

**Department of Transport Scheme
2006-2009
under Section 11 of the
Official Languages Act 2003**

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Chapter 1

Introduction & Background

Chapter 1

Introduction & Background

This Scheme was prepared by the Department of Transport under Section 11 of the Official Languages Act 2003.

Section 11 provides for the preparation by public bodies of a statutory Scheme detailing the services they will provide –

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

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

1.1 Preparation of the Scheme

This Scheme has been prepared in accordance with the **Guidelines under Section 12 of the Official Languages Act 2003**.

The Department published a notice under Section 13 on 20 April 2006, inviting representations in relation to the preparation of the Scheme under Section 11 from any interested parties. Four submissions were received and are available on the Department's website www.transport.ie.

Staff submissions were also requested. Two such submissions were received. The Scheme has been informed by the public and staff submissions. The Department appreciates the time and effort put in by all concerned in this process.

1.2 The Content of the Language Scheme

This Scheme builds on the Department's Official Languages policy to "Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages" as outlined in our Customer Service Action Plan 2005-2007.

A Departmental Partnership sub-group has assisted in preparing the Scheme.

This Scheme outlines the extent to which services are currently available through Irish, and identifies areas for future enhancement. The Scheme also includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that the Department continue to meet this demand in a planned, coherent and accessible way.

1.3 Commencement date of Scheme

The Minister for Community, Rural & Gaeltacht Affairs has confirmed this Scheme. The Scheme commences with effect from 30 April 2007 and will remain in force for a period of 3 years from this date or until the Minister pursuant to Section 15 of the Act has confirmed a new Scheme, whichever is the earliest.

1.4 Overview of the Department of Transport

The Department of Transport was established by the Government in June 2002.

The mandate given to the Department in the Agreed Programme for Government is to implement an integrated transport policy designed as far as possible to overcome existing delays, bottlenecks and congestion and to provide alternative choice by alternative modes of transport. Taking account of the various elements of this mandate, the Department has developed the following Mission Statement:

To underpin Ireland's economic growth and competitiveness and contribute to social development through the efficient and effective delivery of an appropriately regulated, sustainable, safe and integrated transport system.

It is the role of the Department to ensure the provision, development and regulation of competitive, safe and secure integrated transport services and transport infrastructure for the road, rail, air and maritime transport modes in Ireland.

1.5 Customers and Clients

The Department of Transport is primarily a policy Department, for the most part we do not have occasion to deal directly with the general public or specific customers. Implementation of some aspects of the Department's policies has been entrusted to a range of bodies for which the Department retains overall responsibility. These bodies would have direct dealings with members of the public and are listed below.

Bodies under the aegis of the Department

- Aer Lingus Group plc
- Bus Atha Cliath (Dublin Bus)
- Bus Éireann (BÉ)
- Commission for Aviation Regulation
- Coras Iompair Éireann (CIÉ)
- Cork Airport Authority
- Drogheda Port Company
- Dublin Airport Authority
- Dublin Port Company
- Dun Laoghaire Harbour Company
- Dundalk Port Company
- Galway Harbour Company
- Harbour Authorities Operating under the Harbours Act 1946
- Iarnród Éireann (IÉ)
- Irish Aviation Authority
- Marine Casualty Investigation Board
- Medical Bureau of Road Safety
- National Roads Authority
- National Safety Council
- New Ross Port Company
- Port of Cork Company
- Port of Waterford Company
- Railway Procurement Agency
- Railway Safety Commission
- Road Safety Authority
- Shannon Airport Authority
- Shannon Foynes Port Company
- The Commission for Taxi Regulation
- The Dublin Transportation Office
- Wicklow Port Company

We have regular contact with other Government Departments, State Agencies and Local and Regional Authorities. We also have regulator contact with a number of International agencies including:

