



**Scéim Teanga 2013-2016
Institiúid Teicneolaíochta na
Gaillimhe-Maigh Eo**

faoi Acht na
dTeangacha Oifigiúla
2003

**Galway-Mayo Institute of Technology
Irish Language Scheme
2013-2016**

under the Official
Languages Act
2003

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Caibidil / *Chapter*

1

RÉAMHRÁ AGUS CÚLRA
INTRODUCTION AND BACKGROUND

RÉAMHRÁ AGUS CÚLRA

D'ullmhaigh GMIT an scéim seo – an dara scéim teanga de chuid GMIT – faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003 (dá ngairfear “an tAcht” anseo feasta). Déanann an tAcht foráil d'ullmhú scéime reachtála ag comhlachtaí poiblí a mhionsonróidh na seirbhísí a chuirfidh siad ar fáil:

trí mheán na Gaeilge,

trí mheán an Bhéarla, agus

trí mheán na Gaeilge agus an Bhéarla

agus na bearta atá le glacadh chun a chinntiú go ndéanfar seirbhís ar bith dá leithéid nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge a sholáthar mar sin laistigh de thréimhse chomhaontaithe.

1.1 Treoirínnte chun Scéim a Ullmhú

Forálann Alt 12 den Acht d'ullmhú treoirínnte ag an Aire Ealaíon, Oidhreacht agus Gaeltachta agus dá n-eisiúint do chomhlachtaí poiblí chun cuidiú leo in ullmhú dréachtscéimeanna. Tá an scéim seo dréachtaithe tar éis dul i gcomhairle leis na neacha léinn, leis an bhfoireann agus le páirtithe leasmhara ionadaíocha. D'fhoilsigh an Institiúid fógra poiblí faoi Alt 13(a) d'Acht na dTeangacha Oifigiúla a a d'iarr uirill ó pháirtithe leasmhara ar bith maidir le hullmhúchán na dréachtscéime.

Tá an scéim seo faoi chomáin ag na haighneachtaí, na tuairimí agus na moltaí sin a chuir baill foirne agus neacha léinn i láthair. Cuireadh *grúpa Gaeilge* ar bun chun cuidiú leis an bpróiseas seo a fhorbairt. Chomh maith leis sin rinneadh teagmháil le gach ball foirne agus le páirtithe leasmhara eile agus iarradh orthu aighneachtaí a dhéanamh. Cuireadh na haighneachtaí a fuarthas san áireamh agus an dara scéim seo á forbairt. Is mór leis an Institiúid an t-am agus an iarracht a chaith gach duine atá i gceist leis an bpróiseas seo.

Tá an scéim seo ag brath ar gach ceann de na ceangaltais a bhí sa scéim dár gcuid roimhe seo a bheith curtha i ngníomh. I gcás nár cuireadh na ceangaltais sa scéim sin i ngníomh go huile agus go hiomlán go dtí seo, tá Oifig an Choimisinéara Teanga tar éis déileáil leis.

Leagann an scéim seo amach na spriocanna atá curtha roimpi ag an Institiúid do na trí bliana seo romhainn agus cuireann na réimsí tosaíochta in iúl. Beidh an fhreagracht as an monatóireacht agus an athbhreithniú ar Bhainistíocht Shinsearach na hInstitiúide.

INTRODUCTION AND BACKGROUND

This scheme - GMIT's second language scheme - was prepared under Section 15 of the Official Languages Act 2003 (hereinafter referred to as “the Act”) by GMIT. The Act 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.

1.1 Guidelines for Preparation of a Scheme

Section 12 of the Act provides for the preparation of guidelines by the Minister for Arts, Heritage and the Gaeltacht and their issue to public bodies to assist in the preparation of draft schemes. This scheme has been drawn up following consultation with students, staff and representative stakeholders. The Institute published a public notice under Section 13 (a) of the Official Languages Act inviting representations in relation to the preparation of the draft scheme from any interested parties.

This scheme has been informed by these submissions and views and suggestions put forward by staff and students. A *grúpa Gaeilge* was established to help develop this process. In addition all staff and other stakeholders were contacted and invited to make a submission. Submissions received were taken into account in developing this second scheme. The Institute appreciates the time and effort put in by all concerned in this process.

