SEIRBHÍS OIDEACHAIS CHIARRAÍ –
AN COISTE GAIRMOIDEACHAIS I gCIARRAÍ

AN SCÉIM TEANGA 2010 – 2013

KERRY EDUCATION SERVICE – THE VEC IN KERRY

LANGUAGE SCHEME 2010 - 2013

Seirbhís Oideachais Chiarraí –
An Coiste Gairmoideachais i gCiarraí
An Scéim Teanga 2010 – 2013
faoi Acht na dTeangacha Oifigiúla 2003

Kerry Education Service – the VEC in Kerry
Language Scheme 2010 - 2013
under the Official Languages Act 2003

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Seirbhís Oideachais Chiarraí

Acht na dTeangacha Oifigiúla 2003

Scéim Cur chun feidhme

RÉAMHRÁ

1. **Tá an scéim seo** ullmhaithe de réir Altanna11 &15 d'Acht na dTeangacha Oifigiúla 2003 ag Seirbhís Oideachais Chiarraí – an Coiste Gairmoideachais i gCiarraí. Cuireann Alt 11 forálacha ar fáil do chomhlachtaí poiblí chun scéim reachtúil a ullmhú ina mbeidh sonrú déanta ar na seirbhísí a chuirfidh siad ar fáil:

- trí mheán na Gaeilge
- trí mheán an Bhéarla
- trí mheán na Gaeilge agus an Bhéarla
- na beartanna a chuirfear i bhfeidhm le déanamh cinnte go ndéanfar seirbhís ar bith nach bhfuil a cur ar fáil ag an chomhlacht trí mheán na Gaeilge, a cur ar fáil taobh istigh d'am chomhaontaithe áirithe.

Seo í an dara scéim atá ullmhaithe ag Seirbhís Oideachais Chiarraí agus cuireann sé leis an gcéad scéim a glacadh i mBealtaine 2006.

2. Comhlacht reachtúil a fuair a fheidhmeanna, a dhualgais agus chumhachtaí ó cheithre Acht den Oireachtas is ea Seirbhís Oideachais Chiarraí (an Coiste Gairmoideachais i gContae Chiarraí). Iad seo ná an tAcht Gairmoideachais 1930, an tAcht Gairmoideachais (Leasú) 1970, an tAcht Oideachais 1998 agus an tAcht Gairmoideachais (Leasú) 2001.

Kerry Education Service

Official Languages Act 2003

Implementation Scheme

INTRODUCTION

1. **This Scheme** is prepared under Sections 11 & 15 of the Official Languages Act 2003 by Kerry Education Service – the VEC in Kerry. 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.

This is the second scheme prepared by Kerry Education Service and builds on the first scheme which was adopted in May 2006.

2. **Seirbhís Oideachais Chiarraí – Kerry Education Service** (the Vocational Education Committee in County Kerry) is a statutory body given its functions, responsibilities and powers by four Acts of the Oireachtas. These are the Vocational Education Act 1930, the Vocational Education (Amendment) Act 1970, the Education Act 1998 and the Vocational Education (Amendment) Act 2001.

Is é misean Seirbhís Oideachais Chiarraí (SOC) i gcónasc le gníomhaireachtaí oideachais agus traenála agus comhlachtaí forbartha pobail, sochaí foghlama sóisialta, cultúrtha, geilleagrach agus sibhialta a fhorbairt agus a chur chun cinn i gCiarraí, le go mbeadh teacht ar oideachas ag gach duine a chónaíonn i gCiarraí.

Áiritear na grúpaí thíos mar Chustaiméirí díreach agus Páirtithe Leasmhara

- Daltaí Meánscoile ag freastal ar scoileanna SOC
- Foghlaimeoirí Fásta sna cláracha éagsúla SOC
- Mic Léinn Spóirt agus Oideachais Fé'n Aer
- Iarratasóirí Deontais agus Scoláireachtaí
- An Coiste agus Fochoistí
- Boird Bainistíochta
- Comhairle na dTuismitheoirí
- Fóram na Mic Léinn
- Comhairlí Pobail agus Grúpaí Sóisialta eile

It is the Mission of Seirbhís Oideachais Chiarraí – Kerry Education Service (KES) in conjunction with other education and training agencies and community development bodies, to create and promote the development of a learning society in Kerry, so that all who live in Kerry have access to the education and training required by their personal, social, cultural, economic and civic needs.

