

**UNIVERSITY OF LIMERICK SCHEME 2006 – 2009**  
**Under Section 11 of the Official Languages Act 2003**

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## CHAPTER 1:

### INTRODUCTION AND BACKGROUND

This Scheme was prepared under *Section 11* of the Official Languages Act 2003 by the University of Limerick. *Section 11* provides for the preparation by public bodies of a statutory Scheme detailing the services they will provide through

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

and the measures to be adopted to ensure that any service not provided through the medium of the Irish language will be so provided within an agreed time frame.

#### 1.1 Guidelines for preparation of a Scheme

1.1.1 *Section 12* of the Official Languages Act 2003 provides for the preparation of guidelines by the Minister for Community, Rural and Gaeltacht Affairs 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.

1.1.2 The University published notices, inviting representations in relation to the preparation of the Scheme under *Section 11* from any interested parties, in *The Irish Times* 1 October 2005, *Foinse* 2 October 2005, *Lá* 29 September 2005, *Limerick Leader* 1 October 2005, *Tipperary Star* 1 October 2005, *Nenagh Guardian* 5 October 2005, *Clare People* 5 October 2005, and *Clare Champion* 28 September 2005.

1.1.3 A representative group from the counties Limerick, Clare and Tipperary was held in the University on 17 October 2005. In addition, the University has engaged in consultation with faculty through faculty representatives and intends to engage in wider consultation as part of its implementation of the Language Scheme. Consultation with students took the form of a survey. The University of Limerick Scheme has been informed by these submissions from the public, faculty and staff, students, and other stakeholders.

1.1.4 The Executive of the University of Limerick are grateful for the time and effort of all concerned in the development of the University of Limerick Scheme.

#### 1.2 The Content of the Language Scheme

1.2.1 Coiste na Gaeilge is the University's standing committee charged with the promotion of Irish language in the University. Coiste na Gaeilge established a Working Group (An Mheitheal Oibre um Pholasáí Gaeilge) in August 2004 with a clear brief to develop the University of Limerick Language Scheme. The Working Group comprises representatives from 14 functional areas within the University, this ensured ownership of and commitment to the implementation of the agreed Scheme. The terms of reference of the Working Group include:

- the co-ordination of an audit of Irish language usage and competence among staff and students at UL and a survey of demand for Irish language services at the University
- the investigation of key areas of administration in UL with regard to provision of services through the medium of Irish
- the preparation of a University Scheme for the Department of Community, Rural and Gaeltacht Affairs
- the co-ordination of the approach to the implementation of Irish language policy in UL, in accordance with the timetable of Department of Community, Rural and Gaeltacht Affairs
- monitoring of the implementation process of Irish language policy at UL, and
- conducting of an ongoing review of policy and provision of advice on change as need arises

1.2.2 Current service provision is largely through English and the objectives of the University of Limerick Scheme are to:

- Build on the commitment of the University to the promotion of the Irish language as well as the principles of quality assurance and improvement in all its services
- Increase the number of services to customers and clients provided bilingually, and
- Enhance staff competency in Irish through the provision of training and increased Aonad na Gaeilge support

1.2.3 Responsibility for monitoring and reviewing the Scheme will rest jointly with the senior management of the University and with Coiste na Gaeilge. It will be the responsibility of the Administrative Secretary, in consultation with Coiste na Gaeilge, to ensure that the University is in a position to comply effectively with the requirements of the targets set out in the Scheme.

The Scheme builds on the extent to which services are currently available through Irish as a starting base. Areas for future development are identified in the body of the Scheme. The Scheme also includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that the University builds upon its capacity to meet this demand in a planned and coherent manner. The University will continue to assess the level of demand for services in the Irish language by monitoring the level of enquiries and requests and by undertaking audits of demand from time to time using questionnaires and other appropriate instruments.

### 1.3 Commencement date of Scheme

1.3.1 This Scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. This Scheme will commence with effect from 1 June 2006 and will 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 Official Languages Act, whichever is earlier.

## 1.4 Overview of University of Limerick

- 1.4.1 **Mission and Vision\*:** The University of Limerick (UL) is an independent, internationally focused University. Its mission is to promote and advance learning and knowledge through teaching, research, and scholarship in an environment that encourages innovation and upholds the principles of free enquiry and expression. The implementation of this mission has been constantly conditioned by the belief in relevance and, as new programmes of teaching and research are introduced, particular attention is given to those areas judged to be of strategic benefit to the economic and social development of Ireland.