This scheme is predicated on all of the commitments in our previous scheme being implemented. In the event of commitments within that scheme not having been fully implemented to date, this matter has been dealt with by the Office of An Coimisinéir Teanga.

This scheme sets out the targets the Institute has set itself for the next three years and indicates priority areas. Responsibility for monitoring and review will rest with the Senior Management of the Institute.

1.2 Ábhar na Scéime Teanga

Is trí mheán an Bhéarla a chuirtear na seirbhísí ar fáil den chuid is mó faoi láthair. Is teoranta é líon na mball foirne ag a bhfuil inniúlacht i nGaeilge labhartha agus is lú fós an líon le cumas scríofa.

Dá bhrí sin, is iad tosaíochtaí GMIT don scéim seo ná:

1. Cur le hinniúlacht an lucht foirne i nGaeilge.
2. Cur le feasacht i measc na foirne ar ábhar agus cuspóir na scéime.
3. Seirbhís theoranta, ar cuireadh tús léi faoi Scéim 1 i sainréimsí ar féidir tógáil orthu i scéimeanna ina dhiaidh seo duine-le-duine, a leathnú amach go réimsí eile.
4. Pleananna chun inniúlacht céimithe i nGaeilge a leathnú i réimsí roghnaithe a chomhtháthú.

1.3 Dáta Tosaithe na Scéime

Tá an scéim seo dearbhairthe ag an Aire Ealaíon, Oidhreacht agus Gaeltachta. Cuirfear tús leis an scéim le héifeacht ó 22 Aibreán 2013 agus beidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta seo nó go dtí go mbeidh scéim nua dearbhairthe ag an Aire de bhun Alt 15 den Acht, cibé acu is déanaí.

1.4 Forbhreathnú ar GMIT

1.4.1 An Institiúid

Is Institiúid Teicneolaíochta í GMIT atá suite ar cheithre champas. Tá údarás tarmligthe aici chun a cuid dámhachtainí féin a dhéanamh ag leibhéil 6 – 9 (i.e. ón Ardteastas go Céim Máistir) agus ag leibhéal 10 i réimsí sainithe áirithe. Déanann sí raon leathan clár a thairiscint i nGnó, Innealtóireacht, Eolaíocht, na Daonnachtaí, Turasóireacht & Ealaíona, Dearadh & Teicneolaíocht Troscaín agus Eolaíochtaí Altranais agus Sláinte. Tá neacha léinn dá cuid ar chlár staidéir lánaimseartha ceirde, CCTÁ (ACCS) agus pháirtaimseartha agus breis agus 600 ball foirne aici. Tugann sí tacaíocht, ar bhonn tráchtála, don Nuálaíocht, Fiontraíocht, Taighde, Comhairleacht agus Forbairt Réigiúnach

1.2 The Content of the Language Scheme

The services provided are currently still largely through English. The Institute has a limited number of staff with verbal competencies in Irish and an even smaller number with written competency.

Therefore, GMIT's priorities for this scheme are to:

1. Further enhance staff competency in Irish.
2. Increase the awareness among all staff of the content and purpose of the scheme.
3. Extend to other areas a limited one-to-one service, which has begun under Scheme 1 in specific areas and which can be built upon in subsequent schemes.
4. Consolidate plans to extend graduate competency in Irish in selected areas.

1.3 Commencement Date of the Scheme

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme will commence with effect from the 22 April 2013 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the later.

1.4 Overview of GMIT

1.4.1 The Institute

GMIT is an Institute of Technology located on four campuses. It has delegated authority to make its own awards at levels 6 – 9 (i.e. from Higher Certificate to Masters) and at level 10 in certain designated areas. It offers a wide range of programmes of study in Business, Engineering, Science, Humanities, Tourism & Arts, Furniture Design & Technology and Nursing & Health Sciences. It has students on fulltime, craft, ACCS and part-time programmes of study and has in excess of 600 staff. It supports, on a commercial basis, Innovation, Entrepreneurship, Research, Consultancy and Regional Development.

1.4.2 Ráiteas Misin

Ag GMIT forbraímid deiseanna ar feadh an tsaoil trínár dteagasc agus taighde agus trí thacú le forbairt réigiúnach ag teacht leis an bpolasaí náisiúnta don ardoideachais.