The following are recognised as direct Customers and Stakeholders:

- Secondary School Students in KES Schools
- Adult and Further Education Students in various KES programmes
- Sports and Outdoor Education Students enrolled in these programmes
- Grant and Scholarship Applicants
- Committee and Sub-Committees
- Boards of Management
- Parents' Councils
- Students' Forum
- Community Councils and other Social Groups

4. Ábhar na Scéime Teanga

Tá sé i gceist ag Seirbhís Oideachais Chiarraí rogha teanga idir Gaeilge agus Béarla a chur ar fáil dá gcustaiméirí agus don phobal.

Cuireann an scéim leis an méid a bhfuil seirbhísí ar fáil faoi láthair trí Ghaeilge agus leis an dul chun cinn a dhéantar thar tréimhse na chéad scéime. Rinneadh tiomantais fhorleathana i gcéad Scéim an Choiste chun an leibhéal seirbhíse i nGaeilge a fheabhsú. Tá an dara scéim bunaithe ar na tiomantais go léir sa chéad scéim bheith curtha i bhfeidhm. I gcás tiomantas sa scéim sin nach bhfuil curtha chun feidhme go dtí seo, tá An Coimisinéir Teanga ag tabhairt aghaidh ar an ábhar seo. Is é cuspóir na Dara Scéime seo leanúint ar aghaidh leis na tiomantais seo a chur chun críche agus leibhéal na seirbhíse a fheabhsú thar tréimhse na scéime (2010-2013). Aithnítear réimsí chun an tseirbhís a chuireann SOC ar fáil a fheabhsú níos mó i gcroílár na scéime.

Mar an gcéanna leis an gcéad scéim, tá tiomantas sa dara scéim chun measúnú leanúnach a dhéanamh ar an méid éilimh atá ar sheirbhísí trí Ghaeilge agus féachaint chuige go leanann SOC ar aghaidh ag comhlíonadh an éilimh seo ar bhonn soiléir atá pleanáilte go maith agus a bhfuil teacht éasca air. Leanfaidh SOC ar aghaidh ag iarraidh leibhéal éilimh a seirbhísí trí Ghaeilge a thomhas trí iniúchtaí rialta a dhéanamh ag úsáid córais a dhéanann leibhéal na gceisteanna/n-iarrataí trí Ghaeilge a chomhaireamh/thomhas i dtréimhse ar leith. Tá dearcadh dearfach i leith na Gaeilge i SOC agus tá an fhoireann tiomanta don scéim seo.

I gcomhréir le tiomantas na chéad scéime, tá SOC tar éis na pointí teagmhála sin a aithint ina mbeidh fonn ar shaoránach rogha a dhéanamh idir Gaeilge nó Béarla agus iad ag déileáil le SOC agus tá socruithe oiriúnacha curtha i bhfeidhm chun an rogha sin a chur ar fáil sna réimsí teagmhála sin go léir.

Cuireann an Scéim nua chomh maith leis na prionsabail a bhaineann le Seirbhís Cáilíochta do Chustaiméirí.

Déanfar eisceachtaí fós le haghaidh doiciméadú teicniúil agus le haghaidh gnó inmheánach na Ranna Riaracháin

5. Dáta Tosaithe

Tá an Scéim seo ceadaithe ag Seirbhís Oideachais Chiarraí. Beidh an Scéim i bhfeidhm 25ú Deireadh Fómhair 2010 agus fanfaidh sí i bhfeidhm ar feadh tréimse 3 bliana nó go dtí go mbeidh Scéim nua deimhnithe ag an Aire de bhua Alt 15 den Acht, cibé acu is túisce.

4. The Content of the Language Scheme

It is the ongoing intention of Seirbhís Oideachais Chiarraí – Kerry Education Service to provide a language choice between Irish and English to its customers and to the public.

The scheme builds on the extent to which services are currently available through Irish and on the progress achieved across the organisation over the period of the first scheme. Extensive commitments were made in the Committee's first Scheme to improve the level of service in Irish. The second scheme is predicated on all of the commitments in the first scheme being implemented. In the event of commitments within that scheme not having been fully implemented to date, this matter is being dealt with by the Office of An Coimisinéir Teanga. The objective of this Second Scheme is to continue the delivery of these commitments and to enhance the level of service over the period of the Scheme (2010-2013). Areas for further enhancement of the service provided by KES are identified in the body of the scheme.

The scheme as in the first scheme, includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that KES continues to meet this demand in a planned, coherent and accessible way. KES will continue to gauge the level of demand for its services in the Irish language by carrying out regular and timed audits through a system of counting/measuring the level of queries/requests for services through Irish in a given period. There is a positive attitude towards the use of Irish within KES and staff are committed to this scheme.

In acordance with the committment in the first scheme KES has identified those points of contact where a citizen may wish to exercise the choice of using Irish or English in dealing with KES and suitable arrangements have been put in place to provide that choice in all these areas of contact.

The new Scheme also builds on the principles of Quality Customer Service.

