Scéim Institiúid Teicneolaíochta Leitir Ceanainn | **2007 - 2010**
faoi alt 11 d'Acht na dTeangacha Oifigiúla, 2003

Letterkenny Institute Of Technology Scheme | **2007 - 2010**
under Section 11 of the Official Languages Act, 2003

**Institiúid
Teicneolaíochta
Leitir Ceanainn**

**Letterkenny
Institute of Technology**

"Tír gan teanga,
tír gan anam"

clár ábhair

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Tá an Scéim seo ullmhaithe faoi Alt 11 d'Acht na dTeangacha Oifigiúla, 2003 (dá ngairtear "an tAcht" anseo feasta) ag Institiúid Teicneolaíochta Leitir Ceanainn. 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 mheán na Gaeilge agus an Bhéarla

maraon 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.

1.1   Ullmhúchán na Scéime

Cuireann Alt 12 den Acht foráil ar fáil don Aire Pobail, Tuaithe agus Gaeltachta treoirlínte a ullmhú agus a eisiúint chuig comhlachtaí poiblí chun cuidiú leo Dréachtscéimeanna a ullmhú. Cuireadh an Scéim seo le chéile i ndiaidh próiseas comhairliúcháin cuimsitheach le mic léinn, leis an fhoireann agus le hionadaithe leasmhara ón taobh amuigh. Tá an Scéim curtha ar an eolas de thairbhe na moltaí go léir a fuarthas maraon le tuairimí agus barúlacha uatha seo a leanas:

MIC LÉINN:
D'fhostaigh an tInstitiúid comhairleoir margaíochta ar mhaithe le grinnsuirbhé a dhéanamh ar chuallacht na mac léinn agus a chinntiú go raibh fáil ar dhearcadh oibiachtúil neamhspleách. I ndiaidh an suirbhé, bunaíodh 'Fócasghrúpa' mac léinn chun breis barúlacha a fháil ó mhic léinn. Tá tuairimí agus moltaí chuallacht na mac léinn curtha san áireamh i gcaipéis na Scéime seo.

FOIREANN:
Ar an 5 Deireadh Fómhair, 2006, bhí cuireadh ag an fhoireann go léir chuig cur i láthair a rinne Seán Ó Leidhinn, ón Roinn Ghnóthaí Pobail, Tuaithe agus Gaeltachta, ar impleachtaí an Achta agus tugadh deis don fhoireann a gcuid moltaí agus tuairimí a chur in iúl. Cuireadh suirbhé cuimsitheach foirne agus iniúchóireacht teanga i gcrích chun a gcuid ábaltachtaí reatha a mheas chomh maith lena spéis ghinearálta sa teanga. Mar thoradh ar an suirbhé sin fosta, cuireadh "Anailís ar Riachtanais Traenála" le chéile. Rinneadh iniúchóireacht ar iomlán na ranna agus scoileanna inmheánacha le fáil amach cad iad na feabhsúcháin a d'fhéadfaí a dhéanamh ina gcuid réimsí ar leith agus, leis an chuspóir céanna, tionóladh cruinnithe leis na bainisteoirí feidhmiúcháin go léir.

Introduction and Background

This Scheme was prepared under Section 11 of the Official Languages Act, 2003 (hereinafter referred to as "the Act") by Letterkenny Institute of Technology. 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

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.

1.1   Preparation of the Scheme

Section 12 of the Act provides for the preparation of guidelines by the Minister for Community, Rural and Gaeltacht Affairs and their issue to public bodies to assist in the preparation of draft Schemes. This Scheme has been drawn up following a comprehensive process of consultation with students, staff and representative external stakeholders. The Scheme has been informed by all submissions received and by the views and suggestions put forward by those outlined below:

STUDENTS:
The Institute engaged the services of a marketing consultant to carry out an in-depth survey of the student body and to ensure that an objective, independent view was captured. Following the survey, a student 'Focus Group' was established to further elicit student opinion. The views and recommendations of the student body have been incorporated into this Scheme document.

STAFF:
All staff were invited to a presentation on 5th October 2006, given by Mr Seán O'Leidhinn from An Roinn Ghnóthaí Pobail, Tuaithe agus Gaeltachta, at which they were briefed on the implications of the Act and were invited to put forward suggestions and ideas. A comprehensive staff survey and language audit was carried out to assess current competencies and general interest. A "Training Needs Analysis" was also drawn up on foot of the survey. All internal departments and schools were audited to see what enhancements could be made in their respective areas and meetings were held with all functional managers for the same purpose.

AN POBAL GINEARÁLTA:

D'fhoilsigh an Institiúid fógra poiblí, faoi Alt 13 den Acht, go luath i mí Feabhra 2007, ag lorg moltaí ó pháirtithe leasmhara ar bith i ndáil le hullmhúchán ar dhréachtscéim faoi Alt 13 den Acht. Fuarthas moltaí ar ais ó chuig pháirtí roimh an dáta deiridh.

TIONSCAIL:

Cuireadh litreacha amach chuig 822 gnó áitiúil ag tabhairt cuireadh dóibh moltaí a chur isteach i ndáil leis an Scéim. Lena chois sin, rinneadh teagmháil ríomhphoist le hiomlán na gcomhlachtaí (76 comhlacht) atá ar bhunachar sonraí áitiúil Údarás na Gaeltachta agus na baill gó léir as ceantair an Iarthuaiscirt atá i gCónaidhm Ghnólachtaí & Fhostóirí na hÉireann (IBEC).

SCOILEANNA:

Rinneadh teagmháil leis na scoileanna iar-bhunoideachais go léir ar fud Chontae Dhún na nGall (26 san iomlán) agus tugadh cuireadh dóibh moltaí a chur faoinár mbráid i ndáil leis an Scéim.

SOLÁTHRAITHE:

Rinneadh teagmháil ríomhphoist le 50 de sholáthraithe príomha na hInstitiúide ag iarraidh orthusan fosta moltaí ar bith a bhí acu faoin Scéim a chur in iúl dúinn.

Tá an Institiúid fíorbhuíoch ar son an méid ama agus an iarracht a chuir gach duine a raibh baint acu leis isteach sa phróiseas seo.

Sonraíonn an Scéim seo na spriocanna atá curtha ag an LyIT os a comhair féin ar feadh an chéad tréimhse trí bliana agus léirítear na tosaíochtaí. Is é Bord Feidhmiúcháin na hInstitiúide, ar a bhfuil an Stiúrthóir ina Chathaoirleach, a bheas freagrach as monatóireacht agus athbhreithniú.

GENERAL PUBLIC:

The Institute published a public notice under Section 13 of the Act in early February 2007, inviting representations in relation to the preparation of a draft Scheme under Section 11 from any interested parties. Five submissions were received by the closing date.

INDUSTRY:

822 local businesses were contacted by post and invited to make submissions in relation to the Scheme. In addition, all companies on the local Údarás na Gaeltachta Company Database (76 companies) and all members of IBEC in the North West region were contacted by email.

SCHOOLS:

All secondary schools in County Donegal (26 in total) were contacted and invited to make submissions in relation to the Scheme.

SUPPLIERS:

The Institute's 50 principal suppliers were contacted by email and invited to make submissions in relation to the Scheme.

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 first three-year period and indicates priority areas. Responsibility for monitoring and review will rest with the Executive Board of the Institute, of which the Director is Chair.

1.2   Clár Ábhair na Scéime Teanga

I láthair na huaire, cuirtear formhór na seirbhísí in Institiúid Teicneolaíochta Leitir Ceanainn ar fáil trí mheán an Bhéarla. Tá líon beag den fhoireann a bhfuil cumas maith labhartha acu i nGaeilge ach líon níos lú atá in ann Gaeilge a scríobh go líofa.

Dá bhrí sin, táthar ag tabhairt tús áite dóibh seo a leanas sa Scéim seo:

1. Líofacht na foirne sa Ghaeilge a fheabhsú
2. Feasacht a chruthú i measc na mball foirne go léir maidir le hábhar agus cuspóir na Scéime
3. Seirbhísí tacaíochta riaracháin trí mheán na Gaeilge a bhisiú d'iomlán pháirtithe leasmhara na hInstitiúide
4. Seirbhís theoranta duine-le-duine a chur ar fáil, ag tosú in áiteanna ar leith macasamhail An Leabharlann agus An Oifig Gairmeacha, agus tig é seo a mhéadú de réir mar a thig Scéimeanna eile níos moille
5. Pleanáil ar mhaithe le líofacht na Gaeilge i measc chéimithe a fheabhsú i réimsí ar leith.

1.3   Dáta Tosaigh na Scéime

Tá an Scéim seo deimhnithe ag an Aire Pobail, Tuaithe & Gaeltachta. Cuirfear tús leis an Scéim ar an 26 Meán Fómhair 2007 agus 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 is luaithe.

1.2   The Content of the
Language Scheme

Services provided by Letterkenny Institute of Technology are largely provided through English at present. The Institute has a small number of staff with verbal competencies in Irish and an even smaller number with written competency.

It is therefore established that the priorities for this Scheme are to:

1. Enhance staff competency in Irish
2. Create an awareness among all staff of the content and purpose of the Scheme
3. Improve administrative support services through Irish for all Institute stakeholders
4. Provide a limited one-to-one service, beginning in specific areas such as the Library and Careers Office, which can be built upon in subsequent Schemes
5. Plan to extend graduate competency in Irish in selected areas.

1.3   Commencement Date of Scheme

This Scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The Scheme will commence with effect from the 26th September 2007 and 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 earlier.

1.4 Forbhreathnú at Institiúid Teicneolaíochta Leitir Ceanainn

1.4.1 Próifíl na hInstitiúide

Is institiúid oideachais tríú leibhéal an-rathúil í Institiúid Teicneolaíochta Leitir Ceanainn atá lonnaithe ar Bhóthar an Chalaidh i Leitir Ceanainn, 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 corradh le 2000 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 chruthaitheacha, turasóireacht, fáilteachas agus ealaíona cócaireachta. Ar na mallaibh, rinneadh Coláiste Turasóireachta na gCealla Beaga a imeascadh san LyIT mar Scoil iomlán de chuid na hInstitiúide. Tá údarás tarmligthe chuig an LyIT ó Chomhairle na gCáiliúchán Ardoideachais agus Oiliúna (HETAC) ag tabhairt cead di a cuid dámhachtainí féin a bhronnadh ag Leibhéil 6 – 8 (i.e. ó leibhéal Ardteastais go Céim Baitsiléara Onóracha/Ard-Dioplóma).

Tá níos mó ná 370 ball foirne fostaithe ag an Institiúid sa am i láthair agus tá forbairt déanta ar réimse iomlán de sheirbhísí riaracháin, ina measc Ionad Faisnéise Acmhainní, Seirbhísí Mac Léinn, Seirbhísí Ríomhaire, 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, aistriú atá ag tarlú sa gheilleagar áitiúil ar bhunús leanúnach. Tá an tInstitiúid tiomanta le tacaíocht leanúnach a thabhairt do nuáil, fiontraíocht, taighde, comhairleoireacht agus forbairt réigiúnach.

1.4.2 Féiniúlacht Institiúid Teicneolaíochta Leitir Ceanainn

Bunchuspóir

A bheith de shíor ag forbairt mar institiúid acadúil, a bhfuil clú idirnáisiúnta uirthi, ag freastal ar riachtanais réigiúnacha agus náisiúnta agus, trí mhodh chomhoibritheach, i gcónaí ag leanúint de chlár oibre uaillmhianach forchéimnithe a dhéanann seachadadh ar shúilíochtaí a dhaonra fuinniúil Institiúide agus a pháirtithe leasmhara seachtracha.

1.4 Overview of Letterkenny Institute of Technology

1.4.1 Profile of the Institute

Letterkenny Institute of Technology is a thriving third level education institution located on the Port Road in Letterkenny, 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 over 2,000 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 recently integrated into LyIT as a fully fledged School of the Institute. LyIT has delegated authority from the Higher Education & Training Awards Council (HETAC) to make its own awards at Levels 6 – 8 (i.e. from Higher Certificate to Honours Bachelor Degree/Higher Diploma level).

