



**gretb**

Bord Oideachais agus Oiliúna  
na Gaillimhe agus Ros Comáin  
*Galway and Roscommon  
Education and Training Board*

**Galway and Roscommon Education and Training Board (GRETb)**

**OFFICIAL LANGUAGES ACT 2003**  
**LANGUAGE SCHEME**  
**2018 - 2021**

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# **Chapter 1: Introduction and Background**

## **1.1 Introduction**

The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services which 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 currently provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

In accordance with section 14(3) of the Act, language schemes remain in force for a period of 3 years or until such time as a new scheme is confirmed by the Minister for Culture Heritage and the Gaeltacht, whichever is the later.

## **1.2 Preparation and Content of the Scheme**

In the preparation of this scheme, due regard has been given to the Guidelines issued by the Department of Culture Heritage and the Gaeltacht. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

Galway and Roscommon Education and Training Board (GRETB hereafter) is guided by the principle that the provision of Irish language services should be based on:

- the underlying level of demand for specific services in the Irish language,
- the importance of a proactive approach to the provision of such services, and
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service and our Customer Charter. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by GRETB will be fully addressed on an incremental basis, through this and future schemes.

### **Only applicable to public bodies with previous confirmed schemes**

This Scheme is predicated on all of the commitments in any previous scheme having been implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter will be the subject of discussion with the Office of An Coimisinéir Teanga.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

### **1.3 Commencement date of the Scheme**

This Scheme has been confirmed by the Minister for Culture Heritage and the Gaeltacht. It commences with effect from 16 July 2018 and shall remain in force for a period of 3 years or until a new scheme has been confirmed, whichever is the later.

## **Chapter 2: Overview of GRETB**

### **2.1 Mission and Objectives**

It is the mission of GRETB, in conjunction with other education and training agencies and community development bodies, to create and promote the development of learning neighbourhoods in Counties Galway and Roscommon, so that all who live in Counties Galway and Roscommon may have access to the education and training required by their personal, social, cultural, economic and civic needs.

### **2.2 Main Functions**

GRETB is a statutory body with extensive responsibilities for the delivery of education and training in second-level schools, further education colleges, recognised centres of education (literacy and adult education schemes) in Counties Galway and Roscommon, and will, in the future, play a role in primary education through the Community National School (CNS) model. GRETB is now the state agency with responsibility for administering the SOLAS-funded (An tSeirbhís Oideachais Leanúnaigh agus Scileanna) training centre in Mervue, Galway.

### **2.3 Key Services**

GRETB establishes and maintains schools and recognised centres of education. GRETB plans, provides, coordinates and reviews the provision of education and training within its service areas. GRETB is also required (under direction from the Minister for Education and Skills) to provide support services to other education and training providers. Such supports may be in the context of capital projects and land, human resources, financial services, legal services, (ICT) and corporate governance.

### **2.4 Customers and Clients**

All of the communities of Counties Galway and Roscommon; Students, parents/guardians who constitute the learning communities/neighbourhoods of all of our second-level schools, recognised centres of education and all other services provided by GRETB, including further education and training services, community education services and youth work services; State departments/semi-state agencies, voluntary agencies, community groups and individuals, and GRETB's own employees.

### Chapter 3: Details of services currently being provided in English only, in Irish only or bilingually

Please indicate which language your services are provided through, including services in Gaeltacht areas.

Provision of Services (Please tick the relevant box)			
Name of Service	In English Only	In Irish only	Bilingually
Post-primary schools located outside the Gaeltacht	All schools operate through the medium of English, except Coláiste an Eachréidh, Athenry.	Coláiste an Eachréidh, Athenry	
Youthreach Centres; VTOS Programmes; Adult Literacy Centres; Back to Education Initiative (BTEI)	All operate through the medium of English		
Adult Guidance Service			Bilingual service
Community Education			Bilingual service
GRETB's Head Office, An Coiléar Bán, Athenry	Finance Dept; Buildings' Dept; Director of Organisation Support and Development (DOSD)		Chief Executive; Chief Executive's Secretary; Corporate Services; IT Dept; IT Helpdesk; Support Services to the Board; Youth Officer; Timire Gaeilge; Education Officer and Director of Schools; HR Dept.