Fís GMIT

- Tá agus beidh an léann ina chroíghníomhaíocht ag an Institiúid, a thugann na neacha léinn, an fhoireann agus an réigiún le chéile chun eolas a chomhroinnt, a fheidhmiú, a thástáil agus a chruthú;
- Leanfaidh GMIT de bheith ag forbairt mar eagraíocht réigiúnach ag a bhfuil fócas atá tiomanta do shaibhriú pearsanta agus gairmiúil a cuid neach léinn, do riachtanais a réigiúin, do na tosaíochtaí náisiúnta agus deiseanna domhanda;
- Déanfaidh GMIT tuairimí agus ionchais a páirtithe leasmhara a mhúnlú agus tabharfaidh sí freagairt orthu agus oibreoidh i gcomhar leo chun freastal ar a riachtanais;
- Beidh GMIT ina heagraíocht arb iad an tsolúbthacht, an chruthaitheacht, an fhreagrúlacht agus cumas oiriúnaithe a príomhthréithe.

1.4.3 Custaiméirí agus Cliaint

Is iad príomhchustaiméirí na hInstitiúide ná a cuid neach léinn a bhfuil dualgas cúraim ar leith uirthi ina leith. Déanann sí idirghníomhú chomh maith le hinstitiúidí agus gníomhaireachtaí eile oideachais agus leis an bpobal mór. Cuimsíonn a príomhbhonn cliaint agus custaiméara:

- Neacha léinn agus a dtuismitheoirí/caomhnóirí
- Fostaithe GMIT
- An Bord Rialaithe
- An Roinn Oideachais agus Scileanna
- An tÚAO
- Ranna Rialtais agus Cleamhnaithe
- QQI
- Institiúidí Teicneolaíochta eile
- Institiúidí Ardoideachais eile
- Scoileanna Dara Leibhéal
- Coistí Gairmoideachais
- Údarás Áitiúla agus Comhlachtaí eile de chuid na hEarnála Poiblí
- Comhlachtaí Garmiúla
- IDA
- Údarás na Gaeltachta
- Fáilte Éireann
- Comhlachas Tráchtála agus Tionscail na Gaillimhe
- Ceardchumainn
- IBEC
- Fiontar Éireann
- FÁS
- An Chomhairle Oidhreachta
- Lárionad Scannáin na Gaillimhe
- Turasóireacht Gaillimh Thiar
- Coláiste Talmhaíochta an Chreagáin
- An Fóram do Leitir Fraic
- Conamara Thiar
- Europus Teo.

1.4.2 Mission Statement

The GMIT Mission

At GMIT we develop life-long learning opportunities through our teaching and research, by supporting regional development consistent with national higher education policy.

The GMIT Vision

- Learning is and will be the core activity of the Institute, bringing students, staff and the region together to share, apply, test and create knowledge;
- GMIT will continue to develop as a regional organisation with an international focus committed to the personal and professional enrichment of its students, the needs of its regions, national priorities and global opportunities;
- GMIT will both shape and respond to the perspectives and expectations of its stakeholders and will work in collaboration with them to meet their needs;
- GMIT will be an organisation characterised by its flexibility, creativity, responsiveness and a capacity to adapt.

1.4.3 Customers and Clients

The Institute's principal customers are its students to whom it has a particular duty of care. It also interacts with other educational institutions and agencies and the general public.

Its key client and customer base comprises:

- Students and their parents/guardians
- Employees of GMIT
- Governing Body
- Department of Education & Skills
- HEA
- Government Departments and Affiliates
- QQI
- Other Institutes of Technology
- Other Higher Education Institutes
- Second-Level Schools
- Vocational Education Committees
- Local Authorities and other Public Sector Bodies
- Professional Bodies
- IDA
- Údarás na Gaeltachta
- Fáilte Ireland
- Galway Chamber of Commerce and Industry
- Trade Unions
- IBEC
- Enterprise Ireland
- FÁS
- Heritage Council
- Galway Film Centre
- Ireland West Tourism
- Mountbellew Agricultural College
- Forum for Letterfrack
- Connemara West
- Europus Teo.

Bainfidh an tiomantas do chaighdeán seirbhíse don chustaiméir atá glactha ag GMIT i dtaca le seachadadh seirbhísí dár gcustaiméirí leis na seirbhísí siúd, cibé a seachadtar iad i nGaeilge nó i mBéarla.