The Institute currently employs in excess of 370 staff and has developed a full range of administrative services including Information Resource Centre, Student Services, Computer Services, Human Resources, Estates, Development and Finance. Letterkenny Institute of Technology 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 that is now ongoing. The Institute has an ongoing commitment to supporting innovation, entrepreneurship, research, consultancy and regional development.

1.4.2 The LyIT Identity

Mission

To continuously develop as an academic institution of international repute, serving regional and national needs and pursuing, in a collaborative fashion, an ambitious progressive agenda that delivers on the aspirations of its vibrant Institute population and its external stakeholders.

- A bheith ina hinstitiúid ardoideachais den chéad rogha do speictream leathan foghlaimeoirí ar réimse leitheadach de chláracha oideachais agus oiliúna d'ardchaighdeán, dírithe ar fhostaíocht, a chuirtear ar fáil i dtimpeallacht fhoghlama atá i dtólamh ag éirí níos cuidiúil agus níos nuálaí.
- Cionroinnt thábhachtach a dhéanamh i bhforbairt an réigiúin, i gcomhpháirtíocht le páirtithe leasmhara, a bhuíochas do dhianshaothrú a dhéanamh ar thaighde, nuáil agus fiontar.

Luachanna

Ar mhaithe lena bunchuspóir a chur i gcrích, tá an tInstitiúid tiomanta chun leanúint dóibh seo a leanas:

- clár oibre forbraíochta fuinniúil a leanúint chun go dtiocfaidh fás leanúnach ar líon na bhfoghlaimeoirí, feabhas ar líon na gclár agus méadú ar acmhainn na hInstitiúide
- feabhsú a dhéanamh ar chaighdeán na gclár agus na ndeiseanna a ofrálann an tInstitiíud do fhoghlaimeoirí
- cumas iomaíochta na hInstitiúide a láidriú a bhuíochas do nuáil agus athruithe, i gcomhar leis an fhoireann
- cothabháil agus forbairt a dhéanamh ar shainmheon na foghlama a bhuí de bheith ag obair le foghlaimeoirí
- oibriú go diongbháilte chun spriocanna ábhartha sa pholasaí náisiúnta a bhaint amach
- dul i gcomhairle le páirtithe leasmhara inár réigiún agus comhoibriú a dhéanamh leo ar mhaithe le seirbhísí a chur in oiriúint dá riachtanais agus d'fhorbairt an réigiúin
- soláthar a mhéadú trí chomhoibriú le hinstitiúidí ard-oideachais eile ar fud oileán na hÉireann.

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 tInstitiúid ag idirghníomhú le hinstitiúidí oideachais eile, le gníomhaireachtaí agus leis an phobal i gcoitinne. Is iad seo a leanas na cliaint agus custaiméirí príomha:

- Mic Léinn agus a dteaghlaigh
- Fostaithe na hInstitiúide
- An Bord Bainistíochta
- An tÚdarás um Ard-Oideachas
- An Roinn Oideachais agus Eolaíochta

Vision

- To be the higher education institution of choice for a wide spectrum of learners on a broad range of employment-focused, high quality education and training programmes delivered in a supportive and increasingly innovative learning environment.
- To make a major contribution to the development of the region in partnership with stakeholders through the exploitation of research, innovation and enterprise.

Values

In achieving its mission the Institute is committed to continue to:
- pursue an ambitious development agenda which will see continued growth in learner numbers, an enhanced portfolio of programmes and increased Institute capacity
- improve the quality of programmes and the opportunities they offer learners
- strengthen Institute competitiveness through innovation and change in partnership with staff
- maintain and develop the learner centred ethos through working in conjunction with learners
- work determinedly to meet relevant national policy objectives.
- consult and co-operate with stakeholders in our region to tailor service to meet their needs and the development of the region
- enhance provision through collaboration with other higher education providers on an all-island basis.

1.4.3 Customers and Stakeholders

The Institute's principal customers 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
- HEA – Higher Education Authority
- The Department of Education and Science
- Government Departments and Affiliates
- HETAC
- Suppliers
- The Local Community
- Other Institutes of Technology

- Ranna Rialtais agus Cleamhnaithe
- HETAC
- Soláthraithe
- An Pobal Áitiúil
- Institiúidí Teicneolaíochta Eile
- Institiúidí Ard-Oideachais Eile
- Bunscoileanna & Iar-bhunscoileanna
- Eagraíochtaí Ionadaíochta na bhFostaithe - Ceardchumainn
- IBEC
- Comhlachais Proifisiúnta
- Coistí Gairmoideachais
- Údaráis Áitiúla
- FÁS
- Fáilte Éireann
- Sodexho Ireland Limited
- Údarás na Gaeltachta
- An tÚdarás Forbartha Tionscail (IDA)
- Fiontraíocht Éireann (Enterprise Ireland)
- Bord Fiontair an Chontae
- Cumann Tráchtála agus Tionsclaíoch Leitir Ceanainn
- Eagraíochtaí Spóirt

Maidir leis na gealltanais atá glactha ag Institiúid Teicneolaíochta Leitir Ceanainn i leith caighdeáin na seirbhísí custaiméirí, i ndáil le seachadadh na seirbhísí 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.

- Other Higher Education Institutions
- Primary & Secondary Schools
- Employee Representative Organisations
  - Trade Unions
- IBEC
- Professional Bodies
- Vocational Education Committees
- Local Authorities
- FÁS
- Fáilte Ireland
- Sodexho Ireland Limited
- Údarás na Gaeltachta
- IDA
- Enterprise Ireland
- The County Enterprise Board
- Letterkenny Chamber of Commerce and Industry
- Sporting Organisations

The customer service standards commitments adopted by the Letterkenny Institute of Technology 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 Measúnacht ar líon na seirbhísi atá ar fáil trí Ghaeilge cheana féin

Is í príomhaidhm na hinstitiúide ná cláracha oideachais d'ardchaighdeán a sholáthar dá cuid mac léinn agus leanfar de bheith a dhéanamh sin go ceann i bhfad. Cuirtear formhór na gclár seo ar fáil trí mheán an Bhéarla diomaite de chlár lánaimseartha Ardteastais amháin atá go hiomlán trí Ghaeilge, sé sin:

● *Ardteastas i nGnó i gCórais Faisnéis Oifige*

San am i láthair, tá an tInstitiúid ag déanamh athbhreithniú ar an chúrsa áirithe seo d'fhonn é a thairiscint ar bhunús modúil/seimeastair ó Mheán Fómhair 2007 ar aghaidh. Ansin déanfar an clár seo a thairiscint ag Leibhéal 7 mar Ghnáth-Chéim darb ainm "Baitsiléir sna Dána i gCórais Faisnéis Oifige". Lena chois sin, tá an tInstitiúid ag obair ar chlár céime úrnua sa Ghaeilge i gcomhar le hAcadamh na Gaeilge i nGaoth Dobhair, Contae Dhún na nGall. Táthar ag súil go dtosóidh an chéim úr seo i Meán Fómhair 2008.

I mbliana, d'fhógair an tInstitiúid dhá chúrsa Gaeilge mar phairt dá Chlár um Oideachas Aosach & Oideachas Leantach. Is iad sin:
● Teastas i gCumarsáid na Gaeilge
● Gaeilge don Scrúdú Cáilíochta sa Ghaeilge (Gaeilge do Mhúinteoirí Bunscoile)

Níl na seirbhísí a bhaineann leis an chuid is mó de chlaracha na hInstitiúide ach á gcur ar fáil i mBéarla amháin i láthair na huaire. Tá na seirbhísí a sholáthraítear don phobal go ginearálta, do pháirtithe leasmhara agus do ghníomhaireachtaí eile chóir a bheith go hiomlán trí Bhéarla.

1.4.4 Assessment of Extent to which services are already available through Irish

The main function of the Institute is to provide quality programmes of education to its students and this will continue to be the case for the foreseeable future. The vast majority of these programmes are offered through English, with just one full-time programme being offered exclusively through Irish at Higher Certificate level, namely:

● *Ardteastas i Ghnó i gCórais Faisnéis*

The Institute is currently revising this particular course with a view to offering it in a modularised/semesterised fashion with effect from September 2007. This programme will then be offered as a Level 7 Ordinary Degree entitled "Baitsiléir sna Dána i gCórais Faisnéis Oifige". In addition, the Institute is working on a collaborative new degree programme in Irish with Acadamh na Gaeilge in Gaoth Dobhair, County Donegal. It is expected that this new degree will commence in September 2008.

This year, the Institute has advertised two Irish language courses under its Adult and Continuing Education Programme. These are:
● *Teastas i gCumarsáid na Gaeilge*
● *Gaeilge don Scrúdú Cáilíochta sa Ghaeilge (Irish for Primary School Teachers)*

The services around most of the Institute's programmes are provided through the English language only at present. Services to the general public, stakeholders and other agencies are currently almost exclusively through English.

1.4.5 Réimsí Feidhmiúcháin na hInstitiúide

FEIDHM	ROINN
Oifig an Chláraitheora	- Iontrálacha/Scrúduithe na Mac Léinn - Seirbhísí Mac Léinn - Leabharlann - Seirbhísí T.F. (I.T.) - Eastáit - An Chomhairle Acadúil
Oifig an Rúnaí/ an Rialtóra Airgeadais	- Airgeadas - Acmhainní Daonna
Oifig na Forbraíochta	- Seirbhísí Tionsclaíocha/Idirchaidrimh - Taighde, Forbairt & Oiliúint - Oideachas Aosach & Oideachas Leantach - Forbairt Fiontair agus Goradáin - Oifig Idirnáisiúnta

Scoil Staidéir Ghnó	- An Roinn Staideir Ghnó
	- An Roinn Dlí &
	  na gComhdhaonnachtaí
	- An Roinn Dearaidh &
	  na Meáin Chruthaitheacha

Scoil na hInnealtóireachta	- An Roinn Innealtóireachta
	  Sibhialta & Tógála
	- An Roinn Leictreonaice &
	  Inealltóireachta Meicniúla

Scoil na hEolaíochta	- Roinn na hEolaíochta - Roinn na Ríomhaireachta - An Roinn Altranais & Staidéar Sláinte

**Scoil an Choláiste
Turasóireachta,
Na Cealla Beaga**
	- An Roinn Fáilteachais
	  agus Turasóireachta
	- An Roinn Gastranómachais
	  agus na nEalaíon Cócaireachta

1.4.5 Functional areas of the Institute

FUNCTION/AREA	DEPARTMENT
Office of the Registrar	- Student Admissions/Examinations - Student Services - Library - I.T. Services - Estates - Academic Council
Office of the Secretary/ Financial Controller	- Finance - Human Resources
Development Office	- Industrial Services/Liaison - Research, Development & Training - Adult & Continuing Education - Enterprise Development and Incubation - International Office
School of Business Studies	- Department of Business Studies - Department of Law & Humanities - Department of Design & Creative Media

School of Engineering	- Department of Civil Engineering
	  & Construction
	- Department of Electronics
	  & Mechanical Engineering

School of Science	- Department of Science - Department of Computing - Department of Nursing & Health Studies

**School of Tourism College,
Killybegs**
	- Department of Hospitality
	  and Tourism
	- Department of Gastronomy
	  and Culinary Arts

Soláthar Seirbhísí/Gníomhaíochtaí Ginearálta

Sa chaibidil seo, déantar cur síos ar an chóras atá i bhfeidhm ag an institiúid i ndáil le soláthar seirbhíse ginearálta. I gcaibidil 3, tá cur síos ar an chóras atá i bhfeidhm ag na ranna ar leith laistigh den Institiúid maidir lena soláthar seirbhísí/gníomhaíochtaí.