The vision of the University of Limerick is to fulfill the mission in a University which:

- Offers students, staff and associates an academic and working environment that is conducive to optimal intellectual growth and personal development and which is characterized by principles of fairness, equity and integrity
- Is renowned for the high quality and integrity of teaching, learning, research and scholarship in a broad variety of academic disciplines
- Is competitive with the best academic institutions in the world in a few specific areas of research
- Is characterized by graduates who are highly competent in their field(s) of academic study and are well-rounded, creative, ethical citizens
- Is at the forefront of efforts to promote access to higher education for disadvantaged and under-represented groups
- Is a pivotal contributor to the economic, social and cultural welfare of Limerick, the Shannon Region and Ireland
- Continues to be distinguished from other Irish universities through emphasis on experiential learning, as exemplified by cooperative education and by the close and mutually beneficial interaction with industry in both teaching and research
- Is committed to a policy of continuous improvement in all of its activities and processes, and
- Provides outstanding physical facilities for pursuit of academic, cultural and recreational activities.

\* Please note that the above is being reviewed at present under the UL Strategic Planning process, and updated versions will not be available until after submission of UL Language Scheme.

- 1.4.2 **Physical Campus:** The University's Campus, comprising 324 acres with the river Shannon at its centre, is located 5 km from Limerick City and 20km from Shannon International Airport. Adjacent to the University is the National Technology Park, (650 acres), Ireland's first science/technology park, which is home to 80 organizations and employs almost 4,000 people. There is close interaction between the National Technology Park and UL.

- 1.4.3 **University Staff & Services:** The University employs approximately 452 academic and 562 central administrative and student support staff. The principal work of the University is to provide education and to carry out research through

its academic departments, research centres, administrative offices and support services.

- 1.4.4 **Customers and Clients:** In the context of the Official Languages Act, 2003, the customers and clients have been defined as follows by the Working Group on Irish language policy:

**Internal Customers:** current students, faculty and staff, Governing Authority members, and associated bodies (e.g. Campus Life Services )

**External Customers:** prospective students and employees, general public, co-operative employers and other placement providers, contractors and consultants, schools, research partners, and State, semi-state and private bodies.

## 1.5 Current extent of services available through Irish

- 1.5.1 The University of Limerick operates primarily through the medium of the English language. However, the University is committed to its duties in relation to the Irish language. These are set out in the *Universities Act 1997* which states that the objectives of a University shall include the promotion of the ‘official languages of the State, with special regard to the preservation, promotion and use of the Irish language and the preservation and promotion of the distinctive cultures of Ireland’. The Act also states that ‘in performing its functions, a governing authority, or a committee where appropriate, shall have regard to the promotion and use of the Irish language as a language of general communication and promote the cultivation of the Irish language and its associated literary and cultural traditions’. In addition, the *University of Limerick (Dissolution of Thomond College) Act, 1991* states that ‘the University, in relation to the performance of its functions shall have due regard to the preservation, promotion and use of the Irish language and to the preservation and development of the national culture and in the training of teachers it shall have due regard to the teaching of the Irish language.’ The University already provides some services through Irish or bilingually. Although there is goodwill towards the Irish language and practical commitment to it in the University of Limerick, the University operates primarily through the medium of English.

- 1.5.2 A comprehensive language audit of UL staff took place in June 2005 to establish the staff competency levels in various departments and sections, and to assess the standard of, and current demand for services available in Irish. Members of UL Management Committee were also surveyed regarding existing services and demand for services together with current practice regarding bilingual publication of documents. There were 258 replies to the staff audit. Of those replies the largest section, 23%, felt confident that their standard of Irish would allow them to greet others in Irish, the next largest group, 22%, felt they could hold a conversation with children. 14% of respondents felt confident enough to write a short note in Irish. At opposite ends of the spectrum, over 12% had no knowledge or connection with Irish, while 3% could write professional reports. There was very good representation from across the different departments from those willing to take training. Language Competency per department varied widely.

## Chapter 2:

### **PROVISION OF GENERAL INSTITUTIONAL SERVICES / ACTIVITIES**

#### **2.1 Introduction**

This chapter sets out the official language regime operated by the University in relation to its services and activities.

Following the June 2005 audit of faculty and staff, it should be noted that staff in many of the University's academic departments have a sufficient level of competency in the Irish Language to conduct some of the business of the Department in Irish.

The Executive Committee of the University has agreed that the translation requirements of the University will be outsourced by Aonad na Gaeilge for a trial period, specified as the first year of the current Scheme. Following an assessment of the level of demand for translation internally and its associated costs, the Executive Committee will review this decision and alternative arrangements regarding the management of the UL translation process will be made if considered necessary.

#### **2.2 Communication with Customers**

##### **2.2.1 General communication**

The following objectives will be achieved by the end of the current Scheme:

- The University will ensure that voicemail messages in the following areas will be in the English and Irish languages: The President's Office, Office of Vice-President (Academic & Registrar), Office of Vice President (Administration & Secretary), Office of Vice-President (Finance), Admissions Office, Student Academic Administration, Human Resources Division, Freedom of Information Office, Co-operative Education & Careers Division, Library Information Services Division and Central Switchboard
- The University will ensure that switchboard staff will be able to give a greeting and the name of the University in Irish and English, and suitable arrangements will be in place so that they can put callers in touch with the staff member responsible for offering the service required through Irish and
- All pre-recorded oral announcements to customers will be in the English and Irish languages.

