



Marine Institute
Foras na Mara

Scéim Teanga
2014 – 2017
faoi Alt 15
d’Acht na dTeangacha Oifigiúla, 2003

Language Scheme
2014 – 2017
under Section 15 of the
Official Languages Act 2003

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Chapter 1: Introduction and Background

The Marine Institute's first language scheme commenced in July 2009. This second language scheme was prepared under Section 15 of the Official Languages Act 2003 ("the Act"). Section 11 of this Act provides for the preparation by public bodies of a statutory scheme detailing the services they will provide;

- through the medium of Irish
- through the medium of English, and
- through the medium of Irish and English

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

Section 12 of the Act provides for the preparation of guidelines by the Minister for Arts, Heritage and the Gaeltacht and their issue to public bodies to assist in the preparation of draft Schemes. This Scheme has been drawn up in conformity with the guidelines and is predicated on all of the commitments in any previous scheme being implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter has been the subject of discussion with the Office of an Coimisinéir Teanga.

The Final Audit of the Marine Institute's first language scheme was conducted in September 2012 by Oifig an Choimisinéara Teanga. The following is a summary of the overall findings of that Audit.

“Based on the information provided throughout the process it is clear that the Scéim Teanga has been implemented within the Marine Institute, and excellent progress has been made during the life time of the scheme in providing services in Irish.

The Audit demonstrated that obligations in relation to the website, press releases, information leaflets, Irish place names and Irish language training were all achieved. Indeed additional materials were developed in Irish, throughout the life time of the scheme. In particular, credit is given for the development of educational materials for schools which was made available in Irish”.

In November 2012, the Marine Institute provided Oifig an Choimisinéara Teanga with a revised logo, complying with all regulations.

Recommendations arising from the review of the first scheme

- (1) Provide a Freedom Of Information Handbook in a bilingual format.
- (2) It is worth remembering that any new signs erected in or outside of the Marine Institute must comply with the rules, i.e. The Irish must appear first and must be at least of the same size as the English text.

- (3) All internal and external signs, either temporary or permanent must be bi – lingual (Irish text first, English text second and of equal size) by March 2013.
- (4) A minor error was noticed with the new stationery. “With compliments” appears before “Le dea – mhéin” on the compliments slip – this must be corrected.
- (5) Seek to agree a policy with the HR department, that Irish is and will be the working language of any office based in the Gaeltacht, in line with guarantees given to this effect in the Scéim Ghaeilge.
- (6) The Marine Institute must use the official place name for Ros an Mhíl in all correspondence and publications in order to comply with the scheme.

Aims of the Second Language scheme 2014 - 2017

The Marine Institute had two main aims in developing the first language scheme:

1. To ensure a better standard of public services in Irish from the Institute, as set out in the Official Languages Act 2003.
2. To promote increased awareness among Marine Institute staff, build a positive attitude towards the Irish language and thereby to foster over time an atmosphere of bilingualism in the organisation.

While these aims remain, there are three further aims in preparing this second language scheme i.e.

1. To maintain progress made in the first phase
2. To address the specific recommendations arising from the review of the first phase
3. To identify how the progress in providing services in the Marine Institute through the medium of Irish can be enhanced for the 2014 – 2017 phase.

The Content of the scheme

Preparation and development of the second phase of the scheme was overseen by the Marine Institute’s Sub-group on the Official Languages Act (*Grúpa Gaeilge*). Responsibility for monitoring implementation of the scheme will rest with senior management within the Institute.

The objectives of this second Scheme are to build on the progress achieved since 2009 in the provision of quality services to our Irish-speaking customers and to broaden the range of services available bilingually over the lifetime of the scheme. However, we must take account of the prevailing public service context and in this regard, the current constraints on resources and on public sector recruitment allied with the state of the public finances could have a negative impact on the level of progress that can be achieved.

The scheme will maintain the commitment to assess, on an ongoing basis, the level of demand for services through Irish and to ensure that the Marine Institute continues to meet this demand in a planned, coherent and accessible way.

