



cetb

Bord Oideachais agus
Oiliúna Chorcaí
*Cork Education and
Training Board*

Cork Education & Training Board

**OFFICIAL LANGUAGES ACT 2003
LANGUAGE SCHEME**

2016 - 2019

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Chapter 1: Introduction and Background

1.1 Introduction

The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services which 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 currently provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

In accordance with section 14(3) of the Act, language schemes remain in force for a period of 3 years or until such time as a new scheme is confirmed by the Minister for Arts, Heritage and the Gaeltacht, whichever is the later.

1.2 Preparation and Content of the Scheme

In the preparation of this scheme, due regard has been given to the Guidelines issued by the Department of Arts, Heritage & the Gaeltacht. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

The **Cork Education & Training Board, CETB** is guided by the principle that the provision of Irish language services should be based on:

- the underlying level of demand for specific services in the Irish language,
- the importance of a proactive approach to the provision of such services, and
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service and our Customer Charter. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by the **Cork Education & Training Board** will be fully addressed on an incremental basis, through this and future schemes.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

1.3 Commencement date of the Scheme

This Scheme has been confirmed on **08 February 2016** 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.

Chapter 2: Overview of Cork Education & Training Board

2.1 Mission and Objectives

Cork Education & Training Board plans, provides supports and co-ordinates education, training and youth services in Cork which are recognised internationally as a model of excellence.

2.2 Main Functions

Cork ETB is charged with the delivery of many services throughout the education and training spectrum including second level provision and further Education and Training. It recognises the needs of all of its stakeholders and facilitates such needs through programmes such as Youthreach, Further Education, Adult Education Post Leaving Certificate and the ancillary organs. Cork ETB now partners SOLAS.

2.3 Key Services

The key services being provided by Cork ETB include traditional second level schooling, training, patronage of primary and secondary schools, the co-ordination of the delivery of a substantial capital programme and associated programmes. It has 3,500 employees. Cork ETB also facilitates and assists the development of the capital works in Primary Schools within its administrative area.

2.4 Customers and Clients

The customers and the clients of Cork ETB include students and parents/guardians. It also engages with organisations in the areas of Further Education in all formats. Cork ETB customers are also those employed by Cork ETB, those who provide professional services and those who in any way interact with Cork ETB.

Chapter 3: Details of services currently being provided in English only or bilingually

Details of services currently being provided in English only or bilingually in Irish and English; including services in Gaeltacht areas.

Current Provision of Services		
Services (General)	In English only	Bilingually, in English and Irish
Administrative Offices	In general the provision is in English only, however there is the ability to deal bilingually should the request be made	
Training Centre	In general the provision is in English only, however there is the ability to deal bilingually should the request be made	
Post Primary Schools/Colleges	All with the exception of those listed below	
Gaelcholáiste Choilm		Bilingually
Coláiste Daibhéid		Bilingually
Colleges of Further Education	English only	
Adult & Community Education		Bilingually
Cork County School of Music	English only	
Youthreach	English only	
Youth Services	English only	
Gaelcholáiste Charraig Uí Leighin		Bilingually
Services in Gaeltacht Areas	In English only	Bilingually, in English and Irish
Coláiste Ghobnatan, Baile Bhuirne		Bilingual
Scoil Mhuire, Béal Átha'n Ghaorthaidh		Bilingual
Ionad Cultúrtha, Baile Bhuirne		Bilingual
Night Classes		Bilingual
Youth Affairs		Bilingual

Chapter 4: Enhancing the provision of Irish Language Services

The provisions shaded in grey in the table below are mandatory requirements under the Official Languages Act 2003.

Means of communication with the public		Commitment	
Recorded Oral Announcements		<p>The following recorded oral announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements provided on the telephone when the offices of the public body are closed;</p> <p>(b) Recorded oral announcements transmitted by a public address system;</p> <p>(c) Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system.</p> <p>This provision relates to 'recorded' announcements rather than 'live announcements'.</p> <p>Where a Placenames Order is in force, a public body is required to use the Irish language version of the placename specified in that Order in recorded oral announcements made by it or on its behalf.</p>	Mandatory
Written Communication	Letters and Electronic Mail	All written communication will be responded to in the official language in which it was received.	Mandatory
	Stationery	Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.	Mandatory
Signage	Signage	All signage placed by Cork ETB or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008).	Mandatory
Publications	Publications	Documents setting out public policy proposals, audited accounts or financial	Mandatory

		statements, annual reports and strategy statements will be published simultaneously in Irish and English.	
	Circulars/Mailshots	Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.	Mandatory
An Ghaeltacht	Gaeltacht Placenames	The official placenames of Gaeltacht areas will be used by the public body in accordance with the legislation.	Mandatory

Cork ETB will also undertake the following lists of actions under each service.