### 2.2.2 Academic Programmes

From the commencement of the Scheme:

- Irish will be offered to degree level in the programmes listed in 3.2 below.
- The University will offer the *Diplóma sa Ghaeilge: An Ghaeilge sa Saol Comhairmeartha* programme. This includes four training modules designed to meet the requirements of the Official Languages Act for public bodies which are available on an outreach and link-in basis.
- The Department of Computer Science and Information Systems at UL will offer *An Teastas sa Scríobh Imbeán* programme.
- The University will offer an optional module *An Ghaeilge Ghairmiúil* for year three College of Education students.
- The University will offer modules GA4161 *An Ghaeilge Fheidhmeach do Cheoltóirí agus do Rinceoirí 1*, GA4162 *An Ghaeilge Fheidhmeach do Cheoltóirí agus do Rinceoirí 2*, GA4173 *An Ghaeilge Fheidhmeach do Cheoltóirí agus do Rinceoirí 3* to students on the BA in Traditional Music and Dance.
- The Department of Languages and Cultural Studies will offer the *MA sa tSochtbeangeolaíocht* Programme and
- The University will, in collaboration with other third level institutions and through Coiste na nOifigeach agus na Stiúrthóirí Gaeilge Ollscoile, in particular, investigate the possibility of providing other third level courses through Irish.

### 2.2.3 Irish Language Residence Scheme / An Scéim Chónaithe

The UL Scéim Chónaithe will be continued, subject to the ongoing availability of HEA funding. Scholarships will be offered to students with a native / near native ability in Irish who wish to reside at Teach na Gaeilge. Plassey Campus Services will also offer every applicant for on-campus accommodation the option of choosing accommodation reserved for Irish speakers.

### 2.2.4 Publications, brochures, forms, information leaflets

From the commencement of the Scheme, the University will publish all newly approved Statutes, Policies and Procedures approved by the University's Governing Authority bilingually.

From the commencement of the Scheme, the University will publish the following leaflets, brochures and information bilingually:

- UL Profile: Facts and Figures (revised annually)
- Summary: Full-Time Honours Primary Degree Programmes and Admissions Requirements (revised annually), and,
- Sections of the UL Conferring Booklet

By the end of the current Scheme, all student application, enrolment, registration, and on-campus housing forms will be available bilingually. Employment application forms will also be bilingual. The University commits to the progressive translation of paper forms in the first instance. Pre-printed paper forms will be prioritised for translation, with computer software packages for electronic forms being dealt with subsequently. As a norm, bilingual forms will be made in the redesign of existing forms. An Mheitheal Oibre um Pholasáí Gaeilge will decide on the layout of the bilingual forms.

10 per cent of press releases regarding general University business will be issued bilingually in the first year. The University is committed to publishing 25 per cent of press releases bilingually by the end of the current Scheme.

### **2.2.5 Website**

Currently, the Rannóg na Gaeilge section of the University's website is available in the Irish language only, while the Aonad na Gaeilge website is bilingual. The Aonad na Gaeilge website details the roles of the Unit and Stiúrthóir na Gaeilge. The following general information on the University website will be made available in both languages during the first year of the Scheme: top level pages of University website, University History and Profile, Freedom of Information homepage, and Accommodation Office homepage.

The following information on the website will remain in English only:

- Information aimed at an international audience.
- Information of a technical specialist nature.
- Web-based programmes of study (except Irish language programmes, should they be developed).
- Information relating to existing or new programmes (other than those available through Irish).

During the period of the current Scheme, any new interactive services will be introduced simultaneously in both languages. During the same period, any upgrading done on existing interactive services, currently available in English only, will include an Irish language option also.

### **2.2.6 Information Technology**

Work will have commenced on configuring the University computer workstations and peripheral devices to support the entry, display and printing of information in either official language with a view to its completion by the end of the University's first Scheme. The University will ensure (insofar as it is practical) the implementation of Irish language packs (spell checkers, proofing tools) in a timely and controlled manner after release by the relevant software manufacturer for commonly used office systems. Commonly used and public-facing systems will be made compatible in the sense of allowing names and place names addresses to be recorded, displayed, and printed in either official language, depending on the user.

### **2.2.7 Contact with External Media**

From the commencement of the Scheme a list of members of the University who are competent and willing to deal with Irish language media on news items related to their field will be made available through the UL press office.

## **CHAPTER 3:**

### **SUMMARY OF SERVICES / ACTIVITIES PROVIDED BY DIVISIONS**

**3.1** This chapter sets out the position in relation to service provisions/activities by individual departments and offices within the University. The functions/activities of each department and office are outlined. The measures taken by the University to comply with the Act are outlined and priority action areas are highlighted.