The Marine Institute (MI) will continue to gauge the level of demand for its services in the Irish language by carrying out regular audits through a system of counting/measuring the level of queries/requests for services through Irish in a given period. However, in order to generate requests for services, the MI will document and promote awareness amongst staff and clients as to which services the Institute provides in Irish

The new Scheme also builds on the principles of Quality Customer Service and will continue to ensure that persons who wish to conduct their business in Irish are facilitated, in so far as resources permit.

Commencement Date of the Second Scheme 2014 - 2017.

This Scheme has been confirmed on the **06 October 2014** by the Minister for Arts, Heritage and the Gaeltacht. It commences with effect from this date and shall remain in force for a period of 3 years or until a new scheme has been confirmed, whichever is the later.

Overview of the Marine Institute

Mission and Functions

The Marine Institute is charged under the Marine Institute Act:

“to undertake, to co-ordinate, to promote and to assist in marine research and development and to provide such services related to marine research and development that, in the opinion of the Marine Institute will promote economic development and create employment and protect the marine environment.”

As such, the Marine Institute is the national agency for marine research, technology, development and innovation (RTDI). It seeks to assess and realise the economic potential of Ireland’s marine resource; promote sustainable development of marine industry through strategic funding programmes and essential scientific services; and safeguard Ireland’s natural marine resource through research and environmental monitoring.

The Services We Provide

Ireland has a marine seabed territory of up to 220 million acres (approx 880,000 km²) under the sea, which is over ten times its land area and is therefore considered one of the largest maritime States of the European Union. The Marine Institute is the State agency responsible for promoting the sustainable development of this vast marine resource through research, and the provision of management advice to industry, the Government and the European Union.

Our work includes a significant range of services which we provide directly to the public, including;

- National research and development funding programmes
- Fish stock assessment
- Fish health services
- Marine food safety monitoring
- Environmental monitoring
- Research vessel operations
- Seabed mapping
- Data management

Further details of the Marine Institute's services are available in the guide we publish pursuant to section 15 of the Freedom of Information Acts 1997 and 2003 (which can be accessed on the Institute's website: www.marine.ie).

Functional Areas of the Marine Institute

The Marine Institute is made up of five service areas and the Office of the CEO. The Office of the CEO provides overall direction and coordination of foresight, strategic and research planning activities at national and international level. It works in association with the Marine Institute service groups and other national and international organisations.

The service areas include:

Corporate Services

- Finance
- Human Resources
- Communications
- Library and Information Services
- Research & Funding Office
- Facilities

Irish Maritime Development Office (IMDO)

- Business Development
- Market Analysis
- Short Sea Shipping
- Maritime Education and Training
- Policy Programme
- Ports

Marine Environment and Food Safety Services

- Shellfish Safety
- Marine Chemistry
- Quality
- Fish Health Unit
- Aquaculture & Rearing
- Benthic Monitoring Unit
- Policy and Licensing Advice

Fisheries Ecosystems Advisory Services

- EU Data Collection Framework
- Fisheries Resource – Assessment and Advice
- Inshore Fisheries and NATURA support
- Modeling Simulation and Management Plans
- Stakeholder Consultation
- Developing new Ecosystem advice
- Catchment Ecosystems
- Applied Research

Ocean Science and Information Services

- Oceanography and Ocean Modelling
- Advanced Seabed Mapping Services
- Research Vessel Operations
- Information Services & Development
- Advanced Technology Programme

Our Customers

The Marine Institute's customer base reflects the wide range of sectors and activities which fall within our remit. Included amongst our customers are: the Minister and Minister of State; members of the Oireachtas; local public representatives; the public; public bodies under our aegis; representative bodies engaged in the sectors for which we are responsible; individuals and companies with whom we have a direct business relationship; other Government Departments and public bodies; the European Union; international organisations; the media; and voluntary groups whose interests and concerns bring them into contact with the Institute.