Exceptions will continue to be made for technical documentation and for the internal business of the Administrative Departments.

5. Commencement Date of the Scheme

This Scheme has been approved by Kerry Education Service Committee. The Scheme will commence with effect from 25th October 2010 and it shall remain in force for a period of three years or until a new Scheme is confirmed by the Minister in accordance with Section 15 of the Act, which ever is soonest.

6. Feabhas ar Sheirbhísi a Sholáthrofar go Dátheangach

Is é an cuspóir atá ann ná an rogha a thabhairt chun Gaeilge nó Béarla a úsáid i ngach réimse cumarsáide le SOC.

Fáiltiú

Bíonn fáilteoirí agus oibrithe lasc-chláir i ngach Scoil/Coláiste/Ionad ina gcéad pointí teagmhála leis an bpobal. Beidh sé mar pholasaí an choiste a chinntiú go mbeidh cleachtas maidir le Seirbhís Cáilíochta do Chustaiméirí (SCC) i bhfeidhm sa réimse seo, i. faoi thús na Scéime seo.

- Tabharfaidh an fhoireann fáilte/ lasc-chláir ainm na Scoile/an Choláiste/an Ionaid i nGaeilge.

- Beidh siad in ann daoine a bheannú go bunúsach i nGaeilge.

- Cuirfear socruithe oiriúnacha i bhfeidhm i dtreo is go mbeadh siad in ann daoine a chur i dteagmháil, gan mhoill leis an oifig nó an oifigeach atá freagrach as an tseirbhís riachtanach a chur ar fáil trí Ghaeilge, má tá sé ar fáil.

Beidh an fhoireann fáilte/lasc-chláir ar an eolas maidir leis an duine is fearr chun dul i dteagmháil leo i ngach Scoil/Coláiste/Ionad i dtreo is go bhféadfaí seirbhísí a chur ar fáil i rogha teanga an chustaiméara.

6. Enhancement of Services to be Provided Bilingually

The objective is to give the option of using Irish or English to the individual in every area of communications with KES .

Reception

Receptionists/switchboard operators within each School/College/Centre are the first points of contact with the public. It shall be the policy of the Committee to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that by the date of commencement of this Scheme:

- Reception/switchboard staff will give the name of the School/College/Centre in Irish.
- They are at least familiar with the basic greetings in Irish.
- Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.

Receptionist and Switchboard Staff will also be fully aware of whom best to refer to within each School/College/Centre so that services may be provided in the customer's language of choice.

Foirmeacha iarratais, Bileoga faisnéise agus Bróisiúir

Ó thús na scéime, cinnteoidh SOC go gcuirfear ar fáil gach foirm iarratais, gach foirm rollaithe do dhaltaí, gach foirm scoláireachta/deontais agus na bileoga faisnéise lena mbaineann, go comhuaineach sa dá theanga oifigiúil ar ár láithreán gréasáin.

Cinnteoidh an Coiste go leanfar ar aghaidh le **foirmeacha rollaithe ionaid/scoile nó foirmeacha iompair scoile** a chur ar fáil go dátheangach laistigh den chlúdach céanna. Ina theannta sin leanfar ar aghaidh leis na **foirmeacha earcaíochta foirne/scoláireachta/deontais** a chur ar fáil mar leaganacha ar leith Gaeilge agus Béarla.

Leanfar ar aghaidh le **bróisiúir** maidir le **haosoideachas agus breisoideachas** agus **scoileanna agus ionaid** a chur ar fáil go dátheangach laistigh den cháipéis chéanna.

Cinnteoidh SOC chomh maith, san áit a mbeidh foirmeacha iarratais agus bileoga faisnéise curtha ar fáil mar leaganacha ar leith Gaeilge agus Béarla, go dtabharfar an tábhacht chéanna don dá leagan go poiblí agus go mbeidh an leagan Gaeilge ar fáil chomh héasca agus atá an leagan Béarla. Cuirfear custaiméirí ar an eolas go réamhghníomhach má tá leagan Gaeilge ar leith ar fáil trí ráiteas oiriúnach a chur ar leagan Béarla na bhfoirmeacha iarratais, na mbileog faisnéise, na mbróisiúr nó na gcáipéisí agus ar bhealach ar bith eile a mheasann an CGO gur iomchuí é.

Application forms, Information leaflets and Brochures
From the commencement of the scheme KES will ensure that all student application forms, student enrolment forms, grant/scholarship forms and associated information leaflets will be made available simultaneously in both official languages on our website.

