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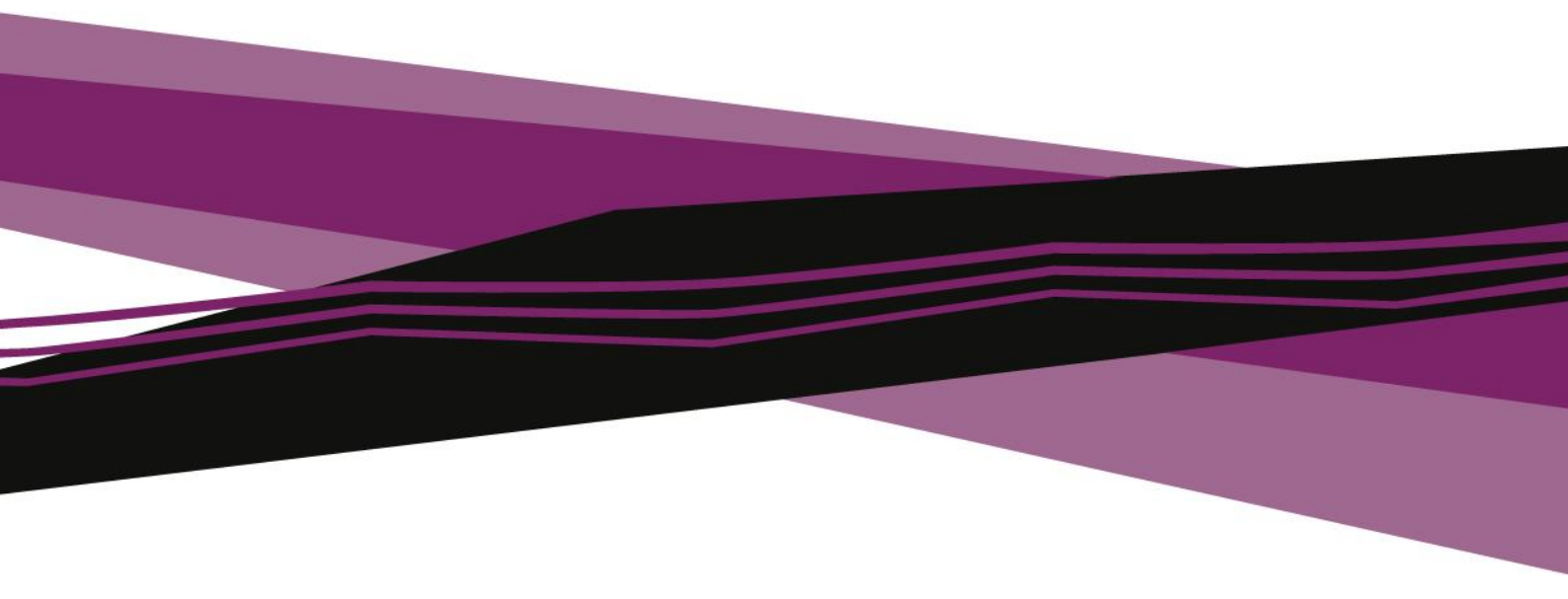
**Institiúid Teicneolaíochta Leitir Ceanainn**  
**Letterkenny Institute of Technology**

## **SCÉIM INSTITIÚID TEICNEOLAÍOCHTA LEITIR CEANAINN 2015 – 2018**

**Faoi alt 15 d'Acht na  
dTeangacha Oifigiúla, 2003**

## **LETTERKENNY INSTITUTE OF TECHNOLOGY SCHEME 2015 – 2018**

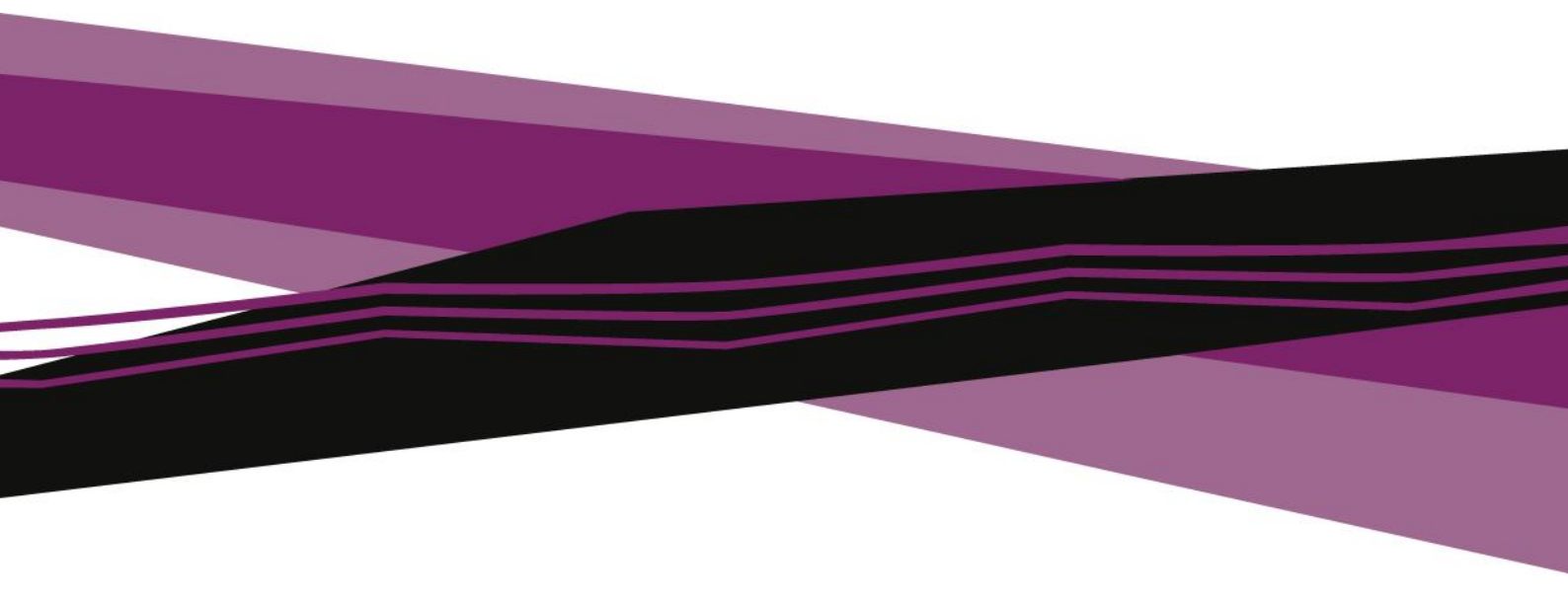
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# LEAGAN GAEILGE

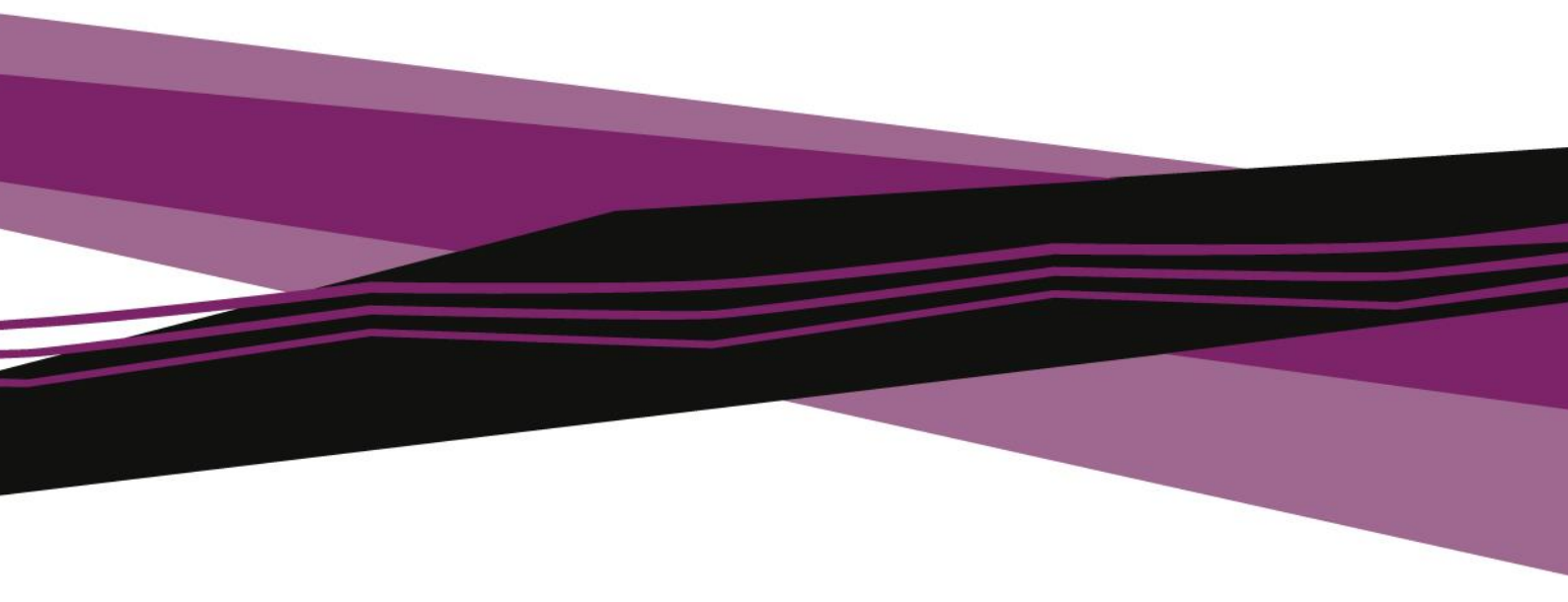
## IRISH LANGUAGE VERSION



<b>Clár</b>		<b>Leathanach</b>
<b>Caibidil 1.</b>	<b>Réamhrá agus Cúlra</b>	
	Réamhrá	1
	Réamhrá agus Cúlra	2
1.1	Ullmhú na Scéime	2
1.2	Clár Ábhair na Scéime Teanga	2
1.3	Dáta Tosaigh na Scéime	2
1.4	Forbhreathnú ar an LYIT	3
<b>Caibidil 2.</b>	<b>Gealltanais i ndáil le Soláthar Seirbhíse i nGaeilge</b>	<b>6</b>
2.1	Soláthar Eolais don Phobal	6
2.2	Tairiscint Ghníomhach ar Sheirbhís	6
2.3	Pointe an Chéad Teagmhála	7
2.4	Seirbhísí Dátheangach duine-le-duine	7
2.5	Bróisiúir, Foirmeacha Iarratais agus Bileoga Eolais	7
2.6	Foilseacháin Eile na hInstitiúide	8
2.7	Córais Ríomhairí	8
2.8	An Suíomh Gréasáin	8
2.9	Seirbhísí Idirghníomhacha	9
2.10	Cláracha Acadúla	9
2.11	Polasaí i leith Cruinnithe Poiblí/Cuairteanna Scoile	9
2.12	Logainmneacha na Gaeltachta	10
2.13	CoLab	10
<b>Caibidil 3.</b>	<b>Ag Feabhsú Inniúlacht na hInstitiúide sa Ghaeilge</b>	<b>11</b>
3.1	Earcú agus Ceapachán	11
3.2	Traenáil agus Forbairt Foirne	11
3.3	Feabhsú ar Sheirbhísí Tacaíochta	11
3.4	Cur Chun Cinn na Gaeilge	11
3.5	Gníomhaíochtaí Eile	12
<b>Caibidil 4.</b>	<b>Faireachán agus Athbhreithniú</b>	<b>14</b>
<b>Caibidil 5.</b>	<b>Poiblíocht ar an Scéim Chomhaontaithe</b>	<b>15</b>

# CAIBIDIL 1

## RÉAMHRÁ AGUS CÚLRA



## **RÉAMHRÁ**

Is í seo an tríú scéim d'Institiúid Teicneolaíochta Leitir Ceanainn faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003. Chruthaigh ár gcéad dhá scéim go maith i dtaca leis an Acht a dhaingniú inár n-oibriúcháin laethúla san LYIT.

