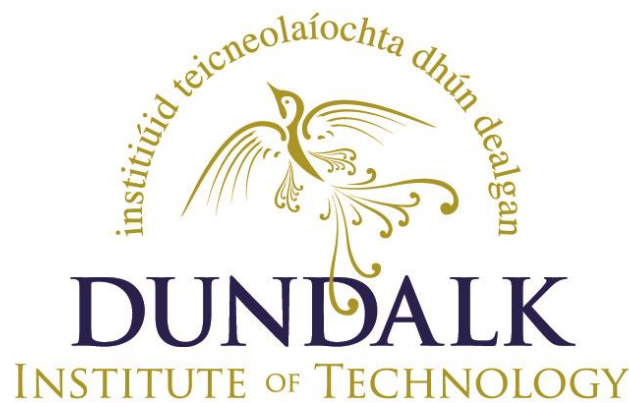


SCÉIM TEANGA 2014 – 2017
INSTITIÚID TEICNEOLAÍOCHTA
DHÚN DEALGAN

Faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003



DUNDALK INSTITUTE OF TECHNOLOGY
LANGUAGE SCHEME 2014 - 2017

Under Section 15 of the Official Languages Act 2003

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FOREWORD

This is Dundalk Institute of Technology's second scheme under Section 15 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 DkIT.

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 DkIT 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. We especially note the importance of creating within the Institute, under this scheme and other statutory provisions of the Act, a positive bilingual corporate image and environment.

In our current Strategic Plan 2011-14, the Institute has articulated the need to:

“To promote use of the Irish language on campus and to implement our Irish Language Scheme.”

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

Denis Cummins
Uachtarán

CHAPTER 1 INTRODUCTION AND BACKGROUND

This is the second Irish language scheme prepared by Dundalk 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 confirmed on 18 October 2010. 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 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 September 2013, inviting representations in relation to the preparation of DkIT’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 DkIT 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 DkIT 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 translation into Irish of significant parts of the DkIT website.
- PUBLIC COMMUNICATIONS: The introduction of bilingual content in handbooks, invitations, application forms, business cards and student cards

Most commitments contained within the first scheme have been delivered and significant progress has been made on the remainder. 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 (2014-2017).

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 8th August 2014. 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 later.

1.4 Overview of Dundalk Institute of Technology

1.4.1 Profile of the Institute

Dundalk Institute of Technology is the leading higher education provider in the North East region of the Republic of Ireland. The Institute's location is roughly equidistant between Dublin and Belfast and it provides quality educational opportunities in a broad range of disciplines to almost 5,000 students on a 31 hectare campus. It was established in 1970 as the Regional Technical College and, since then, has contributed to the development and transformation of the region. The Institute offers a full suite of programmes at craft, undergraduate and postgraduate levels (up to PhD).

To date, the Institute has placed particular emphasis on:

- enhancing access to educational opportunity;
- teaching and learning;
- growing research capacity that impacts directly on learning, teaching and knowledge transfer and regional economic development
- working with regional and national partners towards social, economic and cultural sustainability.

1.4.2 The DkIT Identity

Vision and Mission

The vision outlined for the Institute in its current strategic plan is to *'provide university-level higher education to graduates who will excel in their specialised discipline and have the creativity, confidence, resilience and entrepreneurial flair to thrive in the 21st Century. Working sustainably and with a practical focus, we will help lead the regeneration of the North East region and more widely Ireland by acting locally and thinking globally'*.

The Institute's mission is stated as follows:

'DkIT is fully committed to its role in the economic, social and cultural development of the region. This (strategic) plan has a particular focus on developing learners and graduates with the following qualities:

- *Excellent in their discipline;*
- *Able to apply disciplinary and trans-disciplinary knowledge, especially focusing on entrepreneurship and sustainability;*
- *Able to contribute globally as well as locally;*
- *Personal and employability qualities to include an ability to solve complex problems; critical thinking; systems thinking and capacity for on-going learning.'*

Strategic Pillars

The overall plan is structured around three strategic pillars, which are underpinned by three cross-cutting strategic themes. Each of the pillars represents a critical aspect of DkIT and, together, they contribute to the development of our graduates and the overall objectives of the Institute.

The pillars are:

1. Knowledge Asset meaning our work in scholarship (teaching, learning, research) and knowledge transfer
2. Community and Development meaning our role in the enhancement of the social, economic and cultural life of the community on a regional, national and international level.
3. Organisation meaning the processes and resources that underpin our work.

