

# Institute of Technology Tralee



**INSTITUTE OF TECHNOLOGY, TRALEE  
SECOND LANGUAGE SCHEME 2015 – 2018  
Under Section 15 of the Official Languages Act 2003**

<b>Table of Contents</b>		<b>Page</b>
<b>Chapter 1</b>	<b>Introduction / Background</b>	<b>3</b>
1.1	Commencement Date of Scheme	3
1.2	Preparation of the Scheme	3
1.3	Language Competency	3
1.4	Overview of ITT	4
<b>Chapter 2</b>	<b>Provision of General Institutional Services/Activities</b>	<b>7</b>
<b>Chapter 3</b>	<b>Summary of Services/Activities Provided by Divisions</b>	<b>10</b>
3.1	Introduction	10
3.2	The Office of the Registrar	13
3.3	The Development Office	13
3.4	The Schools of Study	13
3.5	Office of the Secretary/Financial Controller	14
<b>Chapter 4</b>	<b>Monitoring and Revision</b>	<b>15</b>
<b>Chapter 5</b>	<b>Publicising of Agreed Scheme</b>	<b>16</b>

# Chapter 1

## Introduction / Background

This scheme was prepared under *Section 15* of the Official Languages Act 2003 ("hereinafter referred to as the Act") by Institute of Technology, Tralee. The Act provides for the preparation by public bodies of a statutory scheme detailing the services the Body will provide:

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

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

### 1.1 Commencement Date of Scheme

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme will commence with effect from 09 February 2015 and shall remain in force for a period of 3 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.

### 1.2 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 in conformity with these guidelines.

This scheme has been drawn up following consultation with students, staff and representative stakeholders.

In accordance with the scheme, the Institute published public notices inviting representations in relation to the preparation of the draft scheme from any interested parties.

A number of organisations were invited to make representations, while staff and students were asked for their views on the promotion of the Irish Language. Student focus groups were established to solicit ideas. The key stakeholders/customers were also invited to make submissions. The scheme takes into account the various views and ideas of the stakeholders as described above.

### 1.3 Language Competency

Services provided by ITT are still predominantly through the medium of English. The Institute has a limited number of staff with oral and written competencies in Irish. However, there is a significant goodwill factor towards the promotion of the Irish Language and a belief that this should be encouraged further by positive pro-active support and initiatives.

## 1.4 Overview of ITT

### 1.4.1 The Institute

ITT is an Institute of Technology located on two campuses at Dromthacker and Clash in Tralee. The North Campus at Dromthacker opened in September 2001 and comprises of the following: Business/IT Building; Hotel, Catering & Tourism Building; Centre for Nursing & Health Care Studies; Library; Tom Crean Business Centre and All Weather and Grass Playing Pitches. Science & Engineering are located on the South Campus along with the major administrative functions. Adjacent to the North Campus is the Kerry Technology Park which is home to approximately 16 organisations and employs almost 200 people. There is close interaction between the Kerry Technology Park and IT Tralee.

ITT offers a wide range of programmes of study in Business, Engineering, Science, Computing, Humanities, Hotel & Catering and Nursing & Health Sciences. It has approximately 3,032 FTE students on fulltime, craft, ACCS and part-time programmes of study and has in excess of 400 staff. Through its Development Office it supports, on a commercial basis, Innovation, Entrepreneurship, Research, Consultancy and Regional Development within the region the Institute serves.

In accordance with the terms of Sections 29 and 30 of the Qualifications (Education and Training) Act, 1999, Institute of Technology Tralee currently has delegated authority from the Higher Education and Training Awards Council (HETAC) to make awards for taught programmes at Levels 6, 7, 8 and 9 of the NQAI framework from academic year 2004/5.

### 1.4.2 Mission and Vision Statements

The ITT mission statement is:

‘To excel in teaching, research and development work, for the benefit of students, industry and the wider community.’