The Marine Institute's Offices

The Marine Institute's head office is located at Rinvilla, Oranmore, Co. Galway. The Institute also has offices at 80 Harcourt Street, Dublin 2 and Furnace, Newport, Co. Mayo together with a number of port locations throughout the country.

Appendix A contains a full list of all our offices throughout the country.

Chapter 2: Means of Communication with the Public

The Marine Institute communicates with the public through:

- (1) Written means, including electronic communication;
- (2) Interpersonal means.

Written means of communication, including electronic communication

The following table outlines the various written means of communication together with the commitments the Marine Institute will continue to make, in relation to the development of an Irish language service policy during the lifetime of this scheme:

Means of Communication	Irish Language Service Delivery Commitment	Plans for Current Scheme
Corporate Publications, including Statement of Strategy, Annual Report, Customer Service Charter, Freedom of Information Sections 15 & 16 Manuals	The Marine Institute's Annual Report is and will continue to be published in a bilingual format. The Executive Summary of the Sea Change Marine Research Strategy is and will continue to be published in bilingual format. The complaints procedure provided by the Marine Institute caters for both English and Irish submissions.	(1) Provide a Freedom Of Information Handbook in a bilingual format. Note: This is a principal recommendation from An Coimisinéir Teanga (2) A successor document to the "Sea Change Document" will be translated when it is produced in 2014.
	Other corporate publications which are aimed at external Irish audiences will be made available in bilingual format.	This will be maintained.
Guidelines, information leaflets and application forms relating to individual schemes/ programmes / processes	During the lifetime of the scheme, the Marine Institute will identify a number of key information leaflets to be made available in a bilingual format. This will include the general overview leaflet about the Marine Institute – the most commonly requested leaflet by the public, and at least one key leaflet from each of the service areas within the MI. They will be made available in a bilingual format by the end of the scheme.	(1) The MI brochure has been translated to Irish and is available under the service area sections of the website. Due to the popularity of the brochure in English, a small print run of the brochure in Irish will also be made. A notification on the English version that it is available in Irish will be included and vice versa. These updates will be made when the brochure is due for reprinting in 2014. (2) The production of other bilingual information leaflets from service areas would be maintained and encouraged.
Other Marine Institute strategy documents	These publications – i.e. other than those covered under section 10 of the Act - will in general be made available bilingually. In some cases, the Institute may choose to publish the executive summary / recommendations in bilingual format.	A translation of "Our Ocean Wealth" has been produced.

Press Releases	By the end of the scheme 30 % of Marine Institute press releases, other than speeches which have been issued as or are attached to press releases, will be made available bilingually on the Institute's website and in hardcopy. (Appendices attached to press releases will be available in one official language only).	This will be maintained.
Advertisements	By the end of the scheme , the Marine Institute will publish 30% of its advertisements in a bilingual format.	This will be maintained.
Email communication	The standard disclaimer on email communications will be bilingual.	Ensure that this is applied generally by MI.
Speeches	Speeches will be made available in the language in which they are delivered.	This will be maintained.
Requests for Tender	Requests for Tender will be made available in English only, unless the tender relates to an Irish language issue.	This will be maintained.
Website	The Institute will make 23% of the current Marine Institute website available in a bilingual format by the end of the scheme. These pages relate generally to static content on the site, providing information on the Marine Institute, its various Service Areas, Career Profiles, Research and Development etc.	Updates to the static pages (e.g. About Us pages / Summary Pages etc) of the new Marine Institute website (to be re-launched end of 2014) will be made during the new phase of the scheme.
Gaeltacht Placenames	The Institute will put in place the necessary arrangements to ensure that the official placenames of Gaeltacht areas are used by the Institute as the default for official purposes in Institute publications, internal databases, etc.	This will be maintained.
Other Publications	Scientific and technical publications produced by the Marine Institute, consultants' reports, documents intended for an audience outside the State and documents intended primarily for internal use e.g. HR policies, training and development plans, will in general be made available in English.	This will be maintained.