Cuireann an tríú scéim seo ar ár gcumas tógáil ar an dul chun cinn atá déanta agus a chinntiú go mbeidh an Institiúid in inmhe rannpháirtíocht níos nádúrtha a bheith aici i gcomhlíonadh riachtanais an Achta. Tá sé mar aidhm ag an LYIT i gcónaí a bheith rannpháirteach i spiorad an Achta agus cur chuige aireach onnghníomhach a ghlacadh le é a chur i bhfeidhm trínar scéimeanna.

Maidir le Plean Straitéiseach na hInstitiúide 2014-17, faoina chrann taca de Chomhoibriú agus Caidreamh Réigiúnach, tiomanaíonn sé é féin chun *“díriú ar chur chun cinn oidhreacht an réigiúin agus go háirithe an teanga Ghaeilge”*.

Tá an aidhm straitéiseach seo cuimsithe inár gcur chuige dár Scéim i leith na Gaeilge agus táimid ag tnúth le cur i ngníomh rathúil sna blianta amach romhainn.

**Paul Hannigan**

**Uachtarán**

## RÉAMHRÁ AGUS CÚLRA

Is í seo an tríú scéim teanga don Ghaeilge a d'ullmhaigh Institiúid Teicneolaíochta Leitir Ceanainn chun cloí le *hAlt 15* d'Acht na dTeangacha Oifigiúla, 2003 (dá ngairfear “An tAcht” anseo feasta). Cuireann *Alt 11* foráil ar fáil do chuideachtaí poiblí scéim reachtúil a ullmhú ina dtugann siad sonraí faoina seirbhísí a chuirfidh siad ar fáil:

- Trí mheán na Gaeilge,
- Trí mheán an Bhéarla, agus
- Trí meán na Gaeilge agus an Bhéarla

maraoon leis na bearta atá le bheith glactha chun a chinntiú go mbeidh seirbhís ar bith, nach bhfuil a soláthar ag an chuideachta trí mheán na Gaeilge, curtha ar fáil sa teanga sin laistigh d'am comhaontaithe.

Tógann an tríú scéim seo ar scéimeanna níos luaithe na hInstitiúide agus ar an ghnás agus an cleachtas atá i bhfeidhm san Institiúid, chomh maith leis na prionsabail do Sheirbhís Ardchaighdeán do Chustaiméirí.

### 1.1 ULLMHÚ NA SCÉIME

Cuireann *Alt 12* den Acht foráil ar fáil don Aire Ealaíon, Oidhreacht agus Gaeltachta treoirlínte a ullmhú agus a eisiúint chuig comhlachtaí poiblí chun cuidiú leo Dréachtscéimeanna a ullmhú. Cuireadh an Scéim seo le chéile le haireadhu ar na treoirlínte sin, agus i ndiaidh próiseas comhairliúcháin cuimsitheach le mic léinn, leis an fhoireann agus le hionadaithe leasmhara ón taobh amuigh. Foilsíodh fógra poiblí faoi *Alt 13* den Acht i mí Feabhra 2015, ag lorg moltaí i ndáil le hullmhúchán na tríú dréachtscéime don LYIT. Tá an Scéim curtha ar an eolas de thairbhe na moltaí go léir a fuarthas maraoon le tuairimí agus barúlacha ó na páirtithe leasmhara go léir. Cuireann an Institiúid a buíochas in iúl do gach duine a raibh baint acu leis an phróiseas seo as ucht a gcuid ama agus a n-iarrachta.

Leagann an scéim seo amach na spriocanna atá curtha os a coinne féin ag an Institiúid don chéad tréimhse trí bliana eile agus sonraítear na réimsí tosaíochta. Beidh freagracht monatóireachta agus athbhreithnithe ar Bhord Feidhmiúcháin na hInstitiúide, ar a bhfuil an tUachtarán ina Chathaoirleach.

### 1.2 CLÁR ÁBHAIR NA SCÉIME TEANGA

Aithníonn an tríú scéim seo an dea-thoil atá san LYIT i leith na Gaeilge agus tógtar ar an dul chun cinn a rinneadh ar fud na heagraíochta mar thoradh ar chur i bhfeidhm na scéimeanna roimhe seo.

Rinneadh seachadadh ar iomlán na ngealltanais a bhí sonraithe i ndara scéim na hInstitiúide agus rinneadh dul chun cinn suntasach dá bharr. Feabhsaíodh seirbhísí dátheangach ar fud na hInstitiúide go léir. Mar sin féin, aithníonn an Institiúid an tábhacht leanúnach atá le leathnú agus feabhsú na seirbhísí dátheangach. Sa chás nár cuireadh i bhfeidhm ina n-iomláine go dtí seo na gealltanais a bhí i scéimeanna roimhe seo, beidh an cheist ina ábhar plé le hOifig an Choimisinéara Teanga.

Tá sé mar chuspóir ag an tríú scéim seo leanúint de bheith ag comhlíonadh na ngealltanais sin agus leibhéal na seirbhíse a fheabhsú thar thréimhse na scéime (2015-2018).

### 1.3 DÁTA TOSAIGH NA SCÉIME

Tá an Scéim seo deimhnithe ag an Aire Ealaíon, Oidhreacht agus Gaeltachta. Cuirfear tús leis an Scéim ar an 12ú lá de Dheireadh Fómhair 2015. Fanóidh sí i bhfeidhm ar feadh tréimhse trí bliana ón dáta seo ar aghaidh nó go dtí go ndeimhnóidh an tAire Scéim úrnua de bhun *Alt 15* den Acht, cibé ceann acu is déanaí.

## 1.4 FORBHREATHNÚ AR INSTITIÚID TEICNEOLAÍOCHTA LEITIR CEANAINN

### 1.4.1 Próifil na hInstitiúide

Is institiúid oideachais tríú leibhéal an-rathúil í Institiúid Teicneolaíochta Leitir Ceanainn (LYIT) atá lonnaithe ar dhá champas, i Leitir Ceanainn agus sna Cealla Beaga, Contae Dhún na nGall. Tá sí ag cur cúrsaí ardoideachais ar fáil i nDún na nGall ón bhliain 1971. Sa bhliain 1998, ainmníodh í mar Institiúid Teicneolaíochta agus san am i láthair tá tuairim is 3,500 mac léinn lánaimseartha cláraithe ar chúrsaí Ardteastais, Céime agus Máistreachta. Tá réimse leathan cúrsaí a thairiscint ag LYIT i roinnt de na príomhdhisciplíní, ar a n-áirítear gnó, innealtóireacht, eolaíocht, altranas, ríomhaireacht, dearadh agus meáin chruithaitheacha, turasóireacht, fáilteachas agus ealaíona cócaireachta. I mí Feabhra na bliana 2007, rinneadh Coláiste Turasóireachta na gCealla Beaga a imeascadh san LYIT mar Scoil iomlán de chuid na hInstitiúide. Tá údarás tarmligthe chuig an LYIT ó Dhearbhu Cáilíochta agus Cáilíochtaí Éireann (QQI) ag tabhairt cead di a cuid dámhachtainí féin a bhronnadh ag Leibhéal 6–9 (i.e. ó leibhéal Ardteastais go Céim Mháistir a mhúintear).

Tá tuairim is 350 ball foirne fostaithe ag an Institiúid san am i láthair agus tá forbairt déanta ar réimse iomlán de sheirbhísí riaracháin, ina measc Ionad Faisnéise Acmhainní, Seirbhísí Mac Léinn, Seirbhísí Faisnéise Teicneolaíochta, Acmhainní Daonna, Eastáit, Forbraíocht agus Airgeadas. Tá Institiúid Teicneolaíochta Leitir Ceanainn ag leanúint de bheith ag cur a cuid cúrsaí in oiriúint do riachtanais an réigiúin agus leanfaidh sí ar aghaidh lena ról tábhachtach san aistriú ó dhéantúsaíocht traidisiúnta go dtí gnólachtaí eolasbhunaithe. Tá an Institiúid tiomanta le tacaíocht leanúnach a thabhairt do nuáil, fiontraíocht, taighde, comhairleoireacht agus forbairt réigiúnach.

### 1.4.2 Féiniúlacht Institiúid Teicneolaíochta Leitir Ceanainn

#### *Misean*

Deimhneoidh Institiúid Teicneolaíochta Leitir Ceanainn a próifil náisiúnta suntasach do shármhaitheas san ardoideachas a bhuíochas do leanúint de chlár forbartha uailmhianach atá curtha ar an eolas ag polasaí poiblí, rannpháirtíocht láidir réigiúnach, agus tiomantas bunúsach do éiteas atá dírithe ar na mic léinn.

#### *Fís*

- Le bheith aitheanta go leitheadach mar phríomhinstitiúid ardoideachais de bharr cáilíocht á géimithe agus ár gcláracha oideachais atá dírithe ar fhostaíocht.
- Lenár sárchaidreamh atá againn lenár mic léinn a choimeád agus a bheith mar eiseamláir do sheirbhísí mac léinn agus áiseanna an champais.
- Le ról lárnach a bheith againn i dtiomáint forbairt réigiún an Iarthuaiscirt tré thaighde, nuáil agus tionscnaimh fhiontraíochta agus ár bpáirtíocht fadbhunaithe le comhlachtaí oideachais agus tionscail.
- Le tacú le cur i bhfeidhm polasaí poiblí agus, go háirithe, an straitéis ardoideachais náisiúnta, agus ag déanamh dúshaothrú ar láidreacht ar leith an LYIT agus an cuntas go dtí seo ar rannpháirtíocht trasteorann.

#### *Bunluachanna*

1. Ionracas – Táimid cuntasach, ionraice, trédhearcach, agus freagrach inár ngníomhaíochta go léir.
2. Cuimsiú – Táimid fáilteach, urramach, tacúil, agus dírithe ar na mic léinn.
3. Uailmhian – Táimid i gcónaí ag tabhairt dúshláin dúinn féin le seachadadh a dhéanamh ar mhianaidhmeanna ár bhfoireann, ár gcuid mac léinn agus ár bpáirtithe leasmhara seachtracha.
4. Sármhaitheas – Táimid tiomanta do chur chuige dea-chleachtas a chlúdaíonn iomlán leasanna na hInstitiúide le béim ar fhoghlaím agus ar theagasc, taighde, agus eispéireas na mac léinn.



5. Réigiún – Táimid dírithe ar sheachadadh don réigiún straitéisí náisiúnta seo trí rannpháirtíocht le gníomhaireachtaí forbartha, fostaithe agus an pobail níos leitheadaí.
6. Comhoibriú – Táimid meáite ar sheachadadh a dhéanamh ar an acmhainneacht do na braislí réigiúnacha agus na comhaontais straitéiseacha atá ann cheana féin, agus comhpháirtíochtaí a fhorbairt tuilleadh chun misean na hInstitiúide a bhaint amach.