The Institute of Technology Tralee celebrated its 35<sup>th</sup> anniversary in 2012/13, marking well over a quarter of a century of providing teaching, research and development to the South West Region and beyond.

In conjunction with the Institute’s mission statement; a vision statement was also adopted, as follows:

“The role of the Institute is, within the framework of national and international developments in higher education both within the European Union and more generally within the OECD States, to provide:

- In an efficient and effective manner
- In an appropriately resourced and supportive environment
- Within a framework of equality of opportunity

accessible, multi-level, programmes of teaching, research and development activity which:

- develop a deep understanding of the chosen field of study;
- develop a capacity for independent critical thinking and foster academic scholarship;

- provide for initial and on-going training and development of professional, managerial, practical and technical skills;
- afford student and staff of the Institute opportunities for intellectual and personal growth;
- lead to awards which are recognised nationally and internationally;
- contribute to the knowledge and human resource base relevant, and needed for, economic, social and cultural development of the State in general and of the region served by the Institute in particular, and to co-operate and collaborate with other bodies with similar missions;
- are of the highest quality standards and bear the hallmark of excellence. “

### 1.4.3 Customers and Clients

The Institute’s principal customers are its students, to whom it has a particular duty of care, the Governing Body, staff and the region the Institute serves. The Institute also interacts with the general public and other educational institutions and agencies, including:

Department of Education & Science; HEA; QQI; The Institution of Engineers of Ireland; TEAGASC; Other Institutes of Technology/Universities; Other Higher Education Institutes; Second-Level Schools; Local Authorities; The IDA; Údarás na Gaeltachta; Fáilte Ireland; Tralee Chamber of Commerce and Industry; Trade Unions; IBEC; Enterprise Ireland; Solas; IPA, IMI; Heritage Council, Health Service Executive and the Department of Health, Siamsa Tíre and Work Placement providers.

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

The main function of the Institute is to provide quality programmes of education through English (with a small number through Irish as determined by demand) to its students and this will continue to be the case for the foreseeable future.

Irish is offered as an elective subject on the following programmes:

ISM2 / TV/Radio 2 / Music Tech 2 / Interactive Multi Media 2	Year 2 Semester 3
ISM2 / TV/Radio 2 / Music Tech 2 / Interactive Multi Media 2	Year 2 Semester 4

Services to the general public, stakeholders and other agencies are currently almost exclusively through English.

### 1.4.5 Functions and Departments

<u>Function Area</u>	<u>Department</u>
Registrar	Academic Administration Student Services Examinations Library
Development Office	Industrial / Liaison Research Adult & Continuing Education Enterprise Development and Incubation
School of Business, Computing and Humanities	Business Studies Computing Creative Media and Information Technology Hotel, Culinary, & Tourism
School of Science, Technology, Engineering & Mathematics	Civil Engineering and Construction Studies Agricultural and Manufacturing Engineering Apprentice Section Biological and Pharmaceutical Sciences
School of Health and Social Science,	Nursing and Health Care Studies Health and Leisure Studies Humanities and Social Science
Secretary/Financial Controller	Finance Human Resources IT Services Estates Training & Staff Development Administration & Secretarial

## Chapter 2

### Provision of General Institutional Services/Activities

This chapter sets out the official languages policy operated by the Institute in relation to the general provision of its services.

The objective of this scheme is to ensure that the Institute's existing communication with the general public regarding general information relating to its services will continue to be made available in both English and Irish through:

- Information leaflets and brochures
- Publications
- Website – general static information
- Press releases relating to the Irish language, or related topics

These documents will be made available bilingually within the one cover except where this is not feasible because of the size, nature or layout of the material.

### Documentation issued to students

All new application forms and associated material published by the Institute will continue to be available in Irish and English within the one document.

Where application forms and information leaflets are provided as separate Irish and English language versions, the Institute will ensure that equal prominence is given to both versions and that the Irish language version will be as accessible as the English language version.

Information leaflets/brochures aimed at the **International market** will remain in English only.