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:

Government Departments

Central Statistics Office

General Public:

Parents

Schools

Career Guidance Personnel

People of Dundalk and catchment area

Industry

Graduates

Other bodies:

Urban and county councils

Chamber of commerce

Trades council

SOLAS

Higher Education Authority

Enterprise Ireland

Science Foundation Ireland

Forfás

Other educational organisations

1.4.4 Institute Structures

Governance

The *Governing Body* has as its primary function the management and control of the affairs of the Institute. The *President* controls and directs the activities of the Institute and is responsible for its efficient and proper management. The prime purpose of the *Executive Board* is to assist the President in the implementation of Institute policy and to oversee the development and implementation of strategic planning in the Institute.

Academic Council

The Academic Council assists the Governing Body in the planning, co-ordination, development and overseeing of the educational work of the Institute as well as protecting, maintaining and developing the academic standards of the programmes and activities of the Institute.

Academic Schools and Departments

The Institute is organised into four academic schools, which provide the educational services, at undergraduate and postgraduate level. Each school contains a number of departments and sections, as follows:

<i>School</i>	<i>Department/Section</i>
School of Business & Humanities	Department of Business Studies Department of Humanities Department of Management & Financial Studies Section of Hospitality Section of Lifelong Learning
School of Engineering	Department of Electronic & Mechanical Engineering Department of Civil and Environmental Engineering Department of Construction and Surveying Department of Engineering Trades
School of Health & Science	Department of Applied Sciences Department of Nursing, Midwifery & Health Studies Section of Midwifery
School of Informatics & Creative Arts	Department of Computing & Mathematics Section of Music Section of Creative Media

CHAPTER 2 COMMITMENTS TO SERVICE DELIVERY IN IRISH

2.1 Overview

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.

This chapter sets out all new and on-going commitments¹ in relation to the provision of general institutional services and activities in Irish and/or bilingually² to all of our customers.

2.2 Provision of Information to the Public

Since the inception of DkIT'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 Sections 2.6 & 2.7)
- Website (See Section 2.9)

G1 Press releases – 25% of these will be made available bilingually and simultaneously if being released to the national media. Bilingual versions will be published for 10% of those published on the DkIT website.

G2 Invitations to events, student cards and staff business cards will continue to be printed bilingually.

¹ The commitments are labelled as Gxx where xx is a sequence number (G = Gealltanas).

² Where documentation or text is produced bilingually for any of the commitments in this scheme, it shall be presented in accordance with the regulations regarding stationery.

2.3 An Active Offer of Service

G3 The Institute will take every opportunity in its day-today interactions with customers to promote and publicise the services it provides through Irish, which may be done by:

(a) Directly informing customers on a proactive 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.

(b) Incorporating footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in the exceptional cases where bilingual printed material is not produced under a single cover).

(c) 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.

2.4 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 practices apply in this area as follows:

G4 Reception/switchboard staff will continue to give the name of the Institute in Irish.

G5 Reception staff will be familiar with the basic greetings in Irish.

G6 Arrangements will continue to be in place to put members of the public in touch speedily with whichever office or officer is responsible for offering the service required through Irish, as listed in Reception and on the Institute's website.

2.5 Bilingual One-To-One Services

G7 In its first scheme, the Institute pinpointed the Library as a priority area for the delivery of bilingual services. Efforts will continue to recruit, redeploy or train a staff member to provide such a service.

2.6 Brochures, Application Forms and Information Leaflets

G8 Brochures, application forms and associated information leaflets will be made available bilingually to the extent outlined in Appendix 1.

(a) These are in addition to those outlined already in the Institute's first scheme, which (or whose equivalent replacements) will continue to be made available bilingually.

(b) Where any of these brochures, application forms and leaflets is made available on the Institute's website, the Irish version will be made available at the same time as the English version.

(c) All of these will be published bilingually under the same cover, wherever possible. The only exception will be where this is not feasible because of the size, layout or nature of the document.

G9 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.

(a) 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.

(b) Brochures aimed at an international market will be in English only.

G10 Job descriptions will be prepared in Irish for specific cases where Irish is a core requirement of the position.

(a) 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.

(b) All other job descriptions, for posts where the text changes frequently, will continue to be distributed in English only for the time being.

2.7 Other Institute Publications

G11 The Institute is committed to increasing the bilingual content of internal information documents and internal publications. Consultant reports and dedicated technical documents will continue to be published in the language in which they were originally presented.

G12 The covers and all section headings in the Prospectus, as well as the text of the President's Welcome and of the Library Welcome, will continue to be bilingual. In addition the Welcome to Dundalk Institute of Technology section of the Prospectus will also become bilingual from the second year of the scheme.

G13 The covers of the Student Handbook, as well as the text of the President's Welcome and of the pages with Calendar, Diary and Useful Telephone Numbers, will continue to be bilingual. In addition the Examinations page and all section headings will also become bilingual from the second year of the scheme.

G14 The Graduation Handbook will be published bilingually in full, apart from the names of persons, from the first year of the scheme.