GRETB Training Centre (Previously FÁS), Mervue Business Park, Galway GRETB's Director of Further Education and Training, Mervue Business Park, Galway			Bilingual service
GRETB Sub-office, Roscommon Town	English		

**Service Provision in Gaeltacht areas**

Name of Service	In English Only	In Irish only	Bilingually
All post-primary schools, except Coláiste Bhaile Chláir.		All schools	
Youthreach Centre; VTOS Centre; Adult Literacy Centres; Breacadh; Back to Education Initiative (BTEI)		*All centres	* Maigh Cuilinn Literacy Centre Service is primarily in English.
Adult Education Guidance Service			Available
Community Education			Available
Ceapach na gCapall Outdoor Education Centre, An Fhairche			Service is bilingual

## Chapter 4: Enhancing the provision of Irish Language Services

The provisions shaded in grey in the table below are mandatory requirements under the Official Languages Act 2003.

Means of communication with the public		Commitment	
Recorded Oral Announcements		<p>The following recorded oral announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements provided on the telephone when the offices of the public body are closed;</p> <p>(b) Recorded oral announcements transmitted by a public address system;</p> <p>(c) Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system.</p> <p>This provision relates to 'recorded' announcements rather than 'live announcements'.</p> <p>Where a Placenames Order is in force, a public body is required to use the Irish language version of the placename specified in that Order in recorded oral announcements made by it or on its behalf.</p>	Mandatory
	Letters and Electronic Mail	All written communication will be responded to in the official language in which it was received.	Mandatory
Written Communication	Stationery	Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.	Mandatory
	Signage	All signage placed by GRETB or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008).	Mandatory
Publications	Publications	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy	Mandatory



		statements will be published simultaneously in Irish and English.	
	<b>Circulars/Mailshots</b>	Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.	<b>Mandatory</b>
<b>An Ghaeltacht</b>	<b>Gaeltacht Placenames</b>	The official placenames of Gaeltacht areas will be used by the public body in accordance with the legislation.	<b>Mandatory</b>

GRETB will also undertake the following lists of actions under each service.

<b>Means of communication with the public</b>		<b>Commitment</b>	<b>Timeline By end Yr 1/ Yr 2 / Yr 3</b>
<b>Oral / Written Communication</b>	<b>Reception</b>	Customers will be greeted firstly in Irish and then in English.	Continuously in GRETB Head Office, Athenry; to be implemented in GRETB Training Centre, Mervue and GRETB Sub-office, Roscommon Town by end of second scheme.
	<b>Face to Face/Counter Service</b>	We will ensure that at least one member of staff is competent to deal effectively with members of the public through the medium of Irish.	Continuously in Head Office, Athenry. To be implemented in Mervue Training Centre and Roscommon Sub-office by end of second scheme.
	<b>Switchboard</b>	Switchboard staff in Head Office, Athenry will give the name of the public body in Irish and English. Switchboard staff in Head Office, Athenry will be familiar with the basic greetings in Irish and will then be able to	Continuously in Head Office, Athenry, Mervue Training Centre and Roscommon Sub-office.

		transfer the call to another member of staff who can speak Irish.	
<b>Telephone communications with the public</b>		Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.	Continuously in Head Office, Athenry, in Training Centre, Mervue. This service is not available in Roscommon Sub-office.
<b>Recorded Oral Announcements</b>		A bilingual recorded oral announcement will be put in place at switch in GRETB Head Office, Athenry, in GRETB Sub-office, Roscommon Town and GRETB Training Centre, Mervue, Galway.	Within first year of scheme. This did not happen during the first scheme as the telephone system was changed.
<b>Live announcements</b>		20 % of live announcements will be bilingual.	No such provision for live announcements exists at present, nor is it planned.
<b>Other</b>		-	-
<b>Information Leaflets/ Brochures</b>		GRETB aims to provide a bilingual version or an Irish language version of the information leaflets and brochures most widely used, but this material changes on a regular basis, which in turn creates a huge challenge in terms of providing continuous bilingual copy. Delivery on this commitment will be centred on our Further Education and Training (FET) Centre, Mervue, at which place most of this type of material is generated.	Courses offered are listed online at <a href="http://www.fetchcourses.ie">www.fetchcourses.ie</a> It is an English language facility only and GRETB is unaware of plans to make it a bilingual one. This facility was developed by SOLAS, in conjunction with ETBI and other FET (Further Education and Training) providers.
<b>Application Forms</b>		There currently is, and there will be, a bilingual or Irish version of the most commonly used application forms available.	Continuously