2.1   Cur ar fáil eolais don Phobal

De ghnáth, is trí Bhéarla amháin agus, i gcásanna áirithe, go dátheangach a chuireann an tInstitiúid eolas faoina cuid seirbhísí in iúl don phobal i gcoitinne. Ach, le linn tréimhse na Scéime seo agus na Scéimeanna a thiocfaidh ina diaidh, beidh an tInstitiúid ag gníomhú go dúthrachtach ar mhaithe le soláthar litríochta agus cumarsáide trí mheán na Gaeilge a mhéadú, go háirithe iontu seo a leanas:

● Bróisiúir, foirmeacha iarratais agus bileoga eolais
  (mar atá sonraithe in Aguisín 1)
● Foilseacháin (Féach 2.2.6)
● Preas Ráitis (Féach 3.9)
● Suíomh Gréasáin – míreanna tosaigh agus leathanaigh eolais ginearálta

Cuirfear óráidí nó ráitis (macasamahil Aitheasc an Stiúrthóra ag an Searmanas Bronnta Céimeanna 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 ó thosach na Scéime ar aghaidh.

2.2   Seirbhísí go hiomlán Dátheangach

Tá sé mar pholasaí ag an Institiúid go mbeidh dul chun cinn suntasach déanta ar sholáthar iomlán seirbhísí go dátheangach i nGaeilge agus i mBéarla sna réimsí seo a leanas roimh chríoch na Scéime:

2.2.1 Córais Ríomhaire

Tá na córais ríomhairí go léir san LyIT comhoiriúnach don Ghaeilge i.e. tig le húsáideoirí carachtair aibítreacha na Gaeilge a fháil go furasta, agus beidh aon chóras ríomhaire a chuirfear isteach sa todhchaí mar an gcéanna. Tá sé beartaithe go gcuirfear Gaelspell (seiceálaí litrithe Gaeilge) isteach sa ghnáth-íomha do shaotharlanna agus ar ríomhairí na mball foirne ar éileamh. Fosta, déanfar seoladh ríomhphoist cineálach i nGaeilge a chumadh le linn an chéad tréimhse trí bliana chun déileáil chomh gasta agus is féidir le fiosrúcháin i nGaeilge. I rith na tréimhse seo,

Provision of General Services/Activities

This chapter sets out the official languages regime operated by the Institute in relation to general service provision. Chapter 3 sets out the position in relation to service provision/activities by individual divisions within the Institute.

2.1   Provision of Information to the Public

The Institute's communications with the general public in relation to its services are generally made through English only, and in specific cases bilingually. However, during the tenure of this and subsequent Schemes, the Institute is committed to enhancing the provision of Irish language literature and communications in the following areas:

● Brochures, application forms and information leaflets
  (as outlined in Appendix 1)
● Publications (See 2.2.6)
● Press releases (See 3.9)
● Website – Introductory sections and general information pages

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

2.2   Fully Bilingual Services

It is the Institute's policy that significant progress will be made in providing fully bilingual services through the medium of Irish and English by the end of the Scheme in the following areas:

2.2.1 Computer Systems

Computer systems at LyIT are all Irish language compatible i.e. users are able to access Irish language characters without difficulty and any new computer systems installed in the future will also be Irish language compatible. It is proposed that Gaelspell (Irish language spell-checker) will go into the standard image for laboratories and on staff PCs upon request. A generic Irish language email address will also be set up during the first three-year period for dealing with Irish language queries as promptly as possible. During this and subsequent Schemes, the Institute will install Irish language versions of MS Office and Windows on all client computers, subject to technical viability.

agus le linn Scéimeanna níos moille, déanfaidh an tInstitiúid leaganacha Gaeilge de MS Office agus Windows a shuiteáil ar na cliant-ríomhairí go léir, faoi réir ag indéantacht theicniúil. De ghnáth, cuirtear uaireanta oscailte na hInstitiúide in iúl do na mic léinn go léir le ríomhphost trí huaire sa bhliain, ag tús gach téarma, agus foilsítear iad fosta ar shuíomh gréasáin na hInstitiúide. Sula mbeidh an chéad Scéim críochnaithe, beidh an fógra seo á fhoilsiú feasta i nGaeilge agus i mBéarla araon.

2.2.2 Suíomh Gréasáin

Táthar ag déanamh athdhearadh iomlán ar shuíomh gréasáin na hInstitiúide san am i láthair. Beidh an leagan úr faoi lán seoil roimh dheireadh na Scéime reatha. Ar an tséala sin, ní thig athstruchtúrú mór a dhéanamh ag an am seo ar an suíomh gréasáin atá ann cheana féin. Déanfaidh an tInstitiúid cinnte de go mbeidh na míreanna tosaigh agus leathanaigh ginearálta eolais ar an suíomh gréasáin úr curtha ar fáil sa dá theanga agus go mbeidh an téacs Gaeilge ar an suíomh gréasáin scríofa go beacht, soléite agus i gcaighdeán maith.

2.2.3 Inlíon LyIT

Is éard atá san Inlíon ná seirbhís faisnéise a choinníonn an fhoireann agus na mic léinn ar an eolas faoi acmhainní, áiseanna agus seirbhísí laistigh den Institiúid. Mar an gcéanna leis an suíomh gréasáin, táthar le hathdhearadh a dhéanamh ar an Inlíon le linn na trí bliana amach romhainn. Cinnteoidh an tInstitiúid go mbeidh na míreanna tosaigh agus na leathanaigh ginearálta eolais ar an Inlíon úr curtha ar fáil sa dá theanga.

Notification of the Institute opening hours is normally sent to all students three times per year, at the start of each term, via email and is published on the Institute website. This notice will be posted in both Irish and English language by the end of the first Scheme.

2.2.2 Website

The Institute's website is being completely redesigned at present. The new version will be up and running by the end of the current Scheme. As a result, major restructuring of the existing website is not viable at this time. The Institute is committed to ensuring that introductory sections and general information pages on the new website are made available in both languages and that Irish language text on the website will be accurate, legible and of a good standard.

2.2.3 LyIT Intranet

The Intranet is an information service which keeps staff and students informed regarding resources, facilities and services within the Institute. Like the website, the Institute's Intranet is due to be redesigned in the next three years. The Institute will ensure that introductory sections and general information pages on the new Intranet are made available in both languages.

2.2.4 Seirbhísí Idirghníomhacha

Níl seirbhísí idirghníomhacha ar bith ag feidhmiú san Institiúid go fóill. Roimh i bhfad, is dócha go mbeifear in ann gnéithe ar leith den chóras clárúcháin a fháil ar-líne ach ní bheifear ábalta an próiseas clárúcháin a chur i gcrích ar líne. Ar scor ar bith, cuireann An Chéim an t-ábhar don phróiseas clárúchain ar fáil go lárnach agus dá bharr sin ní fhéadfadh an tInstitiúid foirmeacha iontrála sonraí do chlárú a athrú. Mar sin féin, tá sé beartaithe iarratas a dhéanamh ag leibhéal náisiúnta ag éileamh go gcuirfeadh *An Chéim* na foirmeacha cuí ar fáil i bhformáid dátheangach.

De réir mar a bheas forbairt déanta ar sheirbhísí idirghníomhacha a ligfidh don phobal i gcoitinne iarratais a dhéanamh nó sochair a fháil ar-líne, tabharfar na seirbhísí ansin isteach go comhuaineach sa dá theanga.

2.2.5 Bróisiúir, Foirmeacha Iarratais agus Bileoga Eolais

Beidh bróisiúir, foirmeacha iarratais agus bileoga eolais ar bith a bhaineann leo ar fáil go dátheangach de réir mar atá sonraithe in *Aguisín 1*. Beidh siad seo go léir foilsithe faoin chlúdach céanna, seachas nuair nach bhfuil a leithéid sin indéanta de bharr méide, leagan amach nó nádúr an doiciméid. Maidir le bróisiúir atá dírithe ar an mhargadh idirnáisiúnta, beidh siadsan i mBéarla amháin.

Táthar ag súil go mbeidh Ríomhearcú (trí bhogearraí tríú páirtí) ag dul amach beo ó LyIT roimh dheireadh na bliana 2007. Faoin am sin, beidh sé ar chumas Oifig na nAcmhainní Daonna iarratais poist ar-líne a chumadh sa dóigh go mbeidh siad ar fáil i nGaeilge agus i mBéarla agus beidh iarratasóirí ábalta malartú idir na leaganacha Béarla agus Gaeilge de réir mar is mian leo. Tá sé ar intinn ag Oifig na nAcmhainní Daonna leaganacha Gaeilge de na foirmeacha iarratais éagsúla, maraon leis na ceannteidil/ainmneacha réimsí, a ullmhú i nGaeilge chun go dtig iad a uaslódáil roimh dheireadh na bliana 2007.

Ní bheadh na hacmhainní ag an Institiúid i rith tréimhse na Scéime seo faoi choinne sonraíochtaí poist a chur ar fáil i nGaeilge, diomaite de chásanna ar leith nuair atá an teanga riachtanach don phost (macasamhail léachtóirí i nGaeilge). Cuirfear sonraíochtaí poist eile ar fáil i nGaeilge de réir a chéile i rith Scéimeanna sa todhchaí.

2.2.4 Interactive Services

The Institute does not currently operate any interactive services. In the near future, it may be possible to access specific elements of the registration procedure on line but it will not be possible to complete the process of registration on line. In any case, registration system material is provided centrally via *An Chéim* and, as such, it would not be possible for the Institute to change data entry forms for registration. It is intended, however, to lodge a request at national level seeking that the appropriate forms be made available in bilingual format by *An Chéim*.

As interactive services are developed which allow the general public to make applications or receive benefits on line, they will be introduced simultaneously in both languages.

2.2.5 Brochures, Application Forms and Information Leaflets

Brochures, application forms and associated information leaflets will be made available bilingually to the extent outlined in *Appendix 1*. All of these will be published bilingually under the same cover, except where this is not feasible because of the size, layout or nature of the document. Brochures aimed at an international market will be in English only.

It is anticipated that e-Recruitment (via third party software) will be going live at LyIT by the end of 2007. At that point, the Human Resources Office will have the facility to configure online job applications to appear in both English and Irish language and applicants will be in a position to alternate between English and Irish versions of application forms as required. It is the intention of the Human Resources Office to prepare Irish versions of application forms and any associated headers/fieldnames in order that they can be uploaded before the end of 2007.

The Institute would not have the resources during this Scheme to provide job descriptions in Irish except in specific cases where Irish is a core requirement of the post (such as léachtóirí i nGaeilge). Other job descriptions will be made available in Irish over the course of future schemes.

2.2.6 Foilseacháin Eile na hInstitiúide

Tá an tInstitiúid tiomanta lena cuid cáipéisí faisnéise inmheánacha agus a cuid foilseacháin inmheánacha a fhoilsiú go dátheangach. Tá sé beartaithe ag an Institiúid caighdeánú a dhéanamh ar roinnt dá cuid doiciméadú inmheánach gan mhoill agus déanfar comhtháthú ar na leaganacha Gaeilge agus Béarla den téacs ag an phointe sin. Dá bhrí sin, foilseofar go dátheangach aon bhileog/paimfléad úr a bhíonn mar thoradh ar an ghníomh sin m.sh. bileoga/paimfléid úra ar bith a bhaineann le cláracha staidéir ar leith. Déanfar tuarascálacha comhairliúcháin agus doiciméidí teicniúla speisialaithe a fhoilsiú sa teanga inar cuireadh i láthair iad a chéaduair.

Sna blianta amach romhainn, is dócha go mbeifear ag díriú ar fhormhór de Réamheolaire na hInstitiúide a bheith ar an suíomh gréasáin. Ar an tséala sin, tá sé beartaithe iomlán eolais aicmí ó na míreanna tosaigh den Réamheolaire a chur ar fáil go dátheangach ar suíomh gréasáin na hInstitiúide i dtús báire. Beidh sé seo déanta sula mbeidh an chéad Scéim críochnaithe. Tá sonraí na gcúrsaí a theagasctar trí mheán na Gaeilge curtha ar fáil i nGaeilge cheana féin sa Réamheolaire, mar atá Réamhrá an Chathaoirligh. Beidh sonraí na gcúrsaí eile curtha ar fáil sa teanga ina dteagasctar iad.

