

National University of Ireland, Maynooth

The Second Language Scheme 2014-2017 under Section 15 of the Official Languages Act 2003

CHAPTER 1

Foreword and Background

This Scheme has been prepared by the National University of Ireland, Maynooth, under the provisions of Section 15 of the Official Languages Act 2003 ("the Act"). Provision is made in the Act for the preparation by public bodies of statutory schemes in which services will be listed depending on the language in which they will be provided:

- in Irish only,
- in English only, and
- in both Irish and English

In addition, the measures to be taken by the body to ensure that services not currently provided in Irish will be provided in Irish.

1.1 Guidelines for the preparation of the Scheme

The guidelines issued by the Dept. of Arts, Heritage and Gaeltacht, were consulted appropriately during the preparation of this Scheme. In addition, a comprehensive consultation process was conducted with other stakeholders.

The National University of Ireland, Maynooth, is guided by the principle that the provision of Irish services should:

- be based on the basic level of demand for services in Irish;
- reflect the importance of a proactive approach to the provision of such services; and
- depend on means, including human resources and finance, and the ability of the body to develop or access the required linguistic level.

This scheme fulfils the principles of a High Standard of Customer Service and of our Customer Charter. The Scheme has been compiled with the aim of fulfilling every material obligation that the Official Languages Act imposes on NUIM, on a graduated basis, through this scheme and future schemes.

The scheme assumes that all commitments made in previous schemes were fulfilled. Where commitments made in a previous scheme have not been fulfilled in their entirety, that will be a matter for discussion with the Office of An Coimisinéir Teanga.

The time and effort devoted to this process by all those involved is understood and acknowledged.

1.2 The Subject of the Language Scheme

Broad commitments were made in the University's first Language Scheme to improve the quality of service through Irish. All those commitments were fulfilled. Among those commitments was the provision of a bilingual service in the following: The President's Office, Vice-President Academic, Registrar and Deputy President's Office, Admissions Office, Student Records Office and Academic Advisor's Office.

The purpose of the second Scheme is to continue to fulfil those commitments and to improve the quality of service over the period of the Scheme. Commitments are made, on behalf of the University and its staff, to increase the number of services currently available in Irish, and areas for further development have been identified.

The new Scheme also contributes to the principles of the Quality Service for Customers and we will continue the practice of making an Irish service available to those who wish to do their business through Irish.

Responsibility for monitoring and reviewing the Scheme will be shared among senior management of the University, the Irish committee, a committee of the Governing Authority, which is responsible for the promotion of Irish in the University.

1.3 Start Date of the Scheme

This Scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht, and will come into effect on 23 June 2014. It will continue for three years from that date, or until a new scheme is confirmed by the Minister according to Section 15 of the Act, whichever is the sooner.

1.4 Targets

Here is a summary of the targets to be achieved by the University before the end of the Scheme (the Scheme contains further information on how and when the targets will be achieved):

- (i) The provision of a bilingual service will continue in the following: The President's Office, Vice-President Academic, Registrar and Deputy President's Office, Admissions Office, Student Records Office and Academic Advisor's Office.

- (ii) A service in Irish will continue to be provided by Oifig na Gaeilge, the Dept. of Modern Irish and the Language Centre.

- (iii) The following forms will be published bilingually: Expenses for Members of Staff, Expenses for Persons who are not Members of Staff, Forms for Academic

Travel, Payments to Occasional Staff and Petty Cash Vouchers. In addition, the application form for mature students is available in a bilingual format and both versions will be provided within one cover when the English version is being updated.

(iv) Any brochures or pamphlets agreed under the first Scheme will continue to be published in both languages within one cover.

(v) Websites: A website entitled “An Ghaeilge san Ollscoil” will be created, and will cover all use of Irish in the University, both academic and cultural. This website will make it easier to access information about Irish in the University and will raise the profile of the language.

(vi) The amount of bilingual material on the University's website will be increased.

(vii) All ‘Fáilte’ texts on the website of each unit of the University will be available in bilingual format before the end of the Scheme.

(viii) Information Technology: All new computing services will be compatible with Irish, if practicable. Existing computer systems will be upgraded to make them compatible with Irish, if practicable.

(ix) Every new or updated electronic form available to the public will be provided in bilingual format, if practicable.

(x) The amount and range of Irish classes available to staff will be increased, to enhance the ability of the University to conduct business through Irish.

(xi) The Career Development Centre, in partnership with other third level institutions, will provide up-to-date information about careers in Irish for students, together with a special annual workshop providing guidelines and practical advice on preparing a CV in Irish.

1.5 Summary of the National University of Ireland, Maynooth

Mission and Objectives

The mission of the National University of Ireland, Maynooth, is specified in the purposes of the University, as laid down by the Universities Act, 1997. These are included in the Strategic Plan 2012-2017, which is available on the University's website.