#### **1.4.3 Custaiméirí agus Páirtithe Leasmhara**

Is iad mic léinn na hInstitiúide a príomhchustaiméirí agus ar an tséala sin tá freagracht cúraime ar leith aici dóibh. Chomh maith leis sin, bíonn an Institiúid ag idirghníomhú le hInstitiúidí oideachais eile, le gníomhaireachtaí agus leis an phobal i gcoitinne. Is iad seo a leanas na cliaint agus na custaiméirí príomha:

- Mic Léinn agus a dteaghlaigh
- Fostaithe na hInstitiúide
- An Bord Bainistíochta
- An Chomhairle Acadúil
- An tÚdarás um Ard-Oideachas
- An Roinn Oideachais agus Scileanna
- Ranna Rialtais agus Cleamhnaithe
- Dearbhú Cáilíochta agus Cáilíochtaí Éireann (QQI)
- Soláthraithe
- An Pobal Áitiúil
- Institiúidí Teicneolaíochta Eile
- Institiúidí Ard-Oideachais Eile
- Bunscoileanna agus Iar-bhunscoileanna
- Eagraíochtaí Ionadaíochta na bhFostaithe - Ceardchumainn
- IBEC
- Comhlachais Proifisiúnta
- Boird Oideachais agus Oiliúna
- Údaráis Áitiúla
- SOLAS (An tSeirbhís Oideachais Leanúnaigh agus Scileanna)
- Fáilte Éireann
- Lónadóireacht Chartwells
- Údarás na Gaeltachta
- An tÚdarás Forbartha Tionscail (IDA)
- Fiontraíocht Éireann (Enterprise Ireland)
- Oifig Fiontair Áitiúil
- Cumann Tráchtála agus Tionsclaíoch Leitir Ceanainn
- Eagraíochtaí Spóirt

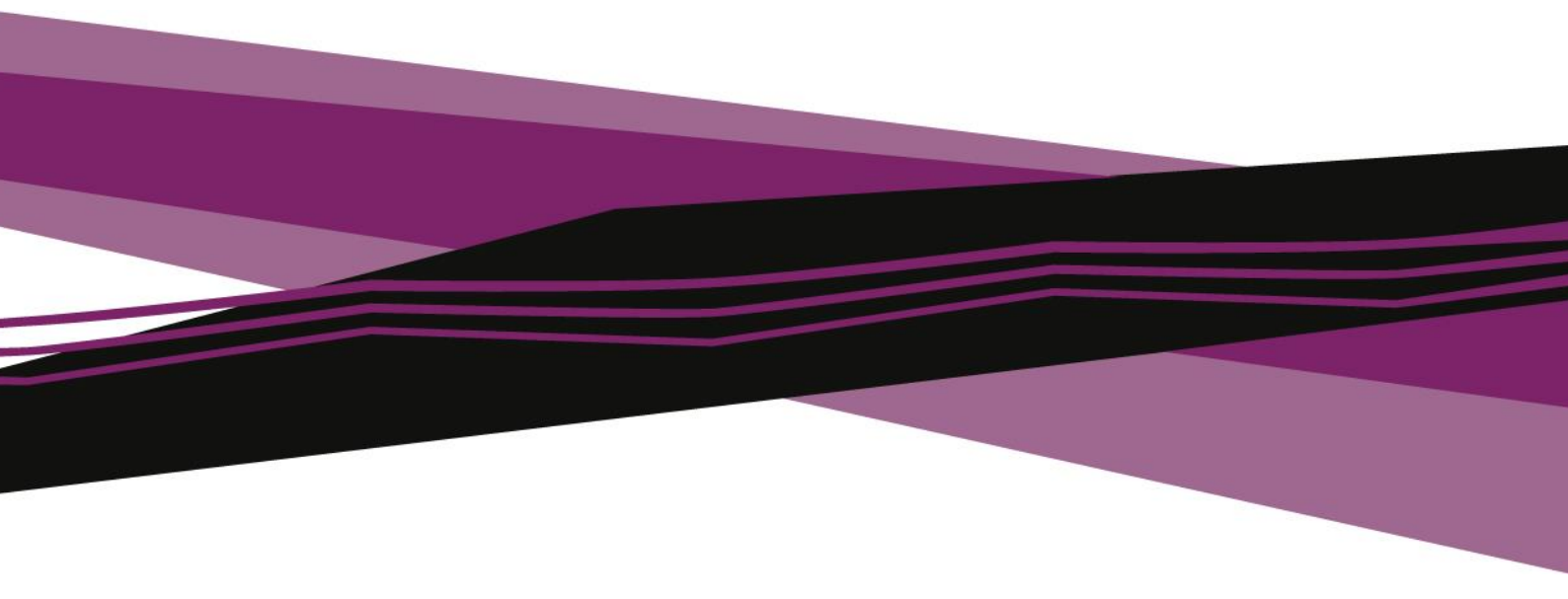
Maidir leis na gealltanais atá glactha ag Institiúid Teicneolaíochta Leitir Ceanainn i leith caighdeán na seirbhísí custaiméirí, i ndáil le seachadadh na seirbhísí sin chuig ár gcuid custaiméirí, cloífar leis na gealltanais sin ní miste cibé chuirtear na seirbhísí sin ar fáil trí mheán na Gaeilge nó trí mheán an Bhéarla.

#### 1.4.4 Réimsí Feidhmiúcháin na hInstitiúide

Feidhm/Réimse	Roinn
<b><i>Oifig an Chláraitheora</i></b>	An Clár <span></span> lann Seirbhísí na Mac Léinn An Cuar Leabharlann Seirbhísí T.F. (I.T.) An Chomhairle Acadúil
<b><i>Oifig an Rúnaí/an Rialtóra Airgeadais</i></b>	Airgeadas Acmhainní Daonna Eastáit
<b><i>Oifig na Forbraíochta</i></b>	Seirbhísí Tionsclaíocha/Idirchaidrimh Taighde, Forbairt & Oiliúint Oideachas Aosach & Oideachas Leantach Forbairt Fiontair & Goradáin Oifig Idirnáisiúnta
<b><i>Scoil Staidéir Ghnó</i></b>	An Roinn Staidéir Ghnó An Roinn Dlí & Daonnachtaí An Roinn Dearaidh & na Meáin Chruthaitheacha
<b><i>Scoil na hInnealtóireachta</i></b>	An Roinn Innealtóireachta Sibhialta & Tógála An Roinn Leictreonaice & Innealtóireachta Meicniúla
<b><i>Scoil na hEolaíochta</i></b>	Roinn na hEolaíochta Roinn na Ríomhaireachta An Roinn Altranais & Staidéar Sláinte
<b><i>An Scoil Turasóireachta</i></b>	An Roinn Fáilteachais agus Turasóireachta An Roinn Gastranómachais agus na nEalaíon Cócaireachta

## CAIBIDIL 2

GEALLTANAIS I nDÁIL LE  
SOLÁTHAR SEIRBHÍSE I  
nGAEILGE



## GEALLTANAIS I NDÁIL LE SOLÁTHAR SEIRBHÍSE I NGAEILGE

Tá an Institiúid landáiríre faoina gealltanais i ndáil le seirbhísí den chéad scoth a chur ar fáil dá custaiméirí i nGaeilge agus/nó go dátheangach. Tabharfar tús áite dóibh seo a leanas sa scéim:

- Tuilleadh feabhsúcháin a dhéanamh ar chumas na hInstitiúide seirbhísí a sholáthar trí mheán na Gaeilge.
- Leanúint de bheith ag ardú feasacht na mball foirne ar an scéim.
- Leanúint de bheith ag feabhsú ábaltacht na mball foirne sa Ghaeilge a bhuí d'oilíúint agus forbairt.
- Leanúint den fhorbairt ar sheirbhísí do mhic léinn a bhuí do dhoiciméadú dátheangach agus seirbhís labhartha duine le duine in áiteanna faoi leith.
- Chun leanúint le monatóireacht a dhéanamh ar an éileamh do sheirbhísí i nGaeilge.
- Méadú a dhéanamh ar líon na gcúrsaí ina mbeadh céimithe in inmhe a gcuid oibre a chur i gcrích trí mheán na Gaeilge, nuair atá a leithéid sin inchumais.

Sa chaibidil seo, leagtar amach iomlán na ngealltanais úrnua agus na ngealltanais leanúnach maidir le soláthar seirbhísí agus gníomhaíochtaí ginearálta na hInstitiúide trí mheán na Gaeilge agus/nó go dátheangach dár gcustaiméirí go léir.

## GEALLTANAIS ÚRNUA AGUS LEANÚNACHA

### 2.1 SOLÁTHAR EOLAIS DON PHOBAL

Ó cuireadh an chéad agus an dara scéim i bhfeidhm san LYIT faoi Acht na dTeangacha Oifigiúla, tá méadú leanúnach ag teacht ar chumarsáid dhátheangach. Rinneadh moll mór de dhoiciméid na hInstitiúide a ullmhú i bhformáid dátheangach sna blianta idir eatarthu agus, le linn tréimhse na scéime seo agus scéimeanna a thiofadh ina diaidh, beidh an Institiúid ag gníomhú go dúthrachtach ar mhaithe le soláthar litríochta agus cumarsáide trí mheán na Gaeilge a mhéadú, go háirithe iontu seo a leanas:

- Leanfar le bróisiúir, foirmeacha iarratais agus bileoga eolais a chur ar fáil mar a bhí sonraithe roimhe.
- Foilseacháin (Féach 2.5 & 2.6)
- Preas Ráitis - leanfar ar aghaidh agus cuirfear iad seo ar fáil go dátheangach, nó i nGaeilge amháin más cuí sin. Beidh leaganacha dátheangacha foilsithe ar shuíomh Gréasáin LYIT.
- Suíomh Gréasáin (Féach 2.8)

Cuirfear óráidí nó ráitis (macasamhail Aitheasc an Uachtaráin ag an Searmanas Bronnta Céime gach bliain) ar fáil sa teanga/sna teangacha ina gcuirtear i láthair iad. Déanfar cártaí gnó na mball foirne agus cuirí chuig imeachtaí a phriontáil go dátheangach i gcónaí.

### 2.2 TAIRISCINT GHNÍOMHACH AR SHEIRBHÍS

Ina cuid idirghníomhaíochtaí laethúla le custaiméirí, glacfaidh an Institiúid gach deis d'fhonn bolscaireacht agus fógraíocht a dhéanamh ar a seirbhísí trí mheán na Gaeilge, trí na modhanna seo a leanas:

- A chur in iúl do chustaiméirí go díreach onnghníomhach go bhfuil sé de rogha acu a ngnó a dhéanamh leis an Institiúid trí mheán na Gaeilge, mar shampla, trí fhógraí a bheith ar taispeáint sna hoifigí fáilte a léiríonn na seirbhísí atá ar fáil i nGaeilge agus fosta na seirbhísí sin a bheith breá feiceálach ar shuíomh gréasáin na hInstitiúide.

- Fonótaí a chur ar threoirlínte, bileoga agus foirmeacha iarratais áirithe, ag míniú go bhfuil na doiciméid seo le fáil i nGaeilge chomh maith (i gcásanna nuair nach bhfuil ábhar clóbhuailte go dátheangach faoin chlúdach amháin céanna).
- Nótaí a chur isteach i bhfoilseacháin agus i bhfógraíocht ag rá go gcuireann an Institiúid seirbhísí ar fáil trí mheán na Gaeilge agus go bhfáiltíonn sí roimh chustaiméirí atá i bhfách lena ngnó a dhéanamh trí Ghaeilge, de réir na ngealltanas atá ina scéimeanna chomhaontaithe.

### 2.3 POINTE AN CHÉAD TEAGMHÁLA

Is iad na fáilteoirí/teileafónaithe lasc-chláir na chéad phointí teagmhála don phobal. Dá bhrí sin, beidh sé mar pholasaí ag an Institiúid, ó thosach na Scéime, a chinntiú go bhfuil na gnáthcleachtais de Sheirbhís Chaighdeánach Custaiméara (QCS) i bhfeidhm sna háiteanna seo, mar a leanas:

- Leanfaidh na ball foirne sna hoifigí fáilte/ag an lasc-chlár ar aghaidh ag tabhairt ainm na hInstitiúide i nGaeilge.
- Beidh baill foirne sna hoifigí fáilte breá eolach ar na beannachtaí bunúsacha i nGaeilge.
- Beidh socrúithe i bhfeidhm sa dóigh go dtig leis na baill foirne sin daoine ón phobal a chur ar aghaidh láithreach chuig an oifig nó chuig an oifigeach atá freagrach as an tseirbhís atá á tairiscint i nGaeilge a chur ar fáil.

Tugadh isteach beannú glórphoist teileafóin dátheangach ag iomlán na Deasca Cabhracha do Sheirbhísí Ríomhairí.

### 2.4 SEIRBHÍSÍ DÁTHEANGACH DUINE LE DUINE

Roghnaigh an Institiúid an **Leabharlann** agus **Oifig na nGairmeacha Beatha** mar dhá áit tosaíochta do sheachadadh seirbhísí dátheangach cuntair agus teileafóin. Tá duine amháin, ar a laghad, le cumas cumarsáide i nGaeilge ar fáil sna háiteanna seo agus leanfaidh an tseirbhís sin ar aghaidh i gcónaí.

Chomh maith leis sin, tá seirbhís idirchaidrimh dhátheangach (labhartha den chuid is mó) ar fáil sa chéad phointe teagmhála in Oifig na Seirbhísí Seachtracha, seirbhís atá thar a bheith tábhachtach do chomhlachtaí agus d'eagraíochtaí atá ag feidhmiú i gceantair Ghaeltachta. Is í an Ghaeilge a bheas mar an teanga réamhshocráithe don oifig seo chun déileáil le custaiméirí agus cliaint i gceantair Ghaeltachta.

