme would also be of interest to financial institutions' frontline staff who wish to gain a deeper understanding of banking risk management practices including retail, business banking and corporate banking staff.

## How you will benefit

This specialist programme will provide you with:

- A deep and practical understanding of the requirements and responsibilities of operational risk management
- Global best practice tools for the identification, assessment, measurement and management of operational risks
- Insights into latest academic thinking in areas such as AI applications to operational risk management and emerging machine learning models
- A thorough understanding of the key practical and relevant operational risks facing banking professionals in Ireland today including inter alia: financial crime prevention/AML/CFT, KYC, external and internal fraud, information security, IT resilience, cybercrime, outsourcing, business continuity planning, data quality, data protection, impact on capital and other practical areas
- Knowledge and skills to capture, report and investigate operational risk events, how to produce meaningful risk MI including Key Risk Indicator (KRI) data and trend analysis, and how to implement operational risk appetite
- Tools to identify, measure and mitigate risks and thereby improve business performance
- Enhanced business judgement, critical analysis and problem-solving skills.

## Curriculum

You study four modules:

1. **Risk Governance, Culture, Business and Enterprise Risk Management (10 ECTS)**
2. **Operational Risk and Capital Markets (5 ECTS)**
3. **Strategic Operational Risk, Conduct Risk and Reputational Risk Management (10 ECTS)**
4. **Alert Models and Operational Risk Management (5 ECTS)**

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Advanced Operational Risk Management in Financial Services from UCD. This is a level 9 qualification on the National Framework of Qualifications.

## Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/advanced-operational-risk](http://iob.ie/programme/advanced-operational-risk) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Advanced Operational Risk Management in Financial Services are as follows:

- An Honours degree (min. 2.2 L8 NFQ)

or

- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

## Professional body membership

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

## How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/advanced-operational-risk](http://iob.ie/programme/advanced-operational-risk)

If demand from applicants exceeds the number of available places, a waiting list will apply.

## Contact us

Aisling O'Sullivan  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



# Professional Diploma in Data and Analytics in Financial Services

## Who is this programme for?

This programme is for leaders, and aspiring leaders in financial services who would like to leverage data to enhance market insights and client relationships and acquisition. Leaders who effectively and efficiently identify the business intelligence afforded by the data and analytics are most likely to succeed through strategic foresight and analytical considerations.

Springboard+ is co-funded by the Government of Ireland and the European Union.



*“I would recommend this programme to anyone working in the data space or looking to pursue a career in that area. I think it would be particularly beneficial to someone with basic knowledge/experience with Data, who is looking to enhance this with learning formal methodologies and frameworks and how to apply them to drive business value”*

**Julie Collison**

Clear Strategy

Rather than focusing on just data science this programme is for those with internal or client facing reporting functions who are interested in building a data and analytics strategy and mindset across a unit, function, or enterprise. Best practice in data and analytics will be covered, supported by data architecture and risk management considerations. On completing this programme, you will be equipped to drive strategic business outcomes and take advantage of future developments in data and analytics.

## How you will benefit

On successful completion of this programme, you will be able to:

- Describe and explain the challenges and opportunities provided by integrating data and advanced analytics in the provision and management of financial services
- Analyse the impact of a data driven culture and the business drivers in facilitating effective use of data and analytics tools and processes in financial services
- Identify the key features of an organisation which assists and empowers its personnel/ business units as they learn to use data and analytics in their everyday work and evaluate the procedures/new technologies within it
- Examine current practice pertaining to data and analytics in a financial services enterprise or unit to ensure a competitive service
- Communicate clearly to pertinent stakeholders the impact of data and analytics on financial services and products design and delivery
- Critically reflect on your professional role and contribution to financial organisations in the context of the application of data and analytics technologies and systems in financial services (and related sectors) and the implications arising from such developments.

## Curriculum

You study three modules:

1. **Strategy and Culture in a Data and Analytics Environment**
2. **Talent and Assets Management**
3. **Driving Business Outcomes**

Each module carries 10 ECTS (academic credits).

## Learning themes and topics

### Module 1 – Strategy and Culture in a Data and Analytics Environment

- A data and analytics environment
- Business value with descriptive and predictive analytics
- The added value of big data
- Demystifying artificial intelligence
- Data map, key business & tech trends
- Building a data and analytics strategy
- Opportunity mapping
- The data and analytics mindset

### Module 2 – Talent and Assets Management

- Data strategy v data management
- Building a data and analytics team environment
- Meta data & data architecture
- Data quality management, master data management, document and content management
- Data management frameworks, Governance and metadata
- Risk mitigation, privacy, security, data governance maturity models, blockchain
- Data warehousing & business intelligence
- Future impact

### Module 3 – Driving Business Outcomes

- History & background of AI
- Introduction to RPA, machine learning and NLP
- AI algorithms in practice in financial services
- AI Bias
- AI Ethics
- Resourcing AI
- AI strategy and governance
- Future of quantum computing
- Future of work

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Data and Analytics in Financial Services from UCD.

This is a level 9 qualification on the National Framework of Qualifications.

## Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/data-analytics](http://iob.ie/programme/data-analytics) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Data and Analytics in Financial Services are as follows:

- An Honours degree (min. 2.2 L8 NFQ)
- or
- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

## Professional body membership

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

## How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/data-analytics](http://iob.ie/programme/data-analytics)

If demand from applicants exceeds the number of available places, a waiting list will apply.

## This programme qualifies for Springboard + funding

Free or up to 90% funding may be available for eligible applicants. For further information see [iob.ie/areas/funded-skills](http://iob.ie/areas/funded-skills)

## Contact us

**Sinéad O'Reilly**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

# Professional Diploma in Digital Transformation in Financial Services

## Who is this programme for?

While financial services organisations have begun to embark on their digital transformation journeys, there are variances in the success of execution. Legacy systems, processes, and crucially, thought leadership, has significant impact on the success of transformation initiatives. Client expectations and business efficiencies are the two big drivers that are dominating the digital transformation agenda.

