



**etb**

Bord Oideachais agus  
Oiliúna Thiobraid Árann  
*Tipperary Education and  
Training Board*

**TIPPERARY EDUCATION AND TRAINING BOARD**

**OFFICIAL LANGUAGES ACT 2003**

**LANGUAGE SCHEME**

**2016-2019**

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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 Arts, Heritage, Regional, Rural and Gaeltacht Affairs, 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 Arts, Heritage, Regional, Rural and Gaeltacht Affairs. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

Tipperary Education and Training Board (TETB) 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 Tipperary ETB will be fully addressed on an incremental basis, through this and future schemes.

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 Arts, Heritage, Regional, Rural and Gaeltacht Affairs. It commences with effect from 01/09/2016 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 Tipperary Education and Training Board

### 2.1 Mission and Objectives

#### **Mission Statement:**

“Tipperary Education and Training Board (ETB) delivers a quality education and training service to the people of Tipperary”.

#### **Aims:**

Tipperary ETB’s aims are as follows:

- To develop our recognised role within the community as a provider of quality, locally based, accessible education and training opportunities for all age groups;
- To continue to provide cohesive, flexible, and inclusive support services, through a consultative and professional approach;
- In line with the overall provision and implementation of its policies and services, this ETB undertakes to facilitate, encourage and support the ongoing professional training and development of its entire staff team.

#### **Vision:**

The vision for Tipperary ETB underpins the existing School and Adult Education Plans and informs all of the actions designed to make our vision a reality.

- Student / Learner Centred
- Commitment to Excellence
- A Culture of Teamwork
- Promotion of Partnerships
- Openness to Change

### 2.2 Main Functions

Tipperary ETB is a statutory body with responsibility for the delivery of education and training in 10 Post Primary Schools, 1 Special School, 1 All Irish Second Level Unit, 1 stand alone PLC Centre, 8 PLC Centres attached to our Post Primary Schools and 15 dedicated further education and training centres throughout Tipperary. On 28<sup>th</sup> March 2016, Tipperary ETB assumed direct responsibility for the delivery of training programmes for the people of the County in association with SOLAS (An tSeirbhís Oideachais Leanúnaigh agus Scileanna / Further Education and Training Authority).

### 2.3 Key Services

Tipperary ETB establishes and maintains Schools along with further education and training centres in the County and then plans, provides, co-ordinates and evaluates the provision of education and training within these service areas. Tipperary ETB is also required (under the direction of the Minister for Education and Skills) to provide support services to other education and training providers. These 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

The customers of Tipperary ETB include our second level students and their parents/guardians; our further education and training centres users; young people using the youth work services provided for in Tipperary.

The clients of Tipperary ETB include other statutory bodies, semi-state agencies, voluntary agencies, community groups and individuals along with the employees of Tipperary ETB.

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

*Details of services currently being provided in English only or bilingually in Irish and English.*

Current Provision of Services		
Services (General)	In English only	Bilingually, in English and Irish
Post Primary Schools	All 10 post primary schools along with the special school at Ferryhouse, Clonmel are administered in English only.	The All Irish Second Level School Gaelcholáiste Cheitinn, Clonmel is administered through the medium of Irish.
PLC Centres	All 9 PLC centres throughout the County are administered in English only.	
Further Education and Training Centres	All 15 Further Education and Training Centres throughout the County are administered in English only.	
Further Education and Training Services	All our Further Education and Training services are administered in English only. These include the Adult Learning Scheme, Community Education, Back to Education Initiative, Adult Guidance and Information Service, Vocational Training Opportunities Scheme, Youthreach, Youth Services	
Administrative Offices	Both our Head Administrative Office in Nenagh and our Sub Administrative Office in Clonmel provide their services through the medium of	

	English only	
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## 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
Written Communication	Letters & Electronic Mail	All written communication will be responded to in the official language in which it was received.	Mandatory
	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	Signage	All signage placed by Tipperary ETB	Mandatory

		or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008).	
<b>Publications</b>	<b>Publications</b>	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy statements will be published simultaneously in Irish and English.	<b>Mandatory</b>
	<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>

The provisions outlined below are actions which Tipperary ETB proposes to implement during the lifetime of this scheme.