1.4.4 Feidhmeanna agus Ranna

Réimse Feidhme	Roinn
Gnóthaí Acadúla	Seirbhísí Acadúla MIS An Leabharlann Seirbhísí do na Neacha Léinn An Lárionad d'Fhorbairt Oideachais
Maigh Eo	Gnó, Daonnachtaí & an Teicneolaíocht Eolaíochtaí Altranais & Sláinte Foghlaim ar Feadh an tSaoil
Leitir Fraic	Dearadh & Teicneolaíocht Troscaín
Coláiste Turasóireachta & Ealaíon	Lárionad do na hEalaíona Cruthaitheacha & na Meáin Ealaíona Cócaireachta Teangacha Feidhmeacha & Daonnachtaí Tionscail Seirbhíse
Gnó	Bainistíocht Cuntasaíocht & Córais Faisnéise
Innealtóireacht	Innealtóireacht Foirgníochta & Shibhialta Innealtóireacht Mheicniúil & Thionsclaíoch Innealtóireacht Leictreonaice
Eolaíocht	Eolaíochtaí Fisiceacha & Beatha Matamaitic & Ríomhaireacht
Airgeadas	Airgeadas Acmhainní Daonna Seirbhísí TFC Foirgnimh & Eastáit Seirbhísí Tráchtála Foghlaim ar Feadh an tSaoil Cuideachta Lónadóireachta GMIT
Taighde & Fiontar	Forbairt Taighde & Fiontair Gor
Idirnáisiúnta	Gníomhaíochtaí Idirnáisiúnta

1.5 Measúnú ar a mhéid atá Seirbhísí ar Fáil Cheana Féin trí Ghaeilge

Is é cuspóir an dara scéim seo leanúint de na tiomantais sin a sheachadadh agus tógáil ar an dul chun cinn atá déanta ar fud GMIT le linn thréimhse na scéime deireanaí. Leagann sí amach a tiomantas ar son na hInstitiúide agus a cuid foirne d'fhorbairt na seirbhísí atá ar fáil faoi láthair trí Ghaeilge agus sainaitníonn sí réimsí le haghaidh feabhsaithe sa todhcháil.

The customer service standard commitments adopted by GMIT in relation to delivery of services to our customers shall apply to those services, whether delivered in the Irish language or in the English language.

1.4.4 Functions and Departments

Function Area	Department
Academic Affairs	Academic Services MIS Library Student Services Centre for Educational Development (CED)
Mayo	Business, Humanities & Technology Nursing & Health Sciences Lifelong Learning
Letterfrack	Furniture Design & Technology
College of Tourism & Arts	Centre for the Creative Arts & Media Culinary Arts Applied Languages & Humanities Service Industries Heritage & Tourism
Business	Management Accounting & Information Systems
Engineering	Building & Civil Engineering Mechanical & Industrial Engineering Electronic Engineering
Science	Physical & Life Sciences Mathematics & Computing
Finance	Finance Human Resources ICT Services Buildings & Estates Commercial Services Lifelong Learning GMIT Catering Company
Research & Enterprise	Research & Enterprise Development Incubation
International	International Activities

1.5 Assessment of extent to which Services are Already Available through Irish

The objective of this second scheme is to continue the delivery of these commitments and build on the progress achieved across GMIT over the period of the last scheme. It sets out a commitment on behalf of the Institute and its staff to develop the extent to which services are currently available through Irish and it identifies areas for future enhancement.

Tógann an scéim nua freisin ar phrionsabail na Seirbhíse d'Ardchaighdeán don Chustaiméir agus cinnteoidh sí i gcónaí go gcuideofar le daoine ar mian leo a ngnó a dhéanamh trí Ghaeilge.

Déanfar monatóireacht ar an dul chun cinn agus tabharfar tuairisc air i dTuarascáil Bhliantúil GMIT.

Is é príomhfheidhm na hInstitiúide ná clár oideachais d'ardchaighdeán a chur ar fáil dá cuid neach léinn agus leanfar de sin go ceann i bhfad. Déantar formhór mór na glár sin trí Bhéarla, agus tairgtear dhá chlár trí Ghaeilge amháin, mar atá:

- Ard-Diplóma i nGaeilge Fheidhmeach agus Aistriúchán
- MSc i nGaeilge Fheidhmeach agus Aistriúchán

Reáchtálar na cúrsaí sin i gcompháirtíocht le Europus Teo le tacaíocht ó Údarás na Gaeltachta.