This programme is designed to give you the skills to succeed in the opportunistic environment that digital transformation presents, by enabling you to create a strategic transformation approach and to build a dynamic and agile culture in your team, unit or enterprise.

Springboard+ is co-funded by the Government of Ireland and the European Union.



It is designed for business leaders and aspiring leaders to empower you with the skills to anticipate and respond to the changing market and to conceptualise, define and execute digital transformation. You will be equipped to build a transformation strategy including opportunity mapping and engaging internal and external stakeholders. You will understand the ecosystem and operating model of a digital organisation and develop the skills to help your organisation to leverage the opportunities that exist.

## How you will benefit

On successful completion of this programme, you will be able to:

- Explain the theory and practice underpinning Digital Transformation and the reasons why digital technology is changing business strategy
- Outline how the application of advanced analytics and cognitive technologies can drive operating efficiencies and enhance an organisation's value proposition
- Design a strategy for a radical simplification programme in a financial services organisation
- Ascertain and evaluate the strategic challenges and opportunities of Digital Transformation for financial services organisations (traditional and FinTechs)
- Communicate the current financial services ecosystem to specialist and non-specialists, along with illustrating how emerging technologies can impact and improve financial services organisations
- Critically reflect on your professional role and contribution to financial organisations in the context of Digital Transformation (DT) in financial services (and related sectors).

## Curriculum

You study three modules:

1. Strategy and Culture in a Digital Transformation Environment
2. Digital Assets and Operating Model
3. Designing and Delivering Digital Transformation

Each module carries 10 ECTS (academic credits).

## Learning themes and topics

### Module 1 – Strategy and Culture in a Digital Transformation Environment

- Go digital or go home
- Forces driving digital transformation
- Dispelling the myths
- Disruption and digital business models
- Domains: customer and platform
- Data, innovation and value proposition
- Engaging the 'c' suite
- Staying the course

### Module 2 – Digital Assets and Operating Model

- The building blocks of a digital business
- Winners and losers – customer at the core
- Domains: digital, data, and efficiency
- Execution choices and the ambidextrous paradigm
- Hardware and software
- The hum aspect
- Managing digital risk

### Module 3 – Designing and Delivering Digital Transformation

- Transformation programmes, tools and blueprints
- KPIs and dashboards
- Agile development
- Release management
- Change management and business readiness
- Value mapping and prioritization
- Benefit realisation

## Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Digital Transformation in Financial Services from UCD. This is a level 9 qualification on the National Framework of Qualifications.

## Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/digital-transformation](http://iob.ie/programme/digital-transformation) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Digital Transformation in Financial Services are as follows:

- An Honours degree (min. 2.2 L8 NFQ)
- or
- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

## IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

## Professional body membership

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

## How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/digital-transformation](http://iob.ie/programme/digital-transformation)

If demand from applicants exceeds the number of available places, a waiting list will apply.

## This programme qualifies for Springboard + funding

Free or up to 90% funding may be available for eligible applicants. For further information see [iob.ie/areas/funded-skills](http://iob.ie/areas/funded-skills)

## Contact us

Sinéad O'Reilly  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## MSc in Compliance (FCI)

### Who is this programme for?

The MSc in Compliance is designed to give Compliance and other assurance and control function professionals the knowledge and skills they need to implement effective structures and enhance the overall internal governance structures of organisations.



*"I completed the Professional Diploma in Compliance (LCI) programme, but was interested in broadening my expertise; not solely in respect of technical knowledge but also softer skills such as problem solving. The programme was challenging, as befits a recognised level 9 qualification, but rewarding in terms of fulfillment and future prospects."*

**Glenn Cummings**

Permanent TSB

This programme will provide you with the multi-disciplinary skills to participate more effectively in leading compliance functions and to understand the practical application of compliance best practice.

It has been developed for those who work in assurance and control functions and will be of particular interest to Compliance managers and senior leaders together with those aspiring to these roles as part of their own career development.

### How you will benefit

This programme will support your personal and professional development. It will:

- Provide you with the opportunity to develop comprehensive knowledge and expertise across a broad curriculum in compliance and regulatory risk
- Develop an in-depth understanding of the requirements and responsibilities of ensuring robust compliance within financial services firms, while maintaining the trust of customers and wider stakeholders
- Develop your thinking on key business challenges and ethical dilemmas faced by management when striving to improve business performance in regulated environments
- Advance your ability to blend theory and practice in complex and specific situations to improve business performance
- Enhance your business judgement, critical analysis and problem solving skills
- Give you an understanding of the role of the compliance function in maintaining a consumer focused culture
- Provide you with the knowledge to illustrate the practical skills needed to develop productive relationships, and to embed a positive compliance culture throughout the organisation.

### Professional designation

Members who complete the MSc in Compliance, will be invited to become Fellows of the Compliance Institute and to use the designatory letters FCI subject to CPD requirements.

### Curriculum

You study nine modules:

1. **Ethics and Corporate Governance (10 ECTS)**
2. **Managing for Compliance (10 ECTS)**
3. **Financial/White-Collar Crime Prevention (10 ECTS)**
4. **Data Protection Policies and Procedures (10 ECTS)**
5. **The Regulatory Landscape (10 ECTS)**
6. **Designing an Internal Governance Framework (10 ECTS)**
7. **Compliance Leadership (5 ECTS)**
8. **Research Methods and Methodology (5 ECTS)**
9. **Applied Project (20 ECTS)**

### Award/Designation

When you successfully complete this programme, you will be awarded a MSc in Compliance from UCD and will be invited to the relevant designation.

This is a level 9 qualification on the National Framework of Qualifications.

Students who leave the programme on successful completion of the first six modules are eligible for the exit award Graduate Diploma in Compliance from UCD (postgraduate level 9).