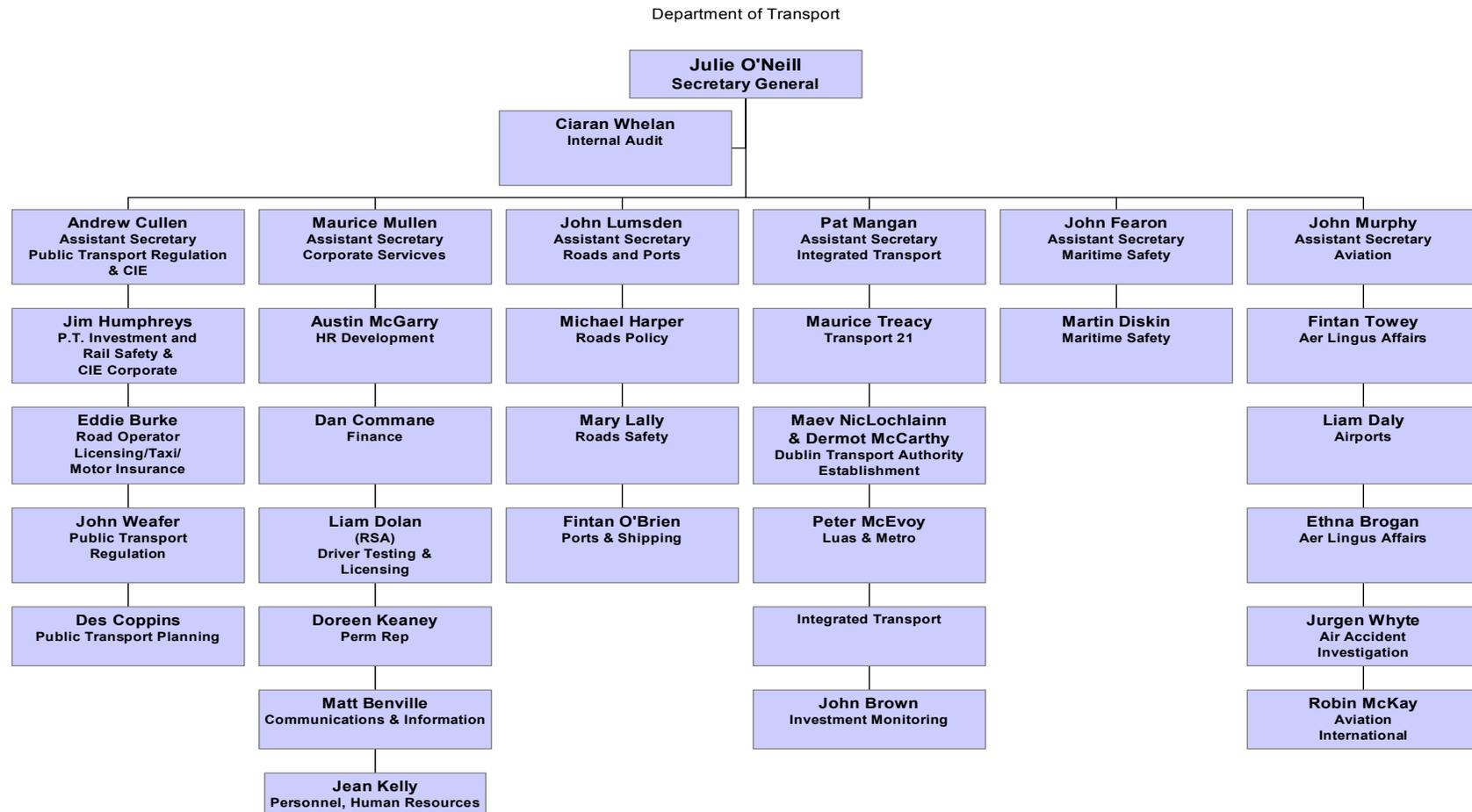
- EU Institutions
- European Conference of Ministers of Transport
- European Civil Aviation Conference (ECAC)
- International Civil Aviation Organisation (ICAO)
- UN Economic Commission for Europe (ECE)

We have many customers and clients in the National and International Transport Sectors and their representative bodies including but not exclusively:

- Airlines
- Airports
- Chartered Institute of Logistics and Transport in Ireland (CILTI)
- Coach Tourism and Transport Council
- Driving Instructors
- Garda HQ (Traffic)
- Harbour Authorities
- Irish Business and Employers Confederation (IBEC)
- Irish Congress of Trade Unions (ICTU)
- Irish Road Haulage Association (IRHA)
- Irish Small and Medium Enterprises Association (ISME)
- Irish Travel Agents Association (ITAA)
- National Private Hire and Taxi Association
- National Taxi Drivers Union
- Port Companies
- Private Bus Operators
- Road Hauliers
- Shipping Companies/Ship Owners
- Taxi Company Owners Association
- Travel Agents/Tour Operators
- Various Trade Unions and Associations
- Voluntary Rescue Teams

1.6 Functional Areas of the Department

The functional areas of the Department are as outlined below in the Organisational Chart. Additional information on the Department is available at www.transport.ie.



1.7 Assessment of extent to which services are already available through Irish

The primary objective of the Act is to ensure better availability and a higher standard of service to the public in Irish.

A staff survey was carried out during May 2006 to assess the level of demand experienced in the Department for service through Irish. The results of which showed a very low level of demand.

The Department's corporate publications – Statement of Strategy, Annual Reports, and Customer Service Action Plan are available in Irish and English.

In our *Customer Service Action Plan 2005-2007* the Department undertakes to "Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages." The Department has not experienced a significant level of demand for service in Irish. Nevertheless, the Department is committed to improving the services it provides in Irish and to make every effort to accommodate customers who wish to conduct their business in Irish without detriment to the speed and quality of service provided. The Department has an established sub-group of our Partnership Committee who are committed to advancing the Irish language agenda.

Chapter 2

Provision of General Departmental Services/Activities

Chapter 2

Provision of General Departmental Services/Activities

This Chapter sets out the services available in relation to the general provision of services through Irish for customers and clients who come in contact with the Department. The following Chapter 3 sets out the position in relation to service provision/activities by individual Divisions/Units within the Department. The planned improvements over the lifetime of the 2006-2009 Scheme are identified.

2.1 Means of Communication with the Public / Information to the Public

2.1.1 Telephone Service and Reception

General Queries

With only 2% of staff self-declaring an ability to communicate in Irish at a rating of 3 or higher on a scale of 1 to 5, it is only possible to respond immediately to callers in Irish where staff have the language capacity to do so.

For an Irish call that cannot be responded to immediately in Irish, we will offer to have the call returned within one working day.

Planned Improvements

From the date of commencement of the Scheme, switchboard and reception staff will be able to give the name of the Department in Irish and English.

From the date of commencement of the Scheme, an up to date list of staff members who have the ability to deal with the public in Irish will be provided to the Switchboard operators and Reception staff.

Prior to the commencement of this inaugural Scheme, basic training in answering telephone queries in Irish will be provided to the Switchboard operators and Reception staff so that there are some staff who at least familiar with the basic greetings in Irish. This training will be undertaken on a voluntary basis. Suitable arrangements will be put in place so that they can put members of the public in touch without delay with whatever office or officer is responsible for offering the service required through Irish.

Oral Announcements by Telephone

Currently the Department's oral announcements through the switch are English only.

Planned Improvement

From date of commencement of Scheme, the oral announcement on the main Kildare Street switch will be bilingual.

Individual voicemail messages will be bilingual where the individual can provide a service through Irish.

The Department plans to update our pabx and voicemail systems prior to the end of the first year of this Scheme, this upgrade will ensure that the pabx and voicemail systems are fully capable of handling the Irish language and generic voicemail messages will be bilingual on the system.

2.1.2 Publications

Corporate Publications

The Department publishes a number of corporate publications. In accordance with the Official Languages Act 2003, we will continue to provide an Irish version of all corporate publications.

Planned Improvements

Generally, Irish and English versions of corporate publications have been published separately. During the 2007 -2010 Scheme, these documents shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.