## General Documentation

### Prospectus

The General information sections are in English and Irish.

### Student Handbook

The introduction section in the Student Handbook are in English and Irish.

### The Conferring Booklet:

The general information in the Conferring Booklet is in both English and Irish.

### In other areas

#### Press releases

All press releases relating to the Irish language or the Gaeltacht will be issued bilingually, simultaneously, throughout the course of the scheme from the commencement of the scheme. In addition, 15% of all other press releases per annum will be issued bilingually, simultaneously, throughout the course of the scheme.

### **Website – General Information**

Static information of general interest to the public will be available bilingually on the website. The Institute website will maintain the 25 most accessed web pages available bilingually. The Institute website has recently been redesigned and its menu structures have moved and / or changed. The Irish language content is currently in the process of being updated.

The following components on the website will remain in English during the course of this scheme:

- Components aimed at an international audience
- Components of a technical specialist nature
- Web-based programmes of study (except Irish language programmes which will be available through Irish).
- Components relating to existing or new programmes (other than those available through Irish).
- Newspaper clippings in the language they are published.
- Weblink & framelinks
- Dynamic content retrieved from databases

### **Online Interactive services**

The Institute's interactive online services for Part-Time courses and for Alumni are bilingual. The interactive Booking of Conferences page is made available bilingually on request when this is possible. Any new interactive services will be introduced bilingually where technically feasible.

### **Library website**

The Library website has recently been redesigned and its menu structures have moved and / or changed. The Irish language content is currently in the process of being updated. This includes interactive pages for searching the catalogue, renewing or requesting a book and making a comment or suggestion.



### **Library Web Page and Catalogue (OPAC)**

The Library Catalogue or OPAC is used to search online for materials in the library. The Catalogue search menu options will be made available in Irish from the beginning of the scheme. The Library Web page offers links to subscription databases and additional information and support resources.

The Web Page and Catalogue Search Page have recently been updated and are being updated to incorporate bilingual information.

### **Email Disclaimer**

The disclaimer on email correspondence is currently bilingual.

### **Speeches or statements**

From the commencement of the scheme speeches or statements will be made available in the language(s) in which they are delivered.

ITT will give appropriate prominence to the Irish language at key events such as the graduation ceremonies by having part of key addresses, such as that of the Director and the Chair of the Governing Body, given in Irish and English.

### **Reception/Switchboard Services**

Throughout the scheme the Institute will continue to operate an Auto Attendant switchboard with options listed 'as Gaeilge'. The Institute will ensure that the switchboard operator will announce the name of the Institute 'as Gaeilge', be familiar with basic greetings in Irish and will transfer calls in Irish to a nominated staff member who has competence to deal with the query in Irish.

### **Other Institute Publications**

The Institute commits to making the Governing Body Member and Manager Declaration of Interest forms available in both English and Irish for the scheme. In accordance with the provisions of section 10 of the Official Languages Act 2003, the Strategic Plan, Annual Report etc., will also be made available in both English and Irish.

### **Public Meeting Policy**

The Institute does not at present hold public meetings in the Gaeltacht and conducts all its public meetings in English.

### **Gaeltacht Placenames**

The official Placenames of Gaeltacht areas will be used by the Institute for official purposes.

## Chapter 3

### Summary of Services / Activities Provided by Departments

#### 3.1 Introduction

This Chapter sets out the position in relation to service provision/external interaction of the Departments within the Institute and with the general public. It lists the priority areas for action under this scheme.

##### 3.1.1 Priority for this Scheme

The priorities for this scheme are:

- To continue to enhance the Institute's ability to provide services to our customers in Irish and English.
- General Queries will be dealt with in Irish, within the Admissions and Examination sections in the Office of the Registrar from the commencement of the scheme. On-going training will be provided for staff as required.
- To continue to raise staff awareness of the scheme through induction and regular communication
- To continue to enhance staff competency in Irish and appreciation of 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 continue to extend the number of courses (subject to demand) where students may carry out their work competently through Irish

##### 3.1.2 Specific Action & Initiatives

Within the lifetime of this scheme and in subsequent schemes, preparatory work will be carried out with a view to addressing the issue of the provision of a quality one to one customer service generally, in particular from the Office of the Registrar..

