

KWETB

Bord Oideachais agus Oiliúna
Chill Dara agus Chill Mhantáin

*Kildare and Wicklow Education
and Training Board*

**Kildare and Wicklow Education and Training Board
[KWETB]**

Official Languages Act 2003

Language Scheme

2018 - 2021

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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 services not currently adopted 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 Culture, 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 Culture, Heritage, and the Gaeltacht. In addition there has been a comprehensive process of consultation with relevant stakeholders.

The **Kildare and Wicklow Education and Training Board (KWETB)** 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.

The 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 **KWETB** 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 by the Minister for Culture, Heritage, and the Gaeltacht. It commences with effect from 01 May 2018 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 Kildare and Wicklow Education and Training Board (KWETB)

2.1 Mission and Objectives

The mission of Kildare and Wicklow Education and Training Board (KWETB), in conjunction with other education and training agencies and community development bodies, is to create and promote the development of learning neighbourhoods in Counties Kildare and Wicklow, so that all who live there may have access to the education and training required by their personal, social, cultural, economic and civic needs.

2.2 Main Functions

KWETB is a statutory body with extensive responsibilities for the delivery of education and training in primary education (Community National Schools), second-level schools, further education colleges, recognised centres of education (including VTOS, Youthreach, Further Education and Training Centres), in Kildare and Wicklow.

2.3 Key Services

KWETB establishes and maintains schools and recognised centres of education and training, and plans, provides, co-ordinates and reviews the provision of education and training within its service areas. KWETB is also required (under direction from the Minister for Education and Skills) to provide support services to other education and training providers. Such supports may be in the context of capital projects and land, human resources, financial services, legal services, ICT and corporate governance.

2.4 Customers and Clients

All of the communities of Kildare and Wicklow:

Students, parents/guardians who constitute the learning communities/neighbourhoods of all of our second-level schools, recognised centres of education and all other services provided by KWETB, including further education and training services, community education services and youth work services;

State departments/semi-state agencies, voluntary agencies, community groups and individuals; and KWETB's own employees.

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

Details of services currently being provided in English only or in Irish.

Current provision of service:

Services (General)	English only	Irish only/bilingually in Irish and in English
Post Primary School	<p>Ardscoil Ráth Iomhghain, Rathangan Athy College Avondale Community College, Rathdrum Blessington community College Bray Institute of further Education Coláiste Bhríde, Rathnew Coláiste Chill Mhantáin, wicklow Coláiste Chraobh Abhann, Kilcoole Coláiste Lorcáin, Castledermot Confey College, Leixlip Curragh Post Primary School Glenart College Maynooth Post Primary School Maynooth Community College [Aonad administered in Irish] Piper’s Hill College, Naas Scoil Chonglais, Baltinglass St. Conleth’s Community College, Newbridge St. Farnan’s Post Primary School, Prosperous St. Kevin’s Community College, Dunlavin</p>	<p>Coláiste Ráithín, Bray. Gaelcholáiste na Mara, Arklow. An tAonad, Maynooth Community College.</p>
Community National Schools	<p>Greystones CNS Naas CNS</p>	
	<p>Youthreach, VTOS, Adult Literacy Centres and Further Education and Training Centres.</p>	
KWETB Administrative Offices in Naas and Wicklow Town	<p>All services through English</p>	

Chapter 4: Enhancing the provision of Irish Language Services

The provisions in Section [A] below are mandatory requirements under the Official Languages Act 2003.