Means of communication with the public		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Oral / Written Communication	Reception	Customers will be greeted firstly in Irish and then in English. A service through the medium of Irish will be available from the following sections: Head Office, Education Support Services, Training Centre and Capital Section.	Before the end of the first year
	Face to Face/Counter Service	An up to date list of staff members who can provide a service through Irish will be made available.	Before the end of the first year
	Switchboard	Switchboard staff will give the name of the public body in Irish and English.	Before the end of the first year
	Telephone communications with the public	Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.	By the end of the first year
	Recorded Oral Announcements	Staff will have their pre-recorded personal telephone greetings in bilingual format.	During the second year of the scheme
	Live Oral Announcements	10% of live oral announcements will be bilingual.	As required

	Other	Commercial Presentations	As required
	Information Leaflets/ Brochures	A bilingual or Irish version of the information leaflets and brochures most commonly used will be available beginning with new schools through to existing schools.	By the end of second year
	Application Forms	There will be a bilingual or Irish version of the most commonly used application forms beginning with recruitment forms.	By the end of the second year
	Other	All new application forms will be available in Irish or bilingually.	Ongoing
Media	Press Releases	All press releases will be issued bilingually. The objective should be to issue this material simultaneously.	Implemented from commencement of scheme
	Media Spokespersons	An Irish speaking spokesperson/s will be available for interviews with the Irish language media.	Implemented from commencement of scheme
	Speeches	We will include 10% of Irish content in English speeches. Such content shall include opening and closing greetings in Irish, and references here and there in Irish to the subject matter of any such speeches and/or to the occasion in hand, as a minimum.	Implemented from commencement of scheme
	Other	All official Cork ETB speeches delivered in the Gaeltacht shall be in the Irish language only.	As required
Information Technology	Email	Standard email messages such as disclaimers will be bilingual.	End of first year
	Websites	The static material on the website and any other secondary website of the public body will be bilingual.	Middle of second year
	Computer Systems	Any new computer system being installed will be fully capable of handling the Irish language.	End of second year

	Interactive Services	Every new online and interactive service will be made available on a bilingual basis over time.	From end of second year
	Other	The Board's website shall include on its homepage a bilingual welcome statement by the Chief Executive, affirming the Board's commitment to implementing the commitments promised in its agreed language scheme. If the Board decide on a tagline at a future date, such tagline shall be bilingual.	Implement by the end of the first year
Gaeltacht	Meetings	Meetings held in the Gaeltacht will be conducted in Irish, with simultaneous translation to English provided, as appropriate. Contributions in Irish or English will be welcome at public meetings organised by or on behalf of the public body.	

Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas

Enhancing the provision of Irish language services in Gaeltacht areas and ensuring that Irish becomes the working language in offices located in Gaeltacht areas by a certain date.

Commitments in Gaeltacht Areas

Description of services in Gaeltacht areas	Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Coláiste Ghobnatan, Baile Bhuirne, Ionad Cultúrtha, Baile Bhuirne, Scoil Mhuire Beal Átha an Ghaorthaidh	To continue to support these Centres in the commitment to delivering through the medium of Irish only	Ongoing
Adult Literacy Services	To move to a bilingual service	Ongoing but initiated in first year of scheme.
Community Education Service	To move to a bilingual service	Ongoing but initiated in first year of scheme.
Youth Affairs	To move to a bilingual service	Ongoing but initiated in first year of scheme.
Recruitment and replacement	Should the opportunity arise Cork ETB will ensure that staff appointments will be on the basis of delivery through Irish only.	Ongoing
Meetings	Will be convened and conducted through Irish	Ongoing
Irish as the working language in Gaeltacht offices		
Commitment		Timeline By end Yr 1/ Yr 2 / Yr 3
Correspondence with the Gaeltacht community will be in Irish only or bilingual.		From commencement of this scheme
The Irish language will be the working language in every Gaeltacht office by the end of the second Scheme.		End of the second scheme

Chapter 6: Improving Language Capability

6.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of Cork ETB will be the primary means of optimising the availability of services through Irish. Our recruitment policy, which is subject to the framework of agreed national recruitment procedures, will have regard to the need to improve Irish language capability on an incremental basis.

