

SCÉIM INSTITIÚID TEICNEOLAÍOCHTA LEITIR CEANAINN 2012 – 2015

**Faoi alt 11 d’Acht na
dTeangacha Oifigiúla, 2003**

LETTERKENNY INSTITUTE OF TECHNOLOGY SCHEME 2012 – 2015

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LEAGAN GAEILGE
IRISH LANGUAGE VERSION

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CAIBIDIL 1

RÉAMHRÁ AGUS CÚLRA



RÉAMHRÁ

Is í seo an dara scéim d'Institiúid Teicneolaíochta Leitir Ceanainn faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003. Chruthaigh ár gcéad scéim go maith i dtaca leis an Acht a dhaingniú inár n-oibriúcháin laethúla san LYIT.

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

Tá sé seo a leanas ráite ag an Institiúid inár bPlean Straitéiseach reatha, 2007-13, i ndáil leis an ghá atá ann é seo a leanas a dhéanamh:

“Tacú le hoidhreacht shaibhir an réigiúin agus í a chur chun cinn agus, go háirithe, an Ghaeilge a fhorbairt, cur i bhfeidhm Acht na dTeangacha Oifigiúla 2003 san áireamh.”

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

Paul Hannigan
Uachtarán

RÉAMHRÁ AGUS CÚLRA

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

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

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

Rinne an Institiúid an chéad scéim teanga a chur i ngníomh thar thréimhse trí bliana ón 26 Meán Fómhair 2007 ar aghaidh. Tógann an scéim seo ar chéad scéim na hInstitiúide agus ar an ghnás agus an cleachtas atá i bhfeidhm san Institiúid, chomh maith leis na prionsabail do Sheirbhís Ardchaighdeáin do Chustaiméirí.

1.1 ULLMHÚ NA SCÉIME

Cuireann *Alt 12* den Acht foráil ar fáil don Aire Ealaíon, Oidhreacht agus Gaeltachta treoirlínte a ullmhú agus a eisiúint chuig comhlachtaí poiblí chun cuidiú leo Dréachtscéimeanna a ullmhú. Cuireadh an Scéim seo le chéile le haird chuí ar na treoirlínte sin, a foilsíodh sa bhliain 2004, agus i ndiaidh próiseas comhairliúcháin cuimsitheach le mic léinn, leis an fhoireann agus le hionadaithe leasmhara ón taobh amuigh. Foilsíodh fógra poiblí faoi *Alt 13* den Acht i mí Aibreáin 2010, ag lorg moltaí i ndáil le hullmhúchán na dara dréachtscéime don LYIT. Tá an Scéim curtha ar an eolas de thairbhe na moltaí go léir a fuarthas maraoon le tuairimí agus barúlacha ó na páirtithe leasmhara go léir. Cuireann an Institiúid a buíochas in iúl do gach duine a raibh baint acu leis an phróiseas seo as ucht a gcuid ama agus a n-iarrachta.

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

1.2 CLÁR ÁBHAIR NA SCÉIME TEANGA

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

Tugadh gealltanais leitheadacha i gcéad scéim na hInstitiúide ar mhaithe leis an leibhéal seirbhíse trí mheán na Gaeilge a fheabhsú, ina measc:

- SUÍOMH GRÉASÁIN: Íomhá Ghaelach a chruthú do shuíomh gréasáin an LYIT.
- SEIRBHÍSÍ CUNTAIR: Fáil ar sheirbhís dhátheangach duine le duine in áiteanna faoi leith – Oifig na nGairmeacha Beatha, Oifig na Seirbhísí Seachtracha agus sa Leabharlann (ag amanna faoi leith).

Rinneadh seachadadh ar iomlán na ngealltanais a bhí sonraithe sa chéad scéim agus rinneadh dul chun cinn suntasach dá bharr. Feabhsaíodh seirbhísí dátheangach ar fud na hInstitiúide go léir. Mar sin féin, aithníonn an tInstitiúid an tábhacht leanúnach atá le leathnú agus feabhsú na seirbhísí dátheangach.

Dá bhrí sin, tá sé mar chuspóir ag an dara scéim seo leanúint de bheith ag comhlíonadh na ngealltanas sin agus leibhéal na seirbhíse a fheabhsú thar thréimhse na scéime (2012-2015).

1.3 DÁTA TOSAIGH NA SCÉIME

Tá an Scéim seo deimhnithe ag an Aire Ealaíon, Oidhreachta agus Gaeltachta. Cuirfear tús leis an Scéim ar an 20 Meitheamh 2012. 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.

1.4 FORBHREATHNÚ AR INSTITIÚID TEICNEOLAÍOCHTA LEITIR CEANAINN

1.4.1 Proifíl na hInstitiúide

Is institiúid oideachais tríú leibhéal an-rathúil í Institiúid Teicneolaíochta Leitir Ceanainn (LYIT) atá lonnaithe ar dhá champas, i Leitir Ceanainn agus sna Cealla Beaga, Contae Dhún na nGall. Tá sí ag cur cúrsaí ardoideachais ar fáil i nDún na nGall ón bhliain 1971. Sa bhliain 1998, ainmníodh í mar Institiúid Teicneolaíochta agus san am i láthair tá tuairim is 3000 mac léinn lánaimseartha cláraithe ar chúrsaí Ardteastais, Céime agus Máistreacht. Tá réimse leathan cúrsaí a thairiscint ag LYIT i roinnt de na príomhdhisciplíní, ar a n-áirítear gnó, innealtóireacht, eolaíocht, altranas, ríomhaireacht, dearadh agus meáin chruithaitheacha, turasóireacht, fáilteachas agus ealaíona cócaireachta. I mí Feabhra na bliana 2007, rinneadh Coláiste Turasóireachta na gCealla Beaga a imeascadh san LYIT mar Scoil iomlán de chuid na hInstitiúide. Tá údarás tarmligthe chuig an LYIT ó Chomhairle na gCáiliúcháin Ardoideachais agus Oiliúna (HETAC) ag tabhairt cead di a cuid dámhachtainí féin a bhronnadh ag Leibhéal 6–9 (i.e. ó leibhéal Ardteastais go Céim Mháistir a mhúintear).

Tá chóir a bheith 360 ball foirne fostaithe ag an Institiúid san am i láthair agus tá forbairt déanta ar réimse iomlán de sheirbhísí riaracháin, ina measc Ionad Faisnéise Acmhainní, Seirbhísí Mac Léinn, Seirbhísí Faisnéise Teicneolaíochta, Acmhainní Daonna, Eastáit, Forbraíocht agus Airgeadas. Tá Institiúid Teicneolaíochta Leitir Ceanainn ag leanúint de bheith ag cur a cuid cúrsaí in oiriúint do riachtanais an réigiúin agus leanfaidh sí ar aghaidh lena ról tábhachtach san aistriú ó dhéantúsaíocht traidisiúnta go dtí gnólachtaí eolasbhunaithe. Tá an Institiúid tiomanta le tacaíocht leanúnach a thabhairt do nuáil, fiontraíocht, taighde, comhairleoireacht agus forbairt réigiúnach.