	<b>Other</b>	-	-
<b>Media</b>	<b>Press Releases</b>	All press releases will be issued simultaneously in Irish or bilingually.	Continuously
	<b>Media Spokespersons</b>	An Irish speaking spokesperson/s is/will be available for interviews with the Irish language media.	Continuously
	<b>Speeches</b>	We will include 10% at least of Irish content in English speeches, to include the opening and closing salutations of a speech, as well as references here and there, in the Irish language, to the subject matter and the occasion of a speech.	Continuously
	<b>Other</b>	All speeches pertaining to the Gaeltacht/delivered in the Gaeltacht shall be delivered in full in Irish.	Continuously
<b>Information Technology</b>	<b>Email</b>	We publish a dedicated email address for queries in Irish on the website(s) of the public body. Standard email messages such as disclaimers are bilingual.	Continuously
	<b>Websites</b>	*The static material on the home page and the specified main pages on GRETB's website will be available in Irish.	*GRETB shall aim to have the Irish language side of its corporate website translated and made fully functional by the end of this scheme.
	<b>Computer Systems</b>	*In so far as developments at a national level allow for this and make funding provision, GRETB will continue to actively use technology to improve the provision of bilingual services.	*Within the lifetime of this scheme. GRETB is not currently permitted to install any new computer system.
	<b>Interactive Services</b>	*In so far as developments at a national level allow for this and make funding provision, GRETB will continue to actively use technology to improve the provision of bilingual services.	*Within the lifetime of this scheme. GRETB is not currently permitted to install any new computer system.
	<b>Other</b>		
<b>Gaeltacht</b>	<b>Meetings</b>	Where required, meetings held in the	Continuously

		Gaeltacht will be conducted in Irish with simultaneous translation to English provided, as appropriate. Contributions in Irish or English will be welcome at public meetings organised by or on behalf of the public body. Meetings organised by the public body that deal with Irish language issues will be held in Irish or bilingually, as appropriate.	
	<b>Placenames</b>	GRETB will use the official placenames of Gaeltacht areas for official business. The official Irish versions of placenames are available at <a href="http://www.logainm.ie">www.logainm.ie</a>	Continuously
	<b>Other</b>	-	-

## Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas

Enhancing the provision of Irish language services in Gaeltacht areas and ensuring that Irish becomes the working language in offices located in Gaeltacht areas by a certain date.

### Commitments in Gaeltacht Areas

Description of services in Gaeltacht areas	Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Apart from Petersburg Outdoor Education Centre, Ceapach na gCapall, An Fhairche, Maigh Cuilinn Adult Literacy Centre and Coláiste Bhaile Chláir, all of GRETB's Gaeltacht schools centres of further education and training operate through the medium of Irish.	GRETB shall implement Polasaí don Oideachas Gaeltachta 2017-2022	In accordance with national policy.
	GRETB makes every effort to provide all of its Gaeltacht services through the medium of Irish.	Continuously
	Regarding Gaeltacht placenames, GRETB will implement in accordance with Statutory Instrument No.872 of 2004 – The Placenames Order (Gaeltacht Regions), 2004.	Continuously
	All GRETB documentation in relation to the Gaeltacht is published in Irish only, or bilingually.	Continuously
	With regard to GRETB's schools and recognised centres for education in the Gaeltacht, the Board shall ensure, in so far as it can, that teaching staff with the competency to deliver full curricular provision through the medium of Irish shall be appointed.	Continuously
<b>Irish as the working language in Gaeltacht offices</b>		
<b>Commitment</b>		<b>Timeline By end Yr 1/ Yr 2 / Yr 3</b>

Currently, all of GRETB's Gaeltacht-based offices, apart from Petersburg Outdoor Education Centre, Ceapach na gCapall and Maigh Cuilinn Adult Literacy Centre, operate through the medium of Irish. Ceapach na gCapall and Maigh Cuilinn centres operate primarily through English, but make provision for service through Irish, when requested.