Tá sé beartaithe fosta croí-alt ó Lámhleabhar na Mac Léinn a aistriú go Gaeilge an uair a bheifear ag priontáil an chéad eagrán eile agus forlíonadh a dhéanamh ar an téacs Gaeilge i rith na scéimeanna sa todhchaí. Cuirfear na míreanna eolais ginearálta sa Réamheolaire d'Oideachas Aosach agus Oideachas Leantach ar fáil i mBéarla agus i nGaeilge roimh dheireadh na dara bliana den Scéim, le sonraí na gcúrsaí sa teanga ina dteagasctar iad.   Beidh alt Gaeilge i ngach eagrán de Nuachtlitir na Leabharlainne ó seo amach.

2.3   Pointe an Chéad Teagmhála

I láthair na huaire, is i mBéarla amháin a fheidhmíonn príomh lasc-chlár na hInstitiúide. Déantar na glaonna a chruachú agus a fhreagairt de réir uainíochta agus is i mBéarla amháin a fhreagraíonn an teileafónaí. Tá córas glórphoist i bhfeidhm ar a bhfuil teachtaireachtaí réamhthaifeadta i mBéarla a úsáidtear ag amanna nuair atá an lasc-chlár druidte m.sh. deireadh seachtaine agus laethanta saoire.

2.2.6 Other Institute Publications

The Institute is committed to producing internal information documents and internal publications bilingually. The Institute proposes to standardise some of its internal documentation in the near future and will integrate Irish and English versions of text at that point. Consequently, any new leaflets/pamphlets resulting from this exercise will be published bilingually e.g. any new leaflet/pamphlet relating to particular programmes of study. Consultant reports and dedicated technical documents will be published in the language in which they were originally presented.

It is likely that there will be a move towards a predominantly web-based Institute Prospectus in the coming years. Accordingly, it is proposed to make all generic information from the introductory sections of the Prospectus available bilingually on the Institute website in the first instance. This will be in place by the end of the first Scheme. Details of courses delivered through Irish are already provided in the Irish language in the Prospectus, as is the Director's Foreword. Other course details will be in the language of delivery.

It is intended to translate a pivotal paragraph from the Student Handbook into Irish at the time of next printing and to supplement the amount of text appearing in Irish in subsequent schemes. The general information sections of the Adult and Continuing Education Prospectus will be made available in both English and Irish by the end of the second year of the Scheme, with course details in the language of delivery. An Irish language paragraph will be included in all future issues of the Library Newsletter.

2.3   Point of First Contact

The Institute's main switchboard currently operates in English only. Calls are stacked and answered in rotation and callers are greeted in English only by a telephonist. A voicemail recording system is in place with English language pre-recorded messages for times when the switchboard is closed e.g. weekends and holidays.

A review of the current telephone handling system was carried out recently. The Institute intends to completely overhaul the existing call-handling process so that it will operate in both Irish and English by the end of the first Scheme. It is not possible to say what form the new process will

Rinneadh athbhreithniú ar an chóras láimhseála teileafóin ar na mallaibh. Tá sé ar intinn ag an Institiúid athchóiriú iomlán a dhéanamh ar an chóras láimhseála teileafóin atá ann i láthair na huaire sa dóigh go bhfeidhmóidh sé i nGaeilge agus i mBéarla roimh dheireadh na chéad Scéime. San am i láthair, ní féidir a rá cén formáid a ghlacfas an próiseas úrnua ach déanfaidh an tInstitiúid a dícheall chun a chinntiú go gcuirfear seirbhís d'ardchaighdeán i bhfeidhm a léireoidh go gcuirtear fáilte roimh an Ghaeilge. Déantar a rogha teanga lena ngnó a dhéanamh leis an Institiúid a ofráil do ghlaoiteoirí. Idir an dá linn, tabharfar liosta de bhall foirne i ngach rannóg don teileafónaí ag an lasc-chlár sa dóigh gur féidir glaoiteoirí a chur ar aghaidh gan aon mhoill chuig an duine cuí le líofacht sa Ghaeilge.

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:

● Gur féidir leis na ball foirne sna hoifigí fáiltithe/ag an lasc-chár ainm an chomhlacht poiblí a thabhairt i nGaeilge
● Go bhfuil siad eolach ar na beannachtaí bunúsacha i nGaeilge, ar a laghad
● Go bhfuil socruithe fóirsteanacha 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.

Faoi dheireadh na chéad bhliana den Scéim, beidh polasaí i bhfeidhm ag Coláiste Turasóireachta na gCealla Beaga chun go mbeidh beannachtaí dátheangach tughta ar iomlán na nglaonna chuig an príomh lasc-chlár.

take at present but the Institute is committed to ensuring that a quality service will be established which will show that Irish is welcomed and will offer callers a choice of language for conducting their business with the Institute. In the interim, a list of staff in each area will be made available to the operator so that callers are directed to the appropriate person with competency in Irish without delay.

Receptionists/switchboard operators are the first points of contact with the public. Consequently, from the commencement of the Scheme, it shall be the policy of LyIT to ensure that standard Quality Customer Service (QCS) practices will apply in this area, which is that:

● Reception/switchboard staff are able to give the name of the public body in Irish
● They are at least familiar with the basic greetings in Irish
● Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.

By the end of the first year of the Scheme, the Tourism College Killybegs will operate a policy of having a bilingual greeting for all calls received by the main switchboard.

Achoimre ar na Seirbhisí/Gníomhaíochtaí a Sholáthraítear de réir Rannán

Sa chaibidil seo déantar cur síos ar an chóras atá i réim i dtaca le soláthar seirbhíse sna rannóga feidhmiúcháin éagsúla san Institiúid agus a n-idirghníomhú seachtrach leis an phobal i gcoitinne. Léiríonn sé na céimeanna a bheas a nglacadh ag an Institiúid chun cloí leis an Acht agus cuirtear síos ar na tosaíochtaí gníomhaíochta faoin Scéim seo.

3.1   Oifig an Stiúrthóra

Cuireann an Tríú Sceideal d'Acht 1992 foráil ar fáil mar a leanas: "Déanfaidh Stiúrthóir coláiste, faoi réir fhorálacha an Achta seo, gníomhaíochtaí an choláiste a rialú agus a stiúradh agus foireann an choláiste a rialú agus a stiúradh ag comhall na ngníomhaíochtaí sin dóibh agus beidh sé freagrach don chomhlacht ceannais as an méid sin agus as bainistiú éifeachtúil cuí an choláiste".

Tá oifig an Stiúrthóra freagrach fosta do shainaitheanas corparáideach na hInstitiúide, ar a n-áirítear gach uile ghné d'íomhá phoiblí na hInstitiúide, iomlán gníomhaíochtaí do chur chun cinn agus iomlán teagmhála leis na meáin seachtracha. Is ann san oifig seo a chruthaítear Plean Straitéiseach na hInstitiúide. Cinnteoidh an oifig go ndéanfar freastal dá réir ar iarratais ó na meáin Gaeilge i gcomhair agallamh i nGaeilge. Tá sé ar intinn ag an Institiúid athbhreithniú a dhéanamh ar a sainaitheantas corparáideach le linn fad saoil na Scéime reatha agus déanfaidh sí cinnte go gcloífidh dearadh úr ar bith a roghnófar le riachtanais an Achta.

3.2   Oifig an Chláraitheora

3.2.1 An Clárlann

Is é/í an Cláraitheoir an bainisteoir sinsearach atá freagrach as na gnóthaí acadúla san Institiúid. Tá an Clárlann freagrach as na tascanna riaracháin a bhaineann le hearcú, iontráil, clárú agus measúnacht mac léinn de réir pholasaithe agus nósanna imeacht náisiúnta agus na hInstiúide féin. Chuige seo, déanann an clárlann fógraíocht agus cur chun tosaigh ar chúrsaí, foilsíonn sí an Réamheolaire, Lámhleabhar na Mac Léinn agus an Lámhleabhar do Dhearbhú Cáilíochta, maraon le cuairteanna scoile agus scrúduithe a eagrú.

3.2.2 An Leabharlann

Gníomhóidh an leabharlann mar stór d'acmhainní foghlama Gaeilge faoi choinne na foirne m.sh. dlúthdhioscaí, DVDanna &rl sa Ghaeilge.

Summary of Services/Activities Provided by Divisions

This chapter sets out the position regarding service provision in the various functional areas of LyIT and their external interaction with the general public. It lists the measures the Institute is taking to comply with the Act and gives the priority areas for action under this Scheme.

3.1   Office of the Director

The Third Schedule of the 1992 Act provides that the Director "shall subject to the provisions of this Act, control and direct the activities of the college and shall control and direct the staff of the college in the implementation of such activities and be responsible to the governing body therefor and for the efficient and proper management of the college".

The Director's office is also responsible for the Institute's corporate identity, including all aspects of the Institute's public-facing image, all promotional activity and all contact with the external media. This office generates the Institute's Strategic Plan. It will ensure that requests from the Irish language media for interviews through Irish will be catered for. The Institute intends to undertake a review of its corporate identity during the lifetime of the current Scheme and will ensure that any new designs chosen meet the requirements of the Act.

3.2   The Registrar's Office

3.2.1 Registry

The Registrar is the senior manager with responsibility for academic affairs in the Institute. Registry is responsible for the administrative tasks associated with the recruitment, admission, registration and assessment of students in accordance with national and Institute policies and procedures. To this end, it advertises and promotes courses, produces the Prospectus, Student Handbook and Quality Assurance Handbook and organises school visits and examinations.

3.2.2 The Library

The library will act as a repository for Irish language learning resources for staff use e.g. Irish language DVDs, CDs etc.

3.2.3 Seirbhísí Teicneolaíochta Faisnéise (TF)/Ríomhairí

Is é an ról atá ag Oifig an Bhainisteora TF ná amharc i ndiaidh iomlán feidhmiúlachta TF san Institiúid, pleanáil, ceadúnúchán, soláthar, coimisiniú, tacaíocht agus cothabháil san áireamh.

Cuirfear acmhainní ar fáil do na baill foirne a oibríonn ag Deasc Chabhrach na Seirbhísí Ríomhairí chun cuidiú leo seirbhísí TF i nGaeilge a fheabhsú. Mar shampla, ullmhófar leathanach lannach ar a mbeidh téarmaí bainteach leis an tseirbhís seo agus a mbaintear úsáid astu go minic agus cuirfear é seo ar fáil do na baill foirne go léir ag an deasc chabhrach roimh dheireadh na chéad Scéime.

3.2.4 Oifig na nEastát

Tá Oifig na nEastát freagrach as pleanáil, forbairt, úsáid agus cothabháil a dhéanamh ar áiseanna fisiciúla, áitribh ar chíos, talamh agus infreastruchtúr na hInstitiúide de réir polasaí agus nósanna imeachta na hInstitiúide. Déanann an oifig seo Plean Forbartha na hInstitiúide a dhréachtú, a chur i ngníomh agus a bhainistiú chomh maith le feidhm forbraíochta níos leitheadaí na hInstitiúide. Is í Oifig na nEastát a ullmhaíonn doiciméidí tairisceana d'oibreacha tógála, do dhearadh, do sheirbhísí cothabhála agus do sholáthar ábhar agus trealamh agus tá freagracht aici fosta do chomharthaí sábháilteachta agus treo.

3.3 Oifig an Rúnaí/an Rialtóir Airgeadais

Tá freagracht foriomlán ag an Rúnaí/Rialtóir Airgeadais do ghnóthaí airgeadais agus gnóthaí riaracháin na hInstitiúide agus do bhainistíocht acmhainní daonna. Is í an oifig seo a fhoilsíonn Tuarascáil Bhliantúil agus Cuntais Reachtúla Iniúchta na hInstitiúide.