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/compliance-msc](http://iob.ie/programme/compliance-msc) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the MSc in Compliance are as follows:

- An Honours degree (min. 2.2 L8 NFQ) in a relevant area in a business, legal or cognate discipline and at least 3 years' relevant work experience.

or

- Applicants who do not hold a primary degree but have relevant work experience at a middle or senior management level are eligible to apply and will be considered on a case-by-case basis.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

You must be a current member of the Compliance Institute, or become a member, to apply for this programme.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/compliance-msc](http://iob.ie/programme/compliance-msc)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

**Mary O'Dwyer**  
Programme Manager

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## Professional Certificate in Data Protection (CDPO)

### Who is this programme for?

There has been a significant increase in the complexity and volume of the regulation underpinning compliance in the area of data protection. As well as a thorough understanding of the regulatory and legislative framework, professional practice in the area of data protection requires judgements and decisions to be made for many scenarios.



The primary motivation underpinning the Professional Certificate in Data Protection is to provide a learning opportunity for compliance and related professions to develop the necessary skills to ensure that their organisations meet their current and future responsibilities in relation to data protection.

The programme has been designed in consultation with the office of the Data Protection Commissioner.

### How you will benefit

This programme will support your personal and professional development and will enable you to:

- Interpret contemporary legislation in the specific areas of data protection
- Use contemporary theories and practical evidence to design a data protection framework within your organisation
- Design, complete and report on major data protection projects which may be required to enhance your firm's positioning within the sector
- Justify the rationale behind recommendations in relation to data protection
- Maintain, develop and apply contemporary professional best practice and contribute to a personal ethos of life-long learning and self-improvement.

### Professional designation

Individuals who complete the Professional Certificate in Data Protection, are entitled to apply for the designation CDPO – Certified Data Protection Officer and must meet CPD requirement.

### Curriculum

You study one module:

#### 1. Data Protection Policies and Procedures

This module carries 10 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Data Protection from UCD and will be invited to the relevant designation.

This is a level 9 qualification on the National Framework of Qualifications.

The Professional Certificate in Data Protection forms part of the MSc in Compliance. Further information is available at [iob.ie/programme/compliance-msc](http://iob.ie/programme/compliance-msc)

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/data-protection](http://iob.ie/programme/data-protection) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Data Protection are as follows:

- An Honours degree (min. 2.2) in a business, legal or IT discipline
- or
- Those who do not hold a degree, but have exceptional professional experience in the area of data protection, are eligible to apply and will be considered on a case-by-case basis.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

You must be a current member of the Compliance Institute, or become a member, to undertake this programme.

### How to apply

For further information, including module content, exam, fees, closing dates and to apply online, visit [iob.ie/programme/data-protection](http://iob.ie/programme/data-protection)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

Deirdre Hendrick  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

## Professional Certificate in Financial Crime Prevention (CFCP)

### Who is this programme for?

There has been a significant increase in the complexity and volume of regulation underpinning compliance in the area of financial crime prevention. Consequently, practitioners operating in this complex environment have to fulfill their fiduciary responsibilities of ensuring ethical and legal compliance within this regulatory environment while contributing to wider organisational objectives.



The role of the Head of Compliance with responsibility for Anti-Money Laundering and Counter Terrorist Financing legislation, often the Money Laundering Reporting Officer (MLRO) in a regulated firm, is a Pre-Approval Control Function under the Central Bank Fitness and Probity regime. MLROs within firms carry serious legal responsibilities and those who fill the roles must know and understand what these responsibilities are.

Relevant law and standards apply both at a domestic and international level and material breaches can result in personal accountability for MLROs as well as significant reputational damage and fines for financial services firms. The wider damage caused by financial or white-collar crime to individuals, communities and the public at large is immeasurable. Effective prevention of fraud and financial crime, combined with thorough investigation if and when it does arise, yields very positive outcomes.

The Professional Certificate in Financial Crime Prevention has been carefully designed to equip MLROs and others who specialise in this area with the necessary competence to fill this role and is the only accredited qualification at this level.

This certificate has been designed in consultation with the Garda Bureau of Fraud Investigation and the Suspicious Transactions Unit in the Office of the Revenue Commissioners.

### How you will benefit

This programme will support your personal and professional development. It will enable you to:

- Interpret contemporary legislation in the specific areas of financial crime prevention
- Design, complete and report on major financial crime prevention projects, which may be required to enhance your firm's positioning within the sector
- Determine, on an ongoing basis, the performance of a financial crime prevention framework within your firm's framework
- Apply professional knowledge and skills to investigate a suspected financial crime
- Maintain, develop and apply contemporary professional best practice.

### Professional designation

Individuals who complete the Professional Certificate in Financial Crime Prevention, are entitled to apply for the designation CFCP – Certified Financial Crime Professional and must meet CPD requirement.

### Curriculum

You study one module:

#### 1. Financial/White-Collar Crime Prevention

This module carries 10 ECTS (academic credits).

### Award/Designation

When you successfully complete this programme, you will be awarded a Professional Certificate in Financial Crime Prevention from UCD and will be invited to the relevant designation.

This is a level 9 qualification on the National Framework of Qualifications.

Those who successfully complete the Professional Certificate in Financial Crime Prevention, may wish to apply for the MSc in Compliance to progress their studies. Further information is available at [iob.ie/programme/compliance-msc](http://iob.ie/programme/compliance-msc)

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/financial-crime-prevention](http://iob.ie/programme/financial-crime-prevention) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Certificate in Financial Crime Prevention are as follows:

- An Honours degree (min. 2.2 L8 NFQ) in a business, IT or relevant cognate discipline
- or
- Those who do not hold a degree, but have exceptional professional experience in the areas of fraud, risk or compliance are eligible to apply and will be considered on a case-by-case basis.

### IFS Skillnet

Part funding may be available for eligible applicants through IFS Skillnet. For more information see [iob.ie/info/supports-and-scholarships](http://iob.ie/info/supports-and-scholarships)

### Professional body membership

You must be a current member of the Compliance Institute, or become a member, to apply for this programme.