1.4.2 Féiniúlacht Institiúid Teicneolaíochta Leitir Ceanainn

Misean

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 uailmhianach forchéimnithe a dhéanann seachadadh ar shúilíochtaí dhaonra fuinniúil na hInstitiúide agus a páirtithe leasmhara seachtracha.

Fís

- A bheith ina hInstitiúid ardoideachais den chéad rogha do speictream leathan foghlaimoirí 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 gcompháirtíocht le páirtithe leasmhara, a bhuíochas do dhianshaothrú a dhéanamh ar thaighde, nuáil agus fiontar.

Luachanna

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

- Clár oibre forbraíochta fuinniúil a leanúint chun go dtiocfaidh fás leanúnach ar líon na bhfoghlaimoirí, feabhas ar líon na glár agus méadú ar acmhainn na hInstitiúide.
- Feabhsú a dhéanamh ar chaighdeán na glár agus na ndeiseanna a ofráil an Institiúid do fhoghlaimoirí.
- 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 foghlaimoirí.
- 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 Institiúid ag idirghníomhú le hinstitiúidí oideachais eile, le gníomhaireachtaí agus leis an phobal i gcoitinne. Is iad seo a leanas na cliaint agus na custaiméirí príomha:

- Mic Léinn agus a dteaghlaigh
- Fostaithe na hInstitiúide
- An Bord Bainistíochta
- An Chomhairle Acadúil
- An tÚdarás um Ard-Oideachas
- An Roinn Oideachais agus Scileanna
- Ranna Rialtais agus Cleamhnaithe
- 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
- Sodexo 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 sin chuig ár geuid custaiméirí, cloífar leis na gealltanais sin ní miste cibé chuirtear na seirbhísí sin ar fáil trí mheán na Gaeilge nó trí mheán an Bhéarla.

1.4.4 Réimsí Feidhmiúcháin na hInstitiúide

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

CAIBIDIL 2

GEALLTANNAIS I nDÁIL LE
SOLÁTHAR SEIRBHÍSE I
nGAEILGE



GEALLTANAIS I NDÁIL LE SOLÁTHAR SEIRBHÍSE I NGAEILGE

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

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

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

GEALLTANAIS ÚRNUA AGUS LEANÚNACHA

2.1 SOLÁTHAR EOLAIS DON PHOBAL

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

- Bróisiúir, foirmeacha iarratais agus bileoga eolais (mar atá sonraithe in Aguisín 1)
- Foilseacháin (Féach 2.5 & 2.6)
- Preas Ráitis - leanfar ar aghaidh agus cuirfear iad seo ar fáil go dátheangach, nó i nGaeilge amháin más cuí sin. Beidh leaganacha dátheangacha foilsithe ar shuíomh Gréasáin LYIT.
- Suíomh Gréasáin (Féach 2.8)

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

2.2 TAIRISCINT GHNÍOMHACH AR SHEIRBHÍS

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

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

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

2.3 POINTE AN CHÉAD TEAGMHÁLA

Is iad na fáilteoirí/teileafónaithe lasc-chláir na chéad phointí teagmhála don phobal. Dá bhrí sin, beidh sé mar pholasáí 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:

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

Cuirfear beannachtaí dátheangach uathoibríthe teileafóin ar fáil ag iomlán na Deasca Cabhracha do Sheirbhísí Ríomhairí le linn tréimhse na scéime seo.

2.4 SEIRBHÍSÍ DÁT HEANGACH DUINE LE DUINE

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

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

Lena chois sin, agus ó thús na scéime seo, beidh an príomhoifig san Aonad Tacaíochta Foghlama (ar a dtugtaí Oifig ACCESS roimhe seo) agus an oifig riaracháin i Scoil na hInnealtóireachta, beidh siad in ann déileáil le fiosrúcháin ghinearálta bhunúsacha i nGaeilge.

2.5 BRÓISIÚIR, FOIRMEACHA IARRATAIS AGUS BILEOGA EOLAIS

Beidh bróisiúir, foirmeacha iarratais agus bileoga eolais ar bith a bhaineann leo ar fáil go dátheangach de réir mar atá sonraithe in *Aguisín 1*. Beidh siad seo sa bhreis ar na cinn atá sonraithe cheana féin i gcéad scéim na hInstitiúide, agus leanfar ar aghaidh de bheith á gcur iadsan ar fáil go dátheangach. 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. Uair ar bith go gcuirfear na bróisiúir, foirmeacha iarratais agus bileoga seo ar fáil ar shuíomh gréasáin na hInstitiúide, beidh an leagan Gaeilge curtha ar fáil ag an am céanna leis an leagan Béarla.

Nuair a chuirtear foirmeacha iarratais agus bileoga eolais ar fáil mar leaganacha ar leith i nGaeilge agus i mBéarla, cinnteoidh an Institiúid go dtabharfar an suntasacht chéanna don dá leagan i ngach suíomh

poiblí agus go mbeidh an leagan Gaeilge chomh furasta a fháil leis an leagan Béarla. Cuirfear in iúl go honnghníomhach do chustaiméirí go bhfuil leagan faoi leith Gaeilge ar fáil trí ráiteas oiriúnach a bheith ar an leagan Béarla agus/nó trí mhodhanna eile a mheasann an Institiúid a bheith fóirsteanach. Maidir le bróisiúir atá dírithe ar an mhargadh idirnáisiúnta, beidh siadsan i mBéarla amháin.

Beidh sonraíochtaí poist á n-ullmhú i gcónaí i nGaeilge do chásanna ina bhfuil Gaeilge ina bunriachtanas don phost (macasamhail léachtóirí i nGaeilge). Maidir le sonraíochtaí cineálacha poist, an uair a bhíonn an téacs mar an gcéanna ó bhliain go bliain, cuirfear iad sin ar fáil i nGaeilge thar thréimhse na scéime seo. Leanfar de bheith ag cur sonraíochtaí do phostanna eile, i gcásanna ina n-athraíonn an téacs go minic, ar fáil i mBéarla amháin go fóill.

2.6 FOILSEACHÁIN EILE NA HINSTITIÚIDE

Tá an Institiúid tiomanta lena cuid cáipéisí faisnéise inmheánacha agus a cuid foilseacháin inmheánacha a fhoilsiú go dátheangach. Rinneadh athbhreithniú ar fhéiniúlacht chorparáideach sa bhliain 2008 d'fhonn caighdeánú a dhéanamh ar chaipéisí na hInstitiúidí. Ón uair a tharla sé sin, tá an Institiúid ag cur leaganacha téacs i nGaeilge agus i mBéarla ar fáil i gcaipéisí úrnua ar bith. Le dornán blianta anuas, chuaigh bileoga a bhain le cláracha staidéir ar leith as feidhm den chuid is mó. Is iad na haon eisceachtaí air seo ná na Bróisiúir d'Oideachas Feidhmeannais sa Scoil Ghnó agus dhá bhileog do Thacaíocht TF sa Scoil Eolaíochta, atáthar a ullmhú san am i láthair go dátheangach don chéad iontráil eile i ngach cúrsa. Déanfar tuarascálacha comhairliúcháin agus doiciméidí teicniúla speisialaithe a fhoilsiú sa teanga inar cuireadh i láthair iad a chéaduair.