G15 A minimum of two articles in Irish per semester will continue to be published in the DkITimes electronic newsletter, DkITimes.

G16 The Ignite, an Institute magazine, when published will give the President's Welcome bilingually.

2.8 Computer Systems and Services

G17 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.

G18 In addition Microsoft Office Irish Language Interface Packs will be promoted as an option to be installed on personal computers upon request.

G19 Centrally provided applications such as Core, Agresso, Banner, Millennium 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. Nevertheless, working with other Institutes of Technology through the organisation An Chéim, efforts will be made to introduce Irish language interfaces into future versions of these applications.

The Institute operates a limited number of interactive services, including on-line student registration for full-time programmes, as well as on-line application for job vacancies. These services are hosted and maintained by third party providers, and, as a result, the Institute has limited scope in modifying them. Nevertheless,

G20 Working with other Institutes of Technology through the organisation An Chéim, efforts will be made to introduce Irish language interfaces as far as possible in existing applications and to press for future interactive services to be introduced simultaneously in both languages.

G21 In particular the online application forms for job vacancies will become bilingual during the course of this scheme.

2.9 Website

The Institute's website was completely redesigned with a new content management system in 2012. 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. Over 100 general information pages in English now have a mirror image in Irish and users can click to view in the language of their choice.

G22 During the current scheme the number of pages with mirror images in Irish will double to over 200. This will include overview material for each Academic School and Department and for each Institute Functional Area, as well as the Culture and Community section of the Library area.

2.10 Academic Programmes

G23 The Institute does not currently provide programmes in the Irish language. It is intended to explore the possibility of access to appropriate programmes provided by partner institutes as part of current and future collaborative arrangements.

2.11 Community Interaction

G24 The Institute does not hold public meetings in the Gaeltacht and conducts all of its public meetings in English. The Institute will endeavour, however, to conduct any targeted meetings in Gaelscoileanna, Gaelcholáistí and in the nearby Ráth Chairn Gaeltacht through Irish, e.g. talks about programmes in DkIT. It will also continue to direct all correspondence to these schools through Irish.

G25 The Institute will encourage and facilitate participation through Irish in events run for schools (e.g. SciFest)

G26 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.

CHAPTER 3 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 also that the Institute is currently subject to the Employment Control Framework, which restricts the Institute in making new appointments.

G27 However, over the course of this and subsequent schemes, the Human Resource Department will (subject to the framework of agreed national recruitment procedures) ensure that an adequate number of staff in relevant areas is competent in Irish. This will use a mix of staff training and redeployment to supplement whatever recruitment is possible.

G28 The Institute's recruitment policy will take account of the need for Irish language skills in areas such as Reception and the Library. Job advertisements and job descriptions will be reviewed as they arise to note the desirability and/or necessity of Irish language capability, where appropriate.

G29 To increase language awareness we will continue to include this topic as part of our Induction Training courses to advise staff on the purpose of the Official Language Act, how it is implemented in the Institute and its implications for the organisation.

3.2 Training and Staff Development

The Institute has an on-going commitment to providing appropriate training for staff and to supporting staff development. We will encourage the development of language skills to improve our capability to provide services through the Irish language. Some staff members throughout the Institute already have skills at basic, intermediate and advanced levels and our aim will be to build on these existing skills.

G30 Among the measures to be used by the Human Resource Department in cooperation with Oifig na Gaeilge and other relevant areas will be:

- (a) Surveying staff regarding Irish language skill levels and interest in improvement;*
- (b) Publicising existing Irish language classes available externally;*
- (c) Providing Irish language classes internally where feasible and subject to demand. It is intended to develop partnership arrangements with other institutes and Irish language organisations to provide such classes;*
- (d) Supporting staff wishing to take Irish language classes as part of the Staff Training and Development Plan.*

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. A list of staff willing to provide service in Irish has been provided to Reception and is on the Institute's website. It is intended to further improve staff competency in Irish through training, staff development and recruitment, as explained in 3.1 and 3.2 above.