<b>Means of communication with the public</b>		<b>Commitment</b>	<b>Timeline By End Yr 1/ Yr 2 / Yr 3</b>
<b>Oral Communication</b>	<b>Reception</b>	Customers will be greeted firstly in Irish and then in English on the telephone answering service.	<b>By December 2016</b>
	<b>Switchboard</b>	Switchboard staff will give the name of the public body in Irish and English. Customers who wish to conduct their business through the medium of Irish, will be provided with the opportunity to make an appointment to do so.	<b>By December 2016</b>
	<b>Recorded Oral Announcements</b>	Staff will have their pre-recorded personal telephone greetings in bilingual format.	<b>By December 2016</b>
<b>Written Communication</b>	<b>Information Leaflets/ Brochures</b>	Tipperary ETB will make available, a bilingual or Irish version of the information leaflets and brochures.	<b>By 2019</b>

	<b>Application Forms</b>	We will make an Irish version of the most commonly used application forms available. Some of these would include: <ul style="list-style-type: none"> <li>• Teaching Post Application Form</li> <li>• Substitute Teacher Panel Application Form</li> <li>• Garda Vetting Form</li> </ul> Others available on request.	<b>Incremental By End of 2019</b>
<b>Media</b>	<b>Press releases</b>	20% of press releases will be issued bilingually. The objective would be to issue this material simultaneously.	<b>Incremental By End of 2019</b>
	<b>Media Spokespersons</b>	Tipperary ETB will make an Irish speaking spokesperson available when requested.	<b>By 2019</b>
	<b>Speeches</b>	We will include the opening and closing greetings of our speeches in Irish as a minimum. We will have some further references in Irish to the subject matter of any such speeches and/or to the occasion in hand where appropriate.	<b>By December 2016</b>
<b>Information Technology</b>	<b>Websites</b>	Our website shall include a bilingual welcome statement by the Chief Executive on its homepage. We will make the static content of the website available in Irish.	<b>By end of scheme.</b>
	<b>Email</b>	Standard email messages such as signatures and disclaimers will be bilingual.	<b>By December 2016</b>
	<b>Computer Systems</b>	The word processing software used by Tipperary ETB will be capable of handling the Irish language.	<b>By End of 2019</b>

## Chapter 5: Improving Language Capability

### 5.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of Tipperary Education and Training Board 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.

### 5.2 Training and Development

Tipperary ETB 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	All newly appointed staff will be provided with a copy of our agreed Irish Language Scheme in their induction pack to ensure that they are aware of our commitments under the legislation.	By December 2016
	Training	<ul style="list-style-type: none"> <li>• Opportunities to develop the Irish language competence of staff will be provided.</li> <li>• A list of available Irish language courses will be made available, on request, to staff wishing to improve their Irish language proficiency and staff will be supported by the Tipperary ETB Staff Professional Development and Training Policy. The aim being to: <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 meet their Irish language obligations in the conduct of their duties, and</li> </ul> </li> <li>• Administration Staff will be made aware of language resources such as: <a href="http://www.tearma.ie">www.tearma.ie</a>, <a href="http://www.teanglann.ie">www.teanglann.ie</a> <a href="http://www.focloir.ie">www.focloir.ie</a>, and <a href="http://www.abair.ie">www.abair.ie</a> as well as WinGléacht, the electronic</li> </ul>	Continuously

		version of the Ó Dónaill Irish-English dictionary.	
	<b>Participation in language promotion activities / Provision of resources</b>	<ul style="list-style-type: none"> <li>• Staff will be encouraged to participate in cultural language activities.</li> <li>• Access to information on language resources will be facilitated.</li> </ul>	
	<b>Other</b>	<ul style="list-style-type: none"> <li>• Language Rights posters (from the Coimisinéir Teanga’s office) will be displayed in prominent locations in every administrative office and every school and centre of TETB.</li> <li>• A staff survey will be conducted to determine their level of Irish language competency, in which they will be allowed to classify themselves as Fluent&gt; Very Good&gt;Good&gt; Reasonable&gt; Poor&gt; As Standard.</li> <li>• Employment application forms will include a question regarding the applicant’s competency in Irish. At least one question in Irish will be asked at the selection interview.</li> </ul>	

### 5.3 Designated Irish Language Posts

In addition to teachers of Irish or teachers who are required to teach through Irish in the All Irish Gaelcholáiste, 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.

Title of Post	Location	Indication of standard of Irish required (choose from basic, intermediate or advanced)
<b>Principals, Deputy Principals, Directors, Managers, Co-ordinators and all teaching staff</b>	TETB's schools, further education and training centres and other services.	Intermediate desirable, Advanced an advantage
<b>FET Administration Staff</b>	TETB Further Education and Training Centres	Basic desirable, Intermediate an advantage
<b>Office Administrative Staff</b>	TETB Head Office & Sub Office Administrative Staff	Basic desirable, Intermediate an advantage
<b>School Administration Staff</b>	All TETB's Schools	Basic desirable, Intermediate an advantage
<b>Maintenance Staff</b>	All TETB's Schools	Basic desirable

## Chapter 6: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by the Chief Executive and her Senior Management Team.

The contact persons for the scheme will be Ms. Bernie Harty, Tipperary ETB, Church Road, Nenagh, Co. Tipperary. / Ms. Sarah Jane Burke, Tipperary ETB, Western Road, Clonmel, Tipperary.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report.

## Chapter 7: 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:

- signifying on selected documents 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 English language version of this scheme is the official version.