## Chapter 6: Improving Language Capability

### 6.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of GRETB will be the primary means of optimising the availability of services through Irish. Our recruitment policy, which is subject to the framework of agreed national recruitment procedures, will have regard to the need to improve Irish language capability on an incremental basis.

All new staff will be provided with an induction pack containing a copy of our agreed scheme in order to ensure that they are made aware of our commitments under the legislation.

### 6.2 Training and Development

GRETB is committed to making available opportunities for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Improving Irish Language Capability	Recruitment	<p>New staff will be provided with an induction pack containing a copy of our agreed scheme.</p> <p>New teaching staff will be briefed on GRETB's obligations under the Official Languages Act, 2003 (inclusive of GRETB's language scheme) at the induction days prior to commencement of the academic school year.</p>	<p>Induction pack to be updated by HR Dept. in 2018, in time for new teacher induction day(s) in August 2018.</p>
	Training	<p>In accordance with GRETB's Continuing Professional Development Policy for Clerical and Administrative Staff, opportunities to develop the Irish language competence of staff will be provided. Appropriate arrangements will be made for the provision of Irish language training, (accredited when requested), in order to:</p> <ul style="list-style-type: none"> <li>• support staff in maintaining and developing their proficiency in the Irish language,</li> <li>• enhance the capacity of staff to</li> </ul>	Continuously

		<p>meet their Irish language obligations in the conduct of their duties.</p> <p>Staff will be made aware of language resources such as <a href="http://www.tearma.ie">www.tearma.ie</a> , <a href="http://www.focloir.ie">www.focloir.ie</a> , <a href="http://www.teanglann.ie">www.teanglann.ie</a> and <a href="http://www.abair.ie">www.abair.ie</a> , <a href="http://www.logainm.ie">www.logainm.ie</a> , as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English dictionary.</p>	
	<b>Participation in language promotion activities /Provision of resources</b>	<p>Staff will be encouraged to participate in cultural language activities, especially during Seachtain na Gaeilge and, more specifically, this year, designated nationally as Bliain na Gaeilge – 2018. Bulletins of local Irish language and Irish cultural activities are circulated on a regular basis.</p> <p>Our internal library will ensure that books and other materials in Irish are available as a resource to staff to improve their competence in the Irish language.</p> <p>Staff will be aware of the concept of the proactive agreement - proactively offering services in Irish to the public.</p>	Continuously
	<b>Other</b>	<p>With regard to GRETB’s recruitment application forms, a question shall be asked in relation to an applicant’s competency in the Irish language, and one question in the Irish language shall be asked at the interview stage of the recruitment cycle.</p>	Continuously



### 6.3 Designated Irish Language Posts

The posts listed below have been designated as having an Irish language competency requirement. It is the intention that holders of these posts will have achieved specified accredited standards in the Irish language, commensurate with the responsibilities of the post. When designating these posts, particular consideration has been given to posts located in Gaeltacht areas and to posts located outside Gaeltacht areas but whose customer base consists largely of Gaeltacht and/or Irish language speaking communities.

Title of Post	Location	Gaeltacht/Irish speaking community served	Indication of standard of Irish required (choose from basic, intermediate or advanced)
Principals, Deputy Principals, directors, managers, coordinators and all teaching posts	GRETB's schools, recognised centres of education and its other services.	The Gaeltacht community of Galway and the communities of all Gaelcholáistí operating under the Board's remit	Advanced desirable
Secretaries, caretakers and other administrative positions	GRETB's schools, recognised centres of education and its other services.	The Gaeltacht community of Galway and the communities of all Gaelcholáistí operating under the Board's remit	Advanced desirable

## **Chapter 7: Monitoring and Review**

The implementation of the scheme will be monitored and reviewed on a regular basis by GRETB's Chief Executive and its Directors and Managers ie GRETB's Senior Management Team. The contact person for the scheme will be Tomás Breathnach, Timire Gaeilge.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report. No such system exists within GRETB.