#### **3.2 Departments and Offices working through Irish**

The following departments work through the Irish language and consequently provide all services through the medium of Irish, except where specifically requested otherwise.

##### **Irish Section, Department of Languages and Cultural Studies, College of Humanities**

The University of Limerick emphasises the modern, contemporary aspect of learning, and the humanities are no exception in this. The importance of the contemporary, living language is stressed in the study of Irish at UL. There is a strong, energetic team of staff working in the Department of Languages and Cultural Studies, which is a multicultural, multilingual, environment. This transcultural, translanguing exchange serves to enrich the study of Irish in the University. We value the modern, transnational Europe; we value equally our native Irish heritage, culture, and history. We believe that it is through mutual co-operation that we can best understand our own heritage, and develop our culture.

Irish is offered to degree level in the following undergraduate and postgraduate courses:

- B.A. Irish and New Media
- B.A. Applied Languages
- B.A. Applied Languages with Computing
- B.A. Irish Traditional Music and Dance
- B.A. Languages and Cultural Studies
- B.Sc. Physical Education and
- M.A. in Sociolinguistics (Irish Medium)

Conferences conducted wholly or partly through Irish:

- Dáil Thuamhan, in conjunction with Irish Department, Mary Immaculate College, Limerick and
- Eighteenth-Century Irish Society.

Research conducted through Irish:

- MA (research) and PhD.

## **Aonad na Gaeilge**

Aonad na Gaeilge offers a broad range of Irish language classes, from beginners' level to advanced. The Unit coordinates a series of schemes and projects promoting the Irish language. The Unit under the auspices of the Department of Languages and Cultural Studies launched a *Dioplóma sa Ghaeilge: An Ghaeilge sa Saol Comhaimseartha* programme in Sept. 2005. Four key modules are designed in the context of the training needs of employees in the public sector to meet the legislative requirements of the Official Languages Act. Stiúrthóir na Gaeilge provides general support to the use of Irish as a means of communication on campus. She is responsible for developing Irish language teaching and research at the University and the development of Irish as an academic subject. The position is housed in the Department of Languages and Cultural Studies but the brief is University-wide. Stiúrthóir na Gaeilge acts as executive secretary to Coiste na Gaeilge.

### **3.3 Departments and Offices working bilingually**

There are no other departments working formally through the medium of Irish and English. The capacity to develop a stronger bilingual ethos in the Irish World Academy of Music and Dance will be encouraged during the duration of the Scheme.

### **3.4 Departments and Offices operating through English only**

Sections 3.4.1 to 3.4.4 set out the functions and activities of the departments and offices, which currently (December 2005) are not in a position to provide a one-to-one service through the Irish language. In the case of sixteen of these departments and offices, the University will ensure the assignment or upskilling of at least one appropriate member of staff, during the course of this Scheme, so that these departments and offices can deal effectively through the medium of Irish with customers, as required.

1. Student Affairs Division
2. Student Academic Administration
3. Finance Division
4. Human Resources Department
5. Information Technology Division
6. Library Information Services Division
7. College of Humanities
8. College of Informatics and Electronics
9. College of Education
10. Research Office
11. Freedom of Information Office
12. Department of Lifelong Learning and Outreach
13. Procurement and Contracts
14. Campus Life Services (including accommodation)
15. Co-Operative Education and Careers Division
16. Buildings and Estates

The University will expand service provision through Irish in remaining areas in

future Schemes.

**3.4.1** The Kemmy Business School is committed to excellence in teaching and research and to developing effective programmes for the extended business and wider community. The School provides a range of full-time taught programmes at undergraduate, graduate and post-experience levels in business, management, economics, accounting and finance, tourism, human resource management, marketing and entrepreneurship through its four academic Departments. The School offers a selection of part-time certificate/diploma programmes in Personnel Management, Management, Health Services Management and Project Management. Programmes run jointly with other Colleges at the University include BTech Production Management, BA Law and Accounting, BA International Insurance and European Studies. Partnership with key external 'clients' such as the Revenue Commissioners, and the ESB, to name but a few, illustrate the innovative manner in which the School is engaging with the business community to deliver programmes to meet their needs.

The delivery of teaching, research and outreach programmes of the Kemmy Business School is organised principally through four academic departments built around disciplinary fields. The four Academic Departments are:

- Department of Accounting and Finance;
- Department of Economics;
- Department of Management and Marketing;
- Department of Personnel and Employment Relations.

- **College of Education**

The goals of the College of Education are to undertake research and teaching within the area of teacher education and professional studies. The College offers various qualifying courses leading to teacher recognition, as well as other courses for professional development. The College comprises two academic Departments:

- Department of Primary Education (is located on the Mary Immaculate College Campus and arises from the academic linkage between UL and Mary Immaculate College);
- Department of Education & Professional Studies.