Leanfaidh an príomhoifig sa Chuar agus an oifig riaracháin i Scoil na hInnealtóireachta ar aghaidh ag déileáil le fiosrúcháin ghinearálta bhunúsacha i nGaeilge.

### 2.5 BRÓISIÚIR, FOIRMEACHA IARRATAIS AGUS BILEOGA EOLAIS

Beidh bróisiúir, foirmeacha iarratais agus bileoga eolais ar bith a bhaineann leo foilsithe faoin chlúdach céanna, seachas nuair nach bhfuil a leithéid sin indéanta de bharr méide, leagan amach nó nádúr an doiciméid. Uair ar bith go gcuirfear na bróisiúir, foirmeacha iarratais agus bileoga seo ar fáil ar shuíomh gréasáin na hInstitiúide, beidh an leagan Gaeilge curtha ar fáil ag an am céanna leis an leagan Béarla.

Nuair a chuirtear foirmeacha iarratais agus bileoga eolais ar fáil mar leaganacha ar leith i nGaeilge agus i mBéarla, cinnteoidh an Institiúid go dtabharfar an suntasacht chéanna don dá leagan i ngach suíomh poiblí agus go mbeidh an leagan Gaeilge chomh furasta a fháil leis an leagan Béarla. Cuirfear in iúl go honnghníomhach do chustaiméirí go bhfuil leagan faoi leith Gaeilge ar fáil trí ráiteas oiriúnach a bheith ar an leagan Béarla agus/nó trí mhodhanna eile a mheasann an Institiúid a bheith fóirsteanach. Maidir le bróisiúir atá dírithe ar an mhargadh idirnáisiúnta, beidh siadsan i mBéarla amháin.

Beidh sonraíochtaí poist á n-ullmhú i gcónaí i nGaeilge do chásanna ina bhfuil Gaeilge ina bunriachtanas don phost (macasamhail léachtóirí i nGaeilge). Leanfar de bheith ag cur sonraíochtaí do phostanna i gcásanna ina n-athraíonn an téacs go minic ar fáil i mBéarla amháin go fóill.

## **2.6 FOILSEACHÁIN EILE NA HINSTITIÚIDE**

Tá an Institiúid tiomanta lena cuid cáipéisí faisnéise inmheánacha agus a cuid foilseacháin inmheánacha a fhoilsiú go dátheangach. Leanfaidh an Institiúid ar aghaidh ag cur leaganacha téacs i nGaeilge agus i mBéarla ar fáil i gcaipéisí úrnua ar bith. Déanfar tuarascálacha comhairliúcháin agus doiciméidí teicniúla speisialaithe a fhoilsiú sa teanga inar cuireadh i láthair iad a chéadair.

Tá an t-eolas cineálach go léir ó mhíreanna tosaigh Réamheolaire na hInstitiúide ar fáil anois go dátheangach ar shuíomh gréasáin na hInstitiúide. Tugtar sonraí na gcúrsaí sa teanga ina ndéantar an cúrsa a sheachadadh. Tá na míreanna a bhaineann le heolas ginearálta sa Réamheolaire d'Oideachas Aosach agus Oideachas Leantach ar fáil go dátheangach ar shuíomh gréasáin na hInstitiúide. Arís, tugtar sonraí na gcúrsaí sa teanga ina ndéantar an cúrsa a sheachadadh.

Comhlánfar i dtólamh an méid téacs i nGaeilge atá i Lámhleabhar na Mac Léinn le linn na scéime seo, ar aon dul leis na moltaí a tháinig roimhe. Bíonn alt i nGaeilge anois i ngach eagrán de Nuachtlitir na Leabharlainne. Leanfar ar aghaidh ag cur ar fáil na míreanna ar an Chomhairle Acadúla, ar Bhuanorduithe agus ar Pholasáí i bhformáid dátheangach.

Beidh alt i nGaeilge ar fáil i gcónaí ar thopaic a bhaineann le gairm bheatha sa Leabhrán Faisnéise Gairme.

## **2.7 CÓRAIS RÍOMHAIRÍ**

Thar thréimhse na scéimeanna teanga roimhe seo, rinneadh ríomhairí na mbaill foirne go léir agus ríomhairí na mac léinn a chomhoiriúnú don Ghaeilge, i.e. cuireadh carachtair aibítreacha na Gaeilge ar fáil orthu. Leanfaidh an Institiúid ar aghaidh ag cinntiú go bhfuil ríomhairí/ríomhairí glúine úrnua, maraon le cinn atá ann cheana féin, curtha in oiriúint do charachtair aibítreacha na Gaeilge. Tá Sraith Uirlísí Profála Microsoft Office (Gaeilge) ar fáil anois le húsáid mar seiceálaí litrithe na Gaeilge, in áit Gaelspell. Cuireadh treoirilínte do shuiteáil na nUirlísí Profála MS Office (Gaeilge) ar inlíon LYIT, maraon le sonraí ar acmhainní éagsúla eile ríomhaire sa teanga Ghaeilge. Cuireadh é seo in iúl le ríomhphost don fhoireann agus do mhic léinn ar infhaighteacht.

Ní féidir feidhmchláir atá curtha ar fáil go lárnach, macasamhail *Core*, *Agresso*, *Banner*, *Millenium* agus *VLE*, a dhéanamh comhoiriúnach don Ghaeilge. Is iad soláthraithe tríú páirtí a dhéanann óstáil agus cothabháil orthu sin agus de bharr sin níl sé ar acmhainn na hInstitiúide iad a dhéanamh comhoiriúnach don Ghaeilge.

Bíonn an Painéal Rialúcháin, atá suite ar gach uile ríomhaire deisce san Institiúid (ríomhairí na mball foirne agus na mac léinn) ar taispeáint go dátheangach.

## **2.8 SUÍOMH GRÉASÁIN**

Leanfaidh suíomh gréasáin na hInstitiúide ag cur ar fáil leathanaigh ginearálta eolais sa dá theanga oifigiúil. Thig le húsáideoirí cliceáil ar a rogha teanga.

Leanfaidh an mhír Airgeadais de shuíomh gréasáin na hInstitiúide a bheith ar fáil go dátheangach. Cinnteoidh an Institiúid go ndéanfar aon fhoilseachán, a eisítear i nGaeilge nó go dátheangach, a chur ar fáil ar leagan Gaeilge shuíomh gréasáin na hInstitiúide (bileoga eolais agus bróisiúir san áireamh) ag an am céanna leis an leagan Béarla.

Beidh an leathanach baile agus leathanaigh ginearáta eolais ar bith eile d'aon shuíomh gréasáin nua a chuirfear in áit faoi stiúir an LYIT le linn tréimhse na tríú scéime seo curtha le chéile go dátheangach. Is é suíomh gréasáin na Leabharlainne san LYIT an t-aon eisceacht sa chás seo. Cé go bhfuil sé nasctha le suíomh gréasáin príomha na hInstitiúide agus infhaighte uaidh, ní féidir é a dhéanamh dátheangach siocair gur tríú páirtí (*An Chéim Applications*) a dhéanann óstáil agus cothabháil air.

## **2.9 SEIRBHÍSÍ IDIRGHNÍOMHACHA**

Níl seirbhísí idirghníomhacha ar bith, atá faoi bhainistíocht agus ostáilte ag LYIT, ag feidhmiú san Institiúid faoi láthair.

Déanfar seirbhísí idirghníomhacha úrnua ar bith, atá faoi bhainistíocht agus ostáilte ag LYIT, a ligeann don phobal ginearálta iarratais a dhéanamh ar-líne nó sochair a fháil ar-líne, déanfar iad a thabhairt isteach sa dá theanga ag an am ceannann céanna.

## **2.10 CLÁRACHA ACADÚLA**

I láthair na huaire, níl aon fhianaise ann go bhfuil go leor éilimh ar thuilleadh cúrsaí lánaimseartha trí mheán na Gaeilge a dheimhnódh na hinfheistíochta a bheadh de dhíth. Déanfar é seo a iniúchadh gach uile bhliain, áfach, agus tabharfar cúrsaí úrnua isteach de réir éilimh agus faoi réir ag go leor maoiniúcháin.

Is féidir le mic léinn lánaimseartha Gaeilge a ghlacadh mar mhodúl ann féin ar chlár áirithe san Institiúid. Cuireann na modúil seo deis ar fáil do mhic léinn lánaimseartha a gcumas sa Ghaeilge a fheabhsú faoi chreat modúlúcháin/seimeastraithe.

Faoi láthair, tá an Institiúid ag comhoibriú le NUIG (Ollscoil na Gaillimhe) chun cúrsa dar teideal *Dioplóma sa Ghaeilge* a sholáthar ar champas Leitir Ceanainn.

Ar an 17 Aibreán 2015, chuir LYIT, i gcomhair le NUIG, togra ar aghaidh chuig an Roinn Ealaíon, Oidhreacht agus Gaeltachta agus chuig an tÚdarás um Ard-Oideachas, ar an tríú scairt do thograí faoin Tionscnamh do Scileanna Ard-Ghaeilge. Glacadh leis an dá thogra seo, *MA sa Léann Teanga* agus *MA san Ateangaireacht Chomhdhála*.

Le dornán blianta, tá fógraíocht déanta ag an Institiúid ar na cúrsaí bliantúla seo a leanas faoin Chlár d'Oideachas Leantach:

Labhraímis Gaeilge/Let's Speak Irish (1)

Labhraímis Tuilleadh Gaeilge/Let's Speak More Irish (2)

D'imigh an cúrsa ar aghaidh in 2014/15.

Leanfar ar aghaidh ag fógaire na gcúrsaí seo agus á gcur ar fáil, faoi réir ag go leor éilimh.

## **2.11 POLASAÍ I LEITH CRUINNITHE POIBLÍ/CUAIRTEANNA SCOILE**

Ní thionóla an Institiúid cruinnithe poiblí laistigh den Ghaeltacht agus réachtáiltear a cuid cruinnithe poiblí go léir trí mheán an Bhéarla. Mar sin féin, déanann an Institiúid a dícheall sprioc-chruinnithe sa Ghaeltacht/sna Gaelscoileanna, a réachtáil trí mheán na Gaeilge.

### **2.12 LOGAINMNEACHA NA GAELTACHTA**

Bainfidh an Institiúid úsáid as Logainmneacha Oifigiúla na gCeantar Gaeltachta, [mar atá fógraithe ag an Aire san Ordú Logainmneacha (Ceantair Ghaeltachta) 2004], faoi choinne cuspóirí oifigiúla.

### **2.13 CoLAB**

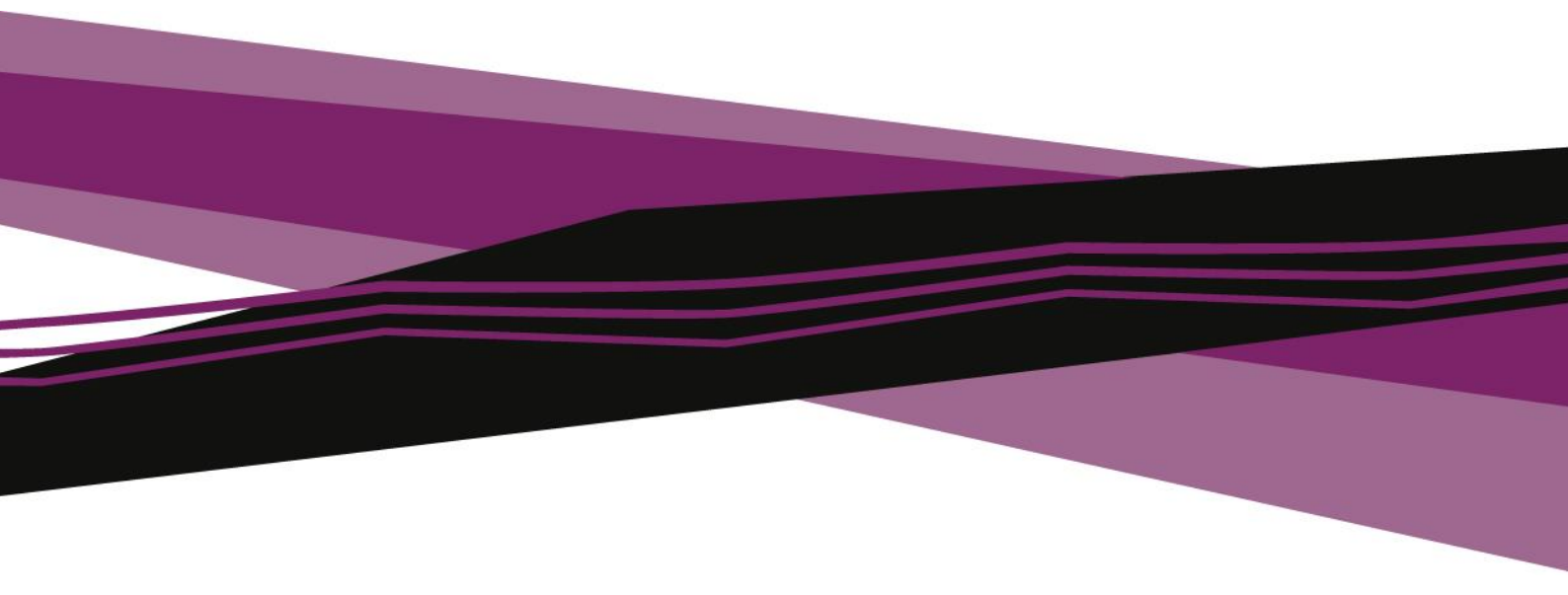
Leanfaidh an Institiúid ar aghaidh ag déanamh éascú ar aon chliant san CoLab nó ar aon rannpháirtí i gClár Forbairt Fiontar a lorgaíonn seirbhís trí mheán na Gaeilge.