The new scheme also builds on the principles of Quality Customer Service and will continue to ensure that persons who wish to conduct their business in Irish are facilitated.

Progress will be monitored and reported on in the GMIT Annual Report.

The main function of the Institute is to provide quality programmes of education to its students and this will continue to be the case for the foreseeable future. The vast majority of these programmes are offered through English, with two programmes being offered exclusively through Irish, namely:

- Ard-Diplóma i nGaeilge Fheidhmeach agus Aistriúcha
- MSc i nGaeilge Fheidhmeach agus Aistriúcha

These courses are run in partnership with Europus Teo and supported by Údarás na Gaeltachta.

Caibidil / *Chapter*

2

SOLÁTHAR SEIRBHÍSÍ / GNÍOMHAÍOCHTAÍ
GINEARÁLTA INSTITIÚIDEACHA

PROVISION OF GENERAL INSTITUTIONAL
SERVICES / ACTIVITIES

Leagann an chaibidil seo amach córas na dteangacha oifigiúla a fheidhmittonn an Institiúid i dtaca le soláthar ghinearálta a cuid seirbhísí. Leagann Caibidil 3 amach an seasamh maidir le soláthar seirbhísí/gníomhaíochtaí ag ranna aonair laistigh den Institiúid.

2.1 Meáin Chumarsáide leis an bPobal

Faoi chur i gcrích na scéime beidh cumarsáid na hInstitiúide leis an bpobal i gcoitinne maidir le faisnéis ghinearálta i dtaca lena cuid seirbhísí á cur ar fáil i gcónaí i mBéarla agus i nGaeilge ar aon trí mheán:

- Bróisiúir, foirmeacha iarratais & bileoga eolais
- Foilseacháin
- Láithreán Gréasáin - faisnéis ghinearálta statach
- Cuirfear óráidí nó ráitis ar fáil sa teanga/sna teangacha ina dtugtar iad
- Foilseofar preaseisiúintí a bhaineann leis an nGaeilge nó le hábhair ghaolmhara, i nGaeilge nó go dátheangach, de réir mar is cuí.

2.2 Seirbhísí atá Dátheangach go hIomlán

Is é polasaí na hInstitiúide go ndéanfar dul chun cinn suntasach i gcur ar fáil seirbhísí dátheangacha go hIomlán trí mheán na Gaeilge agus an Bhéarla faoi chur i gcrích na scéime sna réimsí seo a leanas:

2.2.1 Láithreán Gréasáin

San athfhorbairt ar ár láithreán gréasáin atá ag teacht aníos, leanfaidh GMIT d'fhaisnéis ghinearálta a bhaineann lena cuid seirbhísí ar an láithreán gréasáin a fhoilsiú go dátheangach. Fanfaidh na comhpháirteanna seo a leanas i mBéarla amháin:

- Comhpháirteanna atá dírithe ar lucht éisteachta idirnáisiúnta
- Comhpháirteanna de shainchneál teicniúil
- Cláir staidéir ghréasánbhunaithe (cés moite de chlár Ghaeilge a bheidh ar fáil trí Ghaeilge)
- Comhpháirteanna a bhaineann le cláir nua (cés moite díobh siúd atá ar fáil trí Ghaeilge).

Cinnteoídh an Institiúid go gcuirfear gach cáipéis, ar a n-áirítear bileoga agus bróisiúir eolais a tháirgfear trí Ghaeilge nó go dátheangach, ar fáil ar an leagan Gaeilge den láithreán gréasáin ag an am céanna leis an leagan Béarla de cháipéisí dá leithéid.

This chapter sets out the official languages regime operated by the Institute in relation to the general provision of its services. Chapter 3 sets out the position in relation to service provision/activities by individual divisions within the Institute.

2.1 Means of Communication with the Public

By the end of the scheme the Institute's communications with the general public regarding general information relating to its services will continue to be made available in both English and Irish by means of:

- Brochures, application forms & information leaflets
- Publications
- Website – general, static information
- Speeches or statements will be made available in the language(s) in which they are delivered.
- Press releases relating to the Irish language, or related topics, will be published in Irish or bilingually, as appropriate.