- **College of Engineering**

The mission of the College of Engineering is to produce engineering scholarship of the highest quality and to make this available to as wide an audience as possible. This mission is fully reflected in its teaching and learning, research and graduate outputs. The College offers professionally accredited Engineering programmes as well as degree programmes in Science & Technology. The graduates from all these programmes, at both undergraduate and postgraduate

levels, are acknowledged nationally and internationally as being amongst the best in their fields.

The College aims to contribute to national strategic initiatives by working closely with industry and research centres, including internationally, in a selected number of key areas such as materials and surface science, thermofluids and advanced manufacturing technology and to support interdisciplinary research through the theme Innovation, Design and Manufacturing. Important elements of this agenda are natural resource utilization, the environment and health care as well as the more obvious technological disciplines. The College's Academic Departments are:

- Department of Manufacturing and Operations Engineering;
  - Department of Material Science & Technology;
  - Department of Mechanical and Aeronautical Engineering;
  - School of Architecture
- 
- **College of Humanities**

The College of Humanities is a vibrant centre of critical thinking and a generator of nationally and internationally esteemed scholarship. It prides itself on the quality of its teaching and its commitment to research in a disciplinary and interdisciplinary context where debate and discussion are integral features in the development of knowledge and of analytical skills. The key functions of the College are teaching and research. Such functions include the delivery of undergraduate and postgraduate programmes, the supervision of research students and the fostering of faculty research. The College comprises the following Academic Departments:

- Department of History;
- Department of Sociology;
- Department of Politics and Public Administration;
- Department of Languages and Cultural Studies;
- School of Law.

There are close academic relationships between the College of Humanities and the Irish World Academy of Music and Dance and the Arts Department in Mary Immaculate College.

- **College of Informatics and Electronics**

The College of Informatics & Electronics brings together the inter-related disciplines mathematics, software, computing, communications and electronics in an innovative and forward-looking structure. The mission of the College of Informatics and Electronics is to provide high-quality, cost-effective education and research of the highest international standing and to support industry both in Ireland and worldwide in these key disciplines. Implementation of this mission is constantly conditioned by the criterion of relevance to the world of work and, as new programmes of teaching and research are introduced, particular attention is given to those judged to be of strategic benefit to Ireland. The College is

committed to a process of continuous improvement and reviews its academic programmes on an on-going basis. The College comprises the following Academic Departments:

- Department of Computer Science & Information Systems;
- Department of Electronic & Computer Engineering;
- Department of Mathematics & Statistics.

- **College of Science**

The mission of the College of Science is to achieve excellence and relevance in teaching and research. The objectives of the College include the provision of an excellent learning experience for all of our students; ensuring graduates possess the knowledge and skills relevant to national and international economies and employment markets; contributing to the advancement in scientific knowledge through the pursuit of excellence in research; being a valuable national resource contributing to sustainable economic development through the expertise of its faculty and staff and the high calibre of knowledgeable graduates and ensuring public awareness of the sciences and generate in young people an interest in the sciences. The College comprises the following Academic Departments:

- Department of Chemical & Environmental Sciences;
- Department Life Sciences;
- Department of Physical Education & Sport Sciences;
- Department of Physics;
- Department of Nursing & Midwifery;
- Department of Occupational Therapy;
- Department of Physiotherapy;
- Department of Speech & Language Therapy.

### 3.4.2 Academic Support Services

- **Centre for Teaching and Learning**

The Centre for Teaching and Learning exists to encourage and facilitate excellence in teaching and learning within and beyond the University of Limerick. Its role is to encourage scholarship and research in teaching and learning, to help ensure that effective teaching is valued, supported and developed and to encourage innovation in teaching and learning activities. Enhancing the learning and development experience for both teachers and students is pivotal to the role of the centre.

- **Cooperative Education and Careers Division**

Cooperative Education (undergraduate placement) is an integral part of all

programmes of study at UL. Under the Scheme undergraduates complete remunerated work placements relevant to their academic study. The Cooperative Education and Careers Division has responsibility for the direction and development of the programme. In this regard, the Division identifies appropriate employers and liaises with them so as to secure placements and to ensure that they are kept aware of the range of resources and expertise available on campus. Cooperative Education is assessed and students receive academic credit upon the satisfactory completion of placements. Where placement restrictions apply owing to personal limitations, or when unfavourable economic conditions exist, alternative educational and practical programmes are arranged for the benefit of the students. Furthermore the Division is responsible for the Teaching Practice programme, which ensures that students pursuing degrees in Education complete supervised teaching assignments in appropriate schools.

The Division is also responsible for the provision of a Careers Service, the primary objective of which is to support students and graduates in developing and implementing successful career plans.

- **Information Technology Division**

The mission of the Information Technology Division (ITD) is to provide the University Community with appropriate quality information and communications technology (ICT) services to facilitate the learning, administrative and research activities of the University.