During the 2007 -2010 the Department will move towards publishing these corporate publications in CD format with both Irish and English versions available on the one CD.

Bilingual versions of corporate publications will continue to be available on the Department website www.transport.ie.

Other Publications

Wide ranges of publications are produced across all Divisions of the Department. Generally these have been published in English only.

Generally, research documents, reports of committees, working groups, proposals and other internal documents as well as documents of a technical nature and other documents not specified within the realms of the Official Languages Act will be available in English only.

Planned Improvements

During the 2007-2010 Scheme we will publish the Department's Freedom of Information Section 15 and Section 16 reference book; this shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.

2.1.3 E-mail

Standard messages on the Department's E-mail, such as disclaimers of responsibility are in both English and Irish.

Planned Improvement

During the life of the Scheme individual out of office messages will be bilingual where the individual can provide a service through Irish.

Within the first year of the Scheme a general queries e-mail address will become available in Irish.

2.1.4 Computer Systems

No additional new computer systems or upgrades are planned at present. Any new computer systems being installed will be fully capable of handling the Irish language and our existing systems will, where necessary, be made compatible in conjunction with the next suitable planned maintenance or upgrade work.

2.1.5 Websites

There are a number of Department websites, the main one being www.transport.ie. The website of Air Accident Investigation Unit of the Department is www.AAIU.ie and the Irish Coast Guard host the website www.safetyonthewater.ie.

A website hosted by the Transport21 Division (www.transport21.ie) contains information on Transport21 which is the capital investment framework through which the transport system in Ireland will be developed, over the period 2006 to 2015. This website is available in English only.

At present the Department's main website is available in English only with some publications available in Irish.

Planned improvement

Within the first year of the Scheme, the main Department website www.transport.ie will be updated and a site structure mirror Irish version of the site will be made available. The Irish language website structure will be identical to the English language website structure and while we intend to maximise the Irish Language content we cannot guarantee that the exact same content will be available on both sites. The main Department website content including general information about the Department's activities will be bilingually published on the websites, however, where information is to be published in one language only a note reflecting this will be included.

Due to limited resources available to the Department, it is intended to concentrate on the updating and provision of maximised Irish Language content being published on our main website www.Transport.ie during this our inaugural Scheme. The updating and provision of maximised Irish Language content on our other websites (www.transport21.ie, www.AAIU.ie and www.safetyonthewater.ie) will be addressed in our second and subsequent Schemes.

2.1.6 Interactive Services

The Department currently provides no interactive services. Should the Department be in a position during the lifetime of this Scheme to provide interactive services, these will be introduced simultaneously in both languages.

2.1.7 Speeches and/or Statements

Speeches and/or statements, including those made in the Oireachtas, by the Minister or Minister of State, or speeches by senior officials, are and will continue to be made available in the language(s) in which they are delivered.

2.1.8 Press Releases

Press Releases are currently issued in English only

Planned improvement

To improve the level of service provided bilingually to its customers the Press Office will by the end of this scheme make available bilingually 20% of press releases, in hard copy and on the Department's website www.transport.ie.

2.1.9 Application Forms

As the Department of Transport is primarily a policy Department we do not have many application forms.

Planned Improvements

During the first year of the Scheme, the Partnership Irish language sub-group will identify the application forms and any associated / accompanying information leaflets most likely to be relevant to our Irish speaking customers. Prior to the end of the second year of this Scheme those application forms / information leaflets identified shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.

2.1.10 Information Leaflets

Currently the majority of the Department's Information Leaflets are available in English only.

Planned improvements

By the end of the first year of the Scheme, information leaflets generated by the Department in relation to new Schemes and/or policies will be made available bilingually.

Prior to the end of the second year of this Scheme, existing information leaflets that accompany application forms will be simultaneously provided bilingually where the application forms are to be provided in both languages.

Prior to the end of the third year of the Scheme the Department will commence the process of progressively translating all existing additional information leaflets, which are still being used, except for information leaflets of a specialised or technical nature for which there is no demand for versions in both official languages. These leaflets shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.