### How to apply

For further information, including module content, fees, exam dates, closing dates and to apply online, visit [iob.ie/programme/financial-crime-prevention](http://iob.ie/programme/financial-crime-prevention)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### Contact us

**Deirdre Hendrick**  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



## Professional Diploma in Strategic Management in Financial Services

### Who is this programme for?

The Professional Diploma in Strategic Management in Financial Services is ideal for financial services professionals who are in management and leadership positions, or who aspire to senior management and leadership roles.

The Professional Diploma in Strategic Management in Financial Services will focus on the theory and practice underpinning strategy design, development and implementation. It will also ascertain and analyse the key drivers that shape and contribute to a firm's superior performance (competitive advantage) in the marketplace.

Springboard+ is co-funded by the Government of Ireland and the European Union.



The aim of the Professional Diploma in Strategic Management in Financial Services is to provide you with a specific skillset to build on your prior learning, augment your technical knowledge and competencies and up-skill/re-skill to deal with the key changes and challenges facing your organisations and sector. The programme will provide a strategic lens through which you can integrate your technical knowhow in the provision of organisation-wide solutions, solve complex problems and formulate and implement strategy and change in a dynamic business environment.

### How you will benefit

On completing the Professional Diploma in Strategic Management in Financial Services, you will be able to:

- Explain current theory and practice underpinning strategy, strategy formulation, innovation, strategic-decision making and strategic implementation
- Analyse and assess the financial services market environment using appropriate models and frameworks
- Select and apply appropriate tools to diagnose the environmental opportunities and threats faced by a financial services organisation, and evaluate the strategic alternatives available to deliver customer and client value
- Formulate performance measures for strategic implementation and create and implement a change management programme to support strategic implementation
- Engage with colleagues and demonstrate personal initiative and leadership in developing and implementing organisational strategy
- Communicate clearly (using appropriate media) to pertinent stakeholder's, current strategic management issues for financial services players
- Pursue appropriate learning opportunities (academic and non-academic) to enhance your strategic decision capabilities.

### Curriculum

You study three modules:

1. Strategic Decision Making
2. Strategy and Innovation in Financial Services
3. Strategy Implementation and Change Management

Students must have completed the Strategy and Innovation in Financial Services module before undertaking the Strategy Implementation and Change Management module.

Each module carries 10 ECTS (academic credits).

### Award

When you successfully complete this programme, you will be awarded a Professional Diploma in Strategic Management in Financial Services from UCD.

This is a level 9 qualification on the National Framework of Qualifications.

### Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each), or one of the Graduate Diploma programmes (60 ECTS). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

### Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/strategic-management](http://iob.ie/programme/strategic-management) for details on the assessment methods.

### Entry requirements

The minimum entry requirements to the Professional Diploma in Strategic Management in Financial Services are as follows:

- An Honours degree (min. 2.2 L8 NFQ)
- or
- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

### Professional body membership

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

### How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/strategic-management](http://iob.ie/programme/strategic-management)

If demand from applicants exceeds the number of available places, a waiting list will apply.

### This programme qualifies for Springboard + funding

Free or up to 90% funding may be available for eligible applicants. For further information see [iob.ie/areas/funded-skills](http://iob.ie/areas/funded-skills)

### Contact us

Aisling Kellegher  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)

# Professional Diploma in Banking (Chartered Banker)

## Who is this programme for?

The Professional Diploma in Banking was introduced specifically to support the development of individuals in leadership positions, or who aspire to leadership roles, in banking and financial services.

The programme exposes you to contemporary issues in bank governance within the context of banking risk and capital management. It brings together the latest thinking and concepts in governance and risk and the technical knowledge required to assess and manage the bank's assets and liabilities. You will therefore have a robust conceptual understanding of bank management and the technical skills to implement that understanding in running the bank's business.

## How you will benefit

This programme will support your personal and professional development whilst giving you a deep, integrated understanding of banking. It will:

- Broaden your knowledge and understanding of the requirements for responsible banking, and the management of banks in the interests of a wide range of stakeholders
- Enhance your business judgement, critical analysis and problem solving skills
- Develop your thinking on key business challenges and ethical dilemmas faced by management when striving to improve business performance
- Provide you with the opportunity to develop comprehensive knowledge and expertise across a broad curriculum relevant to financial institutions
- Develop in you a holistic professional skill set to ensure commercial sustainability and the maintenance of the trust of customers and wider stakeholders.

## Professional designation

This programme satisfies the educational requirement for the prestigious and internationally recognised Chartered Banker designation. Chartered Banker is the gold standard for professionals working in the financial services sector. Chartered Bankers are highly qualified professionals, well equipped for a management career or leadership role.

Students who successfully complete this programme will be invited to apply for the Chartered Banker designation. However, to be eligible for the Chartered Banker designation, these students will also have to satisfy the requirement of a minimum of three years' experience in banking or financial services.

## Curriculum

You study three modules:

1. Risk Management in Financial Institutions
2. Bank Governance and Regulation
3. Bank Capital and Asset Liability Management

Each module carries 10 ECTS (academic credits).

## Award/Designation

When you successfully complete this programme, you will be awarded a Professional Diploma in Banking from UCD and will be invited to the relevant designation.

This is a level 9 qualification on the National Framework of Qualifications.

## Progression

This award is on the Pathway to MSc in Financial Services. Those wishing to continue their studies and achieve the MSc (90 ECTS credits) are required to complete two further Professional Diplomas (30 ECTS each). Further details at [iob.ie/programme/msc-financial-services](http://iob.ie/programme/msc-financial-services)

## Delivery and Assessment

This programme is delivered online, please visit [iob.ie/programme/professional-diploma-banking](http://iob.ie/programme/professional-diploma-banking) for details on the assessment methods.

