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Introduction and Background

This scheme was prepared by Teagasc pursuant to Section 11 of the Official Languages Act 2003 (the Act). Section 11 provides for the preparation by public bodies of a statutory Scheme detailing the services they will provide

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

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

Guidelines for preparation of a scheme

This Scheme has been drawn up in accordance with guidelines prepared by the Department of Community, Rural and Gaeltacht Affairs. These guidelines were prepared in conjunction with an Inter-Departmental Working Group which included representatives from the Department of Agriculture, Fisheries and Food.

Teagasc published an advertisement in the national papers on 19 March 2007 inviting submissions in relation to the preparation of the draft Scheme from interested parties. A small number of submissions were received and are available on the Teagasc website www.teagasc.ie. Formulation of the Scheme has been informed by these submissions and also by views put forward by members of staff in Teagasc.

The content of the Language Scheme

A Teagasc Working Group comprising representatives from each Directorate operating within Teagasc has assisted in drafting the Scheme.

The Management Committee of Teagasc will keep the effective operation of the Scheme under review.

The Scheme includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that Teagasc strives to meet this demand in a realistic, planned, coherent and accessible way.



Commencement of Scheme

This Scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The Scheme will commence with effect from 1st January 2008 and shall remain in force for a period of 3 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 earlier.



Main picture:

Deaglán Ó Briain from the Department of Community, Rural and Gaeltacht Affairs, delivering a presentation in relation to the process for the development of an Irish language Scheme.

Background left to right: Nuala Ní Fhlatharta, Head of Forestry Development, Seamus O'Monghain, REPS Mentor and Tom Collins, Director of Corporate & Management Services.

Chapter 1

Teagasc Structure

1.1 Overview of Teagasc

Teagasc is a state agency which operates under the aegis of the Department of Agriculture, Fisheries and Food.

The mission statement of Teagasc is:

“To generate and apply new knowledge for the sustainable development of agriculture and the food processing industry to enable it to respond profitably to consumer demands and requirements and contribute to a vibrant rural economy and society”.

Teagasc receives its mandate in the Agriculture (Research, Training and Advice) Act 1988 which states that the statutory responsibilities of Teagasc are:

- ‘To provide, or procure the provision of educational, training and advisory services in agriculture *’
- ‘To obtain and make available to the agricultural industry the scientific and practical information in relation to agriculture required by it’.
- ‘To undertake, promote, encourage, assist, co-ordinate, facilitate and review, agricultural research and development (including research and development in relation to food processing and the food processing industry)’.

* Including horticulture and forestry

1.2 How we deliver Services

Research Service

Our research service provides an independent and authoritative knowledge base for the development and sustainability needs of the agri-food sector. It supports the industry to respond to consumer demands through the generation of new knowledge and by serving as a conduit for knowledge generated by the international scientific community. The research service is a critical force in leading technological development, informing policy development for the agri-food sector and rural areas and helping the industry to meet the increasingly exacting needs of consumers.

The programme, which is undertaken at nine different centres (see Appendix I), includes about 300 projects, involving both food processing and agriculture – of which about 50% are undertaken in collaboration with Irish and European partners. About 25% of projects include the direct involvement of, or liaison with, the agri-food industry.