The Committee will ensure that the s**chool transport and school /centre enrolment forms** will continue to be provided bilingually within the one cover. In addition the **grant/ scholarship** and **staff recruitment forms** will continue to be provided as separate Irish and English language versions**.**

Brochures in respect **of adult and further education** and **schools and centres** will continue to be provided bilingually with the one document**.**

KES will also ensure that where application forms and information leaflets are provided as separate Irish and English language versions, that equal prominence is given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version. Customers will proactively be made aware of the availability of a separate Irish version by way of a suitable statement on the English version of the application forms, information leaflets and brochures document and by any other means that the VEC deems appropriate.

(a) Scoileanna Dara Leibhéal

Tá ocht scoil dara leibhéal faoi bhainistíocht dhíreach an SOC a chuireann réimse cuimsitheach de chúrsaí don Sraith Sóisearach, Sraith Sinsearach agus Iar-Ardteistiméireachta ar fáil.

	An Tóchar	Oileán Ciarraí	Coláiste na Sceilge	Gaelcholáiste Chiarraí	Cill Airne	Cill Orglan	Lios Tuathail	Trá Lí
CSTS	√				√		√	√
TS	√	√	√	√	√	√	√	√
IB		√	√	√				
CFAT			√		√			
CGAT	√	√	√		√	√	√	√
AT	√	√	√	√	√	√	√	√
Ath-scrúdú AT	√	√	√	√	√	√	√	√
IAT			√		√	√	√	√

CSTS = Clár Scoile an Teastais Shóisearaigh
TS = Teastas Sóisearach
IB = Idirbhliain
CFAT = Clár Feidhmeach na hArdteistiméireachta
CGAT = Clár Gairme na hArdteistiméireachta
AT = Ardteistiméireacht
IAT = Iar-Ardteistiméireachta

Scoileanna a fhreastalaíonn ar phobal na Gaeilge labhartha

Cuireann Gaelcholáiste Chiarraí, Trá Lí, an clár dara leibhéal go léir ar fáil trí mheán na Gaeilge. Oibríonn Coláiste na Sceilge, Cathair Saidhbhín, a fhreastalaíonn ar an nGaeltacht i leithinis Uíbh Ráithigh, sraith Gaeilge, go mór mhór suas go dtí Leibhéal an Teastais Shóisearaigh. Níl aon scoil SOC i gceantar Gaeltachta sa Chontae.

Tiomantas faoin Scéim seo

Leanfar ar aghaidh leis na seirbhísí fáilte, cuntair agus na seirbhísí faisnéise poiblí a chur ar fáil i nGaeilge agus i mBéarla ag na scoileanna seo go léir.

(a) Secondary Schools

There are eight secondary schools under the direct management of KES that offer a comprehensive range of Junior Cycle, Senior Cycle and Post Leaving Certificate courses.

	Causeway	Castleisland	Coláiste na Sceilge	Gael-choláiste Chiarraí	Killarney	Killorglin	Listowel	Tralee
JCSP	√				√		√	√
JC	√	√	√	√	√	√	√	√
TYP		√	√	√				
LCAP			√		√			
LCVP	√	√	√		√	√	√	√
LC	√	√	√	√	√	√	√	√
Repeat LC	√	√	√	√	√	√	√	√
PLC			√		√	√	√	√

JCSP = Junior Certificate Schools Programme
JC = Junior Certificate
TYP = Transition Year
LCAP = Leaving Certificate Applied Programme
LCVP = Leaving Certificate Vocational Programme
LC = Leaving Certificate
PLC = Post Leaving Certificate

Schools which serve an Irish speaking public

Gaelcholáiste Chiarraí, Trá Lí, continues to provide the complete secondary programme through the medium of Irish. Coláiste na Sceilge, Caherciveen, which serves the Gaeltacht of the Iveragh Peninsula, continues to operate an Irish stream particularly at Junior Certificate Level.

There is no KES school in a Gaeltacht area in the County.

Committment under this Scheme

The reception, counter service and public information services will continue to be available in Irish and in English at all these schools.

(b) Scéimeanna Breisoideachais agus Aosaigh atá maoinithe ag an Roinn Oideachais agus Eolaíochta.

PÁIRTAIMSEARTHA	***ÁBHAR***
Litearthacht Aosach	Litearthacht, Uimhearthacht agus Scileanna Bunúsacha
Oideachas Pobail	Ag Forbairt Pobal Foghlama
Filleadh ar Oideachas	Cúrsaí Solúbtha, Deimhnithe ag tabhairt forchéimniú
LÁNAIMSEARTHA	
Youthreach	Ag freastal ar riachtanais dhaoine a fhágann an scoil go luath
VTOS	Ag Ullmhú Dhaoine Dífhostaithe do Obair agus Staidéar
Oideachas don Lucht Siúil Sinsearach	Scileanna Bunúsacha agus Ullmhú Gairmiúil

Chomh maith leis sin, beidh gach scoil SOC ag cur réimse ranganna oíche ar fáil a bheidh féin-mhaoinithe.