## Entry requirements

The minimum entry requirements to the Professional Diploma in Banking are as follows:

- Individuals (non-degree holders) admitted to this programme will have at least 6 years' minimum experience in a banking or financial services firm and have completed the Professional Diploma in Financial Services (level 8, 30 ECTS) or equivalent programmes comprising 30 ECTS at level 8 and a 30 ECTS Special Purpose Award/s at level 7.

or

- Admission will also be granted to individuals with an Honours degree (min. 2.2 L8 NFQ)

or

- Admission may also be considered for experienced professionals who do not meet the admission requirements as set out above, where they can demonstrate knowledge through their work i.e. they have more than 5 years' experience in a management role.

## Continuing Professional Development

Once you hold the Chartered Banker designation you will be required to complete 6 CPD hours annually to maintain the designation.

We provide all of the required CPD content with a combination of online courses and events.

## Professional body membership

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

## How to apply

For further information, including module content, fees, closing dates and to apply online, visit [iob.ie/programme/professional-diploma-banking](http://iob.ie/programme/professional-diploma-banking)

If demand from applicants exceeds the number of available places, a waiting list will apply.

## Contact us

Caoimhe Tynan  
Programme Manager

E: [education@iob.ie](mailto:education@iob.ie)



## Executive Education

**Certified Bank Director**

(CBD)

**Certified Investment Fund Director**

(CIFD)

## Certified Bank Director

### Who is this programme for?

The Certified Bank Director (CBD) programme is designed for executive and non-executive directors of the main and subsidiary boards of banks. It will be highly beneficial, not only to individuals new to the roles and responsibilities of being a bank director, but also to experienced bank directors operating in a significantly changed regulatory landscape. This programme is also targeted at senior managers aspiring to be bank executive directors and/or identified as potential future executive directors within their organisation.

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*“Having completed the Certified Bank Director programme, I can say that the programme provides a holistic and extensive overview of the banking system, from the changed regulatory landscape following the global financial crisis to the unique risk profile of banking models and the importance of internal governance processes. This programme is highly beneficial not only to those new to the banking sector as a director, but also experienced bank directors who want to benchmark their own understanding against a certified programme.”*

**Colin Hunt**

CEO of AIB

The programme comprises 11 modules delivered over 10 days across two blocks of five days' duration each. A panel of subject area experts drawn from academia and industry lead each of the individual modules. The emphasis in the programme is on the application of key concepts to enhance the skills of participants and to create a learning forum where challenges can be explored and wisdom and insights dissected and shared.

### Programme outcomes

On successful completion of the programme, participants will:

- Understand the unique characteristics of banks, bank balance sheets, bank P&Ls and bank strategy;
- Appreciate the implications of ongoing regulatory changes and the legal, regulatory and governance framework relevant to board directors;
- Comprehend the unique risk profile of banking models, including the systematic and systemic implications of risk-related policies in the context of strategy and the relationship between risk appetite, profitability and stakeholder maximisation;
- Appreciate the importance of the internal governance processes and the application of best practice;
- Understand the changing nature of investor engagement and the implications for the work of the board;
- Understand the behaviours required from well functioning boards and the expectations and requirements of individual directors.

### Curriculum

You study 11 modules:

1. Introduction to Bank Governance
2. Global Prudential Regulation
3. Capital, Dynamic Balance Sheet Management and Stress Testing
4. Operational Risk and Enterprise Risk Management: Management and Oversight
5. IRRBB and Market Risk: Management and Oversight
6. Liquidity Risk: Management and Oversight
7. Credit Risk Management and Oversight
8. Fundamentals and Analysis of Bank Financial Statements
9. Conduct Risk (including wholesale conduct), Culture, Ethics and the Board
10. Bank Strategy
11. Bank Governance

### Award

When you successfully complete this programme, you will earn the professional designation of Certified Bank Director from IOB.

### Delivery and Assessment

Please visit [iob.ie/cbd](http://iob.ie/cbd) for details on delivery and assessment methods.

### Entry requirements

The programme is for executive and non-executive directors of the main and subsidiary boards in banks. It is also relevant to senior banking executives and members of a bank's executive committee. Entry is assessed based on an application.

### Designation

On successful completion, you will be invited to apply for the the CBD designation from IOB.

### Continuing Professional Development (CPD)

CBDs are required to complete six hours of continuing professional development each year.

### How to apply

As the number of places on the programme is restricted, early applications are encouraged. It is recommended that candidates speak to the Relationship Manager prior to submitting an application for the programme.

### Contact us

For further information on the CBD programme visit [iob.ie/cbd](http://iob.ie/cbd) or you can contact:

**Kate Walsh**  
Relationship Manager

E: [kate.walsh@iob.ie](mailto:kate.walsh@iob.ie)

## Certified Investment Fund Director (CIFD)



*“I found completing the Certified Investment Fund Director programme therapeutic. It helped me to assemble all the strands of my many years of experience in the financial services industry. I listened, debated, reflected, read more and then gathered it all into one great informative closing journal. Interestingly, as regards learning, I had to accommodate three different sentiments. Firstly, I was pleased to discover that I know more than I thought I did. Secondly, I realised I had to unlearn, reset and learn again a few things that I had misunderstood along the way. Thirdly, I am encouraged that I discovered new areas I want to investigate further and have already started to research in order to deepen my understanding. All in all a truly tremendous experience that has got me hooked again on learning.”*

**Melíosa O’Caoimh**

Country Head, Northern Trust

### Who is this programme for?

The Certified Investment Fund Director (CIFD) Programme is designed for all investment fund directors, or those with extensive asset management or funds experience who aspire to become investment fund directors. It would also be a valuable programme for those operating in director/senior management positions within both fund promoter and service provider organisations, those responsible for the regulation of investment funds and institutional investor personnel responsible for the oversight of investment fund governance frameworks within their portfolio of investment funds.

The CIFD Programme is delivered through an intensive combination of class-based, online, and self-directed learning. This is a blended learning programme, where class-based learning is supported by additional reading, online webinars and individual learning outside the classroom.