## CAIBIDIL 3

AG FEABHSÚ  
INNIÚLACHT NA  
hINSTITIÚIDE SA  
GHAEILGE



## **AG FEABHSÚ INNIÚLACHT NA HINSTITIÚIDE SA GHAELGE**

### **3.1 EARCÚ AGUS CEAPACHÁN**

Thar thréimhse na Scéime seo agus na scéimeanna atá le theacht, cinnteoidh Oifig na nAcmhainní Daonna, (faoi réir ag an fhrámaíocht náisiúnta chomhaontaithe i leith nósanna imeachta earcaíochta) go mbeidh dóthain ball foirne le líofacht Gaeilge i ngach rannán. I láthair na huaire, tá Oifig na nAcmhainní Daonna ag úsáid traenáil agus forbairt foirne mar mhodh príomha chun barrfheabhsú a dhéanamh ar infhaighteacht sheirbhísí thrí Ghaeilge.

Leanfaidh polasaí earcaíochta na hInstitiúide de bheith curtha ar an eolas ag an riachtanas do scileanna sa Ghaeilge in eochair-réimsí macasamhail rúnaíocht, oifigí fáilte, léachtóireacht i nGaeilge nó i bpost ar bith ina mbeidh Gaeilge thar a bheith riachtanach don phost. Cheana féin, tá córas ualaithe i scileanna Gaeilge curtha in áit do cheapacháin ag leibhéal iontrála do phostanna riaracháin, córas a léireoidh an léibhéil líofachta Gaeilge atá riachtanach don phost.

Tugtar paca ionductúcháin do bhaill foirne ar bith a cheaptar, paca ina bhfuil cóip dár gcaipéis chomhaontaithe scéime, maraon le cóip de bhróisiúr ina bhfuil ceisteanna agus freagraí a cuireadh le chéile go speisialta ar mhaithe lena chinntiú go bhfuil baill foirne ar an eolas fá oibleagáidí na hInstitiúide faoin reachtaíocht. Leanfar ar aghaidh de bheith ag cur comhairle ar bhaill foirne nua i ndáil leis na deiseanna atá ar fáil dóibh chun a geumas sa Ghaeilge a fheabhsú.

### **3.2 TRAENÁIL AGUS FORBAIRT FOIRNE**

Tá an Institiúid, tríd an Oifig Acmhainní Daonna, tiomanta i gcónaí le hoiliúint oiriúnach a chur ar fáil don fhoireann agus le tacú le forbairt na foirne. Chun cloí le riachtanais an Achta, leanfaidh Oifig na nAcmhainní Daonna ar aghaidh ag feabhsú cumas na Gaeilge i measc na foirne, trí úsáid a bhaint as na bearta atá sonraithe i mír 4.6 den chéad scéim.

Tá Oifig na nAcmhainní Daonna tiomanta chun leanúint de bheith ag soláthar ranganna Gaeilge, atá creidiúnaithe mar is ceart, ar bhonn leanúnach do bhaill foirne, chomh fada is a bheas go leor uimhreacha do ranganna. Lena chois sin, tá tacaíocht iomlán na hInstitiúide ar fáil d'aon bhall foirne atá i bhfách le cúrsaí seachtracha a dhéanamh sa Ghaeilge.

### **3.3 FEABHSÚ AR SHEIRBHÍSÍ TACAÍOCHTA**

Ag leanúint ar aghaidh ó scéimeanna na hInstitiúide roimhe seo, tugtar tús áite i gcónaí d'fheabhsú na seirbhísí tacaíochta i nGaeilge. Cé go ndearna an Institiúid feabhsú go céim áirithe ar chumas na foirne sa Ghaeilge i rith scéimeanna teanga roimhe seo, níl ach líon beag de na baill foirne féinmhuiníneach go leor ina n-ábaltacht seirbhísí trí Ghaeilge a chur ar fáil. Am ar bith a bhfuil sé riachtanach, leanfaidh an Institiúid ar aghaidh ag tabhairt seirbhísí, macasamhail aistriúcháin, amach ar conradh go fóill beag.

### **3.4 CUR CHUN CINN NA GAEILGE**

Tá an Institiúid tiomanta go hiomlán do chur chun cinn agus forbairt na Gaeilge ar an champas. Tá cionroinnt an tsoláthar foirne rialaithe ag an Roinn Oideachais agus Scileanna agus ar an tséala sin, níl ceapachán foirmeálta d'Oifigeach Gaeilge inmharthana i láthair na huaire. Mar sin féin, tá ball foirne sannta ag an Institiúid le déileáil le gach rud a bhaineann le Gaeilge san LYIT. Léiríonn an sannadh de dhuine den fhoireann riaracháin le roinnt blianta an tiomantas suntasach airgeadais atá ag an LYIT i leith na Gaeilge.

Leanfaidh an Institiúid ag réachtáil ‘Lá na Gaeilge’ le linn Seachtain na Gaeilge gach uile bhliain. Is lá iomlán é seo de ghníomhaíochtaí le téamaí Gaeilge/Gaelacha, ina measc feasacht teanga, bolscaireacht ar chúrsaí Gaeilge, rincí Gaelacha, filíocht i nGaeilge, bia agus ceol Gaelach.

- Gríosáítear baill foirne agus mic léinn araon le bheith rannpháirteach agus a gcúpla focal a úsáid.
- Déanfaidh an Scoil Turasóireachta comhordú comhghníomhaíochta ar imeachtaí le téama Gaeilge le linn *Lá na Gaeilge* gach bliain.
- Leanfaidh Aontas na Mac Léinn lena gcionroinnt agus/nó déanfaidh siad urraíocht ar dhuais faoi choinne ceann de na himeachtaí a d’fhéadfaí a chur ar siúl le linn Seachtain na Gaeilge.

Cuireadh clár fógraí, tiomnaithe don Ghaeilge, ar fáil sa champas i Leitir Ceanainn ar mhaithe le ball foirne agus mic léinn a choinneáil ar an eolas fá gach rud a bhaineann leis an Ghaeilge, ina n-áirítear acmhainní foghlama, na seirbhísí atá ar fáil i nGaeilge san LYIT, imeachtaí agus eolas i ndáil le cearta/oibleagáidí teanga faoi Acht na dTeangacha Oifigiúla. Beidh freagracht leanúnach cothabhála ar an teagmhálaí d’Acht na dTeangacha Oifigiúla do chlár na bhfógraí.

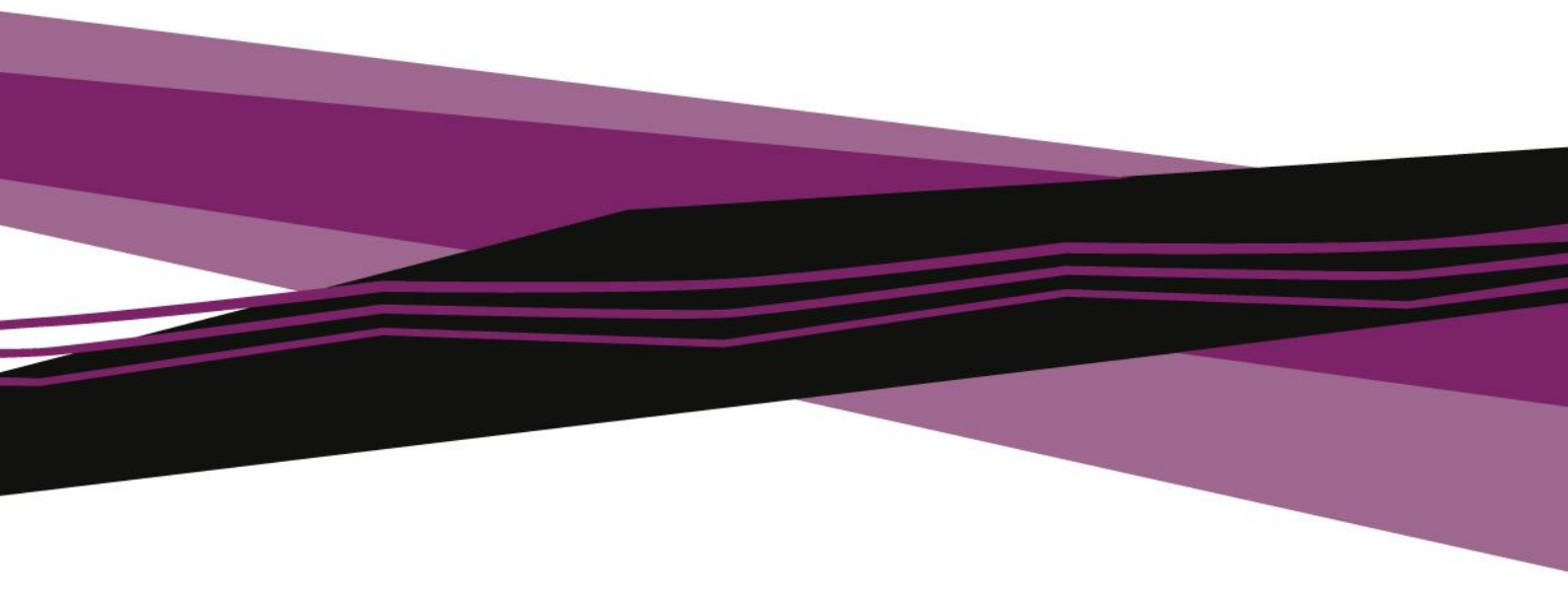
### 3.5 GNÍOMHAÍOCHTAÍ EILE

- Déanfar Réamhrá an Uachtaráin i nuachtlitir na foirne a phriontáil go dátheangach i gcónaí.
- Priontálfar go dátheangach an Féilire Acadúil a fhoilsítear ar an suíomh gréasáin agus a eisítear do bhaill foirne agus do mhic léinn gach bliain.
- Nuair a bheifear ag cur amach cuirí chuig Aitheasc an Uachtaráin gach bliain le linn insealbhú na Mac Léinn, déanfar iad a sheoladh go dátheangach le ríomhphost.
- Déanfar an Foirm Iarratais do Rochtain ar Oideachas Tríú Leibhéal, a bhaintear úsáid as sa Chuar, a ullmhú go dátheangach, go leictreonach agus i bhformáid cruachóip araon, faoi dheireadh na scéime seo.
- Ullmhófar an Fhoirm do Chustaiméir Nua, a eisíonn an Oifig Airgeadais, go dátheangach faoi dheireadh na scéime reatha seo.
- Gníomhóidh an Leabharlann i gcónaí mar stór do na hacmhainní foghlama i nGaeilge do bhaill foirne agus do mhic léinn m.sh. leabhair, dlúthdhioscaí, DVDanna &rl. i nGaeilge. Tá an Leabharlann tiomanta le hathbhreithniú agus nuashonrú a dhéanamh ar bhonn leanúnach ar na hacmhainní Gaeilge seo.
- Beidh cóipeanna tagartha de nuachtáin Ghaeilge mar chuid de stoc na Leabharlainne i gcónaí.
- Ullmhófar leagan inmheánach LYIT den Fhoirm Iarratais ar Iasacht Chomhalartach an Chomhaontas Connacht/Uladh/IT Áth Luain go dátheangach faoi dheireadh na scéime seo.
- Leanfaidh Oifig na nEastát, Aontas na Mac Léinn agus na baill foirne riaracháin sa Scoil Eolaíochta agus sa Scoil Turasóireachta ag úsáid síniú ríomphoist dhátheangach do chumarsáid leictreonach mar a ngnáthchóras.
- Faoi dheireadh na scéime reatha, beidh an Bainisteoir IT agus an Riarthóir IT ag úsáid síniú ríomphoist dhátheangach do chomhfhreagras leictreonach.
- Leanfaidh an aitheasc oscailte d’ionduchtúchán mac léinn i Roinn na hInnealtóireachta agus Tógála ar aghaidh go dátheangach.
- Tabharfaidh Oifigeach na nGairmeacha caint i nGaeilge ar na roghanna gairme gach bliain, ón fhómhar 2015 ar aghaidh, do na mic léinn sa ghrúpa *BA i Riarachán & Teicneolaíocht Faisnéise*, a roghnaigh Gaeilge mar a modúl togtach.
- Déanfar an fhoirm do Athrú Seoladh a údáidtear sa Chlárlann a ullmhú go dátheangach roimh dheireadh na scéime reatha.