2.2 Fully Bilingual Services

It is the Institute's policy that significant progress will be made in providing fully bilingual services through the medium of Irish and English by the end of the scheme in the following areas:

2.2.1 Website

In the upcoming redevelopment of our website, GMIT will continue to publish bilingually general information relating to its services on the website. The following components of the website will remain in English only:

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

The Institute will ensure that all documents, including information leaflets and brochures that are produced in Irish or bilingually, will be made available on the Irish version of the website at the same time as the English version of such documents.

2.2.2 Seirbhísí Idirghníomhacha

Faoi láthair ní fheidhmíonn an Institiúid seirbhísí idirghníomhacha ar bith. Má tharlaíonn sé go dtabharfar isteach seirbhísí idirghníomhacha nua ar bith le linn don scéim seo a bheith i bhfeidhm, tabharfar isteach iad, de réir mar is indéanta, go dátheangach agus go comhuaineach.

2.2.3 Córais Ríomhaire

De réir mar a dhéanfar córais nua ríomhaire a shuiteáil, beidh siad comhoiriúnach leis an nGaeilge agus déanfar córais reatha ar bith a nuashonrú chun freastal air sin.

2.2.4 Córas Bainistíochta Foghlama

Cuireann an Córas Bainistíochta Foghlama, atá inrochtana ag na neacha léinn ó nasc idirlín ar bith ar an gcampas nó lasmuigh de, foghlaim ar líne ar fáil (acmhainní cúrsa, gníomhaíochtaí, measúnuithe, etc). Féadfaidh léachtóirí agus neacha léinn comhéadan an chórais a athrú go Gaeilge de réir mar atá sé ar fáil. Cuirtear an ghné ilteangach den chóras chun cinn agus léirítear don fhoireann é le linn oiliúna. Cuidíonn sé sin leis an bhfoireann ábhar as Gaeilge a ghiniúint de réir mar is gá agus tá an próiseas sin i bhfeidhm anois.

2.2.5 Tairseach Neacha Léinn agus Tairseach Teanga

Tá eolas a bhaineann leis an neacha léinn le fáil sa tairseach neacha léinn (student.gmit.ie) ar raon topaicí ar a n-áirítear an fhéilire acadúil, seirbhísí TE, seirbhísí do na neacha léinn, etc. Foilseofar gach eolas de chineál ginearálta faoi na ceanteidil sin go dátheangach chomh luath agus a bheidh an láithreán gréasáin forbartha. Tá an rud céanna fíor faoin Tairseach Teanga.

2.2.6 Naisc le hAcmhainní

Faoi dheireadh na chéad bhliana den scéim seo, beidh roinn ag láithreán gréasáin GMIT dar teideal "Gaeilge ag GMIT/The Irish Language at GMIT" áit a mbeidh an t-eolas seo a leanas le fáil:

- Scéimeanna na Gaeilge
- Naisc le hacmhainní úsáideacha Gaeilge
- Ranganna /grúpaí sóisialta Gaeilge atá ar fáil don fhoireann/neacha léinn.

2.2.7 Bróisiúir, Foirmeacha Iarratais agus Bileoga Eolais

Ar bhonn leanúnach, foilseofar gach bróisiúir, foirm iarratais agus bileog eolais nua ghinearálta. Beidh a bhformhór faoin gclúdach céanna cé go mb'fhéidir go bhfoilseofar foilseacháin níos mó go comhuaineach i nGaeilge agus i mBéarla. I gcás Fhéilire na hInstitiúide, beidh na ranna eolais ghinearálta i mBéarla agus i nGaeilge. Beidh sonraí na gclár sa teanga ina seachadtair iad. Beidh na bróisiúir atá dírithe ar an margadh idirnáisiúnta i mBéarla amháin. Foilseofar tuarascálacha sainchomhairleora agus tuarascálacha tiomanta teicniúla sa teanga inar cuireadh i láthair i dtosach iad.

2.2.2 Interactive Services

The Institute does not currently operate any interactive services. Should any new interactive services be introduced during the course of this scheme, they will be introduced, where feasible, bilingually simultaneously.

2.2.3 Computer Systems

As new computer systems are installed, they will be compatible with the Irish language and any current computer systems will be updated to cater for same during planned upgrades or maintenance work.