- Bilingual publications will be produced under a single cover except where this is not practical due to the size, nature or layout of the document. Where separate Irish language and English language versions are provided, each will contain a statement that a version is available in the other language.

Interpersonal Means of Communication

The following table outlines the various written means of communication together with the commitments the Marine Institute will continue to make, in relation to the development of an Irish language service policy during the lifetime of this scheme:

Means of Communication	Irish Language Service Delivery Commitment	Plans for new phase
Telephone/ Switchboard Services	Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of the Marine Institute to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that reception/switchboard staff will give the name of the public body in Irish.	This will be maintained.
	Reception/switchboard staff will at least be familiar with the basic greetings in Irish.	This will be maintained.
	Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.	This will be maintained.
	Individual staff members can choose to put their voicemail messages in Irish or English or both languages and will be encouraged to do so.	Staff will be encouraged to include some Irish within the voicemail messages.
Reception Facilities	The reception staff will be provided with a list of Institute staff members in each section/unit who can provide a service through Irish.	This will be kept under review and maintained.
Public Meetings policy	The Institute conducts the majority of its public meetings in the English language. However, the Institute does, when appropriate, provide staff who are proficient in Irish for meetings in Gaeltacht areas or when dealing with Gaeltacht issues. When the Marine Institute is organising a public meeting for a Gaeltacht community, simultaneous interpretation services will be provided where it is not possible to run the meeting through Irish.	This will be maintained.
Offices in the Gaeltacht	The Marine Institute currently has one office located in the Connemara Gaeltacht area.	The Marine Institute currently has one office located in the Connemara Gaeltacht area and Irish will continue to be the working language of this office. This commitment is regarded as a high priority by MI. Further, if the Irish speakers in situ were to leave these positions, MI will ensure that any new candidates would be in a position to maintain this commitment.

Computer Systems.	<p>The Marine Institute computer systems are fully compatible with the Irish language. Any new computer systems introduced in the future will also be compatible with the Irish language.</p> <p>The Marine Institute does not currently have any on-line interactive services. Should it introduce such services in the future, they will be introduced bilingually simultaneously.</p>	This will be kept under review and maintained.
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Chapter 3: Enhancement of services to be provided bilingually

In its first scheme, the Institute's main focus was on building up the range of written and electronic means of communication available bilingually and on developing Irish language competency amongst staff to facilitate interpersonal Irish service language delivery on a general level. In practice, this means that the Institute is currently in a position to provide general information about the Institute and its overall services through Irish.

The Institute is committed to encouraging the development of Irish language skills across all areas of the Institute from a modest base in the first scheme to facilitate the progressive development of a quality one-to-one customer service in Irish to meet the demand for such services in the second and subsequent schemes. This will rely on increasing the core group of staff with sufficient Irish language capability and confidence to deliver Irish language services on an interpersonal level. The extent to which such interpersonal services can be developed will also be affected by actual demand for such services.

The current staff and sections which have the capacity to deal with Irish language customers on an interpersonal level were identified during the first scheme. With the agreement of staff, contact details on the telephone list, organisation chart and website for customers have been made available. This will have the additional effect of promoting public confidence in the availability of a quality customer service in Irish and unlocking latent demand for services in Irish.

Training and Development

The Human Resources Section, in consultation with the Irish Language Officer, carried out an assessment of the various training and development requirements under the scheme. These are set out below together with the commitments the Institute is making in relation to the maintenance and enhancement of an Irish language service policy during the lifetime of this scheme:

Means of Communication	Irish Language Service Delivery Commitment	Plans for new phase
Training	Make available to all staff of the Institute appropriate Irish language training courses, including within normal working hours, to maximise attendance and relevance to the Institute's work;	This will continue to be made available.
	Promote the refund of fees scheme as a mechanism for encouraging Irish language training;	The Institute will refund 100% of fees to staff who take an Irish language course.
	Provide advice to staff on the range of high-quality Irish language classes available outside office hours (e.g. third-level courses in Irish; Gaelchultúr, Gael-Linn, Conradh na Gaeilge, etc);	This will be maintained.

