



etb

Bord Oideachais agus Oiliúna
Átha Cliath agus Dhún Laoghaire
*Dublin and Dún Laoghaire
Education and Training Board*

Dublin and Dún Laoghaire Education and Training Board

**OFFICIAL LANGUAGES ACT
2003
LANGUAGE SCHEME**

2017 - 2020

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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, Regional, Rural and Gaeltacht Affairs, 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, Regional, Rural and Gaeltacht Affairs. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

Dublin & Dún Laoghaire Education & Training Board (DDLETB) 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 DDLETB 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 by the Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs. It will commence with effect from **10 April 2017** 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 Dublin & Dún Laoghaire ETB

2.1 Main Functions

DDLETB is a statutory body with extensive responsibilities for the delivery of education and training in primary schools, second-level schools, further education colleges, adult education centres and training centres in County Dublin.

2.2 Key Services

The services we provide include Primary level education, Second level education, Youthreach Programmes, Further Education (PLC) courses, Adult Education, Training Courses, in addition to other community based education programmes and services. All services are delivered at local level.

DDLETB is also required (under direction from the Minister for Education and Skills) to provide support services to other education and training providers within our geographical remit. Such supports may be in the context of capital projects and land, human resources, financial services, legal services, ICT and corporate governance.

2.3 Customers and Clients

Dublin and Dún Laoghaire ETBs target clients are:

- Students and/or their parents/guardians
- Adult learners
- Communities throughout the County
- Young people and volunteers
- Applicants and grant recipients under the various student support schemes administered directly by the ETB
- Voluntary and Sporting Organisations

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;

Head Office and English speaking schools and education centres

| Current Provision of Services | | |
|---|--|---|
| Services (General) | In English only | Bilingually, in English and Irish |
| Second Level Education Primary Level Education | <p>Second Level schools and Youthreach centres except for our 4 Gaelcholáistí:</p> <ul style="list-style-type: none"> ➤ Coláiste Chillian ➤ Colaiste Cois Life ➤ Colaiste de hÍde ➤ Gaelcholáiste Reachrann <p>Youth Sports and Development Services</p> <p>Psychological Support Services</p> <p>Community National Schools</p> | |
| Further Education and Training | <p>Training Centres VTOS Centres Adult Education Centres Adult Guidance Service Community Education Centres</p> | |
| Head Office | Administration Services (Finance, HR, Corporate Services, ICT) are mainly an English speaking service | Services can be made available in Irish on request |

Irish speaking schools and education centres.

| Services (General) | In English only | Bilingually, in English and Irish |
|--------------------|-----------------|--|
| Gaelcholáistí | | <ul style="list-style-type: none"> ➤ Coláiste Chillian ➤ Coláiste Cois Life ➤ Colaiste de hÍde ➤ Gaelcholáiste Reachrann |

Chapter 4: Enhancing the provision of Irish Language Services

The provisions 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 |
| | 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 Dublin & Dún Laoghaire 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 statements, annual reports and strategy | Mandatory | |

| | | | |
|----------------------|-----------------------------|---|------------------|
| | | 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 |

DDLETB 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/ Switchboard | Customers contacting DDLETB Head Office by telephone will be greeted firstly in Irish and then in English via a pre-recorded greeting. A service through the medium of Irish for our corporate head office services will be available on request from Head Office. | By the end of the first year of the scheme |
| | Face to Face/Counter Service | An up to date list of staff members who can provide a service through Irish will be made available. | During the first year of the scheme |
| | Telephone communications with the public | Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required. | Continuously |
| | Application Forms | There will be a bilingual or Irish version of the following application forms Student Grant Application Form Application forms for teaching posts Application forms for other posts Student enrolment forms for Gaelcholáistí | Continuously |
| Media | Press Releases | All press releases will be issued bilingually. The objective should be to issue this material simultaneously. | Continuously |

| | | | |
|-------------------------------|-----------------|---|---|
| Information Technology | Email | We will publish a dedicated email address for queries in Irish on the website(s) of the public body. Standard email messages such as disclaimers will be bilingual. | By the end of the first year of the scheme |
| | Websites | The static material on www.ddletb.ie will be available bilingually. There will be a navigational link from a page in the English version of the website to the relevant page in the Irish version. An Irish language page will be developed on the intranet and will include basic guidance regarding the provision of Irish language services and the availability of Irish language resources. | By the end of the first year of the scheme. |
| | Other | The DDLETB website www.ddletb.ie shall include a bilingual statement from the Chief Executive Officer affirming the Board's determination to implement the commitments entered into in the Board's language scheme. Where DDLETB decide on a corporate tagline at some date in the future, such tagline shall be bilingual. | From commencement of scheme |

Chapter 5: Improving Language Capability

5.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of **Dublin and Dún Laoghaire 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.

5.2 Training and Development

Dublin and Dún Laoghaire 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. | By the end of the first year of the scheme |
| | Training | <p>Opportunities to develop the Irish language competence of staff will be provided.</p> <p>Appropriate arrangements will be made for the provision of Irish language training for staff in order to: support staff in maintaining and developing their proficiency in the Irish language and enhance the capacity of staff to meet their Irish language obligations in the conduct of their duties.</p> <p>Staff will be made aware of language resources such as www.tearma.ie, www.focloir.ie, www.teaglann.ie and www.abair.ie, as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English dictionary.</p> | Continuously |

| | | | |
|--|--------------|--|--------------|
| | Other | <p>DDLETB will provide some dedicated funding for recognised Irish language courses at certificate and diploma levels, with the aim of further developing the standard, range and frequency of the Irish language services we offer to the public.</p> <p>A Language Rights Charter poster (available from the office of An Choimisinéara Teanga) will be displayed prominently in every administrative office and recognised centre of Dublin & Dún Laoghaire Education & Training Board.</p> | Continuously |
|--|--------------|--|--------------|

5.3 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.

| Title of Post | Location | Indication of standard of Irish required (choose from basic, intermediate or advanced) |
|--|--|---|
| Principals, Deputy Principals and all teaching posts | Gaelcholáistí | Advanced is sought |
| Secretaries, caretakers and other administrative positions | Gaelcholáistí | Intermediate is sought |
| Clerical Officer | Head Office, Corporate Services Department | Advanced is sought |

Chapter 6: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by **the Chief Executive of DDLETB and his/her Senior Management Team**. The contact person for the scheme will be **Caoimhín Ó Tuathail, Corporate Services Department**

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

Chapter 7: 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 **Irish** language version of this scheme is the official version.

Appendices

Arising from a public call for submissions by Education and Training Boards Ireland (ETBI), Dublin and Dún Laoghaire Education and Training Board (DDLETB) wishes to acknowledge submissions received from the following organisations/ agencies/ individuals:

- An Chomhairle um Oideachas Gaeltachta agus Gaelscolaíochta (COGG);
- Foras na Gaelige;
- Údarás na Gaeltachta;
- Comhdháil Náisiúnta na Gaelige;
- Gaelscoileanna Teo;
- Peadar Mac Fhlannchadha, Conradh na Gaeilge, Maigh Cuilinn, Co. Na Gaillimhe;
- Éamon Ó Tuathail, Dún Laoghaire, Co. Bhaile Átha Cliath; and
- Mícheál Ó Leidhin, Co. Chiarraí