Tiomantas faoin Scéim seo
Leanfar ar aghaidh le ranganna aosoideachais agus breisoideachais sa Ghaeltacht a fhógairt go dátheangach agus leanfar ar aghaidh iad a mhúineadh go dátheangach agus beidh na múinteoirí dátheangach. Beidh an fhreagracht sin fós le bainisteoir/comhordaitheoir an chláir.

Taobh amuigh de na limistéir Gaeltachta, beidh seirbhísí poiblí SOC, a bhaineann le haosoideachas, fós ar fáil go dátheangach.

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(b) Adult and Further Education Schemes which are funded by the Department of Education & Science.

PART-TIME	***CONTENT***
Adult Literacy	Literacy, Numeracy and Basic Skills
Community Education	Developing Learning Communities
Back to Education	Flexible, Certified Courses giving progression
FULL-TIME	
Youthreach	Meeting the needs of early school leavers
VTOS	Preparing the Unemployed for Work and Study
Senior Traveller Education	Basic Skills and Vocational Preparation

In addition, each KES school offers a range of night classes which are self-financing.

Committment under this Scheme

Adult and further education classes and courses in the Gaeltacht will continue to be advertised bilingually and they will continue to be taught by bilingual teachers. The responsibility for this will continue to rest with the manager/co-ordinator of the programme.

Outside the Gaeltacht areas, the public services of KES which relates to adult education will continue to be available bilingually.

(c) Ionaid Aosoideachais

Tá ceithre Ionad Oideachais Aosaigh faoi bhainistíocht SOC agus cuireann siad cúrsaí lánaimseartha agus páirtaimseartha ar fáil a fhreastalaíonn ar riachtanais an cheantair.

Ionad Acmhainne Pobail agus Oideachais Aosaigh an Tóchair
Litearthacht Aosach, Filleadh ar Oideachas, Oideachas don Lucht Siúil, Traenáil Ghairme agus cúrsaí Féin-mhaoinithe.

Ionad Oideachais an Néidín
Litearthacht Aosach, VTOS, Filleadh ar Oideachas agus cúrsaí Féin-mhaoinithe.

Tiomantas faoin Scéim seo
Beidh na seirbhísí fáilte, cuntair agus na seirbhísí faisnéise fós ar fáil go dátheangach ag na hionaid seo.

Freastalaíonn na hAonaid seo leanas ar cheantar Gaeltachta Leithinis Uíbh Ráthach.
Aonaid Uí Chonaill, Cathair Saidhbhín.

- Litearthacht Aosach, Youthreach, VTOS, Oideachas Pobail agus cúrsaí Féin-mhaoinithe.

Tech Amergin, An Coireán
Litearthacht Aosach, Filleadh ar Oideachas, Oideachas Pobail, cúrsaí Féin-mhaoinithe.

Níl aon cheann de na hAonaid seo sa Ghaeltacht

Tiomantas faoin Scéim seo

Beidh an fáiltiú, an tseirbhís chuntair agus na seirbhísí faisnéisí poiblí fós ar fáil as Gaeilge agus as Béarla san Ionad. Beidh cláir foghlama fós ar fáil go dátheangach.

(c) Adult Education Centres

There are four Adult Education Centres under the management of KES and they provide part-time and full-time courses to meet the needs of the area.

An Tóchar Adult Education and Community Resource Centre
Adult Literacy, Back to Education, Traveller Education, Vocational Training and Self-financing courses.

Kenmare Adult Education Centre
Adult Literacy, VTOS, Back to Education and Self-financing courses.

Commitment under this Scheme
The reception, counter and public information services will continue to be available bilingually at these Centres.

The following Centres serve the Gaeltacht area of the Iveragh Peninsula.
Aonaid Uí Chonaill, Caherciveen.

- Adult Literacy, Youthreach, VTOS, Community Education and Self-financing courses.

Tech Amergin, Waterville
Adult Literacy, Back to Education, Community Education, Self-financing courses.

None of these Centres is in the Gaeltacht.

Commitment under this Scheme
The reception, counter service and public information services will continue to be available in Irish and English at the Centre. Learning programmes will continue to be available bilingually.

7. Seirbhís Treorach Oideachais Aosach

Tá an t**Seirbhís Treorach Oideachais Aosach** ag tairiscint seirbhís eolais chomh maith le gairmthreoir grúpa agus aonair. Feidhmíonn an tseirbhís ó Phríomhoifig an SOC agus tugann na Comhairleoirí Gairmthreoracha cuairt ar na hIonaid Oideachais Aosaigh SOC lena chinntiú go bhfuil teacht éasca ag daoine fásta ar na seirbhísí .