3.3.1 An Oifig Airgeadais

Tá an Oifig Airgeadais freagrach as iomlán soláthairtí ceannacháin agus íocaíochtaí agus dá bhrí sin fógraíonn sí conarthaí, cuireann sí doiciméadú tairisceana ar fáil, íocann sí sonraisc agus tuarastail agus ullmhaíonn sí na cuntais bhliantúla. Cuireann an oifig seo córais tacaíochta cuntasaíochta agus bainisteoireachta airgeadais ar fáil don Institiúid de réir nósanna imeachta airgeadais agus riachtanais reachtúla. Cuireann an Oifig Airgeadais fáilte roimh thairiscintí i nGaeilge agus i mBéarla araon.

3.2.3 IT/Computer Services

The function of the IT Manager's Office is to provide for all IT functionality in the Institute including planning, licensing, procurement, commissioning, support and maintenance.

Staff members working on the Institute's Computer Services Helpdesk will be provided with resources to enhance Irish language I.T. services. For example, a laminated sheet of frequently used Irish language terminology related to this service will be prepared and made available to all helpdesk staff by the end of the first Scheme.

3.2.4 The Estates Office

The Estates Office is responsible for the planning, development, utilization and maintenance of the Institute's physical facilities, rented premises, land and infrastructure in accordance with Institute policy and procedures. It is involved in the formulation, implementation and management of the Campus Development Plan and the Institute's wider development function. The Estates Office produces tender documentation for building works, design and maintenance services and material and equipment supply and is also responsible for safety and directional signage.

3.3 Office of the Secretary/Financial Controller

The Secretary/Financial Controller has overall responsibility for the Institute's finances, administrative affairs and human resource management. This office is responsible for publishing the Institute's Annual Report and Statutory Audited Accounts.

3.3.1 The Finance Office

The Finance Office is responsible for all procurement and payment and consequently it advertises contracts, produces tender documents, pays invoices and salaries and prepares the annual accounts. It provides accounting and financial management support systems for the Institute in accordance with financial procedures and statutory requirements. The Finance Office is happy to accept tender submissions in both English and Irish.

3.3.2 Acmhainní Daonna

Tá Oifig na nAcmhainní Daonna freagrach ar son gach uile ghné de bhainistiú acmhainní daonna laistigh den Institiúid, ar a n-áirítear forbairt, cur i bhfeidhm agus comhordú polasaithe a bhaineann le caidreamh fostaithe, traenáil agus forbairt foirne, aoisliúntas, leas foirne, riarachán pearsanra agus tionsclaíoch de réir polasaí agus nósanna imeachta na hInstitiúide agus reachtaíocht fostaíochta ábhartha.

3.3.3 Sodexho Éireann Teoranta – Comhlacht Lónadóireachta in LyIT

San am i láthair, tá Sodexho Ireland Teoranta freagrach as reáchtáil na n-áiseanna lónadóireachta san LyIT. Tá na bialanna agus na seomraí tae oscailte do bhaill foirne, do mhic léinn agus do chuairteoirí. Cuireann Sodexho seirbhís chuimsitheach ar fáil ó 8.30 r.n. go dtí 8.30 i.n. (Dé hAoine 4.00 i.n.). Lena chois sin, cuireann siad seirbhís ar fáil le linn ócáidí speisialta agus cruinnithe ar an champas. Níl ar chumas Sodexho comharthaí nó biachláir i nGaeilge a chur ar fáil ar an champas san am i láthair. Ach, tá sé beartaithe foráil a chur isteach sa phróiseas tairisceana d'áiseanna lónadóireachta, ó Mheán Fómhair 2009 ar aghaidh, chun go mbeidh iallach ar an chonraitheoir a cheapfar déanamh cinnte go mbeidh na biachláir coitianta agus na liostaí luachanna ar fáil go dátheangach.

3.4 Oifig na Forbraíochta

Cuireann Oifig na Forbraíochta ar fáil réimse seirbhísí atá ag méadú i gcónaí, iad seo a leanas ina measc:
- Seirbhísí do thionscail áitiúla, traenáil agus intéirneachtaí
- Clár d'oideachas leantach agus foghlaim fadsaoil
- Ag cur idirnáisiúnú na hInstitiúide chun cinn trí chomhpháirtíochtaí thar lear agus cláracha malartacha
- Ag soláthar áiseanna goradáin san Ionad Forbartha Gnó ar an champas do chomhlachtaí atá ag dul i mbun gnó.

3.4.1 Seirbhisí Seachtracha

Tugann na Seirbhísí Seachtracha tacaíocht do thraenáil agus comhairliúchán tionsclaíoch/gnó agus do aistriú teicneolaíochta. Déantar idirchaidreamh le gníomhaireachtaí forbraíochta, le heagraíochtaí trádála agus proifisiúnta agus a macasamhail de ghrúpaí ionadaíocha.

3.3.2 Human Resources

The Human Resource Office is responsible for all aspects of human resource management in the Institute including the development, implementation and co-ordination of policies relating to employee relations, staff training and development, superannuation, staff welfare, personnel administration and industrial relations in accordance with Institute policy, procedures and relevant employment legislation.

3.3.3 Sodexho Ireland Limited – Catering Company at LyIT

Sodexho Ireland Limited is currently responsible for running the catering facilities at LyIT. Restaurants and cafeterias are open to staff, students and visitors. Sodexho provide a comprehensive service from 8.30 am until 8.30 pm (Friday 4.00 pm). They also service special events and meetings on campus. Sodexho are not currently in a position to provide Irish language signage or menus on campus. However, it is proposed to include a provision in the tender process for catering facilities from September 2009, whereby the successful contractor will be required to ensure that all standard menus and tariff lists are made available bilingually.

3.4 The Development Office

The Development Office is involved in providing an expanding range of services. These include:
- Services to local industry, including training and internships
- A continuing education and life-long learning programme
- Developing the internationalisation of the Institute through foreign partnerships and exchange programmes
- The provision of campus based incubation facilities to start-up companies in the Business Development Centre.

3.4.1 External Services

External Services supports industrial/business training and consultancy and technology transfer. It liaises with development agencies, trade and professional organisations and such representative groups.

3.4.2 Taighde

Scaipeann Oifig na Forbraíochta eolas faoi chláracha taighde. Tugtar tacaíocht do thograí taighde, d'earcú taighdeoirí agus déantar monatóireachta agus bainistiú ar ghnónna atá ag tosú amach, ar dhul chun cinn agus ar fhoirceannadh cláracha. Tugtar tacaíocht fosta do fheabhsú na n-acmhainní faoi choinne taighde.

Dá mba rud é go mbeadh an Ghaeilge inmhianaithe do thogra taighde, léireofar an riachtanas sin nuair atáthar ag earcú taighdeoirí i gcomhair a leithéid de thograí, laistigh den fhrámaíocht do na nósanna imeachta comhaontaithe náisiúnta.

3.4.3 Ionad Forbartha Gnó

Déanann an tIonad Forbartha Gnó gríosadh agus cur chun tosaigh ar fhiontraíocht ar fud na hInstitiúide agus sa réigiúin a bhuíochas do bheith ag soláthar infreastruchtúr agus áiseanna den chuid is nua-aimseartha do thosú gnó. Eagraíonn sé cláracha i bhForbairt Fiontraíochta agus déanann sé bainistíocht ar an phróiseas goir.

Má éilíonn cliant inár nIonad Forbartha Gnó nó rannpháirtí ar Chlár Forbartha Fiontraíochta seirbhís i nGaeilge, feicfidh an tInstitiúid chuige go bhfaighidh siad an tseirbhís sin.

3.4.4 Oideachas Aosach agus Oideachas Leantach

Fógraítear cúrsaí, eagraítear oícheanta eolais do chomhlachtaí agus mic léinn ionchasacha, agus foilsítear Réamheolaire d'Oideachas Aosach agus Oideachas Leantach ón Aonad seo. Tá sé ar intinn againn idirchaidreamh a dhéanamh le páirtithe leasmhara sa réigiún le linn tréimhse na chéad Scéime ar mhaithe le feabhas agus leathnú a dhéanamh ar ár gcúrsaí tré Ghaeilge laistigh den Chlár d'Oideachas Aosach agus Oideachas Leantach.

3.5 Na Scoileanna

Is iad na scoileanna a dhéanann croí-ghníomhaíocht na hInstitiúide. Faoi struchtúr 'roinne', cuirtear cúrsaí ar fáil i réimse leathan disciplín cineálach mar Eolaíocht, Ríomhaireacht, Staidéar Altranais agus Sláinte, Innealtóireacht, Staidéar Gnó agus Dearadh, Turasóireacht, Fáilteachas agus Ealaíona Cócaireachta.

Diomaite de cheann amháin, cuirtear na cláracha staidéir go léir ar fáil trí mheán an Bhéarla. San am i láthair, tá cuid mhór bolscaireachta breise de dhíth ar an chúrsa a chuirtear ar fáil trí mheán na Gaeilge chun inmharthanacht a chothú. Níl aon fhianaise ann faoi láthair go bhfuil

3.4.2 Research

The Development Office disseminates information regarding research programmes. It supports research proposals, researcher recruitment and it also monitors and manages start-up, progress and termination of programmes. It supports the enhancement of research capacity.

Should Irish be a desirable requirement of a research project, then Irish will be stated as a requirement in recruiting researchers for such projects within the framework of the agreed national recruitment procedures.

3.4.3 Business Development Centre

The Business Development Centre encourages and promotes entrepreneurship throughout the Institute and the region by providing state-of-the-art infrastructure and facilities to business start-ups. It organises Enterprise Development programmes and manages the process of incubation.

Should a client in our Business Development Centre or a participant on an Enterprise Development Programme request a service through Irish, the Institute will facilitate this request.

3.4.4 Adult and Continuing Education

This unit advertises courses, organises information evenings for potential students and companies and produces the Adult and Continuing Education Prospectus. It is our intention to liaise with stakeholders in the region during the course of the first Scheme with a view to enhancing our Irish language offerings under the Adult and Continuing Education Programme.

3.5 The Schools

The schools undertake the core activity of the Institute. Under a 'departmental' structure, courses are provided in a wide range of disciplines under the broad generic headings of Science, Computing, Nursing and Health Studies, Engineering, Business Studies and Design, Tourism and Hospitality and Culinary Arts.

All but one of the programmes of study is delivered through English. At present, the course offered through Irish requires substantial additional promotion to maintain viability. 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 be monitored annually and additional courses introduced as demand warrants and subject to

éileamh ar chúrsaí breise lánaimseartha a thabharfadh údar don infheistíocht a bheadh riachtanach. Mar sin féin, déanfar monatóireacht ar an chás seo gach bliain agus tabharfar tuilleadh cúrsaí isteach de réir mar a bhíonn ráchairt orthu, ag brath ar go leor maoiniú a bheith ar fáil do fhorbairt cúrsa (féach 4.4 fosta). Lena chois sin, táthar ag súil anois go dtiocfaidh méadú i ndáiríre ar an éileamh do chúrsaí trí Ghaeilge siocair an Achta.

3.5.1 An Scoil Staidéir Ghnó

Tá an Scoil Staidéir Ghnó tiomanta chun cláracha fochéime a thairiscint trí mheán na Gaeilge. Is cuid dá cúram freastal ar an Ghaeltacht agus chuige sin ofrálann sí clár leibhéal 7, dar teideal Baitsiléar sna Dána i gCórais Faisnéis Oifige.

Chomh maith leis sin, tá forbairt déanta aici ar na mallaibh ar chlár miondámhachtain, leibhéal 6, atá saincheaptha trí mheán na Gaeilge agus dar teideal Ardteastas sna Dána i gCumarsáid Gaeilge. Is í an aidhm ar leith atá leis an chlár seo ná déileáil le saincheisteanna a bhaineann le comhlíonadh na bhforálacha in Acht na dTeangacha Oifigiúla, 2003. Rinneadh forbairt ar an chlár seo i dtús báire de bharr go bhfuarthas iarratas ó chomhlacht poibli áitiúil. Ach tá sé beartaithe ag an Scoil Staidéir Ghnó an clár a leathnú agus, b'fhéidir, é a chur ar fáil do bhaill foirne an LyIT.