Section [A]:

Means of Communication with the public		Commitment	
Recorded Oral Announcements		<p>The following recorded oral announcements will be in Irish or bilingual:</p> <ul style="list-style-type: none"> (a) Recorded oral announcements provided on the telephone when the offices of Kildare and Wicklow Education and Training Board (KWETB) are closed. (b) Recorded oral announcements transmitted by a public address system. (c) Recorded oral announcements created and transmitted by means of a computerized messaging system or a computerized telephone answering system. <p>This provision relates to ‘recorded’ announcements rather than ‘live’ announcements.</p> <p>Where a Placenames Order is in force, Kildare and Wicklow Education and Training Board (KWETB) 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 Communications	<p>Letters and Electronic Mail</p> <p>Stationery</p>	<p>All written communication will be responded to in the official language in which it was received.</p> <p>Headings of Stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually</p>	<p>Mandatory</p> <p>Mandatory</p>
Signage	Signage	All signage placed by Kildare and Wicklow Education and Training Board (KWETB) or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.1. No. 391/2008).	Mandatory

Publications	Publications	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy statements will be published simultaneously in Irish and English	Mandatory
	Circulars/ Mailshots	Where Kildare and Wicklow Education and Training Board (KWETB) 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, KWETB shall ensure that the communication is in the Irish language or in the English and Irish languages	Mandatory

Section [B]:

Means of Communication with the Public		Commitment	Timescale
Oral Communication	Reception	Customers will be greeted firstly in Irish and then in English. KWETB will aim to provide a service through the medium of Irish, if requested, by actively recruiting new staff competent in the use of the Irish language/or by retraining existing staff members to a high standard of competency in the Irish language.	Yr. 1 – with immediate effect Ongoing.
	Face to face/ Counter service	An up to date list of staff members who can provide a service through Irish/or who are willing to be retrained to a high standard of competency in the language, will be made available.	Yr 1
	Switchboard	Switchboard staff will give the name of KWETB in Irish and in English.	Continuously and with immediate effect.
	Telephone communications with the public	Customers will be informed that a service through Irish is available, if required.	Continuously and with immediate effect, if existing staff capable of

			<p>providing this service.</p> <p>If not, ongoing, through proactive recruitment and retraining.</p> <p>This service is dependent on an existing staff member being competent to provide this service/proactive recruitment in Irish/ retraining all existing staff members in both counties to competently use the switchboard through the medium of Irish.</p>
	Recorded Oral Announcements	All KWETB staff will have their pre-recorded personal telephone greetings in bilingual format.	Yr 1
	Live Announcements	Live announcements will be bilingual	Continuously.
	Information Leaflets/ Brochures	<p>An Irish version of the information leaflets and brochures most commonly used will be available, but not necessarily limited to the following:</p> <ul style="list-style-type: none"> -Further Education & Training: The Road to Learning & Employability -Employee Assistance Programme -Education & Training for Work and Life: Courses now enrolling -Education & Training for Work and Life: Construction Skills 	Yr 1

	Application Forms	<p>-Empowerment through Support -Skills for Work: Education for working and living</p> <p>Advertisements/Application Forms for Principal and Deputy Principal vacancies for Gaelcholáistí and Gaelscoileanna will be made available in Irish.</p>	Continuously.
Media	Press Releases	KWETB will issue all press releases bilingually and simultaneously unless in an exceptional circumstance which is outside of our control.	Continuously.
	Media spokesperson	An Irish speaking spokesperson will be available for interviews with the Irish Language media.	Continuously.
	Speeches	KWETB will include 10% of Irish content in English speeches.	Continuously.
	Other	All speeches pertaining to All-Irish Colleges/Units will be in Irish.	Continuously.
Information Technology	E-mail	KWETB will publish a dedicated email address for queries in Irish on the website(s).	Yr 1
		Standard email messages such as disclaimers will be bilingual.	Yr2
	Websites	The static material on the website and any other secondary website of KWETB will be available bilingually.	Yr 1
		There will be a navigational link from a page in the English version of the website to the relevant page in the Irish version.	Yr 1
		An Irish language page will be developed on the intranet and will include basic guidance	Yr 2