Tiomantas faoin Scéim seo

Beidh Comhairleoirí in ann bunchomhrá a dhéanamh as Gaeilge agus beidh seirbhís iomlán comhairliúcháin trí mheán na Gaeilge ar fáil ag an gcéad deis earcaíochta eile.

8. Staidéir Chomhshaoil agus Spóirt Eachtraíochta Lasmuigh

Tá **Spóirt Eachtraíochta Lasmuigh** á chur ar fáil ag Ionad Oideachais Lasmuigh Cheapaigh na Lao i ngar do Chill Orglan agus tá Staidéir Chomhshaoil á mhúineadh san Ionad Oideachais i bPáirc Náisiúnta Chill Airne i mbaile Chill Airne. Freastalaíonn daltaí Bunscoile agus Meánscoile chomh maith le daoine fásta ar na cúrsaí seo.

Tiomantas faoin Scéim seo

Beidh an OEC fós ag iarraidh an acmhainn chun teagasc a chur ar fáil trí mheán na Gaeilge i dtéarmaí oiliúna i nGaeilge agus earcaíochta. Beidh an fáiltiú agus an tseirbhís lasc-chlár dhátheangach fós ar fáil agus déanfar iad a fhorbairt.

7. Adult Educational Guidance

The **Adult Educational Guidance Service** offers an information service as well as group and individual guidance counselling. The service operates from the KES Head Office and the Guidance Counsellors also visit the KES Adult Education Centres to ensure that the service is readily accessible to all adults.

Commitment under this Scheme

Counsellors will be able to carry on basic conversations in Irish and a full counselling service through Irish will be available from the next recruitment opportunity.

8. Environmental and Sports Education

Outdoor Adventure Sports are provided at Cappanalea Outdoor Education Centre near Killorglin and Environmental Studies are taught at the Killarney National Park Education Centre in the town of Killarney. These courses are attended by Primary and Secondary school pupils as well as adults.

Commitment under this Scheme

The OEC will continue to develop the capacity to provide instruction through Irish by means of training in Irish and recruitment. The Reception and Switchboard bilingual service will continue to be available and these will continue to be developed.

9. An Fheidhm Riaracháin

Oibríonn an fheidhm Riaracháin ag SOC tríd a bPríomhoifig i dTrá Lí agus trína rúnaithe agus stiúrthóirí cúnta ina scoileanna agus ina hionaid ar fud an chontae.

Tá an Riarachán sa Phríomhoifig eagraithe i dtrí Roinn. Déileálann an Roinn Airgeadais agus Riaracháin (foireann de 16) le pá agus le gnóthaí airgeadais neamh-phá chomh maith le Foirgnimh, Teicneolaíocht Faisnéise agus tacaíocht bhainistíochta. Déileálann an Roinn Seirbhísí Pobail (foireann de 15) leis na cláir oideachais aosaigh agus breisoideachais chomh maith le deontais mhic léinn agus scoláireachtaí agus córais iompair scoile. Déileálann an Roinn Pearsanra (foireann de 7) le hearcaíocht, conarthaí, tacaíocht fhoirne, saoire agus neamhláithreacht.

Tá seirbhís riaracháin ag gach scoil agus ionad chun tacú leis an mbainistíocht agus chun seirbhís fháiltithe agus eolais a chur ar fáil don phobal agus do chustaiméirí.

Preaseisiúintí

Ón tús, eiseofar preaseisiúintí a bhaineann le saincheisteanna Gaeilge go dátheangach.

Thairis sin, eiseofar 10% gach preaseisiúna go dátheangach ó thús na scéime.

9. Administrative Functions

The Administrative function at KES operates through its Head Office in Tralee and through the secretaries and administrative assistants in its schools and centres throughout the county.

Administration at Head Office is organised into three Departments. The Finance and Administration Department (staff 16) deals with pay and non-pay financial matters as well as Buildings, Information Technology and management support. The Community Services Department (staff 15) deals with the adult and further education programmes as well as student grants and scholarships and school transport. The Personnel Department (staff 7) deals with recruitment, contracts, staff support, holidays and absences.

Each school and centre has an administrative service to support its management and to provide a reception and information service for the public and customers.

Press Releases

From the commencement press releases relating to Irish language issues will be issued bilingually.

In addition, 10% of all press releases will be issued bilingually from the commencement of the Scheme.