# CAIBIDIL 4

FAIREACHÁN AGUS  
ATHBHREITHNIÚ



## FAIREACHÁN AGUS ATHBHREITHNIÚ

Coinneoidh Bord Feidhmiúcháin na hInstitiúide, ar a bhfuil an tUachtarán ina Chathaoirleach, cur i bhfeidhm éifeachtach na Scéime faoi athbhreithniú. Go príomha, is iad ceannairí na réimsí feidhmiúcháin (Baill na Comhairle Feidhmiúcháin), atá freagrach as cur i bhfeidhm na Scéime laistigh dá réimsí féin, a dhéanfaidh monatóireacht laethúil ar chur i ngníomh na Scéime. Gheobhaidh siad cuidiú agus tacaíocht ón Oifigeach Teagmhála san LYIT d'Acht na dTeangacha Oifigiúla. Déanfar monatóireacht agus tuairisciú ar an dul chun cinn go ráithiúil.

Tá córas foirmeálta forbartha ar fud na hInstitiúide chun monatóireacht a dhéanamh ar éilimh ar sheirbhísí trí mheán na Gaeilge. Is é seo bunachar sonraí lárnach trína bhféadfadh baill na Comhairle Feidhmiúcháin éilimh ar sheirbhísí trí mheán na Gaeilge a logáil isteach de réir mar a tharlaíonn siad ina réimsí faoi seach.



# CAIBIDIL 5

POIBLÍOCHT AR AN  
SCÉIM  
CHOMHAONTAITHE



## **POIBLÍOCHT AR AN SCÉIM CHOMHAONTAITHE**

Cuirfear clár ábhair na Scéime seo maraon leis na gealltanais agus soláthairtí atá sonraithe innti in iúl don phobal i gcoitinne sna modhanna seo a leanas:-

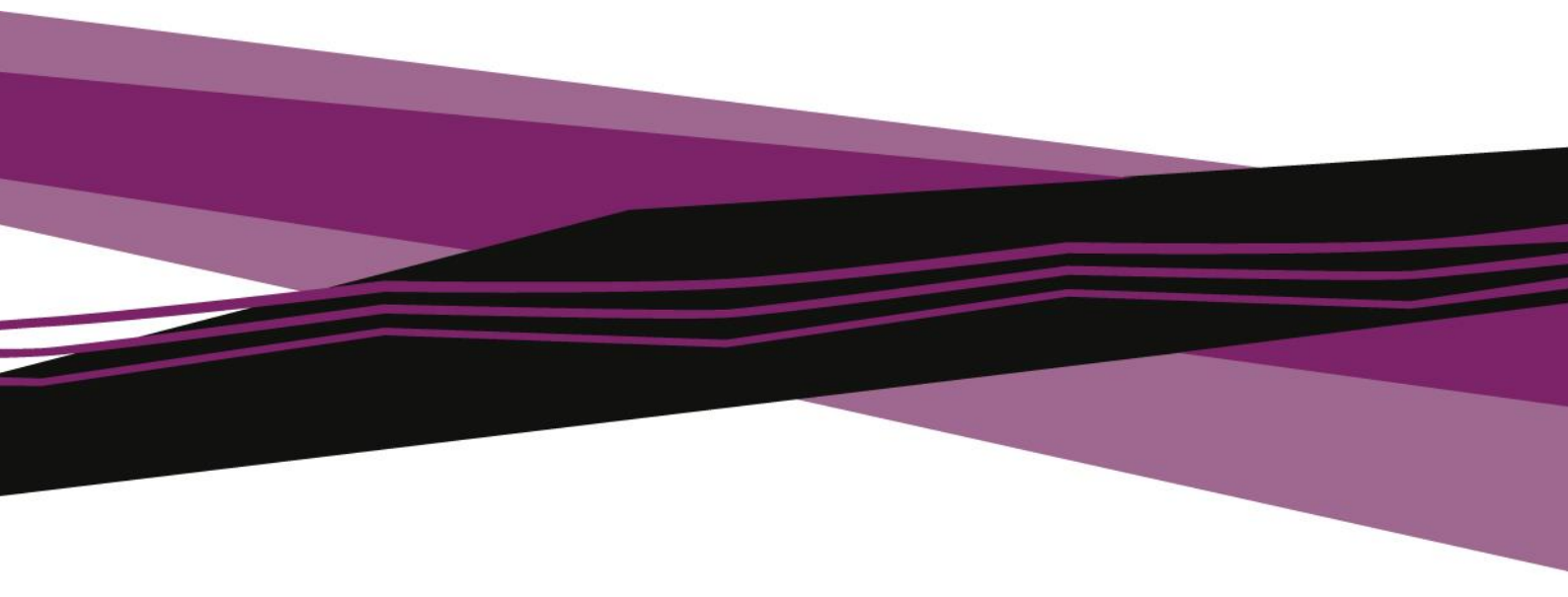
- Preas Ráiteas;
- Fógraíocht ar na soláthairtí;
- Dáileadh ar na gníomhaireachtaí agus comhlachtaí poiblí ábhartha;
- Suíomh Gréasáin

In éineacht le nóta ón Uachtarán, déanfar cáipéis na Scéime a dháileadh le ríomhphost go himmheánach ar bhaill foirne agus mic léinn na hInstitiúide go léir agus cuirfear cóip den Scéim chomhaontaithe ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

Is é an leagan Béarla den scéim seo an leagan oifigiúil.



**LEAGAN BÉARLA**  
**ENGLISH LANGUAGE VERSION**



<b>Table of Contents</b>	<b>Page</b>
<b>Chapter 1. Introduction and Background</b>	
Foreword	1
Introduction and Background	2
1.1 Preparation of the Scheme	2
1.2 The Content of the Language Scheme	2
1.3 Commencement Date of Scheme	2
1.4 Overview of LYIT	3
<b>Chapter 2. Commitments to Service Delivery in Irish</b>	<b>6</b>
2.1 Provision of Information to the Public	6
2.2 An Active Offer of Service	6
2.3 Point of First Contact	7
2.4 Bilingual one-to-one Services	7
2.5 Brochures, Application Forms and Information Leaflets	7
2.6 Other Institute Publications	8
2.7 Computer Systems	8
2.8 Website	8
2.9 Interactive Services	9
2.10 Academic Programmes	9
2.11 Public Meeting Policy/School Visits	9
2.12 Gaeltacht Placenames	9
2.13 CoLab	9
<b>Chapter 3. Improving the Institute's Irish Language Capability</b>	<b>11</b>
3.1 Recruitment and Placement	11
3.2 Training and Staff Development	11
3.3 Enhancement of Support Services	11
3.4 Promotion of the Irish Language	11
3.5 Other Activities	12
<b>Chapter 4. Monitoring and Revision</b>	<b>13</b>
<b>Chapter 5. Publicising of Agreed Scheme</b>	<b>14</b>

# CHAPTER 1

## INTRODUCTION AND BACKGROUND



## **FOREWORD**

This is Letterkenny Institute of Technology's third scheme under Section 15 of the Official Languages Act 2003. Our first two schemes served the purpose of embedding the Act as part of our day to day operations at LYIT.

This third scheme allows us to build on the progress made and ensure a more natural engagement with the capability of the Institute to meet the requirements of the Act. The objective of LYIT has always been to engage with the spirit of the Act and to adopt a responsible and proactive approach to its implementation through our schemes.

The Institute's Strategic Plan 2014-17 under its Collaboration and Regional Engagement pillar commits itself to *"focus on promoting the region's heritage and particularly the Irish language"*.

This strategic objective is encompassed in our approach to our Irish Language scheme and we look forward to successful implementation over the coming years.

**Paul Hannigan**  
**Uachtarán**

## **INTRODUCTION AND BACKGROUND**

This is the third Irish language scheme prepared by Letterkenny Institute of Technology in accordance with *Section 15* of the Official Languages Act, 2003 (hereinafter referred to as “the Act”). *Section 11* of the 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

along with 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.

This third scheme builds on the Institute’s earlier schemes and on the custom and practice that has been operative within the Institute, as well as the principles of Quality Customer Service.

### **1.1 PREPARATION OF THE SCHEME**

*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 having regard to these guidelines, and following a comprehensive process of consultation with students, staff and representative external stakeholders. A public notice was published under *Section 13* of the Act in February 2015, inviting representations in relation to the preparation of LYIT’s third draft scheme. This scheme has been informed by all submissions received and by the views and suggestions put forward by all stakeholders. The Institute appreciates the time and effort put in by all concerned in this process.

This scheme sets out the targets that LYIT has set itself for the next three-year period and indicates priority areas. Responsibility for monitoring and review will rest with the Executive Board of the Institute, of which the President is Chair.

### **1.2 THE CONTENT OF THE LANGUAGE SCHEME**

This third scheme recognises the good will which exists towards the Irish language at LYIT and builds on the progress achieved across the organisation as a result of the implementation of previous schemes.

All commitments contained within the Institute’s second scheme have been delivered and have resulted in a significant amount of progress being made. Bilingual services across the Institute as a whole have been enhanced. However, the Institute recognises the importance of the continued expansion and enhancement of bilingual services. In the event of commitments in earlier schemes not having been fully implemented to date, this matter will be the subject of discussion with the Office of An Coimisinéir Teanga.

The objective of this third scheme is to continue to deliver on these commitments and to enhance the level of service over the period of the scheme (2015-2018).

### **1.3 COMMENCEMENT DATE OF SCHEME**

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht and will commence with effect from 12 October 2015. It shall remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to *Section 15* of the Act, whichever is the later.

## **1.4 OVERVIEW OF LETTERKENNY INSTITUTE OF TECHNOLOGY**

### **1.4.1 Profile of the Institute**

Letterkenny Institute of Technology (LYIT) is a thriving third level education institution located on two campuses in Letterkenny and Killybegs, County Donegal. It has been providing higher education in County Donegal since 1971. In 1998 it was designated as an Institute of Technology and currently has approximately 3,500 full-time students enrolled on Higher Certificate, Degree and Masters programmes. LYIT offers a wide range of courses in a number of core disciplines, including business, engineering, science, nursing, computing, design and creative media, tourism and hospitality and culinary arts. *Tourism College Killybegs* was integrated into LYIT as a fully-fledged School of the Institute in February 2007. LYIT has delegated authority from Quality and Qualifications Ireland (QQI) to make its own awards at Levels 6–9 (i.e. from Higher Certificate to Taught Masters Degree Level).

The Institute currently employs approximately 350 staff and has developed a full range of administrative services including an Information Resource Centre, Student Services, IT Services, Human Resources, Estates, Development and Finance. LYIT continues to evolve its course offering to meet the needs of the region and it will continue to play an important role in the transition of the local economy from traditional manufacturing to knowledge-based businesses. The Institute has an ongoing commitment to supporting innovation, entrepreneurship, research, consultancy and regional development.