- **Library and Information Services Division**

This Division provides access to information and resources for the students, faculty and staff of the University. It also provides a fee-based business information service to external clients. It is located in the Glucksman Library and Information Services Building, and additional reading rooms are dispersed throughout the campus.

The University of Limerick Library seeks to function effectively in its role of supporting teaching, learning and research activities at the University by providing quality information, education, support, facilities and resources to students, faculty, staff and researchers.

### **3.4.3 Research Centres**

- Centre for Entrepreneurial Studies
- Centre for Project Management
- Centre for Information and Knowledge Management
- Employment Relations Research Unit
- Euro-Asia Research Centre
- Human Resource Management Research Group
- Marketing Centre for Small Business
- National Centre for Tourism Policy Studies

- National Centre for Quality Management
- Privatisation and Public Private Partnerships Research Group
- Curriculum Development Evaluation and Policy Research Unit
- Education Practice Research Unit
- Advanced Manufacturing Technology
- Automation Research Centre
- Materials Ireland Research Centre
- Materials and Surface Science Institute
- Stokes Research Institute
- John Holland Research Centre
- Composites Research Centre
- Centre for Applied Language Studies
- Centre for Criminal Justice
- Centre for European Studies
- Centre for Historical Research
- Centre for Irish-German Studies
- Centre for Peace and Development Studies
- Irish World Academy of Music and Dance
- Ralahine Centre for Utopian Studies
- Centre for Advancement of Mathematical Education in Technology
- The Biomedical Electronics Laboratory
- Centre for Computational Musicology and Computer Music
- Centre for Industrial and Applied Mathematics
- PEI Circuits and Systems Research Centre
- The Computational Intelligence Group
- Control and Instrumentation Systems Group
- Data Communications Security Laboratory
- Educational Media Research Centre
- Interaction Design Centre
- Telecommunication Research Centre
- Localisation Research Centre
- Digital Signal Processing and Embedded Systems
- Software Quality Research Laboratory
- Biomedical Environmental Sensor Technology
- Centre for Environmental Research
- International Equine Institute
- Centre for Research in Industrial Biochemistry
- Centre for Sports Research
- Food Science Research Centre
- Growth and Development Research Centre
- Irish Natural Resources Research Centre
- Magnetic Research Laboratory Group
- Schools Information Centre on the Irish Chemical Industry
- Sustainable Agriculture Research Centre

#### 3.4.4 Administration

- **Access Office**  
The aim of the Access Office is the promotion of participation in third-level education by under-represented groups, primarily socio-economically disadvantaged students.
- **Accounts Department**  
The Accounts Department is responsible for the overall management of the financial affairs of the University including management of funds in accordance with best accounting practice, produce and publish Annual Financial Reports and recurrent and capital budgets.
- **Administrative Secretary**  
The Administrative Secretary reports to the Vice President Administration & Secretary and has responsibility for University governance, compliance with legislation, University corporate policies and procedures, management of corporate legal affairs, FOI and Visual Arts.
- **Admissions Office**  
The Admissions Office receives student applications and manages their progression from application through to offer of places and enrolment on the University's undergraduate and postgraduate programmes of study. Admissions ensure that entry standards for all courses as determined by the Academic Council are implemented. The office promotes the University's programmes of study through publications, School Liaison, Careers Exhibitions and Open Days and plans and coordinate the orientation programme for incoming students. It also provides statistical returns on the University student population for the Higher Education Authority and other agencies.
- **Arts Office**  
The University Arts Committee espouses an arts policy that promotes the arts as valuable complements to staff and students' main areas of activity. The Arts Office organizes events to service the various University communities while encouraging the development of a wider audience. The objective of the Arts Programme is to incorporate diverse forms of creative expression to enhance the daily experience of the University community.
- **Buildings and Estates Department**  
The function of the Buildings and Estates Department is to maintain the physical aspect of the University's buildings and estates and to plan and manage new physical developments within the campus.
- **Chaplaincy**  
Roman Catholic and Church of Ireland Chaplains are available on campus to provide advice and support to students and staff of all denominations.

- **Corporate Affairs**

Corporate Affairs encompasses functional responsibility for aspects of the University's corporate affairs, alumni programmes, external relationships, public relations and the management of the President's Office.

- **Crèche**

Silver Apples Crèche is a state-of-the-art childcare facility located in a woodland setting on campus. The Crèche cares for children of students and staff of the University and, depending on demand, is available to the wider community during the summer months.

- **Dean of Graduate Studies**

Working with the Vice President Research, the Dean of Graduate Studies has responsibility for all strategic policy and procedures relating to postgraduate students and programmes (taught and research).

- **Department of Lifelong Learning and Outreach**

The role of the Department of Lifelong Learning and Outreach manages a range of accredited courses for the constituent colleges of the University, the University's Outreach Programme and provides professional development programmes and short and long term non-accredited programmes of study.