- Table A below specifies the forms, leaflets and other documentation which will be made available from the Office of the Registrar, Office of the President, Office of the Secretary & Financial Controller and from the Library.
- Formal introduction of Irish Language at Director's address to staff in September
- Sourcing Irish language training providers where people could learn Irish by night or undertake a course in advanced grammar.
- Identify academics/speakers for interviews in Irish for radio/television e.g TG4, Raidió na Gaeltachta, Radio Kerry.
- Provide communication training for these speakers in Irish.
- Provide grants to staff to take part in courses in the Gaeltacht.
- Provision of Irish/English dictionary resources.
- Tenders: from the commencement of the scheme the Institute will introduce the acceptance of tenders in Irish or English.
- From the commencement of the scheme the Library will provide Irish Language text books and related learning material.

**Table A                      Commitment to the introduction of written documentation in Irish**

<b>Area</b>	<b>Document title</b>	<b>Date</b>
Registrar	Prospectus (General Information sections)	Commencement of the scheme
Registrar	Student Handbook (Introductory section)	Commencement of the scheme
Registrar	The Conferring Booklet (General Information section)	Commencement of the scheme
President	Strategic Plan	Commencement of the scheme
Secretary/Financial Controller	Annual Report	Commencement of the scheme
Secretary/Financial Controller	Governing Body Member & Manager Declaration of Interest Forms	Commencement of the scheme
Librarian	The General Library Guide	Commencement of the scheme
Librarian	Searching the Catalogue	Commencement of the scheme
Librarian	Renewing your books online	Commencement of the scheme
Librarian	Creating and Changing My Library Log-in (Library Password)	Commencement of the scheme

### **3.1.3 Other Supports**

A Cumann Gaelach has been set up to organise different events to promote the Irish Language and this is proving very positive in the promotion of the Irish Language within the Institute. The Cumann receives annual funding from the Institute and submit an annual report as part of its activities. This group organises events throughout the year and also during Seachtain na Gaeilge. This club is open to both staff and students. Such events include coffee mornings, social events, etc.

The Cumann Gaelach promotes Irish by:

- Seeking volunteers across the Institute to provide services and help implement the scheme and provide such staff with resources (e.g. Irish dictionaries, etc).
- Discussing training preferences with interested staff and recommending development programmes which promote Irish within ITT.
- Promoting conversational Irish within the Institute.
- Jointly promoting with the Institute attendance and training for staff where the emphasis will be on speaking and listening skills, with attention also given to written Irish.
- Including language awareness as part of its annual induction for new staff.
- Providing accreditation as appropriate for courses undertaken.
- Organising various functions to acknowledge our culture and promote the celebration of same.
- Facilitating staff/students to use their Irish name.

### **Continuing professional development**

The Institute plans to hold an annual Continuing Professional Development workshop session to develop academic staff skills in the delivery of academic services and progression of student academic work in Irish.

## **3.2 Office of the Registrar**

### **3.2.1 Academic Services (Office of the Registrar)**

The Registrar's Office is responsible for student recruitment, admission, registration and assessment of students and is the first point of contact for new & potential customers. The Office promotes courses, organises school visits and produces the Prospectus and Student Handbook. Customers wishing to conduct business in Irish will be facilitated

### **3.2.2 The Library**

#### **Library Guide**

The General Library Guide will continue to be bilingual. The library produces a range of bilingual information leaflets in addition to the General Library Guide.

## **3.3 The Development Office**

### **3.3.1 External Services Department**

The External Services Department supports training and consultancy, technology transfer and community development. This Department liaises with development agencies, trade and professional organisations and such representative groups.