### **1.4.2 The LYIT Identity**

#### *Mission*

Letterkenny Institute of Technology will confirm its significant national profile for excellence in higher education through the pursuit of an ambitious development agenda informed by public policy, strong regional engagement, and a fundamental commitment to a student-centred ethos.

#### *Vision*

- To be widely recognised as a leading higher education institute for the quality of our graduates and our employment-focused education programmes.
- To retain the excellent relationship that we enjoy with our student body and be an exemplar for student services and campus facilities.
- To play a key role in driving the development of the North West region through research, innovation and enterprise initiatives and our well established partnerships with education and industry bodies.
- To support the implementation of public policy and particularly the national higher education strategy, exploiting LYIT's particular strength and track record on cross-border engagement.

#### *Core Values*

1. Integrity – We are accountable, honest, transparent, and responsible in all our activities.
2. Inclusion – We are welcoming, respectful, supportive, and student-centred.
3. Ambition – We are continuously challenging ourselves to deliver on the aspirations of our staff, students and external stakeholders.
4. Excellence – We are committed to a best practice approach that encompasses all Institute interests with an emphasis on learning and teaching, research, and the student experience.
5. Region – We are focused on delivering for this nationally strategic region through engagement with development agencies, employers and the broader community.
6. Collaboration – We are determined to deliver on the potential of regional clusters and existing strategic alliances, and further develop partnerships to achieve the Institute's mission.

### **1.4.3 Customers and Stakeholders**

The Institute's principal stakeholders are its students to whom it has a particular duty of care. It also interacts with other educational institutions and agencies and the general public. Its key client and customer base comprises:

- Students and their families
- Employees of the Institute
- Governing Body
- Academic Council
- HEA – Higher Education Authority
- The Department of Education and Skills
- Government Departments and Affiliates
- Quality and Qualifications Ireland (QQI)
- Suppliers
- The local community
- Other Institutes of Technology
- Other Higher Education Institutions
- Primary and Secondary Schools
- Employee Representative Organisations - Trade Unions
- IBEC
- Professional Bodies
- Education and Training Boards
- Local Authorities
- SOLAS (Further Education and Training Authority)
- Fáilte Ireland
- Chartwells Catering
- Údarás na Gaeltachta
- IDA
- Enterprise Ireland
- Local Enterprise Office
- Letterkenny Chamber of Commerce and Industry
- Sporting Organisations

The customer service standards commitments adopted by LYIT in relation to delivery of services to our customers shall apply to those services, whether delivered in the Irish language or in the English language.

#### 1.4.4 Functional areas of the Institute

<b>Function/Area</b>	<b>Department</b>
<b><i>Office of the Registrar</i></b>	The Registry Student Services The Curve Library I.T. Services Academic Council
<b><i>Office of the Secretary/Financial Controller</i></b>	Finance Human Resources Estates
<b><i>Development Office</i></b>	Industrial Services/Liaison Research, Development & Training Adult & Continuing Education Enterprise Development & Incubation International Office
<b><i>School of Business</i></b>	Department of Business Studies Department of Law & Humanities Department of Design & Creative Media
<b><i>School of Engineering</i></b>	Department of Civil Engineering & Construction Department of Electronic & Mechanical Engineering
<b><i>School of Science</i></b>	Department of Science Department of Computing Department of Nursing & Health Studies
<b><i>School of Tourism</i></b>	Department of Hospitality & Tourism Department of Gastronomy & Culinary Arts



## CHAPTER 2

### COMMITMENTS TO SERVICE DELIVERY IN IRISH



## **COMMITMENTS TO SERVICE DELIVERY IN IRISH**

The Institute is committed to providing quality services in Irish and/or bilingually to its customers. The priorities for this scheme are:

- To further enhance the Institute's ability to provide services in Irish.
- To continue to raise staff awareness of the scheme.
- To continue to enhance staff competency in Irish through training and development.
- To continue to develop services to students through bilingual documentation and a limited one-to-one verbal service in designated areas.
- To continue the monitoring of demand for services in Irish.
- To further extend the number of courses whose graduates may carry out their work competently through Irish, where this is viable.

This chapter sets out all new and ongoing commitments in relation to the provision of general institutional services and activities in Irish and/or bilingually to all of our customers.

## **NEW AND ONGOING COMMITMENTS**

### **2.1 PROVISION OF INFORMATION TO THE PUBLIC**

Since the inception of LYIT's first and second schemes under the Official Languages Act, communications are increasingly being carried out bilingually. A large amount of Institute documentation has been prepared in bilingual format over the intervening years and the Institute is committed to further enhancing the provision of Irish language literature and communications during the tenure of this and subsequent schemes in the following areas:

- Brochures, application forms and information leaflets will continue to be made available as previously specified.
- Publications (See 2.5 & 2.6)
- Press releases – these will continue to be made available bilingually, or in Irish only where appropriate. Bilingual versions will be published on the LYIT website.
- Website (See 2.8)

Speeches or statements (such as the President's Address at the annual Graduation Ceremony) will continue to be made available in the language(s) in which they are delivered. Invitations to events and staff business cards will continue to be printed bilingually.

### **2.2 AN ACTIVE OFFER OF SERVICE**

The Institute will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, which may be done by:

- Directly informing customers on a pro-active basis of the option of dealing with the Institute through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these in the Institute website.
- Incorporating footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover).

- Including notes in publications and advertisements stating that the Institute provides services through Irish and welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed schemes.

### **2.3 POINT OF FIRST CONTACT**

Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of the Institute to continue to ensure that standard Quality Customer Service (QCS) practices apply in this area as follows:

- Reception/switchboard staff will continue to give the name of the Institute in Irish.
- Reception staff will be familiar with the basic greetings in Irish.
- Arrangements will be put in place to put members of the public in touch speedily with whatever office or officer is responsible for offering the service required through Irish.

A bilingual telephone voicemail greeting has been introduced at all Computer Services Helpdesks.

### **2.4 BILINGUAL ONE-TO-ONE SERVICES**

The Institute pinpointed the **Library** and the **Careers Office** as two priority areas for the delivery of bilingual counter and telephone services. At least one person competent to deal with communications through the medium of Irish is, and will continue to be available in these areas.

In addition, the first point of contact in the External Services Office offers a bilingual liaison service (predominantly verbal), which is of particular significance and importance to companies and organisations operating in Gaeltacht areas. Irish will continue to be the default language of this office's dealings with customers and clients in Gaeltacht areas.

The main office of The Curve and the administrative office of the School of Engineering will continue to be in a position to deal with basic, general enquiries in Irish.

### **2.5 BROCHURES, APPLICATION FORMS AND INFORMATION LEAFLETS**

Brochures, application forms and associated information leaflets will be published bilingually under the same cover, except where this is not feasible because of the size, layout or nature of the document. Where any of these brochures, application forms and leaflets are made available on the Institute's website, the Irish version will be made available at the same time as the English version.

The Institute will ensure that where application forms and information leaflets are provided as separate Irish and English versions, equal prominence will be given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version. Customers will proactively be made aware of the availability of a separate Irish version by way of a suitable statement on the English version of the document and/or by any other means that the Institute deems appropriate. Brochures aimed at an international market will be in English only.

Job descriptions will continue to be prepared in Irish for specific cases where Irish is a core requirement of the post (such as léachtóirí i nGaeilge). Job descriptions, for posts where the text changes frequently, will continue to be distributed in English only for the time being.

## **2.6 OTHER INSTITUTE PUBLICATIONS**

The Institute is committed to producing internal information documents and internal publications bilingually. The Institute will continue to integrate Irish and English versions of text into any new documentation. Consultant reports and dedicated technical documents will continue to be published in the language in which they were originally presented.

All generic information from the introductory sections of the Institute Prospectus is now available bilingually on the Institute website. Course details are provided in the language of delivery of the course. General information sections of the Adult and Continuing Education Prospectus are available bilingually on the Institute's website. Course details are provided in the language of delivery of the course.

The amount of text appearing in Irish in the Student Handbook will continue to be supplemented during the course of this scheme, in line with earlier proposals. An Irish language paragraph is now included in all issues of the Library Newsletter. The Academic Council, Standing Orders and Policy sections of the Quality Assurance Handbook continue to be made available in bilingual format.

The Careers Brief booklet will continue to contain a paragraph in Irish featuring a careers-related topic.

## **2.7 COMPUTER SYSTEMS**

Over the course of previous language schemes, all staff and student personal computers were made Irish language compatible, i.e. were enabled for access to Irish language characters. The Institute will continue to ensure that new and existing personal computers/laptops are enabled for Irish language characters. Microsoft Office Suite Proofing Tools (Gaeilge) is now available for use as an Irish language spell-checker, in place of Gaelspell. Guidelines for the installation of MS Office Proofing Tools (Gaeilge) have been put up on the LYIT intranet, together with details of various other Irish language computer resources. Staff and students have been notified of the availability of same via email.

Centrally provided applications such as *Core*, *Agresso*, *Banner*, *Millennium* and *VLE* cannot be made capable of handling the Irish language. These products are hosted and maintained by third party providers and, as a result, their capacity to support the Irish language currently falls outside the scope of the Institute.

The Control Panel which is fixed on every desktop in the Institute (staff and student machines) appears bilingually.

## **2.8 WEBSITE**

The Institute's website will continue to provide general information pages bilingually. Users can click to view the language of their choice.

The Finance section of the LYIT website will continue to be made available bilingually. The Institute will ensure that any publications produced in Irish or bilingually that are made available on the Institute website (including information leaflets and brochures) will be made available on the Irish version of the website at the same time as the English version.

The homepage and any other general introductory page of any new website introduced under the control of LYIT during the course of this third scheme shall be bilingual. An exception to this is the LYIT Library website. While it is linked to and accessible from the main LYIT site, it cannot be made bilingual because it is hosted and supported by a third party (*An Chéim Applications*).

## **2.9 INTERACTIVE SERVICES**

The Institute does not currently operate any interactive services that are hosted and managed by LYIT.

Any new interactive services that are hosted and managed by LYIT which allow the general public to make applications or receive benefits on line will be introduced simultaneously in both languages.

## **2.10 ACADEMIC PROGRAMMES**

Currently, there is no evidence of a demand for additional, full-time courses through Irish that would justify the investment required. However, this situation will continue to be monitored annually and additional courses introduced as demand warrants and subject to adequate funding.

Full-time students may avail of Irish as a stand-alone module on specific programmes in the Institute. These modules provide full-time students at LYIT with the opportunity to improve their Irish competency under the framework of modularisation/semesterisation.

The Institute is currently collaborating with NUIG in providing a course entitled *Dioplóma sa Ghaeilge* at its Letterkenny Campus.

LYIT submitted a proposal with NUIG under the Department of Arts, Heritage and the Gaeltacht and the Higher Education Authority Third call for proposals under the Advanced Irish Language Skills Initiative on 17 April 2015. The proposal, which was for two programmes, *MA sa Léann Teanga* and *MA san Ateangaireacht Chomhdhála*, has been accepted.

In recent years, the Institute has advertised the following Irish courses annually under its Continuing Education Programme:

Let's Speak Irish (1)

Let's Speak More Irish (2)

This course went ahead in 2014/15.

These courses will continue to be advertised and provided subject to sufficient demand.