- **Director of Student Affairs**

The Director of Student Affairs is responsible for Admissions, Student Academic Administration, Student Personnel and Access Services and a number of related provisions for students at the University of Limerick.

- **Disability Liaison Office**

The University established a Disability Liaison Office in 1995 and has developed a range of services and facilities specifically geared towards the needs of students with disabilities. The aim of the Office is to coordinate and develop, in consultation with appropriate staff, the University's support structures and facilities for students with disabilities.

- **Freedom of Information Unit**

The Freedom of Information Unit manages the University's obligations under the Freedom of Information Act, 1997.

- **Human Resources Division**

The Human Resources Division is responsible for the provision of the full range of human resources (HR) services within the University. Key areas include recruitment, promotion, compensation and benefits, industrial relations, employee relations, training and development and occupational health and safety.

- **International Education Division**

The role of the International Education Division is to implement all student-related international education programmes offered by the University of Limerick. The University has developed a range of educational opportunities for both Irish and international students. *Ab initio* Irish language modules were first introduced in academic year 1991/1992 to meet the requirements of international students.

- **Mature Student Office**

The University is committed to the development of an environment conducive to the specific needs of mature students. The Mature Student Office was created in July 2001 to provide supports, both pastoral and academic, to ensure the full participation of mature students in the university process.

- **Office of the Assistant Registrar**

The Office of the Assistant Registrar provides support for the Office of the Vice President Academic & Registrar, spanning a range of activities.

- **Press Office**

The Press Office is responsible for the planning and coordination of both the internal and external communications activities of the University. The Office is also responsible for developing links with relevant organizations, public bodies, etc., and coordinating the public representation of the University and, in particular, supporting the staff of the University in developing appropriate media/communications strategies for their areas of activity.

- **Procurement and Contracts Management Office**

The Procurement and Contracts Management Office's mission is to consistently obtain goods and services at best value for money through the optimum combination of whole life cost and quality that meets the University's requirements.

- **Sports Department**

The Sports Department of the University of Limerick promotes and develops a quality sports environment based on professional expertise ensuring an efficient and effective service to all participants. The key components of service delivery

are the development of quality sports facilities that support an exciting Sports and Recreation Programme.

- **Student Academic Administration Office**

The Student Academic Administration Office maintains all student records and publishes all call and examination schedules for the University. The Office maintains, controls and develops the University's Student records, including all personal information, grant records, student registrations, grade input, performance reports, student results and the issuing of all University graduate parchments. The Office also develops and administers procedures for the compliance by students and faculty with the University's Academic Regulations and Marks and Standards.

- **Student Affairs Office**

The Student Affairs Office coordinates and supports the implementation of a range of initiatives on campus that contribute to the overall development of the University's students.

- **Student Counselling Service**

The Student Counselling Service at the University of Limerick is a part of the overall health and development services provided at the University. It caters specifically for the psychological needs of students within a developmental context. The essential aim of the Service is to support student learning and development and thus maximize students' potential to benefit from their University experience.

- **Student Health Centre**

The primary role of the Student Health Centre is to provide an acute care service for registered undergraduate and postgraduate students of the University of Limerick.

- **Vice President Academic & Registrar**

The Vice President Academic & Registrar reports to the President, and has overall responsibility for the academic activities of the University and for the support services that underpin those activities. The VP&R is supported by the Associate Vice President Academic.

- **Vice President Administration & Secretary**

The Vice President, Administration & Secretary reports to the President and has responsibility for university governance, physical development, buildings and estates and the arts. The VPAS is supported by the Administrative Secretary.

- **Vice President External**

The Vice President, External reports to the President and liaises closely with relevant senior management of the University to ensure that relationships between the University of Limerick and its external constituencies are developed optimally and maintained, and that the external activity of the University is optimised.

- **Vice President Finance**

The Vice President Finance reports to the President and is the Chief Financial Officer of the University and has overall responsibility for the University's finance function, procurement, sports and recreation and campus life services.

- **Vice President, Research:**

The Vice-President Research has responsibility for monitoring and giving strategic direction to the University's research activities and heads the **Research Office**. The University, through the Research Office, interacts with the state at a number of levels, in particular through various agencies (Forfas, Enterprise Ireland, Higher Education Authority, Health Research Board, Shannon Development, Science Foundation Ireland etc.) responsible for government-sponsored research programmes under the National Development Plan.

- **Visual Arts Office**

The Visual Arts Office is charged with the care, custody, and control of the various art collections on campus. These collections include the University's own collections, as well as long- and short-term (6 years) loans of work to the University. In addition, the Visual Arts Office is committed to exhibiting works of local, national and, when possible, international artists in the Bourn Vincent Gallery (Foundation Building). Each exhibition is selected with the campus audience particularly in mind, while efforts are also made to foster relationships with the interested viewing public in the greater local area.