Le blianta beaga anuas, táthar i bhfabhar Réamheolaire na hInstitiúide a bheith ar fáil ar an suíomh gréasáin. Tá an t-eolas cineálach go léir ó mhíreanna tosaigh an Réamheolaire ar fáil anois go dátheangach ar shuíomh gréasáin na hInstitiúide. Tugtar sonraí na gcúrsaí sa teanga ina ndéantar an cúrsa a sheachadadh. Lena chois sin, is doiciméad bunaithe ar an ghréasán atá i bhformhór an Réamheolaire d'Oideachas Aosach agus Oideachas Leantach agus tá na míreanna a bhaineann le heolas ginearálta ar fáil go dátheangach ar shuíomh gréasáin úrnua na hInstitiúide. Arís, tugtar sonraí na gcúrsaí sa teanga ina ndéantar an cúrsa a sheachadadh.

Comhlánfar i dtólamh an méid téacs i nGaeilge atá i Lámhleabhar na Mac Léinn le linn na scéime seo, ar aon dul leis na moltaí a sonraíodh sa chéad scéim. Bíonn alt i nGaeilge anois i ngach eagrán de Nuachtlitir na Leabharlainne agus déanfar na míreanna ar an Chomhairle Acadúil, Buanorduithe agus Polasaí atá sa Lámhleabhar um Dhearbhu Cáilíochta a fhoilsiú go dátheangach ar an suíomh gréasáin roimh dheireadh na scéime reatha.

Déanfar mír na gceisteanna coitianta sa doiciméad 'Eolas d'Fhoghlaiméirí agus Riachtanais Cúrsa', a thugtar do mhic léinn gach bliain mar pháirt dá n-ionduchtú sa Scoil Ghnó, déanfar í sin a eisiúint go dátheangach roimh dheireadh na scéime.

Ó thús na dara scéime, beidh alt i nGaeilge ar thopaic a bhaineann le gairm bheatha sa Leabhrán Faisnéise Gairme a eisítear uair sa mhí.

2.7 CÓRAIS RÍOMHAIRÍ

Thar thréimhse na chéad scéime teanga, rinneadh ríomhairí na mbaill foirne go léir agus ríomhairí na mac léinn a chomhoiriúnú don Ghaeilge, i.e. cuireadh carachtair aibítreacha na Gaeilge ar fáil orthu. Lena chois sin, cuireadh *Gaelspell* (seiceálaí litrithe Gaeilge) isteach sa ghnáth-íomha do shaotharlanna agus ar ríomhairí na mball foirne (ar éileamh). I rith thréimhse na scéime seo, leanfaidh an Institiúid ar aghaidh ag cinntiú go bhfuil ríomhairí/ríomhairí glúine úrnua, maraon le cinn atá ann cheana féin, curtha in oiriúint do charachtair aibítreacha na Gaeilge agus leanfar ar aghaidh ag cur *Gaelspell* ar fáil ar ríomhairí sna

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

Beidh an Painéal Rialúcháin, atá suite ar gach uile ríomhaire deisce san Institiúid (ríomhairí na mball foirne agus na mac léinn) ar taispeáint go dátheangach faoi dheireadh na chéad bliana den scéim.

2.8 SUÍOMH GRÉASÁIN

Rinneadh athdhearadh iomlán agus athsheoladh ar shuíomh gréasáin na hInstitiúide sa bhliain 2009. Anois ar an suíomh, a bhí go hiomlán i mBéarla roimh seo, tá míreanna tosaigh agus leathanaigh ginearálta eolais sa dá theanga oifigiúil, chun na gealltanais a thug an tInstitiúid ina céad scéim a chomhlíonadh. I láthair na huaire, tá scáthansamhail de na leathanaigh ginearálta eolais i mBéarla ar fáil i nGaeilge fosta agus thig le húsáideoirí cliceáil ar a rogha teanga.

Faoi dheireadh na scéime reatha, beidh an mhír theagascóireachta ar Sheirbhísí Ríomhphost na Mac Léinn agus an mhír Airgeadais de shuíomh gréasáin na hInstitiúide ar fáil go dátheangach. Cinnteoidh an Institiúid go ndéanfar aon fhoilseachán, a eisítear i nGaeilge nó go dátheangach, a chur ar fáil ar leagan Gaeilge shuíomh gréasáin na hInstitiúide (bileoga eolais agus bróisiúir san áireamh) ag an am céanna leis an leagan Béarla.

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

2.9 SEIRBHÍSÍ IDIRGHNÍOMHACHA

Níl seirbhísí idirghníomhacha ar bith ag feidhmiú san Institiúid go fóill.

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

B'éigean an dáta do sheoladh na ríomhscaráil, a rabhthas ag súil leis i rith tréimhse na chéad scéime, a chur ar gcúl cionn is go raibh fadhbanna teicniúla ann nach raibh smacht ar bith ag an LYIT orthu. Mar sin féin, tá leaganacha Gaeilge d'fhoirmeacha iarratais ullmhaithe agus réidh le huaslódáil chomh luath is a dhéanfar tástáil ar an chóras agus go seolfar beo é. Ag an pointe sin, taispeánfar na hiarratais do phostanna i nGaeilge agus i mBéarla ar líne agus beidh iarrthóirí ábalta malartú a dhéanamh idir na leaganacha d'fhoirmeacha iarratais de réir mar is mian leo. Idir an dá linn, leanfaidh Oifig na nAcmhainní Daonna ar aghaidh ag dáileadh cruachóipeanna dhátheangach de na foirmeacha iarratais.

2.10 CLÁRACHA ACADÚLA

I rith tréimhse na chéad scéime, d'úsáid an Institiúid maoiniú breise a fuarthas ón Údarás um Ardoideachais ar mhaithe le forbairt a dhéanamh ar chlár nua trí mheán na Gaeilge, i gcomhar le NUIG (BA i Riarachán Gnó – *Cód Cúrsa: GY108*). Is é seo clár ceithre bliana, ag leibhéal 8, atá a chomhreachtáil ag an LYIT agus Ollscoil na hÉireann, Gaillimh. Déantar an clár a reáchtáil trí mheán na Gaeilge in Acadamh na hOllscolaíochta Gaeilge i nGaoth Dobhair, Contae Dhún na nGall. Nascann an comhoibriú seo saineolas LYIT agus NUIG araon agus cuireann sé ar fáil céim saincheaptha i riaracháin gnó i gceolár na Gaeltachta. Sa bhliain 2011, cuireadh deireadh leis an mhaoiniú faoi choinne mic léinn nua a thabhairt

isteach sa chlár seo. San am i láthair, tá mic léinn sna blianta 2, 3 agus 4. Críochnóidh na foghlaimoirí sna blianta sin an clár ónórach. I láthair na huairé, níl aon fhianaise ann go bhfuil go leor éilimh ar thuilleadh cúrsaí lánaimseartha trí mheán na Gaeilge a dheimhnóidh na hinfheistíochta a bheadh de dhíth. Déanfar é seo a iniúchadh gach uile bhliain, áfach, agus tabharfar cúrsaí úrnua isteach de réir éilimh agus faoi réir ag go leor maoiniúcháin.