Food Research

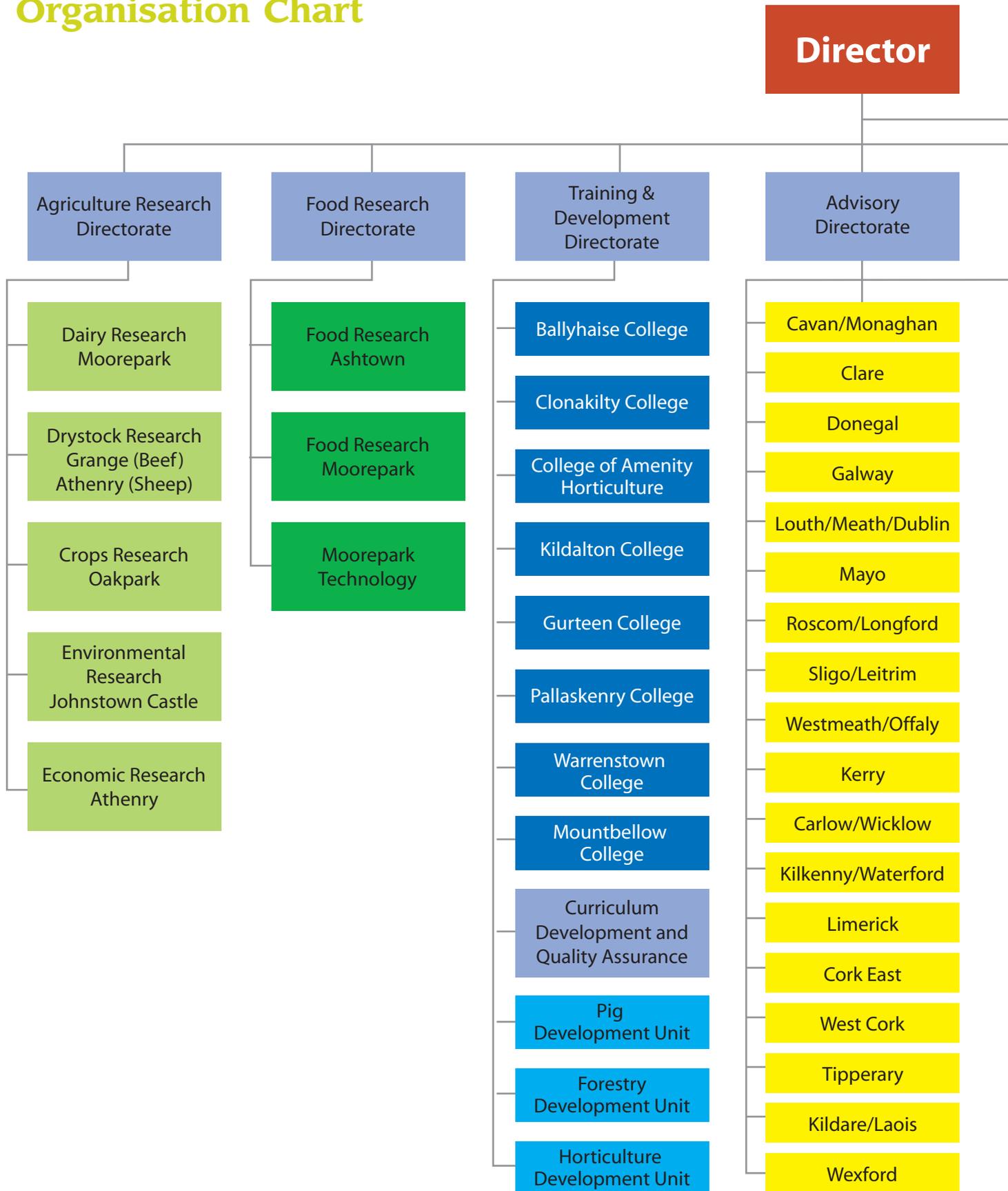
Some 180 Teagasc staff are engaged in the Food Directorate based at two separate centres, namely

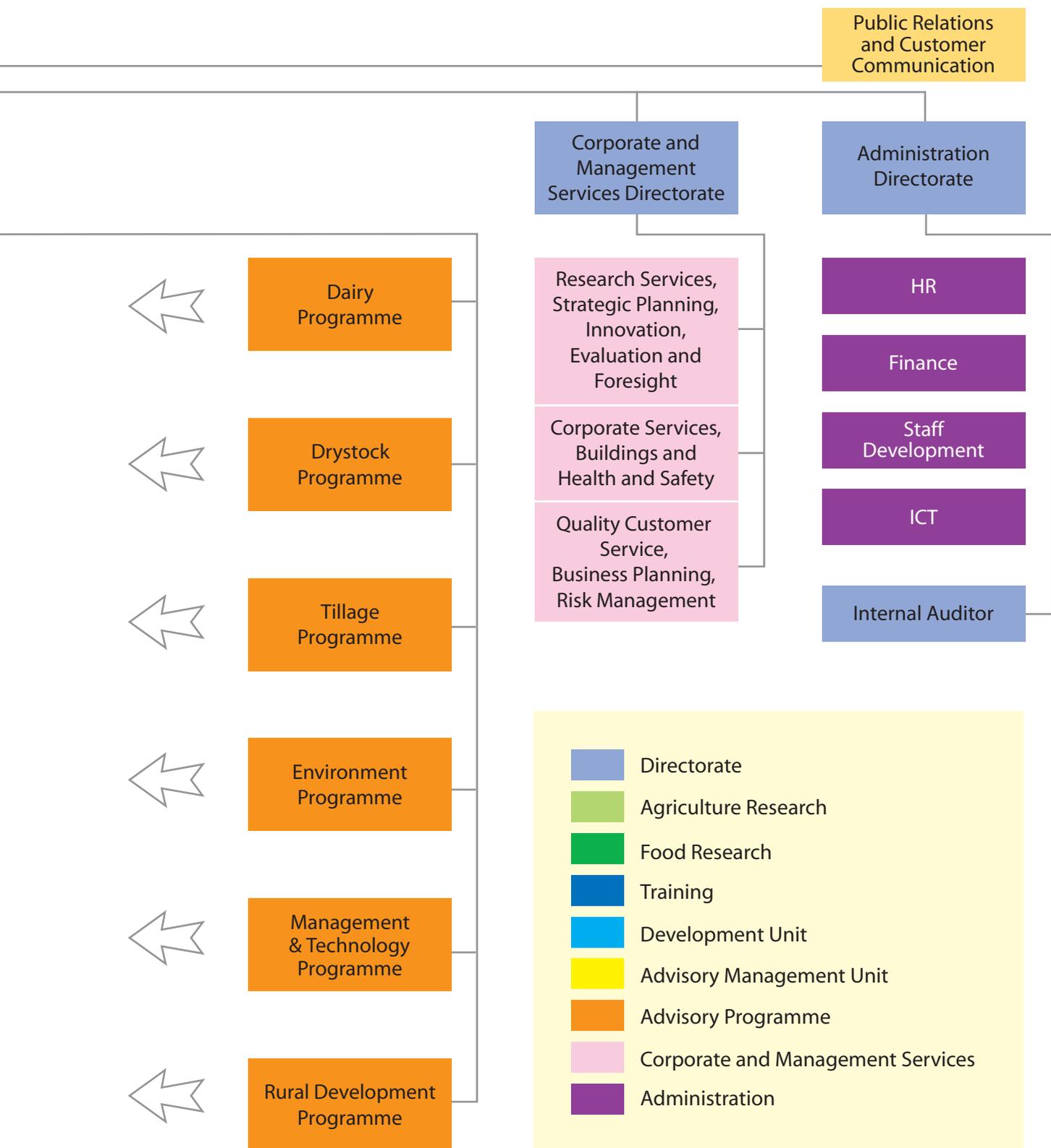
- Ashtown Food Research Centre, Ashtown, Dublin 15.
- Moorepark Food Research Centre, Moorepark, Fermoy, Co. Cork.