All new staff will be provided with an induction pack containing a copy of our agreed scheme in order to ensure that they are made aware of our commitments under the legislation.

6.2 Training and Development

The Cork ETB, is committed to making available opportunities for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Improving Irish Language Capability	Recruitment	New staff will be provided with an induction pack containing a copy of our agreed scheme.	Implemented from commencement of scheme
	Training	<p>Opportunities to develop the Irish language competence of staff will be provided. Appropriate arrangements will be made for the provision of Irish language training and proficiency testing certification for staff in order to:</p> <ul style="list-style-type: none"> - support staff in maintaining and developing their proficiency in the Irish language, - enhance the capacity of staff to meet their Irish language obligations in the conduct of their duties, and - provide an accredited proficiency testing regime for staff. <p>Staff will be made aware of language resources such as www.focloir.ie, www.tearma.ie,</p>	Commencing in the first year of this Scheme and ongoing

		www.teanglann.ie and www.abair.ie as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English dictionary.	
	Participation in language promotion activities /Provision of resources	<p>Staff will be aware of the concept of the proactive agreement - proactively offering services in Irish to the public. Access to information on language resources will be facilitated.</p> <p>Appropriate Continual Professional Development will be offered to Cork ETB administrative staff, with the aim of enhancing their proficiency level in the Irish language.</p> <p>Our internal library will ensure that books and other materials in Irish are available as a resource to staff to improve their competence in the Irish language.</p>	Implementation in the first year of the Scheme and ongoing.
	Other	<p>Language rights posters (available from the office of An Coimisinéir Teanga) will be displayed prominently in all Cork ETB administrative offices, all schools and all recognised centres of education.</p> <p>A survey of staff shall be undertaken to gauge their proficiency levels in the Irish language, whereby they will indicate their proficiency in the language as Fluent or Very good or Good or Fair or Weak.</p> <p>A question shall be asked in application forms for positions of employment with Cork ETB regarding the applicant's capability in the Irish language and one question at least shall be asked in Irish at interview selection.</p>	Implementation in the first year of the Scheme and ongoing.

6.3 Designated Irish Language Posts

The posts listed below have been designated as having an Irish language competency requirement. It is the intention that holders of these posts will have achieved specified accredited standards in the Irish language, commensurate with the responsibilities of the post. When designating these posts, particular consideration has been given to posts located in Gaeltacht areas and to posts located outside Gaeltacht areas but whose customer base consists largely of Gaeltacht and/or Irish language speaking communities.

Title of Post	Location	Gaeltacht/Irish speaking community served	Indication of standard of Irish required (choose from basic, intermediate or advanced)
School Principal, Deputy Principal and Teachers	School/College	Gaeltacht Schools and Gaelcholáistí, Ionad Culthúra	Advanced Desired
Co-Ordinators and responsible persons	Out Centres	Gaeltacht of West Cork	Basic Required, Intermediate Desirable
School Secretaries, Administrative employees, Caretakers/Cleaners	Schools and Out Centres	Gaeltacht of West Cork	Basic Required, Intermediate Desirable

Chapter 7: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by [the Chief Executive and his Senior Management Team]. The contact persons for the scheme will be [Conchur O’Ceannabhúaidh / Niall Kennefick.]

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report.

Chapter 8: Publicising of Agreed Scheme

This scheme will be publicised both internally and externally, through a press release initially. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies. Other means to publicise the scheme may also be used.

In addition, we will take every opportunity in our day to day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.

The English language version of this scheme is the official version.

Appendices

Arising from a public call for submissions, Cork ETB wishes to acknowledge submissions received from the following organisations/individuals:

An Chomhairle um Oideachas Gaeltachta agus Gaelscolaíochta (COGG)

Foras na Gaeilge

Údarás na Gaeltachta

Comhdháil Náisiúnta na Gaeilge

Gaelscoileanna Teo.

Peadar Mac Fhlannchadha, Maigh Cuilinn Branch of Conradh an Gaeilge, Maigh Cuilinn, Co. na Gaillimhe.

Éamonn Ó Tuathail, Dún Laoghaire, Co. Bhaile Átha Cliath.

Micheál Ó Leidhin, Co. Chiarraí

Príomh Oide, Coláiste Daibhéad

Príomh Oide, Scoil Mhuire, Béal Átha an Ghaorthaidh)

Príomh Oide, Coláiste Ghobnatan, Baile Bhuirne)