This approach allows for time constrained professionals to manage their own learning journey whilst still benefiting from the interactive and peer learning that a classroom environment provides.

### The Programme comprises of 10 modules

Seven modules are delivered in the classroom and three are delivered online. The classroom-based modules are delivered over one block of five consecutive days’ duration and are supplemented by assigned prereading material and, for some modules, short supporting webinars. The online modules are CAIA’s Fundamentals of Alternative Investments, Risk Management and Board Oversight module and the Custody and Board Oversight module. Although these three modules are delivered online only, their content is weaved throughout the delivery of the classroom-based modules.

Participants on the CIFD Programme are given login access to a programme participant page. Through this page, participants will have access to the webinars and a library of reading material recommended by programme faculty. Webinars are provided at the start of the programme and

participants will be provided with a detailed programme guide with a recommended timeline to follow as participants navigate through the programme. As participants, you will play an important role in the success of the programme. Outside the class room, engaging with the assigned reading and webinars is critical. We estimate that approximately 70 hours of online and self-directed learning is required for this purpose. Inside the classroom, over the five-day block, active participation and discussion is facilitated and encouraged by lecturers. Contextualising the programme material in the day-to-day experiences of participants within the classroom is an integral ingredient of the CIFD Programme.

### What does the programme cover?

The Programme’s syllabus is intended to cover all key aspects of the value chain for funds and address the key governance issues faced by fund directors. The content delivered by the Programme’s faculty is dynamic – reflecting key prevailing industry topics and trends, such as the rise of sustainable finance and the evolving technology and digital landscape – to ensure participants are well equipped with the knowledge to become successful fund directors in the industry today.

### Programme outcomes

On successful completion of this programme, participants will be equipped to:

- critically evaluate the investment fund governance models they are involved with as a director or asset manager and identify gaps in the objectives, framework and process;
- articulate the objectives of investment fund governance;
- implement an effective investment fund governance framework;
- maximise the effectiveness of fund board, fund promoter and service provider relationships from an investment fund governance perspective;
- understand the behaviours required from well-functioning boards and individual directors.

### Curriculum

You study 10 modules as follows:

1. (Online) Fundamentals of Alternative Investments

2. (Online) Risk Management and Board Oversight
3. Investment Fund Governance I and II
4. Fund Distribution and Board Oversight
5. Transfer Agency and Board Oversight
6. Portfolio Management and Board Oversight
7. Investment Fund Valuation and Board Oversight
8. Analysis of Fund Financial Statements
9. Investment Fund Regulation
10. (Online) Custody and Board Oversight

### Award

When you successfully complete this programme, you will be awarded a Certified Investment Fund Director (CIFD).

### Delivery and Assessment

Please visit [iob.ie/programme/certified-investment-fund-director](https://iob.ie/programme/certified-investment-fund-director) for details on delivery and assessment methods.

### Designation

On successful completion, you will be invited to apply for the CIFD designation.

### Continuing Professional Development (CPD)

CIFDs are required to complete six hours of continuing professional development each year.

### How to apply

As the number of places on the programme is restricted, early applications are encouraged. It is recommended that candidates speak to the Relationship Manager prior to submitting an application for the programme.

### Contact us

For further information on the CIFD Programme and/or to arrange to speak to our Relationship Manager, please visit [iob.ie/programme/certified-investment-fund-director](https://iob.ie/programme/certified-investment-fund-director) or contact:

**Kate Walsh**  
Relationship Manager

**E:** [kate.walsh@iob.ie](mailto:kate.walsh@iob.ie)

# Study Supports

## How we can help you get the best from your programme

We are committed to providing a wide range of educational supports to help you with your studies. You should start using these at the beginning of the trimester to gain maximum benefit. Students who start studying earlier, perform better.



### Learning supports available

The specific learning supports provided for each module on a programme vary depending on the nature of the module. You should check IOB Learn regularly during your studies for module news, study and lecture material and other resources.



### Study Guide

All modules are accompanied by a Study Guide which contains key information about the module. This online document:

- introduces you to the module you are studying
- displays the syllabus and the learning outcomes
- describes the assessment requirements for the module, for the exam and/or continuous assessment.



### Textbook

Most modules have a recommended textbook containing key content. Your module study guide will indicate what chapters should be read in preparation for the various workshops and/or will prompt you on a suggested schedule for studying this content.



### eLearning

Many of our modules are accompanied by eLearning content. This content is available 24/7 and is a key support in studying and revising module material as it can be viewed as many times as required.



### Chapter Weightings – Multiple Choice Question (MCQ) Modules

Study guides for modules with end of trimester MCQ exams include the exam chapter weightings. The exam chapter weighting is broadly proportionate to the weighting of questions in the exam paper, i.e. how many questions will appear from each chapter. This is intended to help you to prioritise your studies.



### Live Webinars

A number of modules have interactive online live webinars with a lecturer working through module content. You can request specific areas to be covered and ask questions in advance. During the webinar itself, you will have the opportunity to interact with the lecturer online and they will review the questions received during the session.



### Past and Sample Papers

Past or sample examination papers are made available in IOB Learn. For modules with written exams, there are also past papers available to help you prepare for your exam. For modules assessed by MCQ's, there are sample questions and papers available as past exam questions are not published.



### Student Discussion Forums

Some modules have forums allowing students to discuss module content, assignment progress and other module information. Further information will be available on IOB Learn.



### Student Handbook

There are handbooks for programmes at all levels which contain key information about the programmes, assessment guidelines and regulations, and also information on the submission of online assignments.



### Email support

Each module is managed by a programme manager who will be in touch with you regularly throughout the trimester to help you progress through your module. Their emails will help you prepare for workshops, prompt you on important dates and generally keep you on track. You can also contact your Programme Manager anytime by emailing [education@iob.ie](mailto:education@iob.ie).