	Include language awareness as part of both Induction and Customer Service training courses, so as to ensure that staff: understand why the Institute is developing an Irish language service policy, understand the context and background to the policy and are fully informed about how the policy will affect their work;	This will be maintained.
	Assess all courses, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the Institute's goals via a course evaluation process;	This will be maintained.
	Continue to seek additional volunteers to provide Irish language services across the Institute as Irish language capability develops. With the agreement of staff, they will be identified in an appropriate way on telephone lists, at reception and on the organisation chart and their email addresses will be included under relevant sections on the website;	This will continue.
	Put in place arrangements for the celebration, in an appropriate way, of the Annual <i>Seachtain na Gaeilge</i> event within the Institute and develop links with other relevant events;	This will be maintained and promoted.
	Explore opportunities to encourage the development of Irish language skills amongst staff through informal activities.	This will be maintained and promoted.
Recruitment and placement	The Institute will ensure that an adequate number of staff with proficiency in the Irish language are recruited, retained and supported through training within the Institute in order to comply with the provisions of the Act	This will be maintained.
Language Resources	All staff will have easy access to information and language resources, e.g. dictionaries, both hard copy and in electronic format.	This will be maintained and promoted.
Translation Services	With effect from the commencement of the scheme, the Communications Section and the Grúpa Gaeilge Language officer within the Institute will maintain a list of all companies and individuals providing translation services. Support IT services such as spell checker software will be available within the Institute.	This will be maintained.
Corporate Identity	The Institute's stationery such as headed paper and complimentary slips are produced in bilingual format.	Adoption of the new bilingual logo on all stationary documents will be maintained.

Chapter 4: Monitoring and Revision

The Marine Institute in consultation with the Irish Language Officer, carried out an assessment of the requirements for monitoring and revision of the second scheme arising from our experience of the first scheme. These are set out below together with the commitments the Institute is making in relation to the maintenance and enhancement of an Irish language service policy during the lifetime of this scheme:

Means of Communication	Irish Language Service Delivery Commitment	Plans for new phase
Monitoring and Revision	The Irish Language Officer will provide support and assistance to all areas of the Institute on the commitments contained in the scheme and will have overall responsibility for overseeing implementation of the Act and Scheme in the Institute.	This will continue.
	The Service Area Directors will carry out the day-to-day monitoring and implementation function in respect of the sections for which they are responsible.	This will continue.
	The Irish Language Officer will also monitor on a regular basis supply and demand for Irish language services across all areas of the Institute.	This will continue.
	The Irish Language Officer will report on progress to the Partnership Committee, to the Grúpa Gaeilge and to the Management Committee every six months.	This will continue.
	Progress on the Institute's scheme will be included in the Institute's Annual Report	This will continue.

Chapter 5: Publicising of Agreed Scheme

The contents of this language scheme will be publicised by means of:

- Circulation to appropriate bodies and
- Publication of the scheme on the Institute's website.

A copy of this scheme has been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla and to all of those who made submissions to the Institute in the context of this scheme being developed.

The English language version is the original text of this scheme.

APPENDIX A: Location of the Institute's Offices and Laboratories

The Institute's Headquarters Office is located at **Rinville, Oranmore, Co. Galway.**
Tel: 01-387200

The Institute also has offices, research facilities and port offices throughout the country as follows:

80 Harcourt Street, Dublin 2
Tel: 01-4766500

Furnace, Newport Co. Mayo
Tel: 098-42300

Killybegs Port Office and Lab
Tel: 074 9741871

Castletownbere Port Office and Lab
Tel: 027 71761

Dunmore East Port Office and Lab
Tel: 051 385011

Clogherhead Port Office and Lab
Tel: 041 9889788

Ros an Mhíl Port Office and Lab (Gaeltacht).
Tel: 091 572584