CHAPTER 2

Provision of Services / Activities

In this chapter the current official languages policy of the University is set out, together with its services and activities.

2.1 Methods of Communication with the Public/Public Information

Most communication with the public and with students about services is conducted through English, but certain services are available in Irish, namely:

- a. Application forms from the Accommodation Office, Personnel Forms, Application Forms for prospective students, current students, mature students, and for current residents.
- b. All information about Graduation Days is provided in both official languages. A bilingual questionnaire is circulated after the graduation.
- c. A revised Library Directory in Irish will be issued to undergraduates and post-graduates. The Directory will be available in hard copy, and electronically on the Library's website.
- d. A certain number of press releases (30%) concerning major University events, and 30% of press releases concerning other business – book/initiative launches, awarding of honorary degrees and events for which sufficient notice is received – will be published simultaneously in Irish and English. We will monitor the number of bilingual press releases issued and endeavour to increase the number.

The following bilingual booklets are issued:

- Summary of NUIM Undergraduate Courses
- University Service Charter
- Policy Statement on Equality
- Every policy document of the Governing Authority as produced or revised.
- The President's Report

The University shall do the following, as part of the second Scheme:

• **From the beginning of the Scheme:**

- On University Orientation Day, a presentation will be made on the subject of the language scheme and the commitment to providing services in Irish in NUIM.
- Any brochures or pamphlets agreed under the first Scheme will continue to be published in both languages within one cover.
- The student application form is already available in a bilingual format and both versions will be provided within one cover when the English version is updated.

• **By the end of the first year of the Scheme:**

the following forms will be published in both official languages within one cover:

- Expenses for Members of Staff, Expenses for Persons who are not Members of Staff, Forms for Academic Travel, Payments to Occasional Staff and Petty Cash Vouchers.
- The statutes of NUIM are to be reviewed. At the end of this review, the new statutes will be published in both official languages.

2.2 Website

The following parts of the University's website are available in Irish only or in both official languages:

- **Oifig na Gaeilge**
- **The Dept. of Modern Irish**
- **The Official Languages Act**
- **Office of the Academic Advisor**
- **The Language Centre**
- **Freedom of Information**
- **The Library**

The following general information is available in both official languages on the University's website: The History of the University; the University's Profile; Visual Tour of the University; Academic Developments; and the Home Page of the Freedom of Information Office.

By the end of the second Scheme, the following additional elements will have been implemented:

- A special section will be established on the website entitled "An Ghaeilge san Ollscoil" and will cover all use of Irish in the University, both academic and cultural, which will make it easier for people to access information about Irish in the University and will raise the profile of the language.

By the end of the Scheme:

All 'Fáilte' texts on the website of each unit of the University will be available in bilingual format.

2.3 Information Technology

On a graduated basis, over the lifetime of the Scheme:

All new computing services will be compatible with Irish, if practicable. Existing computer systems will be upgraded to make them compatible with Irish, if practicable.

Every new or updated electronic form, provided for the public, will be provided in both official languages, if practicable.

Switchboard Services

From the beginning of the Scheme, the University will ensure:

- that the switchboard operator will give the name of the University in Irish when answering the phone;
- that switchboard staff are capable of greeting callers in basic Irish; and
- that there are appropriate arrangements to enable switchboard staff to connect members of the public, without delay, to an office or an officer who is capable of providing the service being sought through Irish, in cases where the service in question is provided in Irish.

2.4 Services that are provided in Irish only or in both official languages

The following Centres provide a service in Irish or in both official languages:

- The Language Centre
- The Library

The following departments operate through Irish, i.e. they provide all services through Irish except when a customer/client requests service through English.

•School of Celtic Studies

Since 2006, the School of Celtic Studies forms part of the Faculty of Celtic Studies, Arts and Philosophy. There are three units in the school: The Dept. of Modern Irish, the Dept. of Old and Middle Irish, and Ionad na hÉigse.

Undergraduate courses are taught in the following subjects: Modern Irish, Old and Middle Irish, Celtic Studies, and the Celtic Languages. Postgraduate courses (M.A.) are taught in Modern Irish, Old Irish and Middle Irish, and in Comparative Celtic Linguistics. Students may study for a Ph.D. by research in Old Irish and Middle Irish, and in Modern Irish.

• Oifig na Gaeilge

The function of the Oifig na Gaeilge is to promote Irish and Irish culture among the members of the University.

The following offices provide an Irish service (in some cases they receive assistance from Oifig na Gaeilge to do so):

Dean's Office

Vice-President Academic, Registrar and Deputy President's Office

Admissions Office

President's Office

Student Records Office

Student Services

Student Union: The Irish Officer

Office of the Academic Advisor

2.6 An Ghaeltacht

From the beginning of the Scheme

- The University will continue to provide services through Irish to the people of the Ráth Cairn Gaeltacht. Language and literature courses will be organised and taught as appropriate/required, subject to demand and depending on resources.
- The University will provide Irish courses to staff at every level, to fulfil the professional requirements of staff.
- Students will fulfil the requirements of their degree programmes by spending a prescribed amount of time in Ráth Cairn and other Gaeltacht areas.
- The University will continue to enable students from the Gaeltacht, who are living on campus, to select apartments that are set aside for Irish speakers.