Tá forbairt déanta ag an Scoil fosta ar cheithre mhodúl úrnua Gaeilge. Tá siad seo á n-ofráil mar mhodúil roghnacha ar chlár céime lánaimseartha, leibhéal 7, dar teideal Bachelor of Arts in Administrative Management. Cuirfidh na modúil seo deis ar fáil d'iomlán na mac léinn lánaimseartha san LyIT a n-inniúlacht sa Ghaeilge a fheabhsú faoin fhrámaíocht do mhodúlú/seimeastrú.

I gcomhpháirtíocht le hOllscoil Náisiúnta na Gaillimhe agus Acadamh na Gaeilge i nGaoth Dobhair, tá an Scoil anois ag forbairt comhchlár, leibhéal 8, Baitsiléir sna Dána i Riarachán Gnó.

adequate funding being available for course development (see also 4.4). Furthermore, it is now expected that demand for courses through Irish will indeed increase as a result of the Act.

3.5.1 School of Business Studies

The School of Business Studies is committed to offering undergraduate programmes in the Irish language. As part of its remit to serve the Gaeltacht, it offers a level 7 programme entitled Baitsiléar sna Dána i gCórais Faisnéis Oifige. In addition, it has recently developed a customised Irish language level 6 minor award programme entitled the Higher Certificate in Arts in Irish Communications. The specific aim of this programme is to deal with issues surrounding compliance with Acht na dTeangacha Oifigiúla, 2003. This programme was initially developed on foot of a request from a local public body. However, the School of Business Studies proposes to expand the programme and to investigate the possibility of making it available to the staff of LyIT.

The School has also developed four new Gaeilge modules. They are currently offered as elective modules on a full-time level 7 degree programme Bachelor of Arts in Administrative Management. These modules will provide all full-time students at LyIT with the opportunity to improve their Irish competency under the framework of modularisation/semesterisation.

The School is currently, in partnership with NUIG and Acadamh na Gaeilge in Gaoth Dobhair, developing a joint level 8 programme entitled Baitsiléir sna Dána i Riarachán Gnó.

3.6   Aontas na Mac Léinn

Aithníonn údaráis na hInstiúide gurb é Aontas na Mac Léinn a dhéanann ionadaíocht do na mic léinn agus a chuireann comhairle ar fáil dóibh fá mhórán gnéithe de shaol an mhac léinn. Tá a bhunreacht agus a struchtúr eagrúchain féin aige, le trí oifigeach lánaimseartha. Tá sé cleamhnaithe le hAontas Náisiúnta na Mac Léinn agus déanann sé idirchaidreamh leis an eagraíocht sin i ndáil le saincheisteanna náisiúnta atá tábhachtach do na mic léinn.

I measc na n-aidhmeanna atá ag Aontas na Mac Léinn, tá cur chun cinn cúrsaí cultúrtha, polaitíochta agus sóisialta na mac léinn chomh maith lena leas ginearálta agus ar an tséala sin, tacaíonn an tAontas go huile agus go hiomlán le cur chun cinn agus forbairt na Gaeilge ar an champas. Chun críche an chuspóra seo, tabharfaidh Aontas na Mac Léinn tacaíocht ghníomhach do mhac léinn ar bith ar mian leis/léi Cumann Gaelach a bhunú san LyIT.

D'fhéadfadh a léithéid de Chumann Gaelach a bheith freagrach as:
- imeachtaí, ócáidí agus gníomhaíochtaí sóisialta trí mheán na Gaeilge a eagrú do mhic léinn
- cuidiú le hAontas na Mac Léinn an Ghaeilge a imeascadh ina chuid gníomhaíochta laethúil
- feiceálacht na Gaeilge a bhisiú in Ionad Ilchuspóra an Dánlainne
- scrúdú a dhéanamh ar fhéidearthacht ranganna comhrá Gaeilge a eagrú do mhic léinn i rith an téarma
- stocaireacht a dhéanamh faoi choinne bunú agus cothabháil a dhéanamh ar chlár speisialaithe ar an champas d'fhógraí trí mheán na Gaeilge.

Fosta, fáiltíonn Aontas na Mac Léinn roimh píosaí scríbhneoireachta i nGaeilge le cur isteach ina fhoilseacháin míosúil, "LUST", a bhaineann le cúrsaí mac léinn.

3.7   Teagasc agus Foghlaim

Spreagann na haidhmeanna atá leagtha síos faoi Teagasc agus Foghlaim, spreagann siad cur chuige níos solúbtha maidir le teagasc agus measúnacht, forbairt ar ábhar teagaisc, úsáid na teicneolaíochta agus breis tacaíochta do léachtóirí, tacaíocht oideolaíoch san áireamh. Ina theannta sin, tá pleananna ar na bacáin le hathbhreithniú a dhéanamh ar sholáthar clár, seachadadh na gclár a fheabhsú a bhuíochas d'aiseolas ó na foghlaimeoirí, úsáid a bhaint as nascanna le heagraíochtaí seachtracha ar mhaithe le heolas a chur ar fáil d'forbairt clár agus tuilleadh feabhais a dhéanamh ar oideachas teanga.

3.6   Student Union

The Student Union is recognised by the Institute authorities as the representative body for students, providing advice on many aspects of student life. It has its own constitution and organisation structure, with three full-time officers. It is affiliated to the Union of Students of Ireland and liaises with that organisation on matters of national importance to the students.

One of the aims of the Student Union is to promote the cultural, political, social and general welfare interests of its members and, as such, the Union fully supports the promotion and development of the Irish language on campus. To this end, the Student Union will, from the commencement of the Scheme, actively support any student who wishes to establish an Irish Society at LyIT.

Such an Irish Society could be responsible for:
- arranging Irish language social events, outings and activities for students
- helping the Student Union to incorporate Irish into its day-to-day activities
- improving the visibility of Irish in An Dánlann Multi-Purpose Centre
- investigating the possibility of conversational Irish classes for students during term time
- lobbying for the establishment and maintenance of a dedicated Irish language noticeboard on campus.

The Student Union also welcomes any Irish language contributions to its monthly student affairs publication "LUST".

3.7   Teaching and Learning

Objectives set out under Teaching and Learning encourage more flexible approaches to teaching and assessment, development of teaching materials, use of technology and further support for lecturers including pedagogical support. In addition, there are plans for a review of programme provision, improving programme delivery in light of learner feedback, utilising links with relevant external bodies to inform programme development and the further enhancement of language education.

3.7.1 Seirbhísí Mac Léinn

Cuirtear réimse leathan de sheirbhísí tacaíochta do mhic léinn ar fáil ar an champas, ina measc rochtain, lóistín, comhairleoireacht, gairmthreoir, tacaíocht do mhíchumasaithe, tacaíocht don fhoghlaim, séiplíneacht, alumni, seirbhísí leighis agus seirbhísí spóirt.

Tá an tInstitiúid tiomanta le hoibriú i dtreo na huaire ina dtig léi seirbhísí trí Ghaeilge a sholáthar in oiread seirbhísí tacaíochta mac léinn agus is féidir agus an tiomantas seo a bhrú chun tosaigh go leanúnach sna scéimeanna ina dhiaidh seo.

3.7.2 Forbairt na Foirne

Tá Oifig na nAcmhainní Daonna ag tacú le sprioc na hInstitiúide, sé sin a chinntiú go mbeidh gach uile seans ag baill foirne na scileanna, an t-eolas agus an oilteacht atá de dhíth orthu a fháil chun a gcuid dualgas a chur i gcrích go héifeachtach agus a lánacmhainneacht a bhaint amach.

Ag cloí le riachtanais an Achta, cuirfidh Oifig na nAcmhainní Daonna deiseanna ar fáil do na baill foirne chun a gcumas a mhéadú sa dóigh go mbeidh siad ábalta seirbhís a chur ar fáil trí mheán na Gaeilge, mar atáleagtha amach i Mír 4.6 thíos.

3.8 Achoimriú ar an Phlean do Chur i nGníomh

Go hachomair, tá sé mar sprioc ag an Institiúid go gcuirfidh na rannáin feidhmiúcháin go leir na doiciméidí tacaíochta seo a leanas ar fáil go dátheangach faoi dheireadh na Scéime:
● Foirmeacha Iarratais - mar atá léirithe in Aguisín 1
● Bileoga Eolais - mar atá léirithe in Aguisín 1
● Bróisiúir - mar atá léirithe in Aguisín 1
● Réamheolairí ar bith - na míreanna tosaigh agus na leathanaigh ginearálta eolais
● Preas Ráitis
● Suíomh Gréasáin - na míreanna tosaigh agus na leathanaigh ginearálta eolais.

3.7.1 Student Services

A wide range of student support services covering the areas of access, accommodation, counselling, careers advice, disability support, learning support, chaplaincy, alumni, medical services and sports are provided on campus.

The Institute is committed to working towards a situation where it can provide services through Irish in as many student support services as possible and to furthering this commitment on an ongoing basis in subsequent schemes.

3.7.2 Staff Development

The Human Resources Office supports the Institute's goal of ensuring that staff members have every opportunity to acquire the skills, knowledge and expertise to carry out their duties effectively and to achieve their full potential.

In line with the requirements of the Act, the Human Resources Office will provide opportunities for staff to enhance their ability to provide a service through Irish, as outlined in Section 4.6 below.

3.8 Summary of Plan for Implementation

In summary, it is the objective of the Institute that by the end of the Scheme all functional areas will publish the following support documentation bilingually:
● Application Forms - as outlined in Appendix 1
● Information Leaflets - as outlined in Appendix 1
● Brochures - as outlined in Appendix 1
● Any Prospectus - Introductory sections and general information pages
● Press Releases
● Website - Introductory sections and general information pages

Feabhas ar Sheirbhísí a Soláthrófar go Dátheangach

Sa chaibidil seo, leagtar amach na modhanna a mbainfidh an LyIT úsáid astu ar mhaithe le leibhéal na Seirbhísí trí mheán na Gaeilge a leathnú.

4.1   Tosaíochtaí don Scéim seo

Is iad seo a leanas tosaíochtaí na Scéime seo:

1. Cumas na hInstiúide a fheabhsú i dáil le soláthar seirbhísí i nGaeilge
2. Feasacht faoin Scéim a ardú i measc na foirne trí ionduchtán agus cumarsáid rialta
3. Traenáil agus forbairt a sholáthar don fhoireann ar mhaithe lena líofacht i nGaeilge a bhisiú
4. Seirbhísí a fhorbairt do mhic léinn sa dóigh go mbeidh doiciméadú dátheangach agus seirbhís theoranta labhartha duine-le-duine ar fáil in áiteanna ainmnithe
5. Leathnú a dhéanamh ar líon na gcúrsaí óna mbeidh céimithe iontu in inmhe a gcuid oibre a dhéanamh go héifeachtach trí Ghaeilge.

4.2   Feabhas ar na Seirbhísí Tacaíochta

Tá sé seo thar a bheith riachtanach i rith na chéad Scéime. Cé go bhfuil roinnt ball foirne ag an Institiúid atá réasúnta maith ag an Ghaeilge, níl ach líon beag acu muiníneach go leor le seirbhísí a chur ar fáil i nGaeilge. A fhad is a mhairfidh an Scéim seo, mar shampla, caithfear aistriúcháin ar dhoiciméidí móra a ligint amach ar conradh (Tuarascáil Bhliantúil, bróisiúir, etc.)

4.2.1 Oifig na Seirbhísí Seachtracha

Ó tharla gurb í Oifig na Seirbhísí Seachtracha an chéad phointe teagmhála agus ó tharla go dtuigeann an Institiúid go rí-mhaith cé chomh cóngarach is atá sí do Ghaeltacht Dhún na nGall, cuirfear seirbhís idirchaidrimh dhátheangach ar fáil san oifig sin ó thús na Scéime ar aghaidh. Beidh tábhacht ar léith ag an tseirbhís dhátheangach seo do chomhlachtaí agus eagraíochtaí atá ag feidhmiú i gceantair Ghaeltachta. Ar an tséala sin, is í an Ghaeilge a bheas mar theanga réamhshocraithe d'Oifig na Seirbhísí Seachtracha ina cuid plé le custaiméirí agus cliaint i gceantair Ghaeltachta.