The objectives of the food research, technology development services and training programmes are to:

- Generate the knowledge and technologies necessary for competitiveness and innovation in the Irish food processing industry and to underpin food safety and quality
- Transfer technology to food companies and increase the level of skills in the food sector.

Organisation Chart





Agriculture Research

Over 500 staff are involved in agriculture research at the following centres:

Mellows Centre, Athenry, Co Galway.	(Sheep Production, Cattle Reproduction)
Grange, Dunsany, Co Meath.	(Beef Production)
Moorepark, Fermoy, Co Cork.	(Dairy and Pig Production)
Oak Park, Carlow.	(Crop Production)
Johnstown Castle, Wexford.	(Environmentally Sustainable Agriculture)
Kinsealy, Malahide Road, Dublin.	(Horticulture and Forestry)
Rural Economy Research Centre, Athenry, Co Galway.	(Economics and Rural Development)

The objectives are to generate the knowledge and technologies necessary to:

- underpin competitive and innovative agricultural production, and to inform policy
- ensure a vibrant rural economy and society
- underpin the sustainability of Irish agriculture, horticulture and forestry.

Advisory Service

The primary purpose of the Advisory Service (involving some 680 staff) is to develop the unique human capital resource within family farms in order to achieve international competitiveness, optimise income and protect the environment. The service has the capacity and flexibility to guide farmers to deal with ongoing change and adjustment and, in particular, the repositioning now required to combine competitive farming with good farm practice.

Teagasc delivers its advisory services from a network of about 90 offices nationally. (A list of the main Local Advisory Offices is given in Appendix II). Services provided include advisory farm visits, office and telephone consultations, regular technical newsletters, seminars, discussion groups, farm walks and a client web site. In addition, the organisation publishes a bi-monthly magazine for client farmers entitled "Today's Farm". About 65,000 farm families are now availing of the Advisory Services, more than half of whom receive an intensive service.

Education and Training

In a learning society, education and training have a pivotal role to play in raising the skills, knowledge and competencies of school leavers, adult farmers and operatives. The new era in agriculture places a requirement on farmers to equip themselves with new skills. The Advisory and Training Services provide a range of courses, many of which carry the Further Education and Training Awards Council (FETAC) accreditation. A dedicated corps of education officers, supported by Agricultural Advisors and Specialists, deliver adult training at local level in a flexible manner to ensure maximum participation.

Training of young entrants, in the main, is provided at the Colleges. (A list of the Colleges is provided in Appendix III). The Colleges also provide the Advanced Certificate in Agriculture for part-time farmers in their own catchment area in conjunction with the Advisory Services. Teagasc also provides higher level training in conjunction with the Institutes of Technology, accredited by the Higher Education and Training Awards Council (HETAC).

1.3 Management Structure

Our management structure consists of an eleven-member Authority, which determines policy, with the Director as Chief Executive Officer whose responsibility it is to manage all aspects of the organisation. The Director is assisted in the implementation of policy by a Management Committee, consisting of the Heads of the six Directorates, and an Administration Committee drawn from the Heads of Corporate Functions and Departments at Head Office. The Management Committee has five sub-committees that have detailed terms of reference.

The management of Teagasc operations is carried out through a management structure (see page 6 & 7) with clearly defined lines of responsibility, authority and accountability. The Heads of Directorates, Heads of Research Centres, Area Managers (Advisory Services) and College Principals meet regularly to ensure that staff are kept informed of, and have a forum for discussing developments affecting the organisation which consists of 1600 staff.