2.2.4 Learning Management System

The Learning Management System, accessible by students from any internet connection on or off campus, provides online learning (course resources, activities, assessments, etc). Both lecturers and students can change the interface of the system to Gaeilge where available. The multilingual aspect of the system is promoted and demonstrated to staff at training. This facilitates staff in generating content as Gaeilge as required and this process is now in place.

2.2.5 Student Portal and Language Portal

The student portal (student.gmit.ie) contains student-related information on a range of topics including the academic calendar, IT services, student services, etc. All information of a general nature under these headings will be published bilingually from the time this website is redeveloped. The same is true of the Language Portal.

2.2.6 Links to Resources

By the end of the first year of this scheme, the GMIT website will have a section entitled "Gaeilge ag GMIT/The Irish Language at GMIT" where information will be provided on:

- Scéimeanna na Gaeilge
- Links to useful Irish language resources
- Irish language classes/social groups available for staff/students

2.2.7 Brochures, Application Forms and Information Leaflets

On an ongoing basis, all new brochures, application forms and general information leaflets will be published bilingually. Most will be under the same cover though larger publications may be published simultaneously in Irish and English. In the case of the Institute Prospectus, the general information sections will be in both English and Irish. Programme details will be in the language of delivery. Brochures aimed at an international market will be in English only. Consultant reports and dedicated technical reports will be published in the language in which they were originally presented.

2.2.8 Oibriúchán Deasc Fáiltithe/Lasc-chláir

Is iad na hoibreoírí fáiltithe/lasc-chláir na chéad phointí teagmhála leis an bpobal. Beidh sé mar chuid de pholasaí GMIT a chinntiú go mbeidh an gnáthchleachtas maidir le Seirbhís d'Archaighdeán don Chustaiméir i bhfeidhm sa réimse sin, mar a bhí ó thús na scéime:

- Go dtabharfaidh an fhoireann fáiltithe/lasc-chláir ainm na hInstitiúide i nGaeilge
- Go bhfuil na bun-bheannachtaí ar eolas acu i nGaeilge
- Go bhfuil socrúithe oiriúnacha i bhfeidhm ionas gur féidir leo baill an phobail a chur i dteagmháil gan mhoill leis an oifig nó oifigeach ar a bhfuil an fhreagracht as an tseirbhís atá ag teastáil a thairiscint trí Ghaeilge, más ann di.

De bhrí go n-oibríonn an Institiúid in abhantrach ina bhfuil Gaeltacht láidir, Gaelscoileanna beoga agus grúpaí pobail Gaeilge-bhunaithe, leanfaidh sí de shuntasacht chuá a thabhairt don Ghaeilge ag príomhócáidí amhail searmanais bhronnta céime trí cuid de na príomhaithisc, mar atá aitheasc an Uachtaráin, an Chathaoirligh nó an Bhord Rialaithe agus roinnt eile mar ionadaithe HETAC, a bheith á dtabhairt i nGaeilge nó go dátheangach. Tá sé seo faoin gcoinníoll go mbeidh daoine dá leithéid nach bhfuil fostaithe ag GMIT inniúil ar é sin a dhéanamh.

2.2.8 Reception/Switchboard Operation

Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of GMIT to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that from the beginning of the scheme:

- Reception/switchboard staff will give the name of the Institute 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.

As the Institute operates in a catchment area with a strong Gaeltacht, vibrant Gaelscoileanna and community based Gaeilge groups, it will continue to give appropriate prominence to the Irish language at key events such as the graduation ceremonies by having part of key addresses, such as that of the President, Chairperson of the Governing Body and such others as HETAC representatives, given in Irish or bilingually. This is subject to the proviso that such persons outside the employment of GMIT will be competent to do so.

Caibidil / *Chapter*

3

ACHOIMRE AR NA SEIRBHÍSÍ/
GNÍOMHAÍOCHTAÍ A CHUIREANN RANNA
AR FÁIL

SUMMARY OF SERVICES/ACTIVITIES
PROVIDED BY DIVISIONS

3.1 Réamhrá

Leagann an Chaibidil seo amach an seasamh maidir le soláthar seirbhíse/idirghníomhaíocht sheachtrach na Ranna laistigh den Institiúid agus leis an bpobal i gcoitinne. Liostaíonn sí na bearta atá á nglacadh aici chun an tAcht a chomhlíonadh agus tugann na réimsí tosaíochta le haghaidh gníomhaíochtaí faoin scéim seo.