Mar chuid dá cúram i ndáil le seirbhís a dhéanamh ar an Ghaeltacht, tá forbairt déanta ag an Scoil Ghnó ar cheithre mhodúl nua trí mheán na Gaeilge. San am i láthair, tá siad seo á dtairiscint mar mhodúil roghnacha i gclár céime lánaimseartha ag leibhéal 7 – *Bachelor of Arts in Administrative Management*. Cuireann na modúil seo deis ar fáil do mhic léinn lánaimseartha a gcumas sa Ghaeilge a fheabhsú faoi chreat modúlúcháin/seimeastraithe. Thar thréimhse na dara scéime, tá sé ar intinn ag an Scoil Ghnó modúil Ghaeilge a thairiscint, mar mhodúil roghnacha i seimeastair 1-4, do scoileanna/ranna eile na hInstitiúide, faoi réir ag infhaighteacht acmhainní. Fiosróidh an Scoil Turasóireachta agus Scoil na hEolaíochta an fhéidearthacht a bheadh ann an modúl roghnach Gaeilge a chur ar fáil i gcláracha faoi leith, faoi réir ag go leor éilimh agus acmhainní.

Mar pháirt dá Meastóireacht Thréimhsiúil Clár in 2011/12, tá athbhreithniú déanta ag an Scoil Ghnó ar gach clár d'fhonn Gaeilge a thairiscint ar roinnt clár. Sa Roinn DLí agus Daonnachtaí tá forbairt déanta ar dhá chlár nua le Gaeilge mar mhionábhar: LLB (Onór) le Gaeilge agus BA i Staidéir Ghnó le Gaeilge. Ón bhliain acadúil 2012/2013 ar aghaidh beidh an deis ag foghlaimoirí i mbliain 1 agus i mbliain 2 modúl roghnach i nGaeilge a ghlacadh sna cláracha seo a leanas: Ardteastas i Staidéir Spóirt, BSc i gCóitseáil agus Feidhmiúchán Spóirt, BA i nDearadh na Meán Digiteach, BA i mBeochan, BA i Riarachán & TF, BBus i mBainistíocht agus BBus i Margaíocht.

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

Labhraímis Gaeilge/Let's Speak Irish (1)

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

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

2.11 POLASAÍ I LEITH CRUINNITHE POIBLÍ/CUAI RTEANNA SCOILE

Ní thionólann an Institiúid cruinnithe poiblí laistigh den Ghaeltacht agus reáchtáiltear a cuid cruinnithe poiblí go léir trí mheán an Bhéarla. Mar sin féin, déanann an Institiúid a dícheall sprioc-chruinnithe sa Ghaeltacht/sna Gaelscoileanna, a reáchtáil trí mheán na Gaeilge. Tá sé ar intinn ag Oifigeach na nGairmeacha Beatha san LYIT cuairt a thabhairt ar mhic léinn atá ag déanamh an cúrsa *BA i Riarachán Gnó* in Acadamh na hOllscolaíochta Gaeilge, Gaoth Dobhair, uair sa bhliain ó fhómhar 2010 ar aghaidh ar mhaithe le labhairt fá dheiseanna gairmeacha beatha i réimse na Gaeilge. Beidh an chaint seo, dar teideal 'Deiseanna Fostaíochta', go hiomlán trí mheán na Gaeilge.

2.12 LOGAINMNEACHA NA GAELTACHTA

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

2.13 CoLAB

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

CAIBIDIL 3

AG FEABHSÚ
INNIÚLACHT NA
hINSTITIÚIDE SA
GHAELGE



AG FEABHSÚ INNIÚLACHT NA HINSTITIÚIDE SA GHAELIGE

3.1 EARCÚ AGUS CEAPACHÁN

Ba chóir a choinneáil i gcúimhne go bhfuil an Institiúid faoi chuing na rialachán atá leagtha síos ag an Aire Oideachais agus Scileanna maidir le nósanna imeachta earcaíochta, agus san am i láthair tá moratorium ar earcú, rud a chuireann cosc ar an Institiúid aon cheapacháin nua a dhéanamh.

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

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

Cé nár tharla aon ionduchtúchán foirmeálta foirne le blianta beaga anuas, tugtar paca ionduchtúcháin do bhaill foirne ar bith a cheaptar, paca ina bhfuil cóip dár gcaipéis chomhaontaithe scéime, maraon le cóip de bhróisiúr ina bhfuil ceisteanna agus freagraí a cuireadh le chéile go speisialta ar mhaithe lena chinntiú go bhfuil baill foirne ar an eolas fá oibleagáidí na hInstitiúide faoin reachtaíocht. Leanfar ar aghaidh de bheith ag cur comhairle ar bhaill foirne nua i ndáil leis na deiseanna atá ar fáil dóibh chun a gcumas sa Ghaeilge a fheabhsú.

3.2 TRAENÁIL AGUS FORBAIRT FOIRNE

Tá an Institiúid, tríd an Oifig Acmhainní Daonna, tiomanta i gcónaí le hoiliúint oiriúnach a chur ar fáil don fhoireann agus le tacú le forbairt na foirne. Chun cloí le riachtanais an Achta, leanfaidh Oifig na nAcmhainní Daonna ar aghaidh ag feabhsú cumas na Gaeilge i measc na foirne, trí úsáid a bhaint as na bearta atá sonraithe i mír 4.6 den chéad scéim, agus déanfar leathnú ar an réimse roghanna traenála do bhaill foirne i rith na dara scéime. Mar shampla, fiosróidh Oifig na nAcmhainní Daonna an fhéidearthacht a bheadh ann do reachtaíle imeachtaí teanga aon lae don fhoireann le linn na bliana m.sh. turais lae go dtí an cheantar áitiúil Gaeltachta d'fhonn a gcuid Gaeilge labhartha a bhisíú.