Chapter 2

Enhancement of Services to be provided Bilingually – First Scheme

2.1 Background

Teagasc will implement a Scheme of measures aimed at providing services through Irish in accordance with the terms of the Official Languages Act 2003. To date Teagasc has not made general provision for the provision of services in Irish, and has experienced minimal demand for services through Irish. While some staff with a personal competence in the language provide services through Irish, there are no formal arrangements in place. It must also be stated that in common with many public bodies, there appears to be a relatively low level of competence in spoken and written Irish among the staff of Teagasc.

However, there is a strong level of enthusiasm amongst staff towards the Irish language which translates to a willingness to improve expertise in the language. The Corporate Affairs Directorate conducted a survey, in order to assess the level of competence in Irish and, by extension, the training needs of Teagasc. The results of this survey are attached at the end of this document in Appendix IV.

During the course of this and future Schemes, Teagasc is committed to enhancing its capabilities and access for clients in relation to the Official Languages Act 2003. This is a long-term project as Teagasc's remit is broad and complex. Teagasc provides a service to over 65,000 farm families and in this context it is important that the professional service currently provided by the staff of Teagasc across a wide range of areas of responsibility, is not unduly compromised. Teagasc has undergone major internal reorganisation and rationalisation over the last three years and our Head Office was successfully relocated from Dublin to Carlow. Therefore, the overall project necessary to meet the legislative requirements will necessarily be progressed on a phased basis. However, Teagasc is committed to creating a place for Irish within the organisation.

2.2 Features of the Scheme

Oral Communication

- Teagasc will provide reception in Irish in all offices by mid 2009. Reception staff will give the name of the office in Irish and English and be familiar with the basic greetings in Irish. They will put customers in touch with the minimum possible delay, with the appropriate officer responsible for offering the service required through Irish, where such is available.
- There will be a symbol and search capability on the staff listing on the Teagasc Intranet indicating members of staff who are capable and willing to deal with the public in Irish.
- Teagasc has one office situated in a Gaeltacht area; the Béal an Mhuirthead office. Services will be available through Irish by the end of 2010. This office will operate through Irish by 2020.
- As a pilot project, Teagasc will by the end of 2009 provide customers in two Advisory Offices serving the Gaeltacht regions in Cork (office in Macroom) and Donegal (office in Letterkenny) with the opportunity to transact business through Irish in relation to schemes and services likely to be most relevant to Irish speakers in the catchment areas of such offices. Take up of this service will be monitored over a two year period and if there is a significant demand for this service, Teagasc will consider the extension of this service to other offices which service Gaeltacht areas.
- High profile public events and events in Gaeltacht areas shall incorporate an element of bilingualism in the proceedings as part of Teagasc's efforts to positively promote Irish in the community.
- The Teagasc Public Relations and Customer Communications Unit will maintain a record of staff that will be in a position to carry out television and radio interviews through Irish.



Information & Communications Technology

- Details of schemes and services are not currently available in Irish on the Teagasc website. As new schemes and services are introduced, Teagasc will provide summary details on the website in both Irish and English over the period of the Scheme.
- All official documentation in relation to new schemes, issued by the Department of Agriculture, Fisheries and Food will be made available on the Teagasc website in Irish.
- Teagasc, in conjunction with the redesign of the website project currently underway, will build in the capability to the web content management system, to provide further areas of the website bilingually in future schemes.
- Teagasc will establish an Irish language section on the website available to the public by the end of 2008. This section will have key documents including the Language Scheme, available in both Irish and English and the programme documents for each Directorate within Teagasc available in both Irish and English.
- Teagasc will provide a section on the Intranet which will be dedicated to the Irish language by the end of 2008.
- Any standard disclaimer or message on e-mail correspondence will be bilingual by early 2008.
- Teagasc will establish via its Customer Services and ICT units, a generic e-mail address for queries as Gaeilge by the end of 2009.
- Teagasc does not currently provide an online bilingual service to customers but arrangements will be put in place in the course of the scheme to allow all new web-based systems which allow the general public to make applications or receive benefits on line, to be provided to customers bilingually.
- All new computer systems will be capable of dealing with the Irish language. Any existing systems which are not compliant will be made compliant at the next suitable upgrade.



Written Documentation

- Teagasc will by the end of the Scheme in 2010 identify the forms and schemes likely to be most relevant to customers in Irish-speaking areas. Teagasc will arrange for translation and publication (within the one cover) of the appropriate documentation in conjunction with the Department of Agriculture, Fisheries and Food.
- All new Publications and Information Leaflets will contain a short introduction and summary in the Irish language to convey the general content.



- Teagasc will ensure that all major policy documents will be published on the Teagasc website in both English and Irish simultaneously. On request, a hard copy of such documents will be made available.
- Teagasc is currently engaging external translation services to support translation requirements pending the availability of this expertise within Teagasc and the establishment of an Irish Language Unit.
- Having regard to the nature of our Press Releases, Teagasc will ensure that 10% of our Press Releases will issue in both English and Irish by the end of 2008.