# Terms and Conditions

## Programme admission

- Applicants to a programme are required to meet the entry criteria as stated in the programme overview of this prospectus, or the Requirements section of the programme page on [iob.ie](http://iob.ie) before registration.
- Where required you should apply for a programme through [iob.ie](http://iob.ie) and provide the information requested. If you are successful in your application, you will be enrolled to the programme. At that point you will be able to register online for your module(s), which requires full payment for your module(s) at registration.
- If you are applying to a programme, the verification of documentation relating to admissions criteria (for example transcripts, work references) may be required and so early application is strongly recommended.
- Applications from members who do NOT meet the standard admission requirements in particular often require extra time for verification and processing. A non standard application form along with a CV is normally required in these cases. It is the applicant's responsibility to submit full documentation as part of the application. Information required is outlined on the individual programme page at [iob.ie](http://iob.ie).
- Level 7 programme entry requirements: The second level educational requirements for employment in financial institutions are normally acceptable for entry (unless there are specific entry requirements stated in the programme overview in this prospectus). These educational requirements are five passes in the Leaving Certificate including English and Mathematics or Five O Level or GCSE passes including English Language and Mathematics.
- Level 8 and 9 programme entry requirements: Level 8 and 9 entry requirements are specified under each programme. If prior learning in other institutions is being used as grounds for entry, programme enrolment is considered provisional until an original transcript is received. A transcript of results is a formal document from an institution listing the modules studied, credits involved, grades achieved and final category of award. Note, a parchment cannot be accepted as the equivalent.
- English Language requirements: All IOB programmes are delivered through English and students are expected to be proficient in English. This proficiency is typically evidenced by use in the daily working environment, through passing English as a subject in the Irish Leaving Certificate Examination/equivalent, by achieving the minimum standard in a recognised English language test or through other documented verifiable means. This minimum standard is an IELTS score of 6.5 (minimum 6.0 in each band in the academic version) or equivalent.
- Information on how to apply to a programme and/or register to modules is available on [iob.ie](http://iob.ie) including closing dates for all programmes.

Mature applicants, who are over 23 years of age on the proposed year of entry, are exempt from these entry criteria.

Applicants under 23 years of age on the proposed year of entry are required to send in a copy of their Leaving Certificate/GCSE results.

## Enrolment

- Enrolment and membership: To enrol to an IOB programme you must become and remain a current member of IOB. The membership fee applies for the calendar year and new membership is payable on enrolment. It is then payable annually and falls due on 1 January each year.
- If registering for modules on the Professional Certificate or Diploma in Compliance, Professional Certificate in Financial Crime Prevention, Professional Certificate in Data Protection, MSc in Compliance, a yearly membership fee to the Compliance Institute is applicable, payable directly to the Compliance Institute and students are required to provide evidence of membership on enrolment to the programme.
- All programme fees are payable in full in advance through the shopping cart using online payment or through an approved Employer Funding scheme. Students are not considered registered until your modules have been paid for in full. Where an employer does not approve funding or withdraws funding, students will be withdrawn from the module. All matters in relation to employer funding should be discussed directly with the employer.
- Module prices are subject to change for each academic year.
- Students may withdraw from a module within 6 weeks of the start of each trimester. After this date, **fees are not refundable**. Students withdrawing from their first module will be required to apply to the programme again, where relevant. Students without an active module registration are required to follow leave of absence procedures available from [iob.ie/info/student-info#exams-and-regulations](http://iob.ie/info/student-info#exams-and-regulations).
- Programmes outlined in this prospectus are governed by UCD academic regulations and information on these regulations and related procedures is available from [iob.ie](http://iob.ie). This information relates to areas such as applying for recognised prior learning, recommended student workload, leave of absence requirements, applying for extenuating circumstances, provision of alternative exam accommodations and assessment regulations. Questions can also be sent to [info@iob.ie](mailto:info@iob.ie).
- All programmes are subject to minimum numbers and IOB reserves the right to cancel a programme if there are insufficient numbers. All dates are subject to change and in such cases amended dates will be published at [iob.ie](http://iob.ie).
- Exam dates are provided at time of registration and are subject to change. In the unlikely event of an exam date change, all registered students will be communicated with.
- It is the students responsibility to ensure their mobile number and contact details are up to date using the Member Resources section in IOB Learn. We communicate with students through SMS, email and through the Correspondence section of IOB Learn. Students should regularly check IOB Learn for communications and information.
- Most IOB programmes are delivered and assessed online. Students should ensure they have appropriate equipment available to them in order to participate in the programme. Where equipment is provided by an employer, there may be security restrictions on the device which prevent downloading of apps required for exams. Further information is available from [iob.ie/info/student-info](http://iob.ie/info/student-info) and it is the student's responsibility to ensure they have access to a suitable device.
- Programmes with face to face lectures/ workshops will have that information stated on the programme page.
- By enrolling on the programme, students are signing up to the academic regulations of the programme including the code of conduct, available from [iob.ie/info/student-info](http://iob.ie/info/student-info).

## Key Dates 2022–2023

Autumn Trimester September 2022 – January 2023	Blended Level 7 and Level 8	Level 7 programmes leading to MCC†	Level 9**
Closing date for applications* (Levels 8 and 9)	19/09/2022	11/11/2022	19/09/2022
Closing date for module registrations Levels 7, 8 and 9 (Including fees)	07/10/2022	11/11/2022	07/10/2022**
Trimester start date***	03/10/2022	03/10/2022	03/10/2022**
Re-registration closing date	11/11/2022	11/11/2022	11/11/2022**
Module withdrawal date	11/11/2022	11/11/2022	11/11/2022**
Exam period	02/01/2023 – 21/01/2023	02/01/2023 – 21/01/2023	02/01/2023 – 21/01/2023****
Exam results release date	03/03/2023	03/03/2023	03/03/2023****