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

3.3 FEABHSÚ AR SHEIRBHÍSÍ TACAÍOCHTA

Ag leanúint ar aghaidh ó chéad scéim na hInstitiúide, tugtar tús áite i gcónaí d'fheabhsú na seirbhísí tacaíochta i nGaeilge. Cé go ndearna an Institiúid feabhsú go céim áirithe ar chumas na foirne sa Ghaeilge i rith an chéad scéim teanga, níl ach líon beag de na baill foirne féinmhuíneach go leor ina n-ábaltacht seirbhísí trí Ghaeilge a chur ar fáil. Leanfaidh an Institiúid ar aghaidh ag tabhairt seirbhísí, macsamhail aistriúcháin, amach ar conradh go fóill beag.

3.4 CUR CHUN CINN NA GAEILGE

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

Bhí an chéad 'Lá na Gaeilge' san Institiúid le linn Seachtain na Gaeilge sa bhliain 2009 agus eagraíodh arís é in 2010, 2011 agus 2012. Bhí gníomhaíochtaí le téamaí Gaeilge/Gaelacha ar siúl ar feadh lá iomlán, ina measc feasacht teanga, bolscaireacht ar chúrsaí Gaeilge, rincí Gaelacha, filíocht i nGaeilge, bia agus ceol Gaelach. Gríosáíodh baill foirne agus mic léinn araon le bheith rannpháirteach agus a gcúpla focal a úsáid. Tá rún ag an Institiúid cur le rathúlacht an tionscnaimh úrnua seo agus é a bheith ina imeacht bhliantúil.

Le linn tréimhse na dara scéime san LYIT, cuirfear clár fógraí, tiomnaithe don Ghaeilge, ar fáil sa champas i Leitir Ceanainn ar mhaithe le ball foirne agus mic léinn a choinneáil ar an eolas fá gach rud a bhaineann leis an Ghaeilge, ina n-áirítear acmhainní foghlama, na seirbhísí atá ar fáil i nGaeilge san LYIT, imeachtaí agus eolas i ndáil le cearta/oibleagáidí teanga faoi Acht na dTeangacha Oifigiúla. Beidh freagracht ar an teagmhálaí d'Acht na dTeangacha Oifigiúla do chlár na bhfógraí go dtí cibé am a d'fhéadfadh mic léinn na hInstitiúide Cumann Gaelach a bhunú.

3.5 GNÍOMHAÍOCHTAÍ EILE

- Ó thús na scéime seo, déanfar Réamhrá an Uachtaráin i nuachtlitir na foirne a phriontáil go dátheangach agus priontálfar go dátheangach fosta an féilire acadúil a fhoilsítear ar an suíomh gréasáin agus a eisítear do bhaill foirne agus do mhic léinn gach bliain. Ó thús na scéime seo chomh maith, eiseofar na cuirí chuig Aitheasc an Uachtaráin, le linn ionduchtúcháin na mac léinn gach bliain, le ríomhphost dátheangach.
- Gníomhóidh an leabharlann i gcónaí mar stór do na hacmhainní foghlama i nGaeilge do bhaill foirne agus do mhic léinn m.sh. leabhair, dlúthdhioscaí, DVDanna &rl. i nGaeilge. Tá an leabharlann tiomanta le hathbhreithniú agus nuashonrú a dhéanamh ar bhonn leanúnach ar na hacmhainní Gaeilge seo. Ó thús na dara scéime, beidh cóipeanna tagartha de nuachtáin Ghaeilge, m.sh. Foinse, Gaelscéal &rl., mar chuid de stoc na leabharlainne.
- Le linn na trí bliana amach romhainn, cruthóidh Oifig na nGairmeacha Beatha agus an Leabharlann córas foirmeálta monatóireachta ar mhaithe le cuntas a choinneáil ar an ráchairt don tseirbhís dhátheangach duine le duine a cuireadh ar fáil sna háiteanna sin i rith thréimhse na chéad scéime.
- Cinnteoidh Oifig na Seirbhísí TF go mbeidh an doiciméad fá Pholasaithe Oifigiúla TF na hInstitiúide (a ndéantar nuashonrú air gach bliain) dátheangach agus ar fáil go himmheánach (i bhformáid leictreonach) d'iomlán úsáideoirí ar líonra na hInstitiúide roimh dheireadh na scéime seo.
- Ó thús na dara scéime teanga, tabharfaidh Aontas na Mac Léinn cionroinnt agus/nó déanfaidh siad urraíocht ar dhuais faoi choinne ceann de na himeachtaí a d'fhéadfaí a chur ar siúl le linn Seachtain na Gaeilge.
- Amharcóidh Scoil na Turasoireachta ar chaighdeánú a dhéanamh ar an fhoirm iarratais do gach clár páirtaimseartha d'fhonn leagan dátheangach a ullmhú faoi dheireadh na scéime seo. Le linn tréimhse na scéime seo, ainmneoidh an Scoil ball foirne ar mhaithe le himeachtaí le téamaí Gaeilge/Gaelacha a eagrú do *Lá na Gaeilge* gach bliain, agus a bheas ar aon dul le himeachtaí ar champas Leitir Ceanainn chun Seachtain na Gaeilge a chomóradh.

- Nuair a thioctas críoch leis an scéim seo, beidh Oifig na nEastát, Aontas na Mac Léinn agus na baill foirne riaracháin sa Scoil Eolaíochta agus sa Scoil Turasóireachta ag úsáid síniú ríomhoist dhátheangach do chumarsáid leictreonach mar a ngnáthchóras.
- Beidh an aitheasc oscailte d'ionduchtúchán mac léinn i Roinn na hInnealtóireachta agus Tógála dátheangach ó seo amach.



CAIBIDIL 4

FAIREACHÁN AGUS
ATHBHREITHNIÚ



FAIREACHÁN AGUS ATHBHREITHNIÚ

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

Le linn tréimhse na scéime seo, déanfar córas foirmeálta a fhorbairt ar fud na hInstitiúide chun monatóireacht a dhéanamh ar éilimh ar sheirbhísí trí mheán na Gaeilge. D'fhéadfadh a leithéid sin a bheith ina bhunachar sonraí lárnach trína bhféadfadh baill na Comhairle Feidhmiúcháin éilimh ar sheirbhísí trí mheán na Gaeilge a logáil isteach de réir mar a tharlaíonn siad ina réimsí faoi seach.



CAIBIDIL 5

POIBLÍOCHT AR AN
SCÉIM
CHOMHAONTAITHE



POIBLÍOCHT AR AN SCÉIM CHOMHAONTAITHE

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

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

Lena chois sin, déanfar na bearta atá sonraithe i gCaibidil 2, Mír 2.2 a chur i ngníomh (*Tairiscint Ghníomhach ar Sheirbhís*).

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

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

AGUISÍN 1

Sceideal do Sholáthar Doiciméad Dátheangach, ina measc Bróisiúr, Foirmeacha Iarratais agus Bileoga Eolais

Tá siad seo sa bhreis ar na doiciméid a cuireadh ar fáil faoin chéad scéim agus a bheidh ar fáil i gcónaí.