2.1.11 One to One service

The main focus of the Department's first Scheme will be on building upon the range of written and electronic means of communication available bilingually and on developing the Irish language capabilities of staff. This means that, in practice, while the Department will be in a position to provide general information about the Department and its overall services, it will not always be in a position to conduct full and detailed service provision in any Divisions, in this, our inaugural Scheme. Divisions are currently not in a position to provide a one-to one service to customers through the Irish language. They provide services in English only, with the exception of the general services listed in Section 2 (e.g. correspondence replies, corporate publications etc).

Planned Improvements

The Department is committed to building on the existing levels of Irish language competency amongst our staff throughout this our inaugural Scheme. Through training, development and promotion of the Irish language within the Department we hope to be in a better position to provide one-to-one services through Irish in our second Scheme.

Prior to the end of the third year of this Scheme a staff survey will be conducted to identify the Divisions with the highest demand for services through Irish during this first Scheme. These Divisions will then be prioritised for the provision of one-to-one services in our second Scheme.

Chapter 3

Summary of Services/Activities provided by Divisions

Chapter 3

Summary of Services/Activities provided by Divisions

3.1 Introduction

This chapter sets out the position in relation to service provision/activities by individual Divisions within the Department. The first section of the chapter lists the various Divisions and the official language regime operated by each. The second briefly describes the services and Schemes provided by the Divisions.

3.1.1 List of Departmental Divisions working in Irish

There are no Divisions of the Department working exclusively in Irish.

3.1.2 List of Departmental Divisions working bilingually

There are no Divisions of the Department working bilingually.

3.1.3 List of Departmental Divisions working in the English language only

Divisions are currently not in a position to provide a one-to one service to customers through the Irish language. They provide services in English only, with the exception of the general services listed in Section 2 (e.g. correspondence replies, corporate publications etc).

AVIATION

Aer Lingus Affairs
Air Accident Investigation
Air Navigation Services
Airports
Aviation Regulation & International Relations

INTEGRATED TRANSPORT

Dublin Transportation Authority (Establishment)
Investment Monitoring
Integrated Transport
Luas & Metro
Transport 21

PUBLIC TRANSPORT REGULATION AND CIE

Integrated Ticketing and Intelligent Transport
Motor Insurance
Bus Route Licensing
Public Transport Regulation
Public Transport (Planning) Accessibility/Rural Transport/Traffic Management
Railway Safety and CIE Investment/Corporate Affairs
Road Transport Operator Licensing

MARITIME SAFETY DIRECTORATE & IRISH COAST GUARD

Irish Coast Guard
Maritime Safety & Marine Environment
Marine Survey Office & Marine Radio Affairs Unit

ROADS and PORTS

Investment Monitoring Division
Ports and Shipping
Roads Policy
Road Safety & Traffic Division

CORPORATE SERVICES

Communications and Information
Co-ordination
Customer Service
Finance Division
Freedom of Information
Human Resources Development
Information Technology
Internal Audit
Minister's Office
Minister of State's Office
Personnel
Press Office
Property Management
Secretary General's & Secretariat Offices

3.2 Departmental Divisions working in English only

The following section outlines the services available from the Divisions listed above that provide service through English only, with the exception of the general services listed in Section 2 (e.g. correspondence replies, corporate publications etc.).

As previously mentioned the Department of Transport is primarily a policy Department and therefore administers relatively few 'enactments or Schemes' of the type covered by Section 16 of the Freedom of Information Act 1998.

Listed below are the enactments or Schemes currently administered by the Department. Additional information on the Department's role, activities and services are available on www.transport.ie and in the Department's Section 15 and 16 reference book available from the FOI Section, Transport House, Kildare Street, Dublin 2.

The Department of Transport Section 15 and 16 Reference books compiled under the Freedom of Information Act 1998 will be updated during the lifetime of this 2006-2009 Scheme under the Official Languages Act.