Spring Trimester January 2023 – May 2023	Blended Level 7 and Level 8	Level 7 programmes leading to MCC†	Level 9**
Closing date for applications* (Levels 8 and 9)	27/01/2023	20/03/2023	27/01/2023
Closing date for module registrations Levels 7, 8 and 9 (Including fees)	10/02/2023	20/03/2023	10/02/2023**
Trimester start date***	07/02/2023	07/02/2023	07/02/2023**
Re-registration closing date	20/03/2023	20/03/2023	20/03/2023**
Module withdrawal date	20/03/2023	20/03/2023	20/03/2023**
Exam period	06/05/2023 – 20/05/2023	06/05/2023 – 20/05/2023	06/05/2023 – 20/05/2023****
Exam results release date	30/06/2023	30/06/2023	30/06/2023****

† Professional Certificate/Diploma in Financial Advice (QFA), Compliance (PDC), Consumer Credit and Stockbroking  
 \* Places may be available after this date depending on availability

\*\* MSc in Compliance Year 2 and GDFP please see programme page at [iob.ie](http://iob.ie) for start and withdrawal dates  
 \*\*\* Member Resources in IOB Learn  
 \*\*\*\* MSc in Compliance Year 2 and GDFP exam dates please see programme pages at [iob.ie](http://iob.ie)

## Key Dates 2022–2023

Summer Trimester June 2023 – September 2023	Blended Level 7 and Level 8	Level 7 programmes leading to MCC†	Level 9**
Closing date for applications* (Levels 8 and 9)	26/05/2023	07/07/2023	26/05/2023
Closing date for module registrations Levels 7, 8 and 9 (Including fees)	09/06/2023	14/07/2023	09/06/2023**
Trimester start date***	06/06/2023	06/06/2023	06/06/2023**
Re-registration closing date	14/07/2023	14/07/2023	14/07/2023**
Module withdrawal date	14/07/2023	14/07/2023	14/07/2023**
Exam period	02/09/2023 – 16/09/2023	02/09/2023 – 16/09/2023	02/09/2023 – 16/09/2023****
Exam results release date	27/10/2023	27/10/2023	27/10/2023****

† Professional Certificate/Diploma in Financial Advice (QFA), Compliance (PDC), Consumer Credit and Stockbroking

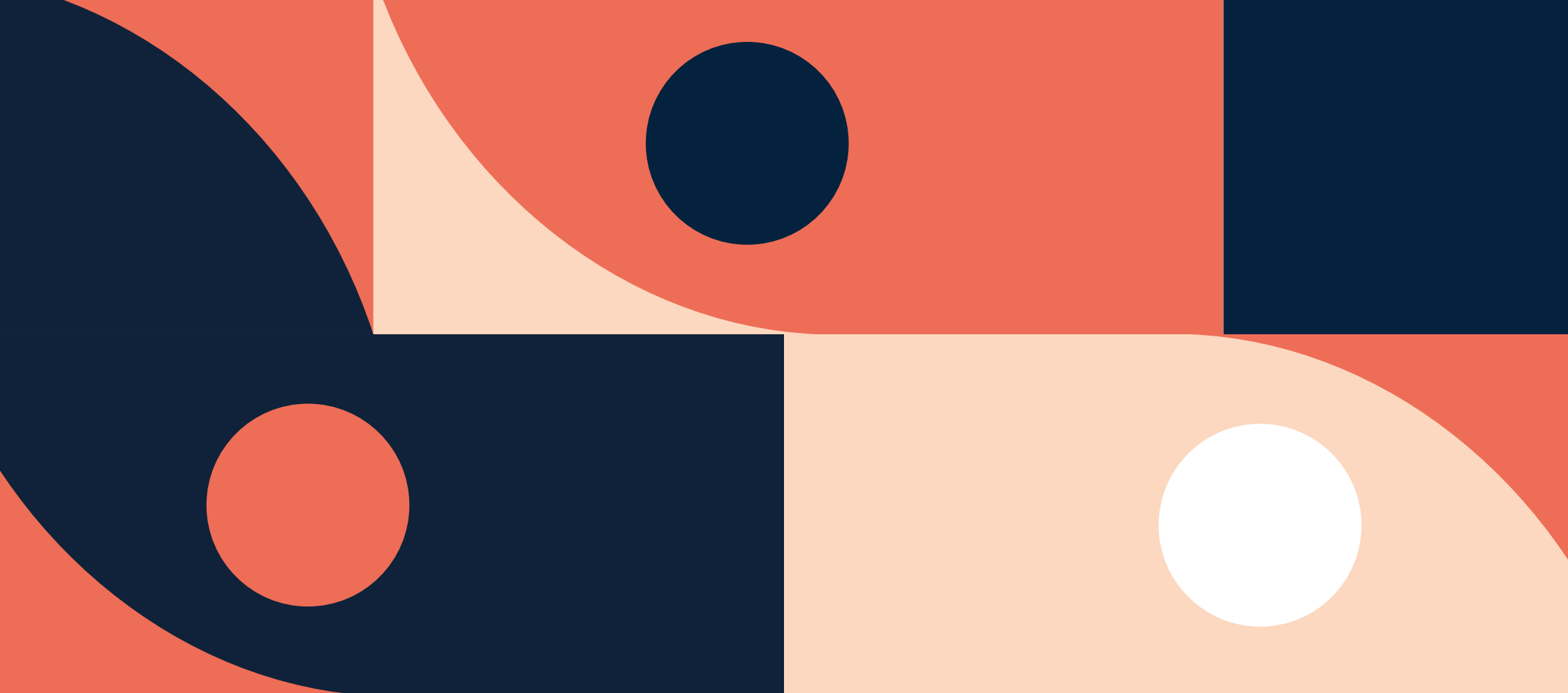
\* Places may be available after this date depending on availability

\*\* MSc in Compliance Year 2 and GDFP please see programme page at [iob.ie](http://iob.ie) for start and withdrawal dates

\*\*\* Member Resources in IOB Learn

\*\*\*\* MSc in Compliance Year 2 and GDFP exam dates please see programme pages at [iob.ie](http://iob.ie)





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