FAOI DHEIREADH BLIAIN A HAON DEN SCÉIM

Oifig an Uachtaráin

An Féilire Acadúil

Cuirí chuig Aitheasc Bliantúil an Uachtaráin le linn ionduchtúchán na mac léinn (le ríomhphost)

Réamhrá an Uachtaráin i Nuachtlitir na Foirne

FAOI DHEIREADH BLIAIN A TRÍ DEN SCÉIM

An Clárlann

Foirm Iarratais ar Athsheiceáil- Athbhreithniú

Clúidghloiní do Scripteanna Scrúduithe

Treoracha d'Iarrthóirí Scrúduithe

Litir fá Scrúduithe an tSamhraidh (eisithe trí huair sa bhliain i mí Eanáir, i mí na Bealtaine agus san Fhómhár)

Míreanna tosaigh agus deiridh díobh seo a leanas:

- Foirm d'Iompar Ábhar*
- Foirm d'Athfhreastail*
- Foirm Chlárúcháin do ACCS*

Oifig ACCESS

Plean Oideachais Aonair

Seirbhísí TF

Doiciméad na hInstitiúide ar Pholasaithe TF

Oifig an Rúnaí/Rialtóra Airgeadais

Litir chaighdeánach ag gairm baill an Bhoird Rialaithe chuig cruinnithe

Oifig Airgeadais

Foirm do Sholáthraí Nua

Foirm Iarratais ar Luachan

Oifig na nAcmhainní Daonna

Sonraíocht Cineálach Poist (nuair nach n-athraíonn an téacs ó bhliain go bliain)

An Scoil Turasóireachta

Foirm Iarratais do gach clár páirtaimseartha

An Scoil Staidéir Ghnó

Mír na gCeisteanna Coitianta den Doiciméad Faisnéise ar Riachtanais Cúrsa d'Foghlaimoirí

Aontas na Mac Léinn

Ceistneoir d'Oibrithe Deonacha

An Dánlann, Ionad Ilchuspóra

Doiciméad fá Fhógra ar Threoracha Dóiteáin

LEAGAN BÉARLA
ENGLISH LANGUAGE VERSION

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CHAPTER 1

INTRODUCTION AND BACKGROUND



FOREWORD

This is Letterkenny Institute of Technology's second scheme under Section 11 of the Official Languages Act 2003. Our first scheme served the purpose of embedding the Act as part of our day to day operations at LYIT.

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

In our current Strategic Plan 2007-13, the Institute has articulated the need to:

“Promote and support the rich heritage of the region and particularly the development of the Irish language, including the implementation of Acht na dTeangacha Oifigiúla 2003.”

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

Paul Hannigan
Uachtarán

INTRODUCTION AND BACKGROUND

This is the second Irish language scheme prepared by Letterkenny Institute of Technology in accordance with *Section 15* of the Official Languages Act, 2003 (hereinafter referred to as “the Act”). *Section 11* of the Act provides for the preparation by public bodies of a statutory scheme detailing the services they will provide:

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

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

The Institute’s first language scheme was implemented over a three year period from 26 September 2007. This scheme builds on the Institute’s first scheme and on the custom and practice that has been operative within the Institute, as well as the principles of Quality Customer Service.

1.1 PREPARATION OF THE SCHEME

Section 12 of the Act provides for the preparation of guidelines by the Minister for Arts, Heritage and the Gaeltacht, and their issue to public bodies to assist in the preparation of draft schemes. This scheme has been drawn up having regard to these guidelines, which were published in 2004, and following a comprehensive process of consultation with students, staff and representative external stakeholders. A public notice was published under *Section 13* of the Act in April 2010, inviting representations in relation to the preparation of LYIT’s second draft scheme. This scheme has been informed by all submissions received and by the views and suggestions put forward by all stakeholders. The Institute appreciates the time and effort put in by all concerned in this process.

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

1.2 THE CONTENT OF THE LANGUAGE SCHEME

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

Extensive commitments were made in the Institute’s first scheme to improve the level of service in Irish. These commitments included:

- **WEBSITE:** The creation of an Irish image for the LYIT website.
- **COUNTER SERVICES:** The provision of a bilingual one-to-one service in specific areas - the Careers Office, the External Services Office and the Library (at specified times).

All commitments contained within the first scheme have been delivered and have resulted in a significant amount of progress being made. Bilingual services across the Institute as a whole have been enhanced. However, the Institute recognises the importance of the continued expansion and enhancement of bilingual services.

Accordingly, the objective of this second scheme is to continue to deliver on these commitments and to enhance the level of service over the period of the scheme (2012-2015).

1.3 COMMENCEMENT DATE OF SCHEME

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht and will commence with effect from 20 June 2012. It shall remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to *Section 15* of the Act, whichever is the earlier.

1.4 OVERVIEW OF LETTERKENNY INSTITUTE OF TECHNOLOGY

1.4.1 Profile of the Institute

Letterkenny Institute of Technology (LYIT) is a thriving third level education institution located on two campuses in Letterkenny and Killybegs, County Donegal. It has been providing higher education in County Donegal since 1971. In 1998 it was designated as an Institute of Technology and currently has approximately 3,000 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 integrated into LYIT as a fully-fledged School of the Institute in February 2007. LYIT has delegated authority from the Higher Education & Training Awards Council (HETAC) to make its own awards at Levels 6–9 (i.e. from Higher Certificate to Taught Masters Degree Level).

The Institute currently employs almost 360 staff and has developed a full range of administrative services including an Information Resource Centre, Student Services, IT Services, Human Resources, Estates, Development and Finance. LYIT continues to evolve its course offering to meet the needs of the region and it will continue to play an important role in the transition of the local economy from traditional manufacturing to knowledge-based businesses. The Institute has an ongoing commitment to supporting innovation, entrepreneurship, research, consultancy and regional development.

1.4.2 The LYIT Identity

Mission

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.

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

- Students and their families
- Employees of the Institute
- Governing Body
- Academic Council
- HEA – Higher Education Authority
- The Department of Education and Skills
- Government Departments and Affiliates
- HETAC
- Suppliers
- The local community
- Other Institutes of Technology
- Other Higher Education Institutions
- Primary & Secondary Schools
- Employee Representative Organisations - Trade Unions
- IBEC
- Professional Bodies
- Vocational Education Committees
- Local Authorities
- FÁS
- Fáilte Ireland
- Sodexo Ireland Limited
- Údarás na Gaeltachta
- IDA
- Enterprise Ireland
- Donegal County Enterprise Board
- Letterkenny Chamber of Commerce and Industry
- Sporting Organisations

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

1.4.4 Functional areas of the Institute

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

CHAPTER 2

COMMITMENTS TO SERVICE DELIVERY IN IRISH



COMMITMENTS TO SERVICE DELIVERY IN IRISH

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

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

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

NEW AND ONGOING COMMITMENTS

2.1 PROVISION OF INFORMATION TO THE PUBLIC

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

- Brochures, application forms and information leaflets (as outlined in Appendix 1)
- Publications (See 2.5 & 2.6)
- Press releases – these will continue to be made available bilingually, or in Irish only where appropriate. Bilingual versions will be published on the LYIT website.
- Website (See 2.8)

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

2.2 AN ACTIVE OFFER OF SERVICE

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

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

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

2.3 POINT OF FIRST CONTACT

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

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

An automated bilingual telephone greeting will be introduced at all Computer Services Helpdesks during the course of this scheme.