3.3.1 MARITIME

From 1 January 2006, Marine Notices, the Irish Coast Guard, Marine Survey Office (MSO) (including the Marine Radio Affairs Unit (MRAU)) and Maritime Safety Division, Aids to Navigation Section and the Marine Environment Division as well as the safety functions in relation to leisure craft, jet skis and adventure centres moved to the Department of Transport from the Department of Marine and Natural Resources.

Details on the Maritime Schemes listed below are currently available in the Department of Marine and Natural Resources Section 16 reference book available at www.dcmnr.ie.

MARITIME TRANSPORT DIVISION

- Grant aid towards the cost of development works at the commercial seaports
- Licence to operate under Free Ports Act, 1986
- Mercantile Marine Act, 1955
- Shipboard Training Grant Scheme
- Ex-gratia Pension Payments to Former Irish Shipping Limited Pensioners
- Irish Seamen's Compensation Scheme
- Irish Shipping Limited (Payments to Former Employees) Act, 1994

MARITIME SAFETY AND MARINE ENVIRONMENT DIVISION

- Certification of Seafarers
- Passenger Ship Safety Certificates
- Licensing of Passenger Boats under the Merchant Shipping Act, 1992
- Cargo Ship Safety Certificates
- Reports into Marine Casualties
- Salvage and Wreck
- Commissioners of Irish Lights
- Light Dues
- Health and Safety Requirements for Medical Treatment on Board Vessels
- Merchant Shipping (Jet Skis and Fast Power Boats) Regulations, 1992

IRISH MARINE EMERGENCY SERVICE

- Co-Ordination of Search and Rescue Services
- Procedure for Dealing with Emergencies

MARINE RADIO SURVEY OFFICE

- Safety Radio Certificates
- Ship's Radio Licences
- Certificate of Competency in Radiotelephony (VHF)
- General Operator's Certificate (GMDSS)
- Radio Operator's Long Range Certificate (GMDSS)
- Maritime Radio Telecommunications General Certificate
- Marine Radar Maintenance Certificate
- Radio Experimenter's Licence
- Business Radio Licence
- Registration of EPIRB's
- Survey and Drilling Applications

MERCANTILE MARINE OFFICE

- Issue of Seaman's Identity Cards and/or Seaman's Discharge Books
- Inspection/Search of Registers and Records in relation to Seamen and Passengers
- Allocation of Signal Letters to Vessels
- New Names for Vessels
- Inspection of Registers of Ships

3.3.2 TRANSPORT

TRANSPORT SECTOR

- Examination and Certification of Drivers of Vehicles carrying Dangerous Goods by Road
- EU, and International Passenger Licencing Schemes
- Road Freight and Road Passenger Transport Operator's Licencing Schemes

TRANSPORT SECTOR (AVIATION)

- Schemes of Grant assistance to the Regional Airport Companies
- Authorisation of Air Services (This includes noise exemptions and carriage of munitions of war exemptions)
- Essential Air Services Programme for Certain Regional Airports
- Liquor On-Licences granted and renewed by the Revenue Commissioners in respect of premises in an Aerodrome (Liaison with the Department of Transport)
- Licences to companies operating in the Shannon Free Zone granted by the Department of Enterprise, Trade and Employment and Department of Finance (Liaison with the Department of Transport)
- Powers of the Minister to make compulsory acquisition orders for land for use by the Irish Aviation Authority
- Powers of the Minister to make compulsory acquisition orders for land near a State airport

3.3.3 CORPORATE

ADMINISTRATIVE SUPPORT

- Finance Unit
- Freedom of Information
- Merit Award Scheme
- Occupational Superannuation Schemes in Bodies under the aegis of the Department
- Personnel Function
- Salaries Section
- Staff Educational Fees Refund Scheme

3.3.4 GENERAL CIVIL SERVICE

Engaging Management Consultants

The procedures for the engagement of management consultants in the Civil Service are contained in 'Guidelines for Engagement of Consultants in the Civil Service (1999)'. A copy can be obtained, free of charge, by contacting Votes Control Section, Department of Finance, Merrion Street, Dublin 2.