Recruitment and Placement

The following measures will be put in place by Human Resources Department in order that an adequate number of staff with proficiency in the Irish Language are recruited and retained within Teagasc. Issues in relation to staff placement will be incorporated through the Partnership process.

- Appropriate placement of staff with a proficiency in spoken and written Irish will be effected in Gaeltacht areas.
- In the Advisory Service, there are new positions (Posts of Responsibility) being created to service each Teagasc Area Management Unit. It will be an element of one of the Posts of Responsibility in each of the AMUs servicing Gaeltacht areas that they will have “responsibility for ensuring the provision of services through Irish”.
- As part of its recruitment policy in Gaeltacht areas, when suitable people with expertise in Irish are not available through general entry-level competitions, Teagasc, in co-operation with the Public Appointments Service, may publicly advertise competitions for staff to work through Irish.
- If it is not possible to recruit people in Gaeltacht areas, with both the necessary agricultural and Irish language expertise, Teagasc may recruit people with the essential agricultural expertise and seek a commitment to build on the language expertise.
- Teagasc will use the official Irish language versions of Gaeltacht place names as the default, for example, on internal databases and on relevant publications.
- Recruitment and transfer policy will be reviewed with proficiency in the Irish language (both written and oral) being an essential requirement for future assignment to positions in Gaeltacht areas.



Training and Development

There is an ongoing commitment to provide appropriate training and development for all staff to meet the evolving needs of our customers and to develop the full potential of staff during their careers in Teagasc.

The Staff Training & Development Unit (ST&D Unit) and where appropriate, other support Divisions will:-

- Include language awareness (with particular emphasis on delivery of the Scheme) in staff seminars and as part of both Induction and Customer Service training courses so as to ensure that staff:
 - understand the context and background to the policy;
 - understand the necessity to implement a bilingual policy;
 - are fully informed about how the policy will affect their work and where they can receive assistance.
- Promote interest in language training courses, such as courses and the Scholarship Scheme offered by Gaeleagras, and both encourage and support staff in attending such courses.
- Some staff with a reasonable proficiency in Irish have expressed interest in participating in initiatives relating to the provision of services through Irish if specific training needs (e.g. general business and specific agricultural terminology) are met. Teagasc will facilitate this need and organise training by the end of 2008.
- Depending on the outcome of the above and in the context of this Scheme, the Staff Training & Development Unit will develop Irish language training programmes focused on specific customer service needs for various sections and work areas that interface with customers who seek one-to-one service in Irish.
- Training and guidelines in relation to commitments under this Scheme will be developed and circulated to all staff within Teagasc.
- Teagasc will ensure that all staff are given encouragement and opportunity to improve their Irish language skills through training and development courses with a view to improving access to service provision through the Irish language.
- Teagasc may consider offering time in lieu to officers attending Irish language courses outside of normal working hours.
- Over the course of the Scheme, Teagasc will develop closer links with the Irish Language Unit in the Department of Agriculture, Fisheries and Food and liaise with them in relation to various aspects of the Scheme, for instance training initiatives.



2.3 Improving the Irish Language capability of Teagasc

The following initiatives are proposed in order to ensure that both the general level of competency in Irish among the staff of Teagasc and its capability to provide services through Irish to the public are improved during the duration of the Scheme: -

- Teagasc has undertaken an initial survey of Irish language competence among the staff of Teagasc. The results of this and subsequent surveys will be used to inform actions in developing language capability within Teagasc
- Information will be given (including on the Intranet) to staff in relation to the range of Irish language classes available.
- Teagasc will establish a monitoring system to track issues of supply and demand for Irish language services across all areas of Teagasc, with a view to identifying areas of greatest demand/priority and seeking to match supply with demand for particular services through Irish.
- A range of standard letters in Irish will be made available to staff on the Intranet. Consideration will also be given to making a glossary of appropriate words and terms likely to be used in dealings with customers available in Irish on the Intranet. Irish software tools (e.g. spell checker, electronic dictionary and Microsoft products as available) will be made available to staff working in Irish.



The Irish Language Working Group pictured at a meeting in Oak Park, Carlow.

Left to right:

Nuala Ní Fhlatharta, Head of Forestry Development, Della Hunter, Corporate Services, Lorraine Ryan, Public Relations and Customer Communications (standing in for Eric Donald), Liam MacNamee, Human Resources, Sheila Quinn, Customer Services/Access Officer, Seamus O'Monghain, REPS Mentor, Michael Diskin, Athenry Research Centre and Tom Collins, Director of Corporate & Management Services. Missing from picture, Paul Meally, ICT Unit.

Chapter 3

Monitoring and Review

3.1 Monitoring and Review

Responsibility for monitoring and reviewing the Scheme will ultimately rest with the Heads of Directorates. It is intended that reports on implementation of the Scheme will be submitted to the monthly meetings of the Management Committee.