2.4 BILINGUAL ONE-TO-ONE SERVICES

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

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

Furthermore, from the commencement of this scheme, the main office of the Learning Support Unit (formerly known as The Access Office) and the administrative office of the School of Engineering will be in a position to deal with basic, general enquiries in Irish.

2.5 BROCHURES, APPLICATION FORMS AND INFORMATION LEAFLETS

Brochures, application forms and associated information leaflets will be made available bilingually to the extent outlined in *Appendix 1*. These are in addition to those outlined already in the Institute's first scheme, which will continue to be made available bilingually. 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. Where any of these brochures, application forms and leaflets are made available on the Institute's website, the Irish version will be made available at the same time as the English version.

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

Job descriptions will continue to be prepared in Irish for specific cases where Irish is a core requirement of the post (such as léachtóirí i nGaeilge). Generic job descriptions, where the text remains the same from

year to year, will be made available in Irish over the course of this scheme. All other job descriptions, for posts where the text changes frequently, will continue to be distributed in English only for the time being.

2.6 OTHER INSTITUTE PUBLICATIONS

The Institute is committed to producing internal information documents and internal publications bilingually. A corporate identity review was carried out in 2008 with a view to standardising the Institute's documentation. Since this exercise took place, the Institute has begun to integrate Irish and English versions of text into any new documentation. Leaflets relating to particular programmes of study have become obsolete for the most part in the past few years. The only exceptions to this are the Executive Education Brochures in the School of Business and two IT Support leaflets in the School of Science, which are in the process of being prepared bilingually for the next intake of each course. Consultant reports and dedicated technical documents will continue to be published in the language in which they were originally presented.

There has also been a move towards a predominantly web-based Institute Prospectus in recent years. All generic information from the introductory sections of the Prospectus is now available bilingually on the Institute website. Course details are provided in the language of delivery of the course. The Adult and Continuing Education Prospectus has also moved to a largely web-based document with general information sections available bilingually on the Institute's new website. Course details are provided in the language of delivery of the course.

The amount of text appearing in Irish in the Student Handbook will continue to be supplemented during the course of this scheme, in line with proposals outlined in the first scheme. An Irish language paragraph is now included in all issues of the Library Newsletter and the Academic Council, Standing Orders and Policy sections of the Quality Assurance Handbook will be published bilingually on the website by the end of the current scheme.

The FAQ section of the Learner Information and Course Requirement document that is issued to students annually as part of their induction to the School of Business will be issued bilingually by the end of this scheme.

From the commencement of the second scheme, the Careers Brief booklet each month will contain a paragraph in Irish featuring a careers-related topic.

2.7 COMPUTER SYSTEMS

Over the course of the first language scheme, all staff and student personal computers were made Irish language compatible, i.e. were enabled for access to Irish language characters. In addition, *Gaelspell* (Irish language spell-checker) was put into the standard image for laboratories and on staff PCs (upon request). During the course of this scheme, the Institute will continue to ensure that new and existing personal computers/laptops are enabled for Irish language characters and that *Gaelspell* continues to be provided in laboratories and on staff personal computers upon request. Centrally provided applications such as *Core*, *Agresso*, *Banner*, *Millennium* and *VLE* cannot be made capable of handling the Irish language. These products are hosted and maintained by third party providers and, as a result, their capacity to support the Irish language currently falls outside the scope of the Institute.

The Control Panel which is fixed on every desktop in the Institute (staff and student machines) will appear bilingually by the end of the first year of the scheme.

2.8 WEBSITE

The Institute's website was completely redesigned and re-launched in 2009. The previously English-only site now includes introductory sections and general information pages in both official languages, in line with commitments made in the Institute's first scheme. General information pages in English now have a mirror image in Irish and users can click to view the language of their choice.

By the end of the current scheme, the Student Mail Services Tutorial section and the Finance section of the LYIT website will be made available bilingually. The Institute will ensure that any publications produced in Irish or bilingually that are made available on the Institute website (including information leaflets and brochures) will be made available on the Irish version of the website at the same time as the English version.

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

2.9 INTERACTIVE SERVICES

The Institute does not currently operate any interactive services.

Any new interactive services which allow the general public to make applications or receive benefits on line will be introduced simultaneously in both languages.

The launch date for e-recruitment, which was expected to go live during the course of the first scheme, has been delayed due to technical problems beyond the Institute's control. However, Irish versions of application forms have been prepared for upload when the system is tested and goes live. At that point, the online job applications will appear in both English and Irish and applicants will be in a position to alternate between versions of application forms as required. In the interim, hard copies of application forms will continue to be distributed bilingually by the Human Resources Office.

2.10 ACADEMIC PROGRAMMES

During the course of its first scheme, the Institute utilised additional funding received from the Higher Education Authority to develop a new academic programme through Irish in conjunction with NUIG (BA i Riarachán Gnó - *Course code: GY108*). This is a four-year, level 8 programme run jointly by LYIT and National University of Ireland, Galway. The programme is run at Acadamh na hOllscolaíochta Gaeilge in Gaith Dobhair, County Donegal and is delivered through the medium of Irish. The collaboration marries the expertise of LYIT and NUIG and provides a bespoke business administration degree in the heart of the Gaeltacht. The funding for new intake for this programme was stopped in 2011. The programme currently has learners in years 2, 3 and 4. Learners in these years will complete the honours programme. Currently, there is no evidence of a demand for additional, full-time courses through Irish that would justify the investment required. However, this situation will continue to be monitored annually and additional courses introduced as demand warrants and subject to adequate funding.

As part of its remit to serve the Gaeltacht, the School of Business has 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 provide full-time students at LYIT with the opportunity to improve their Irish competency under the framework of modularisation/semesterisation. Over the course of the second scheme, the School of Business proposes to offer the *Gaeilge* modules as electives for semesters 1-4 to other schools/departments of the Institute, subject to resource availability. The School of

Tourism and the School of Science will investigate the possibility of incorporating this elective Irish module into specific programmes, subject to sufficient demand and resources.

The School of Business, as part of its Periodic Programme Evaluation in 2011/12, has reviewed all programmes with a view to offering *Gaeilge* on a number of programmes. Within the Department of Law and Humanities two new programmes have been developed with Irish language minor: LLB (Hons) with Irish and BA in Business Studies with Irish. From 2012/2013 learners in years 1 and 2 will have the opportunity to take an elective module in Irish in the following programmes: HC in Sports Studies, BSc in Sports Coaching and Performance, BA in Digital Media Design, BA in Animation, BA in Admin & IT, BBus in Management and BBus in Marketing.