Guidelines on the Corporate Governance of Bodies under the aegis of the Department

Guidelines on the corporate governance of State-sponsored Bodies were drawn up by the Department of Finance in 1992, entitled "Guidelines for State Bodies" (currently under review). The Planning Unit of the Department acts as a conduit for all advice to relevant Divisions on corporate governance matters and the Guidelines are available from that Unit

Guidelines on remuneration of Chief Executives of commercial State-sponsored Bodies under the aegis of the Department.

Corporate Services oversees the operation of the new remuneration system for Chief Executives of commercial State-sponsored Bodies under the aegis of the Department.

EU Funding

EU funding that is channeled through the Department of Finance is subject to rules and procedures, in accordance with EU Regulations and Department of Finance Guidelines.

Procurement of Goods and Services

The award of contracts (including IT contracts) by the Department is in accordance with procedures outlined in Department of Finance publications and circulars, where relevant, and these are dealt with in the Department of Finance - Rules and Practices - Freedom of Information Act, 1997 - Section 16 Reference Book.

Chapter 4

Enhancement of Services to be provided bilingually

Chapter 4

Enhancement of Services to be provided bilingually

4.1 Background

The main focus of the Department's first Scheme will be on building upon the range of written and electronic means of communication available bilingually and on developing the Irish language capabilities of staff. This means that, in practice, while the Department will be in a position to provide general information about the Department and its overall services, it will not always be in a position to conduct full and detailed service provision in any Divisions, in this, our inaugural Scheme.

4.2 Fully Bilingual Services

The Department is fully committed to meeting its obligations under the Official Languages Act 2003. In this regard, building on what the Department has achieved to date, the Department's policy is that the following services will be provided fully bilingually, through the medium of English and Irish. This objective will be achieved as soon as possible and no later than the end of the current Scheme.

It might be useful to include here the other commitments contained in the scheme such as those relating to Website/Application forms /Information leaflets etc. However this is a matter for yourselves. See below

- Within the first year of the Scheme, the main Department website www.transport.ie will be updated and a site structure mirror Irish version of the site will be made available.
- Email disclaimer notices will be in Irish and English. A general customer services email address for queries in Irish will be set up within the first year of the Scheme. Queries received through this email address will be dealt with in the same timeframe and manner as any English language queries.
- From date of commencement of Scheme the oral announcement on the main Kildare Street switch will be bilingual.

- By the end of the first year of the Scheme information leaflets relating to new Schemes or policies will be fully bilingual.
- Prior to the end of the second year of this Scheme, existing information leaflets that accompany application forms will be simultaneously provided bilingually where the application forms are to be provided in both languages.
- Prior to the end of the third year of the Scheme the Department will commence the process of progressively translating all existing additional information leaflets, which are still being used, except for information leaflets of a specialised or technical nature for which there is no demand for versions in both official languages. These leaflets shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.
- In addition to the documents already published in Irish and English, the Department's Section 15 & 16 Reference Book will be published in both official languages.
- To improve the level of service provided bilingually to its customers the Press Office will by the end of this scheme make available bilingually 20% of press releases.
- During the first year of the Scheme the application forms and any associated / accompanying information leaflets most likely to be relevant to our Irish speaking customers will be identified. Prior to the end of the second year of this Scheme those application forms / information leaflets identified shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.

4.3 Recruitment and Placement

The Department is committed to building on the existing levels of Irish language competency amongst our staff. The results of a recent staff survey showed that while a reasonable number of staff were willing to provide services through Irish many lacked the skills and confidence to do so yet. As previously mentioned this Department has so far experienced a reasonably low level of demand for services through Irish. In this context, training and development will address many of our recruitment and placement needs. The Department will continue to seek volunteers within the Department to provide services through Irish. As staff capabilities improve with training it is hoped that these staff members will be willing to provide services through Irish. These volunteers will be appropriately identified in staff contact lists.