The day-to-day monitoring function will be carried out primarily by the Area Managers (AMUs), College Principals and Heads of Research Centres, who will be responsible for the implementation of the Scheme within their own areas. The implementation of the Scheme will be integrated into the existing business planning processes operating within Teagasc. Each area will report on a



regular basis to the relevant Director and regular reports will be submitted to the Management Committee.

The Irish Language Officer will play an ongoing role in monitoring, supporting and driving implementation of the Scheme. The Customer Service/Access Officer will also monitor demand for services through Irish through the use of comment cards and surveys. The percentage of Teagasc staff engaging in training will be an indicator of progress in building on our existing capacity to provide services through Irish. The number of press releases in Irish which are included in relevant publications will be another indication of progress in this area.

Chapter 4

Publicising of Agreed Scheme

4.1 Publicising of Agreed Scheme

The contents of this Scheme along with the commitments and provisions of the Scheme will be publicised to the general public by means of: -

- Press Release
- Official Launch of the Scheme
- Advertising of provisions
- Circulation to appropriate agencies and public bodies
- Website

A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

Appendices

- Appendix I Research Centres
- Appendix II Main Local Advisory Offices
- Appendix III Training and Development Services
- Appendix IV Results of Teagasc Irish Language Survey
- Appendix V Principles of Quality Customer Service

Appendix I

Research Centres

Food Research Centres

Moorepark Food Research Centre, Moorepark, Fermoy, Co. Cork. Tel: 025 42222
Fax: 025 42340

Ashtown Food Research Centre, Ashtown, Dublin 15 Tel: 01 8059500
Fax: 01 8059550

Agriculture Research Centres

Animal Production Research Centre, Mellows Campus, Athlery, Co. Galway. (Sheep and Beef Production) Tel: 091 845200
Fax: 091 845847

Rural Economy Research Centre, Mellows Campus, Athlery, Co. Galway. (Economics and Rural Development) Tel: 091 845200
Fax: 091 844296

Grange Beef Research Centre, Grange, Dunsany, Co. Meath. (Beef Production) Tel: 046 9061100
Fax: 046 9026154

Animal Bioscience Research Centre, Grange, Dunsany, Co. Meath. (Animal Bioscience) Tel: 046 9061100
Fax: 046 9026154

Johnstown Castle Environment Research Centre, Johnstown Castle, Co. Wexford. (Soils and Environment) Tel: 053 9171200
Fax: 053 9142213

Moorepark Dairy Production Research Centre, Moorepark, Fermoy, Co. Cork (Dairy Production) Tel: 025 42222
Fax: 025 42340

Oak Park Crops Research Centre, Oak Park, Carlow. (Crop Production) Tel: 059 9170200
Fax: 059 9142423

Appendix II

NOTE - Offices which are based in Gaeltacht areas are highlighted in red.
Offices which provide a service to Gaeltacht areas are highlighted in blue.

Advisory Area Management Units

Telephone Fax

CAVAN/MONAGHAN

Headquarters, Advisory Office, Ballyhaise College, Ballyhaise, Co Cavan	(049) 4338300	(049) 4338304
Mart Hse, Granard Road, Ballyjamesduff, Co Cavan	(049) 8544499	(049) 8544063
Coolshannagh, Monaghan	(047) 81188	(047) 81408
Lakeview, Castleblaney, Co Monaghan	(042) 9740072	(042) 9746659

CLARE

Headquarters, Station Road, Ennis, Co Clare	(065) 6828676	(065) 6828301
Fossabeg, Scariff, Co Clare	(061) 921093	(061) 921525
Ardnaculla, Ennistymon, Co Clare	(065) 7071077	(065) 7071261
Ballyurra, Kilrush, Co Clare	(065) 9051189	(065) 9051459

CORK EAST

Headquarters, Farranlea Road, Cork	(021) 4545055	(021) 4343598
Sandfield, Mallow, Co Cork	(022) 21936	(022) 42657
Knockgriffen, Midleton, Co Cork	(021) 4631898	(021) 4631745
Moorepark, Fermoy, Co Cork	(025) 42244	(025) 42384
Community Centre,, Main Street, Charleville, Co Cork	(063) 81514	
James O'Keeffe Institute, Newmarket, Co Cork	(029) 60220	(029) 60675
Carnegie Hall, Millstreet, Co Cork	(029) 70031	(029) 70886
Bluepool, Kanturk, Co Cork	(029) 50160	(029) 51181

CORK WEST

Headquarters, Kilbarry Road, Dunmanway, Co Cork	(023) 45113	(023) 45161
Codrum, Macroom, Co Cork	(026) 41604	(026) 42317
Harbour View, Bantry, Co Cork	(027) 50265	(027) 51869
Station Road, Bandon, Co Cork	(023) 41589	(023) 44038
Coronea, Skibbereen, Co Cork	(028) 21574	(028) 22398
Advisory Office, Clonakilty Agricultural College, Darrara, Clonakilty, Co Cork	(023) 32580	(023) 34449