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

Let's Speak Irish (1)

Let's Speak More Irish (2)

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

2.11 PUBLIC MEETING POLICY/SCHOOL VISITS

The Institute does not hold public meetings in the Gaeltacht and conducts all of its public meetings in English. The Institute endeavours, however, to conduct any targeted meetings in the Gaeltacht/Gaelscoileanna through Irish. The Careers Officer at LYIT proposes to visit students on the *BA i Riarachán Gnó* course in Acadamh na hOllscolaíochta Gaeilge, Gaoth Dobhair annually from autumn 2010 onwards to give a careers talk regarding job opportunities in the area of Irish Language. This talk, entitled 'Deiseanna Fostaíochta', will be delivered entirely through Irish.

2.12 GAELTACHT PLACENAMES

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

2.13 CoLAB

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



CHAPTER 3

IMPROVING THE INSTITUTE'S IRISH LANGUAGE CAPABILITY



IMPROVING THE INSTITUTE'S IRISH LANGUAGE CAPABILITY

3.1 RECRUITMENT AND PLACEMENT

It should be noted that the Institute is bound by regulations set out by the Minister for Education and Skills governing selection procedures and that there is currently a moratorium on recruitment which precludes the Institute from making any new appointments.

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

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

Although no formal staff induction has taken place in recent years, all new recruits are now provided with an induction pack containing a copy of our agreed scheme document, together with a copy of a Q&A brochure which was developed specifically to ensure that staff are made aware of the Institute's commitments under the legislation. New staff will continue to be advised of development opportunities to improve their competency in Irish.

3.2 TRAINING AND STAFF DEVELOPMENT

The Institute, via the Human Resources Office, has an ongoing commitment to providing appropriate training for staff and to supporting staff development. In line with the requirements of the Act, the Human Resources Office will continue to improve Irish language competency among staff, using measures outlined in section 4.6 of its first scheme, and will expand upon the range of training options for staff during the second scheme. For example, the Human Resources Office will investigate the possibility of holding single-day language events for staff during the year e.g. day trips to the local Gaeltacht to improve conversational Irish.

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

3.3 ENHANCEMENT OF SUPPORT SERVICES

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

3.4 PROMOTION OF THE IRISH LANGUAGE

The Institute is fully committed to the promotion and development of the Irish language on campus. Staffing allocation is governed by the Department of Education and Skills and, as such, the formal appointment of a dedicated Irish Language Officer is not currently viable. However, the Institute has, in the short term, assigned a member of staff to deal with all matters related to the Irish language at LYIT.

The assignment of a member of administrative staff in a full-time capacity over a number of years constitutes a significant financial commitment towards Irish by LYIT.

The Institute held its first 'Lá na Gaeilge' during Seachtain na Gaeilge in 2009 which was repeated again in 2010, 2011 and 2012. A full day of Irish language themed activities took place including language awareness, publicising of Irish courses, Irish dance, Irish poetry, Irish music and food. Staff and students alike were encouraged to get involved and to use their 'cúpla focail'. The Institute intends to expand upon the success of this new initiative in the coming years and to make this an annual event.

During the tenure of LYIT's second language scheme, a dedicated Irish language notice board will be established in the Letterkenny campus to keep staff and students informed about all things relating to the Irish language, including learning resources, services available through Irish at LYIT, events and information regarding language rights/duties under the Official Languages Act. The notice board will be maintained by the contact person for the Official Languages Act until such time as an Irish Society may be set up by the students of the Institute.

3.5 OTHER ACTIVITIES

- From the commencement of this scheme, the President's Foreword in the staff newsletter will be printed bilingually and the academic calendar, which is published on the website annually and issued to staff and students, will also be prepared bilingually. Invitations to the annual President's Address during student induction will be issued bilingually by email from the commencement of this scheme.
- The library will continue to act as a repository for Irish language learning resources for staff and student use e.g. Irish language books, CDs, DVDs etc. The library is committed to reviewing and updating these Irish resources on a continuous basis. From the commencement of the second scheme, the library will stock reference copies of Irish language newspapers e.g. Foinse, Gaelscéal etc.
- A formal monitoring system will be set up by the Careers Office and the Library during the course of the next three years to record uptake of the one-to-one bilingual service which was established in these areas during the first scheme.
- The IT Services Office will ensure that the Institute's official IT Policies document (which is updated annually) is made available bilingually internally (in electronic format) to all users of the Institute network by the end of this scheme.
- From the commencement of the second language scheme, the Student Union will make a contribution and/or sponsor a prize for an event that may take place during Seachtain na Gaeilge.
- The School of Tourism will look at standardising the application form for all part-time programmes with a view to preparing a bilingual version by the end of this scheme. The School will nominate a member of staff during the course of this scheme to organise Irish language themed events during *Lá na Gaeilge* each year, to mirror events planned at the Letterkenny campus to mark Seachtain na Gaeilge.
- By the end of this scheme, the Estates Office, the Student Union and the administrative staff in the School of Science and the School of Tourism will use a bilingual email signature for electronic correspondence as standard.
- The opening address for student induction into the Department of Civil Engineering and Construction will be bilingual henceforth.

CHAPTER 4

MONITORING & REVISION



MONITORING & REVISION

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

A formal Institute-wide system for monitoring requests for services through Irish will be developed during the course of this scheme. This may take the form of a centralised database where Executive Council members can log requests for services in Irish as they occur in their respective areas.

CHAPTER 5

PUBLICISING OF AGREED SCHEME



PUBLICISING OF AGREED SCHEME

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

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

In addition, the measures outlined in Chapter 2, Section 2.2 will be implemented (*An Active Offer of Service*).

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

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



APPENDIX 1

Schedule for the Provision of Bilingual Documentation, including Brochures, Application Forms and Information Leaflets

These are in addition to the documentation provided under the first scheme which will continue to be available.

BY THE END OF YEAR ONE OF SCHEME

Office of the President

Academic Calendar

Invitations to the annual President's Address during student induction (by email)

President's Foreword in Staff Newsletter

BY THE END OF YEAR THREE OF SCHEME

Registry

Recheck-Review Application Form

Cover slip for Exam Scripts

Instruction for Exam Candidates

Summer Exam Letter (issued three times a year in Jan, May & Autumn)

Opening and closing sections of:

Carrying Subjects Form

Repeat Attending Form

ACCS Registration Form

Access Office

Individual Education Plan

IT Services

Institute IT Policies Document

Secretary/Financial Controller's Office

Standard letter calling Governing Body members to meetings

Finance Office

New Supplier Form

Quotation Request Form

Human Resources Office

Generic Job Descriptions (where the text doesn't change from year to year)

School of Tourism

Application form for all part-time programmes

School of Business

FAQ section of Learner Information & Course Requirements Document

Student Union

Volunteer Questionnaire Form

An Dánlann Multi-Purpose Centre

Fire Instruction Notice document



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