Further developments in this area may result in the re-examination of issues related to recruitment of staff and promotion policy, which are currently on a statutory basis.

Where deemed necessary the Department will, in conjunction with the Public Appointments Service (PAS), recruit staff with certain levels of proficiency in Irish.

The Department of Transport will address and implement the requirements of the Act within the Department along with any measures being applied across the Civil Service.

4.4 Training and Development

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

The Strategic Human Resources Unit/Personnel Division will:

- Include Irish language awareness (with particular emphasis on the Official Languages Act 2003) as part of both induction programmes and Customer Service training courses to ensure that staff:
 - Understand why the Department implements a bilingual policy
 - Understand the context and background to the policy
 - Are fully informed about how the policy will affect their work and where they can receive assistance;
- Provide in-house, customised Basic Irish Business Language courses for beginners and customised Irish Business Language courses, for the more advanced level;
- Continue to facilitate staff attending Irish language classes during office hours.
- Continue to facilitate staff who wish to avail of Gaeltacht Scholarships e.g. Gaeleagras Schemes.
- Assess Irish language training courses subject to the Department's wider policy on training evaluation.

4.5 Improving the Department's Irish Language capability

In order to improve and enhance the Department's Irish language capability, the Department, with the co-operation and assistance of the Partnership Committee Irish language sub-group and Customer Service Unit, will undertake the following measures. The Department will:

- Ensure that switchboard and reception staff are able to give the name of the Department in Irish and English.
- Provide to the switchboard operators and reception staff an up to date list of staff members clearly identifying those who have the ability to provide a service to the public through Irish.
- Ensure that basic training in answering telephone queries in Irish is provided to the switchboard operators and reception staff.
- Provide guidance notes on the handling of telephone calls from Irish speaking members of the public to all staff.
- Ensure that the oral announcement on the main Kildare Street switch is in Irish and English.
- Continue to seek volunteers to provide Irish language services throughout the Department.
- Promote interest in Irish language training and encourage staff in participating in such training.
- Explore opportunities to promote and encourage the use and development of Irish language skills amongst staff.

4.6 Translation Services

The Department will make available to all staff a list of companies and individuals providing translation services. This list will highlight those that have been awarded an accreditation certificate from Foras na Gailge to translators who reach a level of excellence. The Department will recommend that where feasible these accredited translators will be used.

4.7 Language Resources

All staff will have access to information and language resources, e.g. dictionaries and lists of common phrases etc. These will be made available through the Department Library and the Department Intranet Site.

4.8 Gaeltacht Placenames

The official Placenames of Gaeltacht areas (as declared by the Minister of Community, Rural and Gaeltacht Affairs in the Placenames [Ceantair Ghaeltachta] Order 2004, will be used by the Department for official purposes.

Chapter 5

Monitoring and Revision

Chapter 5

Monitoring and Revision

Customer Services Unit will provide support and assistance to all Divisions of the Department on the commitments contained in the Scheme and will have overall responsibility for overseeing implementation of the Act and Scheme in the Department.

The heads of their respective Divisions will carry out the monitoring and implementation function of the Scheme.

Customer Services Unit will continue to chair the Partnership Committee Irish Language sub-group and as part of its role will report on the implementation of the Act and Scheme to the Partnership Committee on a twice-yearly basis. On the basis of these reports the Department's Management Board will have overall responsibility for the monitoring and revision of the Department's Scheme.

Customer Services Unit will ensure that future customer surveys will include questions in relation to demand for services and satisfaction with the provision of services through Irish. Customer Services Unit will also monitor supply and demand for Irish language services across the Department.

Chapter 6

Publicising of Agreed Scheme

Chapter 6

Publicising of Agreed Scheme

The contents of this Scheme, together with its commitments and provisions, will be publicised to the general public by means of:

- Press Release
- Official launch of the Scheme
- Circulation to appropriate agencies and public bodies
- Website publication and launch

In addition, once Divisions that have committed to delivering a service are in a position to do so, this will be also be publicised in the appropriate manner.

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