DONEGAL

Headquarters, Cavan Lower, Ballybofey, Co Donegal	(074) 9131189	(074) 9132062
Carnamuggagh, Letterkenny, Co Donegal	(074) 9121053	(074) 9126659
Doonan, Donegal	(074) 9721231	(074) 9721918
Public Services Centre, Malin Road, Carndonagh, Co Donegal	(077) 9374233	(077) 9374233

GALWAY

Headquarters, Adv & Tr Services, Mellows Campus, Athenry, Co Galway	(091) 845800	(091) 845830
Terryland Retail Park, Headford Road, Galway	(091) 562101	(091) 561353
C/o M Keady, The Square, Headford, Co Galway	(093) 35563	(093) 35210
Deerpark, Ballinasloe, Co Galway	(090) 9642456	(090) 9642973
Brendan Street, Portumna, Co Galway	(090) 9741124	(090) 9741118
Upper Dublin Road, Tuam, Co Galway	(093) 28123	(093) 28895
Bridge Street, Gort, Co Galway	(091) 631205	(091) 631155

KERRY

Headquarters, The Pavilion, Austin Stack Park, Tralee, Co Kerry	(066) 7125077	(066) 7125558
Clieveragh, Listowel, Co Kerry	(068) 21266	(068) 22700
Cleeney, Killarney, Co Kerry	(064) 32344	(064) 32366
Courthouse, Caherciveen, Co Kerry	(066) 9472452	

KILKENNY/WATERFORD

Headquarters, Kells Road, Kilkenny	(056) 7721153	(056) 7721852
Mullinavat, Co Kilkenny	(051) 898137	(051) 898204
Shandon, Dungarvan, Co Waterford	(058) 41211	(058) 43551
Main Street West, Lismore, Co Waterford	(058) 54181	(058) 53522
Unit 101, Block B, Dunhill Enterprise Centre, Ballyphilip, Dunhill, Co Waterford	(051) 396688	(051) 396522

LAOIS/KILDARE

Headquarters, 1 Park Villas, Portlaoise, Co Laois	(0502) 21326	(0502) 22974
Knockiel, Rathdowney, Co Laois	(0505) 46451	(0505) 46601
Friary Road, Naas, Co Kildare	(045) 879203	(045) 879093
Rathstewart, Athy, Co Kildare	(059) 8631719	(059) 8639261

Telephone**Fax****LIMERICK**

Headquarters, Parnell Street, Limerick (061) 415922 (061) 310835
Kilmallock, Co Limerick (063) 98039 (063) 98580
Gortboy, Newcastlewest, Co Limerick (069) 61444 (069) 61094

MAYO

Headquarters, Michael Davitt House, Castlebar, Co Mayo (094) 9021944 (094) 9024572
Bunree Road, Ardnaree, Ballina, Co Mayo (096) 22335 (096) 71188
Newport Road, Westport, Co Mayo (098) 28333 (098) 27295
Lower James Street, Claremorris, Co Mayo (094) 9371360 (094) 9371913
Teagasc, Abbey Road, Ballinrobe, Co. Mayo (094) 9541125 (094) 9541869
Bridge Street, Swinford, Co Mayo (094) 9251157 (094) 9252305
Sráid an tSéipéil, Béal an Mhuirthead, Co Mhaigh Eo (097) 81104 (097) 82302
Mullinmore Street, Crossmolina, Co Mayo (096) 31159 (096) 31979

MEATH/DUBLIN/LOUTH

Headquarters, Kells Road, Navan, Co Meath (046) 9021792 (046) 9022811
Willowfield, Navan Road, Kells, Co Meath (046) 9240039 (046) 9240312
Grange Advisory Office, Grange, Dunsany, Co Meath (046) 9026700 (046) 9026154
Dublin Advisory Office, Kinsealy Centre, Malahide Road, Dublin 17 (01) 8460644 (01) 8461218
Dublin Road, Dundalk, Co Louth (042) 9332263 (042) 9332316
Slane Road, Drogheda, Co Louth (041) 9833006 (041) 9838024

ROSCOMMON/LONGFORD

Headquarters, Abbey Street, Roscommon (090) 6626166 (090) 6625494
St Patrick's Street, Castlerea, Co Roscommon (094) 9620160 (094) 9620917
Magazine Road, Athlone, Co Roscommon (090) 6494109 (090) 6494636
The Crescent, Boyle, Co Roscommon (071) 9662189 (071) 9662586
Town Centre, Longford (043) 41021 (043) 41025

SLIGO/LEITRIM

Headquarters, Riverside, Sligo (071) 42286 (071) 42677
Carrownanty, Ballymote, Co Sligo (071) 83369 (071) 83246
Bridge Street, Carrick-on-Shannon, Co Leitrim (071) 9620028 (071) 9621363
Hill Street, Mohill, Co Leitrim (071) 9631076 (071) 9631989
Sligo Road, Manorhamilton, Co Leitrim (071) 9855107 (071) 9856151