Enhancement of Services to be Provided Bilingually

This chapter sets out the means that LyIT intends to use in order to enhance the level of service provision through Irish.

4.1   Priorities for this Scheme

The priorities for this scheme are:

1. To enhance the Institute's ability to provide services in Irish
2. To raise staff awareness of the Scheme through induction and regular communication
3. To enhance staff competency in Irish through training and development
4. To develop services to students through bilingual documentation and a limited one-to-one verbal service in designated areas
5. To extend the number of courses whose graduates may carry out their work competently through Irish.

4.2   Enhancement of Support Services

This is an absolute priority during the first Scheme. While the Institute does have a number of staff with reasonable competencies in Irish, only a small number of staff members are confident of their ability to provide Irish language services. For the duration of this Scheme, for example, it will be necessary to contract out translation of substantive documents (Annual Report, brochures, etc.).

4.2.1 External Services Office

The Institute is particularly cognisant of its proximity to the Donegal Gaeltacht and accordingly, the first point of contact in the External Services Office will offer a bilingual liaison service with effect from the commencement of the Scheme. This bilingual service will be of particular significance and importance to companies and organisations operating in Gaeltacht areas. Consequently, Irish will become the default language of this office's dealings with customers and clients in Gaeltacht areas.

4.3 Seirbhísí Cuntair agus Teileafóin

Tá dhá áit faoi leith aitheanta ag an Institiúid i gcomhair seirbhísí cuntair agus teileafóin a chur ar fáil iontu roimh dheireadh na Scéime reatha. Is iad seo an **Leabharlann** agus **An Oifig Gairmeacha**. Cinnteoidh an tInstitiúid go mbeidh duine amháin, ar a laghad, breá ábalta cumarsáid a láimhseáil trí mheán na Gaeilge sna háiteanna seo roimh dheireadh na tréimhse trí bliana. Cuirfear an polasaí seo chun cinn a bhuí do pholasaí fóirsteanach i ndáil le hath-imlonnú, athearcú agus traenáil mar atá sonraithe thíos ag 4.5 agus 4.6.

Le linn na chéad Scéime, cuirfear tús leis an phróiseas a chinnteoidh go mbeidh seirbhísí tacaíochta labhartha i nGaeilge agus i mBéarla ar fáil in oifigí na scoileanna ach ní bheidh an próiseas seo críochnaithe go dtí go mbeidh na scéimeanna ina dhiaidh seo curtha ina n-áit.

4.4 Cláracha Acadúla

Glacann an LyIT leis gur chóir an Ghaeilge a thabhairt isteach ar bhunús incriminteach ina cuid cúrsaí teagaisc chun freastal ar an fhás ionchasach a thiocfaidh ar éileamh de bharr an Achta. Creideann an LyIT gurb é an cur chuige réasúnta ná comhoibriú le hinstitiúidí tríú leibhéal eile ar mhaithe leis an tairbhe is mó a fháil as an tsoláthar seo. Chun é seo a bhaint amach, tá an tInstitiúid breá toilteanach a bheith ag obair le hInstitiúidí Teicneolaíochta eile agus freagracht a 'roinnt amach' i leith na ceiste seo de réir láidreachtaí na nInstitiúidí difriúla. Tá sé molta go n-amharcódh Comhairle Stiúrthóirí na nInstitiúidí Teicneolaíochta ar seo mar thionscadal speisialta a d'fhéadfaí a leathnú le linn scéimeanna níos moille.

D'éirigh leis an Institiúid maoiniú breise a fháil ón Údarás Ardoideachais faoi choinne forbairt a dhéanamh ar chláracha acadúla trí mheán na Gaeilge agus tá sé beartaithe ag an Institiúid an cuspóir sin a chomhlíonadh a bhuíochas don mhaoiniú seo.

4.3 Counter and Telephone Services

The Institute has pinpointed two priority areas for the delivery of bilingual counter and telephone services by the end of the current Scheme. These are the Library and the Careers Office. The Institute will ensure that, by the end of the current three-year period, at least one person competent to deal with communications through the medium of Irish will be available in these areas. This process will be progressed through an appropriate redeployment, recruitment and training policy as outlined at 4.5 and 4.6.

The process of ensuring one-to-one, bilingual verbal support services through the school offices will begin during the lifetime of the first Scheme but will not be completed until subsequent schemes are in place.

4.4 Academic Programmes

LyIT accepts that Irish should be introduced incrementally in its course offerings to meet the anticipated growing demand arising from the Act. LyIT believes that the rational approach is to collaborate with other third level institutions in optimising this provision. Towards achieving this, the Institute is happy to work with other Institutes of Technology with the objective of 'sharing out' responsibility in this area according to the strengths of the different Institutes. It is proposed that the Council of Directors of the Institutes of Technology will address this as a special project which could be extended during subsequent schemes.

The Institute has been successful in receiving additional funding from the Higher Education Authority for the development of academic programmes through Irish and it is the intention of the Institute to fulfil its objective under this funding.

4.5 Earcú agus Ceapachán

Ba chóir a choinneáil i gcuimhne go bhfuil an Institiúid faoi chuing na rialachán atá leagtha síos ag an Aire Oideachais agus Eolaíochta maidir le nósanna imeachta earcaíochta.

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. Ó seo amach, beidh polasaí earcaíochta na hInstitiúide curtha ar an eolas ag an riachtanas do scileanna sa Ghaeilge in eochair-réimsí macasamhail rúnaíocht, oifig fáiltithe, léachtóireacht i nGaeilge nó i bpost ar bith ina mbeidh Gaeilge thar a bheith riachtanach don phost. Folúntais ar bith a thiocfas aníos feasta i réimsí riaracháin, cuirfear riachtanas do líofacht sa Ghaeilge don phost áirithe sin san áireamh sula ndéanfar aon cheapachán. Tá sé beartaithe ag Oifig na nAcmhainní Daonna córas ualaithe i scileanna Gaeilge a chur i bhfeidhm do cheapacháin ag leibhéal iontrála do phostanna riaracháin, córas a léireoidh an léibhéil líofachta Gaeilge atá riachtanach don phost. Lena chois sin, beidh Oifig na nAcmhainní Daonna ag baint úsáide as traenáil agus forbairt foirne mar mhodh chun infhaighteacht ar sheirbhísí trí Ghaeilge a mhéadú. Leasófar nósanna imeachta ionduchtúcháin na foirne chun treoir ar fheasacht teanga a chur san áireamh. Tabharfar cóip dár gCáipéis aontaithe Scéime d'fhostaithe úra sa dóigh go mbeidh siad eolach ar na gealltanais atá ann agus ar oibleagáidí na hInstitiúide faoi Acht na dTeangacha Oifigiúla. Cuirfear comhairle orthu fosta i ndáil leis na deiseanna atá ar fáil doibh chun a gcumas sa Ghaeilge a fheabhsú.

4.6 Forbairt agus Oiliúint na Foirne

Tá an tInstitiúid, tríd an Oifig Acmhainní Daonna, tiomanta i gcónaí le hoiliúint oiriúnach a chur ar fáil don fhoireann agus le tacú le forbairt na foirne. Rinneadh athbhreithniú cuimsitheach ar na mallaibh i measc na nball foirne maidir lena gcuid riachtanas traenála sa Ghaeilge. Baineadh úsáid as féin-rátáil chun leibhéil cumais na mball foirne a dheimhniú. Bainfear úsáid as an "Anailís ar Riachtanais Traenála" seo ar mhaithe le cúrsaí oiliúna straitéiseacha sa teanga a chur le chéile do bhall foirne na

4.5 Recruitment and Placement

It should be noted that the Institute is bound by regulations set out by the Minister for Education and Science governing selection procedures.

Over the course of this and subsequent Schemes, the Human Resource Office will, subject to the framework of agreed national recruitment procedures, ensure that an adequate number of staff in each area is competent in Irish. Henceforth, the Institute's recruitment policy will 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. Future vacancies in administrative areas will be filled having regard to the need for proficiency in Irish language in that particular post. The Human Resource Office proposes to introduce a weighting system for Irish language skills for entry-level administrative appointments which would reflect the requirement for proficiency in Irish. The Human Resource Office will also utilise staff training and development as a means of optimising the availability of services through Irish. Staff induction procedures will be amended to include a briefing on language awareness. All new recruits will be provided with a copy of our agreed Scheme Document in order that they are aware of the commitments contained therein and the Institute's obligations under the Official Languages Act. They will also be advised of development opportunities to improve their competence in Irish.

4.6 Training and Staff Development

The Institute, via the Human Resources Office, has an ongoing commitment to providing appropriate training for staff and to supporting staff development. A comprehensive review of staff training requirements in the Irish language was conducted recently. Staff competency levels were determined by means of self-rating. The results of this "Training Needs Analysis" will be used to formulate strategic Irish language training courses for all staff across the Institute from the commencement of the Scheme. The Institute will make training available to staff during the working day in order to build institutional capacity for conducting basic interaction through the medium of Irish. The level of training offered to staff will reflect demand. Training for frontline staff in the Irish language

hInstitiúde go léir ó thús na Scéime ar aghaidh. Beidh an traenáil ar fáil le linn an lae oibre agus cuideoidh a leithéid sin acmhainneacht institiúideach a chruthú d'idirghníomhú agus do chumarsáid bhunúsach trí mheán na Gaeilge. Beidh an leibhéal traenála a chuirfear ar fáil don fhoireann in oiriúint don éileamh. Cuireadh tús le hoiliúint sa Ghaeilge d'fhoireann an líne tosaigh i mí Feabhra 2007 agus tá Oifig na nAcmhainní Daonna lándáiríre faoi leanúint ar aghaidh le traenáil in-tí do bhaill foirne, ag brath ar go leor uimhreacha sa rang.

Seo a leanas achoimriú ar na bearta a bheas in úsáid ag Oifig na nAcmhainní Daonna ar mhaithe le líofacht sa Ghaeilge a fheabhsú i measc na foirne:

- Lorgófar daoine ar fud na hInstitiúide atá toilteanach seirbhísí a chur ar fáil go deonach trí mheán na Gaeilge
- Lena gcead i scríbhinn, ainmneofar na daoine sin ar shuíomh gréasáin na hInstitiúide agus cuirfear a seoltaí ríomhphoist ar fáil don phobal chun cuidiú le custaiméirí atá i bhfách lena ngnó a dhéanamh i nGaeilge
- Tabharfar liosta de na hainmneacha seo do na baill foirne tosaigh go léir do chuspóirí atreoraithe
- Cuirfear "gluais de théarmaí coitianta" ar fáil do na baill foirne tosaigh go léir chun cuidiú leo déileáil níos éifeachtaí le fiosrúcháin i nGaeilge
- Cuirfear áiseanna agus acmhainní féinfhoghlama ar fáil don fhoireann, leithéidí foclóirí, DVDanna, dlúthdhioscaí &rl. a bheas coinnithe go lárnach sa leabharlann
- Déanfar forbairt agus dearadh ar thuilleadh cúrsaí in-tí ag leibhéil dhifriúla sa Ghaeilge don fhoireann, ag brath ar dhóthain éilimh agus acmhainní
- Éascófar freastal na mball foirne ar chúrsaí in-tí
- Meabhrófar ar sholáthar de chúrsaí in-tí i gcomhar le gníomhaireachtaí agus comhlachtaí poiblí eile sa cheantar
- Pléifear roghanna pearsanta oiliúna le ball foirne a bhfuil suim acu ina leithéid agus cuirfear comhairle ar fáil i ndáil le deiseanna forbartha i bhfeabhsú a gcumas sa Ghaeilge
- Tabharfar treoir faoin réimse ranganna Gaeilge atá ar fáil taobh amuigh d'uaireanta oifige, ar an champas agus ar shiúl ón champas araon
- Ag brath ar acmhainní, tairgeofar cúnamh airgeadais do bhaill foirne gur mian leo freastal ar chúrsaí Gaeilge seachtracha

began in February 2007 and the Human Resources Office is committed to continuing strategic in-house training for staff on an ongoing basis, subject to viability of class numbers.