Láithreán Gréasáin Corparáideach agus Córais Faisnéise
Faoi láthair tá SOC ag tabhairt aghaidh ar athstruchtúrú agus athnuachan mór ar a láithreán gréasáin a mheastar go mbeidh sé críochnaithe le linn ré na scéime. Nuair a bheidh sé críochnaithe, leanfaidh SOC ar aghaidh a chinntiú go mbeidh gach ábhar buan ann go dátheangach. Idir an dá linn, maidir le foilseacháin a dtairgfear i nGaeilge nó go dátheangach lena n-áirítear ráitis bheartais, tuarascálacha bliantúla, bileoga faisnéise agus bróisiúir, cinnteoidh SOC chomh maith go gcuirfear an leagan Gaeilge ar fáil ar an láithreán go comhuaineach leis an leagan Béarla.

Faoi dheireadh na scéime, beidh ábhar buan gach láithreán scoile agus ionad dátheangach.

Cinnteoidh SOC go mbeidh na seirbhísí nua ríomhairí atá á suiteáil go hiomlán in ann déileáil leis an nGaeilge agus, más gá, go ndéanfar na córais atá ann faoi láthair comhoiriúnach, i gcomhar leis an gcéad obair eile maidir le cothabháil nó le huasghrádú a bheidh oiriúnach agus pleanáilte.
Faoi láthair ní chuireann SOC seirbhísí idirghníomhacha ar fáil d'úsáideoirí. Beidh seirbhísí idirghníomhacha ar-líne amach anseo ar fáil go dátheangach.

Cruinnithe Poiblí
Tiomantas faoin Scéim seo
Beidh gach cruinniú a bhaineann le SOC sna Gaeltachtaí fós á reáchtáil trí mheán na Gaeilge nó go dátheangach, más iomchuí sin.

Corporate Website and Information Systems

KES is currently embarking on a major restructuring and renewal of its website which it is envisaged will be completed in the lifetime of this Scheme. On completion, KES will continue to ensure that all static content on its corporate website will be bilingual. In the meantime KES will also ensure that all publications including, policy statements, annual reports, information leaflets and brochures, that are produced in Irish or bilingually will continue to be made available on the Irish version of the website at the same time as the English version.

By the end of the scheme the static content of each school and centre website will be bilingual.

The static content on any new websites introduced by KES during the course of this scheme will be bilingual.

KES will ensure that new computer services being installed will be fully capable of handling the Irish language and that existing systems will, where necessary, be made compatible in conjunction with the next suitable planned maintenance or upgrade work.
Currently KES do not provide interactive services to users. Future on-line interactive services will be made available bilingually.

Public Meetings

Commitment under this Scheme

All KES related meetings in Gaeltacht areas are and will continue to be conducted in Irish or bilingually if that is more appropriate.

10. Plean Straitéiseach chun an Scéim a Chur i bhFeidhm

Cuirfear traenáil Gaeilge labhartha ar fáil sa Phríomhoifig agus beidh sé seo leanúnach agus leathnófar é go dtí scoileanna agus ionaid. Beidh an traenáil deonach agus beidh sé dírithe ar oilteacht i scileanna labhartha agus comhrá ginearálta. Beidh cabhair agus spreagadh le fáil chun freastal ar chúrsaí Gaeilge.

Tiomantas Oiliúna

Cuirfear oiliúint agus tacaíochtaí Gaeilge ar fáil d'fhoireann SOC seo a leanas gach bliain den scéim.

- Gach foireann a chuireann seirbhísí fáilte, seirbhísí cuntair agus seirbhísí faisnéise poiblí ar fáil.

- Gach Bainisteoir Aosoideachais agus foireann teagaisc.

- Treofhoireann Aosach.

- Foireann Cheapaigh na Lao OEC, lena n-áirítear foireann fáilte agus lasc-chláir.

Déanfaidh an Roinn Pearsanra meastóireacht rialta ar na gcúrsaí Gaeilge le fail amach cé chomh héifeachtach is a shásaíonn siad spriocanna an Choiste. Chomh maith le sin, beidh feasacht teanga mar chuid de chúrsaí Ionduchtúcháin agus mar pháirt de chúrsaí traenála i Seirbhís do Chustaiméirí chun go dtuigfeadh an fhoireann:

- Cén fáth go bhfuil polasaí dátheangach i bhfeidhm ag an Choiste
- Comhthéacs agus cúlra an pholasaí agus

Conas a rachadh an polasaí i bhfeidhm ar a gcuid oibre**.**

11. Monatóireacht agus Measúnú a dhéanamh ar an Scéim

Coimeádfaidh **an Grúpa Bainistíochta Sinsearach** laistigh de SOC feidhmiú éifeachtach na scéime faoi athbhreithniú. Déanfaidh na bainisteoirí in Oifigí gach Scoil/Ionad monatóireacht ó lá go lá ar fheidhmiú na scéime agus tuairisciú ar bhonn rialta leis an bPríomh Oifigeach Feidhmiúcháin.