2.7 A list of the Departments and offices which operate through English only.

Although the following departments operate through English only, some of them offer a service through Irish if requested, which will be clearly advertised to the public.

Academic Departments

Faculty of Social Sciences

Departments: Adult and Community Education, Anthropology, Applied Social Studies, Business and Law, Economics, Education, Geography, Sociology.

The Faculty of Arts and Philosophy

Departments: Classical Studies, English, French, German, Media Studies, Modern History, Philosophy, Music, Spanish

* As mentioned above, the School of Celtic Studies operates through Irish

The Faculty of Science and Engineering

Departments: Biology, Chemistry, Computers, Electronic Engineering, Experimental Physics, Mathematics, Mathematical Physics, Psychology

Student Support Services

Computer Centre

The Computer Centre is a service centre that provides computer and network services to administration and academic departments in the University.

Research Centres

All research centres in the University.

Administration

Services in English only will be available from the following offices:

The Campus Planning and Development Office; the Catering Section; the Campus Services Section; the Communications Office; the Finance Office; the Freedom of Information Office; the Health and Safety Office; Human Resources; the Office for the Promotion of Quality; MAP (Maynooth Access Programme), the Graduate Student Support Office; the Examinations Office; the International Office; the Research Support Office; the Security Office.

Student Services

Among the services provided by the Student Services Office are:

Clubs and associations:

There are over 90 clubs and associations active in the University [One of these clubs, Cuallacht na Gaeilge, operates through Irish.]

Services and Support:

The Chaplaincy Service, the Crèche, the Maynooth Alumni Association, the Medical Centre, the Accommodation Office, the Sports Office, the Students Counselling Service, the Committee for Student Assistance.

2.8 Advertising Services through Irish

Staff and the public will be informed of the services available through Irish through notices in the relevant departments, and on the University Irish language website. '(Gaeilge)' has been entered in the internal directory next to the names of members of staff with Irish.

The University is committed to providing services through Irish. The University will endeavour to promote this commitment on a continuous basis. In the

meantime, however, and **by the end of the first year of the Scheme the following measures will have been implemented in the University**

An increase in the number and range of Irish classes to cater for the professional requirements of staff.

The Irish module in the degree programme for Mathematical Studies will continue.

2.9 Improving the standard of Irish in the University

From the start date of the Scheme, the following measures will be implemented in the University:

Language awareness will be included as part of induction training and of services training for the public to ensure that members of staff understand the implications of the Official Language Act and its impact on their work.

Irish classes, including Irish for professional purposes, will be organised and assistance will be offered to members of staff to attend these classes during working hours.

Staff will be advised of quality Irish classes which are available outside of working hours, on and off campus (e.g. the third level diploma in Irish, the European Certificate in Irish, Gael-Linn etc.);

Services through Irish will be actively promoted through signage, notices in offices and on the website, etc.

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CHAPTER 3

Monitoring & Review

Responsibility for monitoring and reviewing the Scheme will be shared among senior management of the University, the Irish committee, a committee that is responsible for the promotion of Irish in the University. They will keep the operation of the Scheme under review.

Department heads and heads of services will be responsible for implementing the Scheme in their own areas, primarily, and will monitor implementation from day to day, with assistance from the Irish Officer. The Committee will prepare a report for the Governing Authority of the University regarding progress on the implementation of the Scheme.

CHAPTER 4

Publicising the Agreed Scheme

The content of the Scheme, together with its commitments and provisions, will be publicised in the following ways:

- Press releases;
- The official launch of the Scheme
- Advertising the provisions;
- Circulation to appropriate agencies and public bodies;
- The website.

In addition to these measures, the University will exploit every opportunity in its daily interactions with customers to promote and publicise its Irish services, including:

- informing customers directly in a proactive way that they have the option of dealing with the University through Irish. For example, by erecting notices that announce the Irish services available and by listing those services clearly on departmental websites;
- inserting footnotes in guidelines, information leaflets and application forms to say that those documents are also available in Irish (in cases where the bilingual printed material is not provided within one cover); and
- adding notes to publications and to advertising to say that the University provides services through Irish and accordingly, that it welcomes customers who wish to conduct their business through Irish, according to the commitments in the agreed Scheme.

The promotion and publicising of the Scheme to members of the University will be carried out through training and development and through quarterly reports which Departments must provide for Oifig na Gaeilge regarding progress made in fulfilling the commitments of the Scheme.

A copy of the Scheme has been sent to the Office of an Coimisinéir Teanga.

The Irish version is the authoritative version of the Scheme.