## **2.11 PUBLIC MEETING POLICY/SCHOOL VISITS**

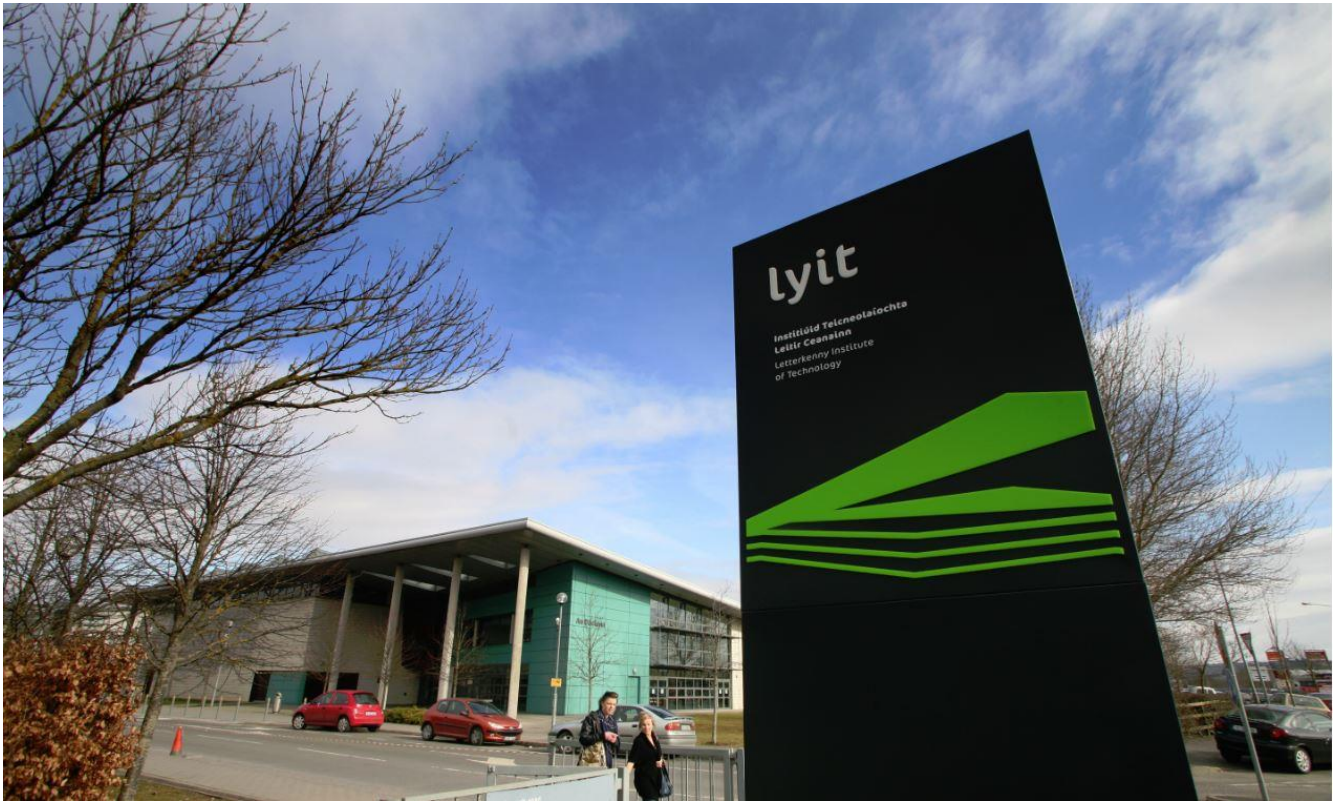
The Institute does not hold public meetings in the Gaeltacht and conducts all of its public meetings in English. The Institute endeavours, however, to conduct any targeted meetings in the Gaeltacht/Gaelscoileanna through Irish.

## **2.12 GAELTACHT PLACENAMES**

The official Placenames of Gaeltacht areas, [as declared by the Minister in the Placenames (Ceantair Ghaeltachta) Order 2004], will continue to be used by the Institute for official purposes.

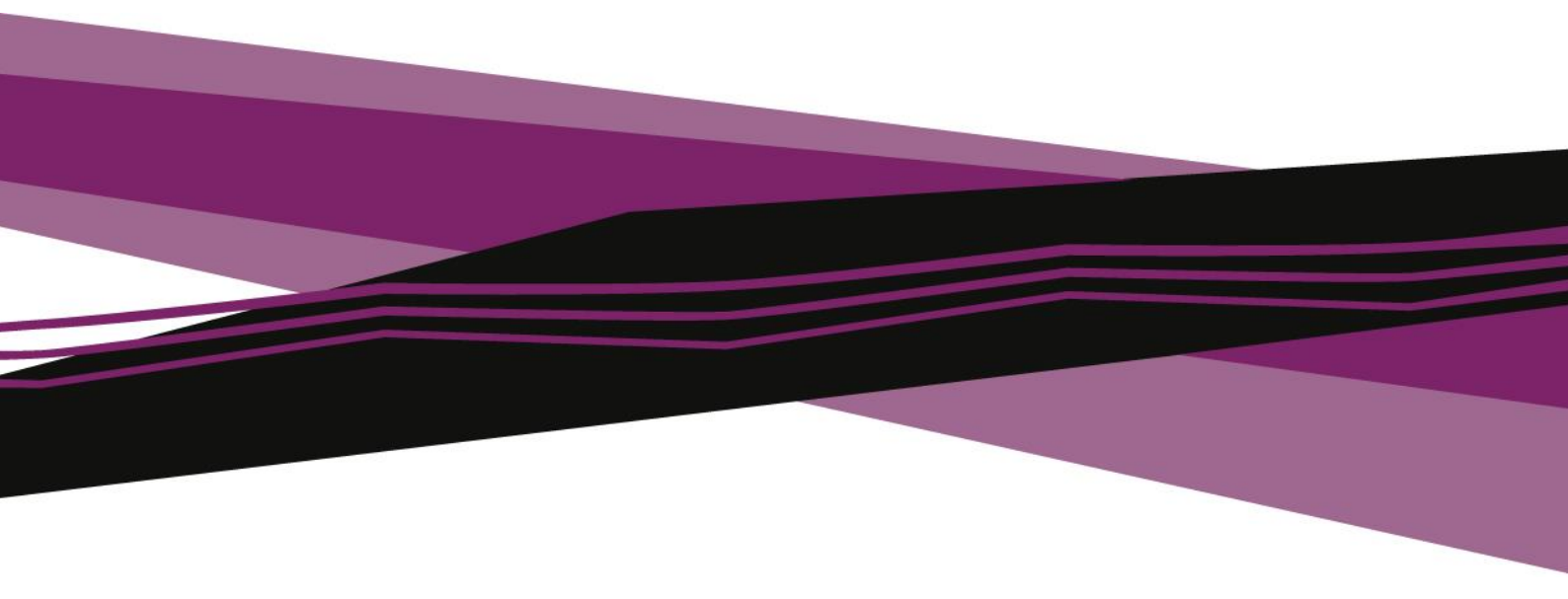
## **2.13 CoLAB**

The Institute will continue to facilitate any client in the CoLab or any participant on an Enterprise Development Programme who requests a service through Irish.



## CHAPTER 3

### IMPROVING THE INSTITUTE'S IRISH LANGUAGE CAPABILITY



## **IMPROVING THE INSTITUTE'S IRISH LANGUAGE CAPABILITY**

### **3.1 RECRUITMENT AND PLACEMENT**

Over the course of this and subsequent schemes, the Human Resource Office will (subject to the framework of agreed national recruitment procedures) continue to ensure that an adequate number of staff in each area is competent in Irish. The Human Resource Office is currently utilising staff training and development as the primary means of optimising the availability of services through Irish.

The Institute's recruitment policy will continue to be informed by the need for Irish language skills in key areas such as secretarial, reception, *léachtóireacht i nGaeilge* or in any post where Irish will be a core requirement of the post. A weighting system for Irish language skills has already been introduced for entry-level administrative appointments, to reflect the requirement for proficiency in Irish.

All new recruits are now provided with an induction pack containing a copy of our agreed scheme document, together with a copy of a Q&A brochure which was developed specifically to ensure that staff members are made aware of the Institute's commitments under the legislation. New staff will continue to be advised of development opportunities to improve their competency in Irish.

### **3.2 TRAINING AND STAFF DEVELOPMENT**

The Institute, via the Human Resources Office, has an on-going commitment to providing appropriate training for staff and to supporting staff development. In line with the requirements of the Act, the Human Resources Office will continue to improve Irish language competency among staff, using measures outlined in section 4.6 of its first scheme.

The Human Resources Office is committed to continuing properly accredited Irish classes for staff on an ongoing basis, subject to viability of class numbers. The Institute is also fully supportive of any members of staff wishing to pursue external courses in Irish.

### **3.3 ENHANCEMENT OF SUPPORT SERVICES**

Following on from the Institute's previous schemes, the enhancement of support services in Irish continues to be a priority. While the Institute has improved staff competency in Irish to a certain degree during the course of previous language schemes, only a small number of staff members are confident of their ability to provide Irish language services. Where considered necessary, the Institute will continue to contract out services such as translation for the time being.

### **3.4 PROMOTION OF THE IRISH LANGUAGE**

The Institute is fully committed to the promotion and development of the Irish language on campus. Staffing allocation is governed by the Department of Education and Skills and, as such, the formal appointment of a dedicated Irish Language Officer is not currently viable. However, the Institute has assigned a member of staff to deal with all matters related to the Irish language at LYIT. The assignment of a member of administrative staff over a number of years constitutes a significant financial commitment towards Irish by LYIT.

The Institute will continue to hold 'Lá na Gaeilge' during Seachtain na Gaeilge each year. This is a full day of Irish language themed activities including language awareness, publicising of Irish courses, Irish dance, Irish poetry, Irish music and food.



- Staff and students alike are encouraged to get involved and to use their ‘cúpla focail’.
- The School of Tourism will collectively coordinate Irish language themed events during *Lá na Gaeilge* each year.
- The Student Union will continue to make a contribution and/or sponsor a prize for an event that may take place during Seachtain na Gaeilge.

A dedicated Irish language notice board has been established in the Letterkenny campus to keep staff and students informed about all things relating to the Irish language, including learning resources, services available through Irish at LYIT, events and information regarding language rights/duties under the Official Languages Act. The notice board will continue to be maintained by the contact person for the Official Languages Act.

### **3.5 OTHER ACTIVITIES**

- The President’s Foreword in the staff newsletter will continue to be printed bilingually.
- The Academic Calendar, which is published on the website annually and issued to staff and students, will be prepared bilingually.
- Where invitations to the annual President’s Address during student induction are issued, they will be issued bilingually by email.
- The Application Form for Access to Third Level Education used in The Curve will be prepared bilingually, both electronically and in hard copy format, by the end of this scheme.
- The New Customer Form issued by the Finance Office will be prepared in bilingual format by the end of the current scheme.
- The Library will continue to act as a repository for Irish language learning resources for staff and student use e.g. Irish language books, CDs, DVDs etc. The Library is committed to reviewing and updating these Irish resources on a continuous basis.
- The Library will continue to stock reference copies of Irish language newspapers.
- LYIT Library’s internal version of the Connacht Ulster Alliance/Athlone IT Cluster Reciprocal Borrowing Application Form will be prepared bilingually by the end of this scheme.
- The Estates Office, the Student Union and the administrative staff in the School of Science and the School of Tourism will continue to use a bilingual email signature for electronic correspondence as standard.
- The IT Manager and the IT Administrator will use a bilingual email signature for electronic correspondence by the end of the current scheme.
- The opening address for student induction into the Department of Civil Engineering and Construction will continue to be bilingual.
- The Careers Officer will give a talk in Irish on career options annually, from autumn 2015 onwards, to those students in the *BA in Administration & Information Technology* group who have chosen Irish as their elective module.
- The Change of Address form used in The Registry will be prepared bilingually by the end of the current scheme.



# CHAPTER 4

## MONITORING & REVISION



## **MONITORING & REVISION**

The Executive Board of the Institute, of which the President is Chair, will keep the effective operation of the scheme under review. The day-to-day monitoring function will be carried out primarily by heads of each functional area (Executive Council members) who are responsible for the implementation of the scheme within their own areas. They will be assisted and facilitated by the contact person for the Official Languages Act at LYIT. Progress will be monitored and recorded on a quarterly basis.

A formal Institute-wide system for monitoring requests for services through Irish has been developed. This is a centralised database where Executive Council members can log requests for services in Irish as they occur in their respective areas.

# CHAPTER 5

## PUBLICISING OF AGREED SCHEME



## **PUBLICISING OF AGREED SCHEME**

The contents of this scheme and the commitments and provisions contained therein will be publicised to the general public by means of:-

- Press Release;
- Advertising of provisions;
- Circulation to appropriate agencies and public bodies;
- Website

The scheme will be circulated internally to all staff and students of the Institute via email, accompanied by a note from the President, and a copy of the agreed scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

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







**lyit**

**Institiúid Teicneolaíochta**

**Leitir Ceanainn**

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