In summary, the Human Resources Office will employ the following measures to improve Irish language competency among staff:

- will seek volunteers across the Institute who are prepared to provide services through the medium of Irish
- with their written consent, will identify these volunteers on the Institute website and will make their email addresses available to the public in order to facilitate customers wishing to conduct their business through Irish
- will provide all frontline staff with a list of these names for referral purposes
- will provide all frontline staff with a "glossary of frequently used terms" to enable them to deal with Irish language enquiries more effectively
- will provide staff with self-learning aids and resources such as dictionaries, dvd's, cd's etc which will be held centrally in the library
- will develop and design additional in-house Irish courses for staff at different levels, subject to sufficient demand and resources
- will facilitate staff attendance at in-house courses
- will consider establishing in-house courses in collaboration with other agencies and public bodies in the locality
- will discuss training preferences with interested staff and offer advice regarding development opportunities to improve competency in Irish
- will offer advice on the range of Irish language classes available outside office hours, both on and off campus
- will offer financial assistance to staff wishing to undertake external Irish language training courses, subject to available resources
- will include language awareness as part of its induction for new staff to ensure that they understand obligations under the Official Languages Act
- will investigate the possibility of providing accreditation, where possible, for courses undertaken by staff members
- will offer incentives for staff to improve their Irish - for example, consideration is being given to the introduction of a scheme whereby

- Beidh feasacht teanga mar chuid den ionduchtúchán do bhaill foirne úra sa dóigh go dtuigfidh siad a ndualgais faoi Acht na dTeangacha Oifigiúla
- Fiosrófar an mbeadh sé indéanta creidiúnú a chur ar fáil, nuair is féidir é, do chúrsaí ar a bhfreastalaíonn ball foirne
- Cuirfear dreasachtaí ar fáil do bhaill foirne ar mhaithe lena gcuid Gaeilge a bhisiú – mar shampla, táthar ag machnamh ar thabhairt isteach scéime trína bhféadfaí "scoláireachtaí", chun freastal ar chúrsaí chónaithe oiliúna sa Ghaeltacht áitiúil, a bhronnadh ar bhaill foirne a léiríonn dáiríreacht i dtaca lena gcumas sa Ghaeilge a fheabhsú (trí chúrsaí agus eile a dhéanamh).

4.7 Polasaí i leith Cruinnithe Poiblí/Cuairteanna Scoile

Ní thionólann an Institiúid cruinnithe poiblí laistigh den Ghaeltacht agus, san am i láthair, reáchtáiltear a cuid cruinnithe poiblí go léir trí mheán an Bhéarla. Ach, áit ar bith gurb fhéidir é, déanfaidh an Institiúid a dícheall sprioc-chruinnithe sa Ghaeltacht, nó i nGaelscoileanna lasmuigh den Ghaeltacht, a reáchtáil trí mheán na Gaeilge (ag brath ar infhaighteacht phearsanra leis na scileanna cuí). Lena chois sin, tá an tInstitiúid tiomanta lena chinntiú go mbainfear úsáid as an Ghaeilge in aithisc tosaigh ag ócáidí san Institiúid m.sh. searmanais bhronnta céime.

Tabharfar an aitheasc tosaigh do chuairteanna scoile sa Ghaeltacht agus i nGaelscoileanna trí mheán na Gaeilge má éilítear a leithéid. De bharr nádúr theicniúil an chur i láthair a chuirtear ar fáil le linn cuairteanna scoile, leanfar ar aghaidh trí mheán an Bhéarla leo seo go fóill.

4.8 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.

4.9 Cur Chun Cinn na Gaeilge

Tá an tInstitiúid 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 Eolaíochta agus ar an tséala sin, níl ceapachán d'Oifigeach Gaeilge inmharthana i láthair na huaire. Mar sin féin, glacfaidh an duine teagmhála do Acht na dTeangacha Oifigiúla san LyIT an cúram uirthi féin do na gnóthaí seo sa ghearrthéarma.

staff who show a genuine commitment to improving their competency in Irish (through undertaking courses etc.) may be granted "scholarships" to attend residential training courses in the local Gaeltacht.

4.7 Public Meeting Policy/School Visits

The Institute does not hold public meetings in the Gaeltacht and conducts all of its public meetings in English at present. However, where possible, the Institute will endeavour to conduct any targeted meetings in the Gaeltacht, or in Gaelscoileanna outside the Gaeltacht through Irish (dependent upon the availability of suitably skilled personnel). The Institute is also committed to ensuring that Irish is used in opening addresses at Institute events e.g. conferral ceremonies.

The opening address for school visits to the Gaeltacht and to Gaelscoileanna will be given in Irish where requested. Due to the technical nature of the presentations provided during school visits, these will continue to be delivered through English for the time being.

4.8 Gaeltacht Placenames

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

4.9 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 Science and, as such, the appointment of a dedicated Irish Language Officer is not currently viable. However, the contact person for the Official Languages Act at LyIT will undertake to address these matters in the short term.

Faireachán agus Athbhreithniú

Coinneoidh Bord Feidhmiúcháin na hInstitiúide, ar a bhfuil an Stiúrthóir 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 an dul chun cinn a mheas ag céimeanna éagsúla agus déanfar é a thuairisciú sa Tuarascáil Bhliantúil.

Monitoring & Revision

The Executive Board of the Institute, of which the Director 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 functional areas (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 at various stages and recorded in the Annual Report.

Poiblíocht ar an Scéim Chomhaontaithe

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

- Preas Ráiteas
- Lainseáil Oifigiúil
- Fógraíocht ar na soláthairtí
- Dáileadh ar na gníomhaireachtaí agus comhlachtaí poiblí ábhartha
- Suíomh Gréasáin.

Déanfar cáipéis na Scéime a dháileadh le ríomhphost go hinmheánach ar bhaill foirne agus mic léinn na hInstitiúide go léir agus cuirfear cóip den Scéim chomhaontaithe ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

Acht na dTeangacha Oifigiúla 2003
Official Languages Act 2003

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
- Official Launch
- Advertising of provisions
- Circulation to appropriate agencies and public bodies
- Website.

The Scheme document will be circulated internally to all staff and students of the Institute via email and a copy of the agreed Scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

Acht na dTeangacha Oifigiúla 2003
Official Languages Act 2003

aguisín 1
appendix 1

AGUISÍN 1

Sceideal do Sholáthar Bróisiúr, Foirmeacha Iarratais agus Bileoga Eolais go Dátheangach

FAOI DHEIREADH BLIAIN A HAON DEN SCÉIM

Leabharlann

- Foirm Orduithe Leabhar
- Foirm d'Iasachtaí Idirleabharlann

An Scoil Staidéir Ghnó

- Foirm Fhreastail Mac Léinn

FAOI DHEIREADH BLIAIN A DÓ DEN SCÉIM

Oifig na Forbraíochta

- Réamheolaire d'Oideachas Aosach agus Oideachas Leantach – Eolas Ginearálta sa dá theanga oifigiúil agus sonraí cúrsaí sa teanga ina mbeifear a dteagasc.

FAOI DHEIREADH BLIAIN A TRÍ DEN SCÉIM

Clárlann

- Na sonraí a lorgaítear go coitianta – ar fáil ar an suíomh gréasán úr i dtús báire
- Foirm do Shonraí Bainc
- Foirm Iarratais ar Iontráil Dhíreach

Leabharlann

- Eolaire Leabharlainne

Seirbhísí Ríomhaire

- Foirm Fhiosrúcháin Iarratais ar Idirghabháil an Deisce Cabhraigh

Oifig na nEastát

- Foirm Áirithinte Seomra

Oifig an Rúnaí/an Rialtóir Airgeadais

- Foirm um Dhearbhú Leasa
- Foirm um Eitic in Oifig Phoiblí

An Oifig Airgeadais

- Foirmeacha d'Éileamh Costais agus Párolla

Oifig na nAcmhainní Daonna

- Foirmeacha Iarratais ar Phoist – cóip crua go dtí go seolfar Ríomhearcú
- Sonraíocht Poist – nuair atá an Ghaeilge mar phríomhghné den phost

Scoil Staidéir Ghnó

- Litríocht phoiblíochta úrnua ar bith a fhoilsítear sa Scoil

Scoil na hEolaíochta

- Foirmeacha Iarratais do Chlár Tacaíochta TF
- Litríocht phoiblíochta úrnua ar bith a fhoilsítear sa Scoil

Scoil na hInnealtóireachta

- Litríocht phoiblíochta úrnua ar bith a fhoilsítear sa Scoil

Scoil an Choláiste Turasóireachta, Na Cealla Beaga

- Litríocht phoiblíochta úrnua ar bith a fhoilsítear sa Choláiste Turasóireachta

Seirbhísí Mac Léinn

- Foirm Iarratais ar Scoláireacht Spóirt
- Foirm um Sheirbhísí Lóistín Mac Léinn
- Foirm Iarratais ar Fhóirdheontas Naíolainne
- Foirm um Thuarascáil Dul Chun Cinn Club
- Foirm Iarratais ar Mhaoiniú do Chlubanna agus Cumainn

Oifig Gairmeacha

- Ceistneoir Suirbhé ar Seimineár Grúpa Gairmeacha an LyIT
- Foirm d'Aiseolas ó Agallaimh Gairmeacha an LyIT
- Foirm Folúntais
- Foirm do Shuirbhé ar Cheann Scríbe Céimithe
- Paimfléad ar 'Ag Deileáil le hAgallaimh'
- Paimfléad ar Curriculum Vitae

An Dánlann, Ionad Ilchuspóra

- Bróisiúr an Ionaid Spóirt
- Foirm Áirithinte d'Úsáideoirí Eachtracha
- Foirm Áirithinte do na Mic Léinn/don Fhoireann
- Foirm do Choinníollacha Úsáidte Áiseanna
- Bileog Eolais agus Foirm Áirithinte do Chóisir Lá Breithe
- Foirm do Scagthástáil agus Toiliú Eolasach

APPENDIX 1

Schedule for the Provision of Bilingual Brochures, Application Forms and Information leaflets

BY THE END OF YEAR ONE OF SCHEME

Library

- Book Order Form
- Inter-Library Loan Form

School of Business Studies

- Student Attendance Form

BY THE END OF YEAR TWO OF SCHEME

Development Office

- Adult and Continuing Education Prospectus – General Information Sections in both official languages and course details in the language of delivery.

BY THE END OF YEAR THREE OF SCHEME

Registry

- All commonly requested data - Available on new website initially
- Bank Details Form
- Direct Entry Application Form

Library

- Library Guide

Computer Services

- Helpdesk Intervention Request Query Form

Estates Office

- Room Bookings Form

Secretary/Financial Controller's Office

- Declaration of Interest Form
- Ethics in Public Office Form

Finance Office

- Expenses and Payroll Claim Forms

Human Resources Office

- Job Application Forms - Hard copy format until e-Recruitment is launched
- Job Descriptions - Where Irish is a core element of the post

School of Business Studies

- Any new promotional literature published within the School

School of Science

- I.T. Support Programme Application Forms
- Any new promotional literature published within the School

School of Engineering

- Any new promotional literature published within the School

School of Tourism College, Killybegs

- Any new promotional literature published by TCK

Student Services

- Sports Scholarship Application Form
- Student Accommodation Services Form
- Crèche Subsidy Application Form
- Club Progress Report Form
- Clubs and Societies Request for Funding Form

Careers Office

- LyIT Careers Group Seminar Survey Questionnaire
- LyIT Careers Interview Feedback Form
- Vacancy Form
- Graduate Destination Survey Form
- Coping with Interviews Pamphlet
- Curriculum Vitae Pamphlet

Multi-Purpose Centre

- Sports Centre Brochure
- External Users Booking Form
- Student/Staff Booking Form
- Conditions of Use of Facilities Form
- Birthday Party Leaflet and Booking Form
- Screening and Informed Consent Form