Should a training or consultancy service in Irish be required, staff with Irish will be assigned to the task.

### **3.3.2 Research**

The Development Office disseminates information regarding research programmes. It supports research proposals, researcher recruitment and it also monitors and manages start-up, progress and termination of programmes. It supports the enhancement of research capacity. Should Irish be a desirable requirement of a research project, then Irish will be stated as a requirement in recruiting researchers for such projects within the framework of the agreed national recruitment procedures.

### **3.3.3 Adult and Continuing Education**

This department advertises courses, organises information evenings for potential students and companies and produces an Adult and Continuing Education Prospectus. Anything in Irish?

### **3.3.4 The Estates Office**

The Estates Department produces tender documentation for building and maintenance contracts and is also responsible for signage. Signage policy complies with the Official Languages Act 2003.

### **3.3.5 Academic Services (Development Office)**

School visits to the Gaeltacht and to Gaelscoileanna in non-Gaeltacht areas will continue to be available in Irish and will be actively promoted.

### **3.4 The Schools of Study**

The three Schools of Study undertake the core activity of the Institute. Within a departmental structure, courses are provided in a wide range of disciplines under the broad generic headings of: Business, Computing & Humanities; Science, Technology, Engineering & Mathematics; and Health and Social Science.

At present, all programmes of study are through English. Gaeilge is offered as an elective subject to sufficient demand. Currently, there is no evidence of a demand for additional courses through Irish that would justify the investment required for such courses. However, this situation will be monitored annually and additional courses introduced as demand warrants and subject to funding being available for course delivery.

### **3.5 The Office of the Secretary/Financial Controller**

#### **3.5.1 Finance**

The Finance Office is responsible for all procurement and payment and consequently advertises contracts, produces tender documents, pays invoices and salaries and prepares the annual accounts. The Institute currently accepts tender submissions in both English and Irish.

#### **3.5.2 Human Resources**

This department is responsible for advertising staff vacancies, producing application forms, job descriptions and arranging interviews. The HR Department also supports the Institute's goal of ensuring that staff have sufficient opportunity to acquire the skills, knowledge and expertise to carry out their duties effectively and to achieve their full potential. The Human Resources Department will continue to provide opportunities to staff to enhance their ability to provide a service through Irish:

- By actively promoting Irish Language training
- By appropriate placement of staff with such proficiency throughout the Institute where demand arises.
- By recruiting in Irish where there is a specific need i.e. delivery teaching modules through the medium of Irish.

All new and current staff will be advised of development opportunities to improve their competence in Irish.

#### **3.5.3 IT**

The Computer Services Department provides IT and communication services for the Institute.

As most applications and systems are supplied by third party companies, the computer services department is dependent on these companies providing an Irish version of their software/system.

However, when the Institute is procuring new systems and or upgrading current systems it will ensure that they are capable of handling the Irish language and accordingly will recognise the need to include provision for support of the Irish language in the Systems specification.

During the period of the current Scheme, any new computer systems, where these are under the control of IT Tralee, will be introduced simultaneously in both languages. During the same period, any upgrading done on existing computer systems, currently available in English only, will include an Irish language option also.

## **Chapter 4**

### **Monitoring & Revision**

The Senior Management Group within the Institute will keep the effective operation of the scheme under review. Progress will be recorded in the Annual Report. The day-to-day monitoring function will be carried out primarily by the Registrar who is responsible for the implementation of the scheme within the Registrar's Office.

The scheme sets out the targets ITT has set itself for the duration of the scheme and indicates priority areas. Responsibility for monitoring and review will rest with the Senior Management of the Institute.

### **Reviews**

The scheme will be reviewed at regular intervals.

It should be noted that the Institute under its Programmes & Budget response from the HEA, has received no additional approvals for staff.

## Chapter 5

### Publicising of Agreed Scheme

The contents of this scheme along with the commitments and provisions of the scheme 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.

A copy of this scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

The English language version of this scheme is the original text of this scheme.