## Chapter 4:

### ENHANCEMENT OF SERVICES TO BE PROVIDED BILINGUALLY

#### 4.1 Background

The University is committed to securing an adequate number of staff competent to provide a service through Irish in all its departments and offices. Whereas some members of staff in many of the departments detailed above under Section 3.4 are in a position to offer a partial service through the medium of Irish, that service is not at a level that would constitute full or balanced bilingualism.

The primary deliverable of this first Scheme will be the progressive development of a partial customer service of acceptable quality in Irish in the offices not currently in a position to provide such a service.

#### 4.2 Commitments

The principal commitments of the University of Limerick are outlined under Section 2 (Provision of Services/Activities) above. The University is committed to working towards a situation where it is able in the medium to long term to provide services through Irish in the majority of departments and offices. The University will endeavour to further this commitment on an ongoing basis. In the interim, and by the end of the scheme, the University of Limerick will:

- have identified / upskilled at least one appropriate member of staff **in the sixteen departments and offices listed in 3.4** who can deal effectively with customers through the medium of Irish
- have identified in more detail the level of Irish language skills of staff. Have identified members of staff prepared to interact with customers in Irish on a 'meet and greet' basis, and/or on the telephone in **departments and offices other than those listed in 3.4**
- provide training for staff during working hours to build institutional capacity for conducting of basic interaction through the medium of Irish
- increase the level of on-going strategic Irish language training during working hours for more advanced interaction by relevant staff
- review the position of the Irish language in teacher education
- consult more widely with the local community with regard to services which might be provided by the University through Irish
- engage in further consultation with faculty and staff with a view to identifying and facilitating other departments and support areas in the provision of a bilingual service and
- subject to the availability of funding, through the UL Research Office and Coiste na Gaeilge, facilitate faculty who wish to conduct research through Irish.

A three year implementation plan regarding the above commitments will be drawn up by the Working Group in June 2006. (See terms of reference of Working Group in section 1.2.1). The plan will make reference to interim tasks

and timelines, training, translation etc.

### **4.3 Training and Development**

From the commencement of the Scheme, the University will provide strategic training for staff during the working day in order to build institutional capacity for conducting basic interaction through the medium of Irish, and will increase the level of on-going strategic Irish Language training for relevant staff during working hours. Aonad na Gaeilge will review all Irish language courses on a regular basis to ascertain their effectiveness in meeting the University's goals.

A language awareness training programme will be developed at Aonad na Gaeilge in conjunction with external partners by the end of the first year of the Scheme.

Aonad na Gaeilge will continue to provide Gaeltacht-based weekend programmes for the general campus community.

### **4.4 Improving the University's Irish Language Capability**

From the commencement of the Scheme, advice will be given to staff in relation to the range of high quality short Irish language courses available under the auspices of Aonad na Gaeilge. The following accredited Irish Language courses will be provided and staff will be facilitated to attend these classes during office hours:

- GA3001 An Ghaeilge Fheidhmeach sa Suíomh Oibre 1
- GA3002 An Ghaeilge Fheidhmeach sa Suíomh Oibre 2
- GA3012 Bunchúrsa san Aistriúchán
- GA3013 Labhairt na Gaeilge: Réimeanna agus Dioscúrsaí

The University will actively promote the availability of Aonad na Gaeilge support services. Language awareness will be included as part of both Induction and Customer Service training courses from June 2008 so as to ensure that staff understand the implications of the Official Languages Act 2003 and how it will affect their work.

Staff that are prepared to conduct business through the medium of Irish will be identified, and Central Switchboard staff will be provided with a list of these names to facilitate clients who may wish to conduct their University business through Irish.

## Chapter 5:

### MONITORING AND REVISION OF THE SCHEME

- It will be the responsibility of the Administrative Secretary, in consultation with Coiste na Gaeilge, to ensure that the University is in a position to achieve effectively the targets set out in the Scheme.
- Responsibility for monitoring and revising the Scheme will rest jointly with the senior management within the University, and with Coiste na Gaeilge as the Committee charged with the promotion of Irish language and culture in the University. These will keep the effective operation of the Scheme under review. The day-to-day monitoring function will be carried out primarily by heads of departments and other units responsible for the implementation of the Scheme within their own areas.
- Coiste na Gaeilge will report on the overall progress of the implementation of the Scheme to the Executive Committee of the University.

## Chapter 6:

### **PUBLICISING THE AGREED SCHEME**

The contents of this Scheme along with the commitments and provisions of the Scheme will be publicised within the University and to the general public by means of:

- Circular & Press Release
- Official Launch of the Scheme
- Advertising of provisions
- Circulation to appropriate agencies and public bodies and
- the University's website

In addition, once departments and offices, which have committed to delivering a service are in a position to do so, this will also be publicised in the manner outlined above.

A copy of this Scheme is also being forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.