Is iad na critéir a bheidh in úsáid ná:

- Spriocanna Seirbhíse a Bhaint Amach
- Sprioc Ama a Bhaint Amach
- Acmhainní a Bhaint Amach

10. Strategic Plan for the Implementation of the Scheme

Training in spoken Irish has been provided at Head Office and this will continue and it will be extended to schools and centres. The training will be voluntary and it will aim to provide proficiency in oral skills and general conversation. Attendance at Irish language courses will be encouraged and assisted.

Training Commitment

Irish language training and supports will be provided to the following KES Staff in each year of the Scheme:

- All staff providing reception, counter and public information services
- All Adult Education Managers and teaching staff
- Adult Guidance Staff
- Staff of Cappanalea OEC, including reception and switchboard staff

The Human Resources Group within KES will continue to evaluate all Irish language courses on a regular basis to ascertain how effectively they meet the Committee's goals. In addition, language awareness will be included as part of Induction and Customer Service training courses so that all staff:

- understand why KES implements a bilingual policy
- understand the context and background to the policy
- are full informed about how the policy will affect their work.

11. Monitoring and Evaluation of the Scheme

The Senior Management Group within KES will continue to keep the effective operation of the scheme under review. The day-to-day monitoring function will be carried out primarily by the managers in each of the Schools/Centres and Offices who are responsible for the implementation of the scheme and reporting on a regular basis to the Chief Executive Officer.

The criteria to used will be:

- Achievement of Service Goals
- Achievement of Deadlines
- Achievement of Resources

12. Poiblíocht do na seirbhísí Gaeilge atá ar fáil

Déanfar poiblíocht ar bhonn leanúnach ar ábhair na scéime chomh maith leis na gealltanais agus na forálacha leis an bpobal go ginearálta trí:-

- **Na forálacha a fhógairt leis na comhlachtaí poiblí agus leis na gníomhaireachtaí cuí;**
- **Seoladh Oifigiúil na scéime;**
- **Preas Ráiteas agus Fógra Poiblí;**
- **Suíomh Gréasáin na Seirbhíse**.

Chomh maith leis sin, chomh luath agus a bheidh Ionaid/Coláistí/Scoileanna atá geallta le seirbhís a chur ar fáil i gceantar áirithe nó in ann é seo a dhéanamh, déanfar poiblíocht faoi seo sa mhodh leagtha amach thuas.

Thairis sin, tapóidh SOC gach deis ina gcaidreamh ó lá go lá le custaiméirí chun na seirbhísí a chuireann sí ar fáil trí Ghaeilge a chur chun cinn agus a phoibliú, lena n-áirítear trí:

- chur in iúl do chustaiméirí ar bhonn réamhghníomhach faoin rogha atá ann dul i dteagmháil le SOC agus a Scoileanna, a gColáistí, agus a hIonaid trí Ghaeilge, mar shampla, trí fhógraí a chur suas i limistéir fáilte a léiríonn na seirbhísí Gaeilge atá ar fáil agus iad sin a liostú go soiléir ar láithreán gréasáin an Choiste.

- fhonótaí a chur san áireamh ar threoirlínte roghnaithe, ar bhileoga agus ar fhoirmeacha iarratais a mhíníonn go bhfuil na doiciméid seo ar fáil chomh maith i nGaeilge (i gcásanna nach gcuirfear ábhar clóite dátheangach ar fáil faoi chlúdach amháin), agus,

- nótaí a chur san áireamh i bhfoilseacháin agus i bhfógraíocht go gcuireann SOC seirbhísí ar fáil trí Ghaeilge, agus dá réir sin, fearann sí fáilte roimh chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge, de réir na dtiomantas ina Scéim chomhaontaithe.

Tá cóip den scéim seo curtha ar aghaidh chomh maith chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

Is é an leagan Béarla buntéacs na Scéime seo.

12. Publicity of the Irish language services available

The contents of this scheme along with the commitments and provisions of the scheme will continue to be publicised to the general public by means of:-

- **Advertising of provisions to appropriate agencies and public bodies;**
- **Official Launch of the scheme;**
- **Press Releases and Public Notices;**
- **Kerry Education Service Website**.

In addition, once Centres/Colleges/Schools which have committed to delivering a service are in a position to do so, this will also be publicised in the manner outlined.

Furthermore, KES will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by:

- directly informing customers on a pro-active basis of the option of dealing with KES and its Schools, Colleges and Centres 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 on the Committee's website;

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

- including notes in publications and advertisements that KES provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme.

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

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