	<p>Computer Systems</p> <p>Interactive services</p> <p>Other</p>	<p>regarding the provision of Irish language services and the availability of Irish language resources.</p> <p>Any new computer system being installed will be fully capable of handling the Irish language.</p> <p>Any online and interactive services that KWETB develops will be made available bilingually. Every new online and interactive service will be made available on a bilingual basis.</p> <p>KWETB will include a bilingual statement from the Chief Executive affirming the Board’s determination to implement the commitments entered into in the Board’s language scheme.</p> <p>Were the Board to decide on a corporate tagline at some date in the future, such tagline will be bilingual.</p> <p>KWETB will use the official Irish version of Gaeltacht placenames for official purposes.</p>	<p>With immediate effect as new systems are being installed.</p> <p>With immediate effect as new systems are being installed.</p> <p>From commencement of the scheme.</p> <p>As it happens.</p> <p>Yr 1-3</p>
<p>All-Irish Colleges/Units</p>	<p>Meetings</p>	<p>Where required, meetings held in All-Irish Colleges/ Stand-alone Units will be conducted in Irish, with simultaneous translation to English provided, as appropriate.</p> <p>Contributions in Irish or English will be welcome at public meetings organised by or on behalf of KWETB.</p> <p>Meetings organised by KWETB that deal with Irish language issues will be held in Irish or bilingually, as appropriate.</p>	<p>Continuously.</p> <p>Continuously.</p> <p>Continuously.</p>

		<p>KWETB shall draw up an Irish language policy and a policy regarding education in its All-Irish Colleges/Units. The board shall affirm its commitment to these policies at its official meeting and this commitment shall be reaffirmed by the Chief Executive in his welcome address on the KWETB website.</p> <p>The Board shall ensure that the Irish language shall become the working language in any of its All-Irish Colleges/Units where such is not the case presently.</p> <p>Commencing during the lifetime of its first language scheme the Board shall endeavour to appoint secretaries and all other employees in its All-Irish Colleges/Units who will be capable of dealing with members of the public who wish to conduct their business with the Board through Irish.</p> <p>All documentation pertaining to All-Irish Colleges/Units shall be provided in Irish only or bilingually.</p> <p>With regard to KWETB’s All-Irish Colleges/Units the Board shall endeavour, in every way it can, to appoint teaching staff who are capable of providing the full curriculum subject choices effectively through the medium of Irish.</p>	<p>Yr 1</p> <p>Continuously.</p> <p>Continuously.</p> <p>Continuously.</p> <p>Continuously.</p>
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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 **Kildare and Wicklow Education and Training Board** will be the primary means of optimizing 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

The **Kildare and Wicklow Education and Training Board [KWETB]** is committed to making available opportunities for staff to attend appropriately accredited Irish language courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

		Commitment	Timescale
Improving Irish Language Capability	Recruitment	New staff will be provided with an induction pack containing a copy of our agreed scheme.	Yr 1
	Training/ Participation in language promotion activities/ Provision of resources	<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.tearma.ie, www.focloir.ie, www.teanglann.ie and www.abair.ie as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English Dictionary.</p>	Continuously.
	Other	The support previously forthcoming from	Continuously

		certain ETB's shall continue to be provided to improve the Irish language capability of staff, this by way of funding for recognized Irish language courses at certified, diploma and degree levels, with the aim of further developing the standard, range and frequency of the Irish language services we offer to the public. Such courses shall include translation courses, courses in written and spoken Irish, and others not specified, which would impact positively on the management and administrative staff capability to offer a high level of service in the Irish language.	
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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. When designating these posts, particular consideration has been given to posts in All-Irish Colleges/Aonaid.

Title of Post	Location	Community Served	Indication of standard of Irish required [choose from basic, intermediate, advanced]
Principals, Deputy Principals, directors, managers, coordinators and all teaching posts.	KWETB All-Irish Colleges/ Aonaid	The communities of all Gaelcholáistí/Aonaid operating under the Board's remit.	Advanced desirable.
Secretaries, caretakers, and other administrative posts	KWETB All-Irish Colleges/Aonaid	The communities of all Gaelcholáistí/Aonaid operating under the Board's remit.	Advanced desirable.

Chapter 6: Monitoring and Review

The implementation of the Scheme will be monitored and reviewed on a regular basis by the **Chief Executive of KWETB and his/her Senior Management Team.**

The contact person for the Scheme will be: _____

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 options 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 those 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.