TIPPERARY

Headquarters, Carrigeen, Clonmel, Co Tipperary (052) 21300 (052) 21199
Davis Road, Tipperary (062) 51844 (062) 51180
Dromin Road, Nenagh, Co Tipperary (067) 31225 (067) 31130
Castlemeadows, Thurles, Co Tipperary (0504) 21777 (0504) 21405

WESTMEATH/OFFALY

Headquarters, Bellview, Dublin Road, Mullingar, Co Westmeath (044) 40721 (044) 40327
Dublin Road, Moate, Co Westmeath (090) 6481167 (090) 6482085
Clonminch, Tullamore, Co Offaly (0506) 21405 (0506) 21659
St Brendan's House, Oxmanstown Mall, Birr, Co Offaly (0509) 20284 (0509) 21630

WEXFORD

Headquarters, Dublin Road, Enniscorthy, Co Wexford (054) 39210 (054) 33830
Advisory & Training Centre, Johnstown Castle, Wexford (053) 71350 (053) 45880
Barretts Park, New Ross, Co Wexford (051) 426430 (051) 425490
Showgrounds, Gorey, Co Wexford (055) 21333 (055) 21548

WICKLOW/CARLOW

Headquarters, Coolruss, Tinahely, Co Wicklow (0402) 38171 (0402) 38640
Kiltegan Road, Baltinglass, Co Wicklow (0508) 81200 (0508) 81432
Unit 4B, The Anchorage, North Quay, Wicklow Town (0404) 60195 (0404) 69898
The Green, Tullow, Co Carlow (059) 9151210 (059) 9151931
Barrett Street, Bagenalstown, Co Carlow (059) 9721267 (059) 9721537

Appendix III

Training and Development Services

Agricultural Colleges

Ballyhaise Agricultural College, Ballyhaise, Co. Cavan.	Tel: 049 4338108 Fax: 049 4338540
Clonakilty Agricultural College, Darrara, Clonakilty, Co. Cork.	Tel: 023 33302 Fax: 023 34449
Kildalton Agricultural College, Piltown, Co. Kilkenny.	Tel: 051 644400 Fax: 051 643797
Gurteen Agricultural College, Ballingarry, Roscrea, Co. Tipperary.	Tel: 067 21282 Fax: 067 21290
Franciscan Brothers Agricultural College, Mountbellew, Co. Galway.	Tel: 0909 679205 Fax: 0909 679276
Salesian Agricultural College, Pallaskenry, Co. Limerick	Tel: 061 393100 Fax: 061 393005

Horticultural Colleges

Kildalton Horticultural College, Piltown, Co. Kilkenny	Tel: 051 644400 Fax: 051 643797
College of Amenity Horticulture, National Botanic Gardens, Glasnevin, Dublin 9	Tel: 01 8040201 Fax: 01 8040212
Salesian College of Horticulture, Warrenstown, Drumree, Co. Meath	Tel: 01 8259392 Fax: 01 8259632

Local Training Centres

Contact the main local advisory offices listed in Appendix II.

Development Units

Curriculum and Quality Assurance Unit, Kildalton College, Piltown, Co Kilkenny.	Tel: 051 643105 Fax: 051 643446
Horticultural Development Unit, Kinsealy Centre, Malahide Road, Dublin 17.	Tel: 01 8459000 Fax: 01 8460524
Forestry Development Unit, The Development Centre, Mellows Campus, Athenry, Co. Galway.	Tel: 091 845200 Fax: 091 844296
Pig Development Unit, Moorepark, Fermoy, Co. Cork.	Tel: 025 42222 Fax: 02542340

Appendix IV

Results of Irish Language Survey

Teagasc staff were surveyed in February 2007 regarding their competence in Irish and asked if they were interested in training. Almost 50% of staff throughout the country replied. It should be noted that these results are based on self-assessment.

The results are as follows:

Can speak, write and carry out their duties in Irish	6.2%
Can speak and write Irish but can only carry out some of their duties in Irish	31%
Can speak but cannot write in Irish	22.3%
Interested in Irish Language training	54.9%
Willing to deal with customers through Irish	34.1%
Willing to do Public Relations work through Irish	12.1%

The results indicate a positive attitude towards the Irish Language within Teagasc. Regardless of the level of existing expertise, over half of the respondents indicated an interest in attending Irish Language training.

20 members of staff stated that they were willing to carry out Public Relations work through the medium of Irish. This would involve interviews with Irish language radio and television stations. A total of 95 of the respondents stated a general willingness to provide services on behalf of Teagasc through Irish.

Appendix V

Principles of Quality Customer Service

In setting standards for the delivery of quality services, Teagasc will, in line with all Civil Service Departments and Public Service organisations, take into consideration the following twelve principles:

Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.

Equality/Diversity

Ensure the rights to equal treatment established by equality legislation and accommodate diversity so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion and for those facing geographic barriers to services.

Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Information

Adopt a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.

Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Better Co-ordination

Foster a more co-ordinated and integrated approach to delivery of public services.

Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.