- G31 *Translations will continue to be carried out by the Irish Language Officer when of moderate size. Otherwise, the translations will be contracted to outside professionals.*
- G32 *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.*

3.4 Promotion of the Irish Language

- G33 *The Institute is fully committed to the promotion and development of the Irish language on campus. This is reflected in the current Strategic Plan and will continue to be reflected in future Strategic Plans.*
- G34 *The appointment of a part-time Irish Language Officer during the first scheme constitutes a significant financial and symbolic commitment towards Irish by DkIT. This commitment will be maintained during the second scheme.*
- G35 *During speeches at public events held in the Institute, a portion of the introductory remarks will continue to include some Irish in order to promote a positive bilingual corporate image and environment.*
- G36 *The Careers Office will continue to draw students' attention to the opportunities presented to those with a proficiency in Irish, not only in employment but also in further education.*
- G37 *As Irish is a living language, it is important to foster its inclusion in campus life. Accordingly, a number of social events will be organised to cultivate this. These will include:*
- (a) Hosting of events during Seachtain na Gaeilge each year.*
 - (b) The provision of social events for staff and students, including a Ciorcal Comhrá, as well as other social events to create an environment where it would be possible to speak Irish.*
 - (c) Encouraging students to establish an Irish language society (or Cumann Gaelach). Since this has to be student-led, the Institute will encourage the Students Union to lead this process.*
- G38 *During the course of DkIT's second language scheme, a dedicated set of pages on the Institute's website will be used to keep staff and students informed about all matters relating to the Irish language, including learning resources, services available through Irish at DkIT as well as events and information regarding language rights/duties under the Official Languages Act. This set of webpages will be maintained by the Irish Language Officer and may be supplemented if and when a Cumann Gaelach is set up by the students of the Institute.*

CHAPTER 4 IMPLEMENTATION AND MONITORING

The Executive Board of the Institute, of which the President is Chair, will have ultimate responsibility for ensuring the implementation of the scheme. This will be primarily achieved through the Academic Management and Planning and the Operations and Support Services Management Committees, which deal with operational issues on behalf of the Executive Board. On-going implementation and monitoring will be carried out by the Heads of the various Functional Units (Academic and Administrative) who are making commitments under this scheme. They will be assisted and facilitated by the Irish Language Officer.

Progress will be monitored and reported to the Executive Board twice a year and in the Institute's 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 the Heads of the various Functional Units can log requests for services in Irish as they occur in their respective areas.

CHAPTER 5 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 Section 2.3 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 an Choimisinéara Teanga.

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

Appendix 1

Provision of Bilingual Documentation

The following table lists the bilingual documentation (including Brochures, Application Forms and Information Leaflets) that will be provided during the second scheme. This is in addition to those provided under the first scheme, which will continue to be available.

Unit	First Scheme	Second Scheme
Human Resources	<ul style="list-style-type: none"> ▪ <i>New Employee Forms</i> ▪ <i>Part-time Teaching Claim Form</i> ▪ <i>Claim forms for non-permanent employees</i> ▪ <i>Travel Expense Claim Forms.</i> ▪ <i>Application for Fees Assistance Form</i> ▪ <i>Leave Application/Absence Report Form</i> 	<ul style="list-style-type: none"> ▪ <i>Authorisation for External Work form</i> ▪ <i>Employee Resignation form</i> ▪ <i>Post Authorisation form</i> ▪ <i>Employee (Early) Retirement form</i> ▪ <i>Interview Panel Member Claim form</i> ▪ <i>Declaration of Public Services Pensions</i>
Library	<ul style="list-style-type: none"> ▪ <i>Inter-Library Loan Form</i> 	<ul style="list-style-type: none"> ▪ <i>External Membership Application form</i> ▪ <i>DkIT Staff Membership Application form</i> ▪ <i>Tell Us What You Think leaflet</i> ▪ <i>1 Card 6 Libraries leaflet</i>
Regional Development Centre	<ul style="list-style-type: none"> ▪ <i>The half-page foreword and also the name on the cover and inside THE LINK, a bi-annual glossy magazine from the RDC.</i> ▪ <i>Incubator Unit Application form</i> 	<ul style="list-style-type: none"> ▪ <i>RDC Information Folder inside cover</i> ▪ <i>RDC Overview Folder Insert leaflet</i>

Unit	First Scheme	Second Scheme
Registrars/Schools	<ul style="list-style-type: none"> ▪ <i>First Year Registration Form</i> ▪ <i>Repeat Student Admission Form</i> ▪ <i>1st Year Direct Application Form</i> ▪ <i>Post-First Year Registration Form</i> ▪ <i>Application form for Post Graduate Programmes</i> ▪ <i>Advanced Entry Application Form</i> ▪ <i>Application Form for Add-On Degree Courses</i> ▪ <i>Application for Deferral</i> ▪ <i>ACCS Student Admission Form</i> ▪ <i>Apprenticeship Registration Form</i> ▪ <i>Reviews and Rechecks Form (On-line)</i> ▪ <i>Part-Time Enrolment Form (Hardcopy + Online)</i> 	<ul style="list-style-type: none"> ▪ <i>Covers to brochures for public exhibitions and performances of students' work</i> ▪ <i>Continuous Assessment Cover Sheet</i> ▪ <i>BA (Honours) in Applied Music Application form</i>
Finance		<ul style="list-style-type: none"> ▪ <i>Agresso Supplier Details form</i>