## **Chapter 8: Publicising of Agreed Scheme**

This scheme will be publicised both internally and externally, through a press release initially. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies. Other means to publicise the scheme may also be used.

In addition, we will take every opportunity in our day to day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.

The Irish language version of GRETB's scheme shall be the official version.

## Appendices

### 1. GRETB's Notice of Intention to Prepare a Draft Scheme – Call for Submissions from the Public

No submissions were received by GRETB.



**AIGHNEACHTAÍ Á LORG**  
**ACHT NA DTEANGACHA OIFIGIÚLA 2003**  
**DRÉACHT-SCÉIM TEANGA Á HULLMHÚ AG**  
**BORD OIDEACHAIS AGUS OILIÚNA NA GAILLIMHE AGUS ROS COMÁIN**

Tá sé i gceist ag Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin scéim a dhéanadh de réir Alt 11 d'Acht na dTeangacha Oifigiúla 2003. Is é bunchuspóir an Achta ná a chinntiú go mbeadh fáil níos mó ar sheirbhísí poiblí trí Ghaeilge agus go mbeadh siad ar chaighdeán níos airde. Tá aighneachtaí maidir le hullmhú na dréacht-scéime á lorg ag Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin anois ó aon pháirtithe leasmhara. Ba chóir nach rachadh na haighneachtaí sin thar 4,000 focal (c. 8 leathanach). Ba chóir freisin, go himbhianaithe, aighneachtaí, a bheidh ar fáil go poiblí ar láithreán gréasáin na Roinne, a sheoladh isteach go leictreonach chuig [colas@gretb.ie](mailto:colas@gretb.ie) nó [info@gretb.ie](mailto:info@gretb.ie).

Ina ionad sin is féidir iad a sheoladh leis an bpost chuig: 'Dréacht-scéim Teanga', Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin, An Coiléar Bán, Baile Átha an Rí, Co. na Gaillimhe.

Tá eolas maidir le mandáid agus an ról/na seirbhísí arna soláthar don phobal ag Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin ar fáil ar [www.gretb.ie](http://www.gretb.ie).

Is é an dáta deireanach d'aighneachtaí a bheith faighte ná 5.00in, Dé hAoine, 15 Nollaig 2017. Tá tuilleadh eolais faoin Acht ar fáil ar láithreán gréasáin na Roinne Cultúir, Oidhreacht agus Gaeltachta [www.chg.gov.ie](http://www.chg.gov.ie).

**Sínithe: Daibhéid Ó Laocha, Príomhfeidhmeannach**

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**REQUEST FOR SUBMISSIONS**  
**OFFICIAL LANGUAGES ACT 2003**  
**PREPARATION OF A DRAFT LANGUAGE SCHEME BY**  
**GALWAY AND ROSCOMMON EDUCATION AND TRAINING BOARD (GRETB)**

Galway and Roscommon Education and Training Board (GRETB) proposes to draft a scheme in accordance with Section 11 of the Official Languages Act 2003. The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish. Galway and Roscommon Education and Training Board now wishes to invite representations in relation to the preparation of the draft scheme from any interested parties. Submissions should ideally not exceed 4,000 words (c. 8 pages). Ideally, submissions, which will be made available on the Department's website, should be forwarded electronically to [info@gretb.ie](mailto:info@gretb.ie) or [colas@gretb.ie](mailto:colas@gretb.ie).

Alternatively, they may be posted to: 'Dréacht-scéim Teanga', Galway and Roscommon Education and Training Board, An Coiléar Bán, Athenry, Co. Galway.

Information in relation to the mandate and role/ services provided to the public by Galway and Roscommon Education and Training Board is available on [www.gretb.ie](http://www.gretb.ie).

The latest date for receipt of representations is 5pm, Friday, 15 December 2017.

Further information in relation to the Act is available on the Department of Culture, Heritage and Gaeltacht website [www.chg.gov.ie](http://www.chg.gov.ie).

**Signed: David Leahy, Chief Executive**

Connacht Tribune 20x3 125mm  
Roscommon Herald 20x3 112mm

MP

#### Note:

Contemporaneous with the public call for submissions, all GRETB staff were invited to make submissions. None were received.