3.1.1 Tosaíocht don Scéim seo

Is iad na tosaíochtaí don scéim seo:

1. Leanúint de chur le cumas na hInstitiúide seirbhísi i nGaeilge agus i mBéarla a sholáthar
2. Leanúint de chur le feasacht na foirne ar an scéim trí ionductú agus cumarsáid rialta
3. Leanúint de chur le hinniúlacht na foirne i nGaeilge trí oiliúint agus fhorbairt
4. Leanúint d'fhorbairt seirbhísi le haghaidh na neach léinn trí cháipéisíocht dhátheangach agus trí sheirbhís duine-le-duine a leathnú i réimsí atá ainmnithe as an nua
5. Leanúint de leathnú a dhéanamh ar líon na gcúrsaí inar féidir lena gcuid céimithe a gcuid oibre a dhéanamh go héifeachtach trí Ghaeilge.

3.2 Oifig an Chláraitheora

3.2.1 Seirbhísi Acadúla

Tá Oifig an Chláraitheora freagrach as earcaíocht, clárú agus measúnú neach léinn. Chuige sin fógraíonn sí cúrsaí, eagraíonn cuairteanna ar scoileanna agus táirgeann an Réamheolaire. Beidh eolas tacaíochta ar líne le haghaidh neach léinn ar ghnóthaí acadúla ar fáil go dátheangach trí athfhorbairt a dhéanamh ar ár láithreán gréasáin. Leanfar de chuairteanna a dhéanamh ar scoileanna Gaeltachta agus ar Ghaelscoileanna i limistéir neamh-Ghaeltachta trí Ghaeilge.

3.2.2 An Leabharlann

Tá seirbhís dhátheangach ar fáil sa leabharlann ag amanna sainithe. Beidh an 'Treoir don Leabharlann' dátheangach i gcónaí, mar a bheidh foirmeacha/bileoga maidir le ballraíocht, fótachóipeáil agus iarratais ar leabhair.

3.2.3 Seirbhísi do na Neacha Léinn

Cuirtear raon leathan seirbhísi ar fáil do na neacha léinn a chuimsíonn Sláinte, Comhairleoireacht, Gairmeacha Beatha, Rochtain, Míchumas, Neacha Léinn Lánfhásta, Tacaíocht don Fhoghlaim agus an tSéiplínteacht ar bhonn lánaimseartha. Ó thús na scéime, beidh ball foirne ar fáil chun seirbhís dhátheangach a chur ar fáil sna réimsí Rochtain agus Míchumas.

3.2.4 Lárionad d'Fhorbairt Oideachais (LFO)

Tacaíonn an LFO le sprioc na hInstitiúide a chinntiú go mbeidh gach deis ag an bhfoireann scileanna, eolas agus saineolas a fháil chun a gcuid dualgas a chomhlíonadh go héifeachtach agus chun a lán-acmhainneacht a bhaint amach.

3.1 Introduction

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

3.1.1 Priority for this Scheme

The priorities for this scheme are:

1. To continue to enhance the Institute's ability to provide services in Irish and English
2. To continue to raise staff awareness of the scheme through induction and regular communication
3. To continue to enhance staff competency in Irish through training and development
4. To continue to develop services to students through bilingual documentation and an extension of a one-to-one verbal service in newly designated areas
5. To continue to extend the number of courses whose graduates may carry out their work competently through Irish.

3.2 Registrar's Office

3.2.1 Academic Services

The Registrar's Office is responsible for the recruitment, registration and assessment of students. To this end it advertises courses, organises school visits and produces the Prospectus. Online support information for students on academic affairs will be available bilingually following the redevelopment of our website. School visits to the Gaeltacht and to Gaelscoileanna in non-Gaeltacht areas will continue to be provided through Irish.

3.2.2 Library

A bilingual service is available in the library at designated times. The 'Library Guide' will continue to be bilingual, as will forms/leaflets on membership, photocopying and book requests.

3.2.3 Student Services

A wide range of student services covering the areas of Health, Counselling, Careers, Access, Disability, Mature Students, Learning Support and Chaplaincy are provided on a full-time basis. From the beginning of the scheme, a staff member will be available to provide a bilingual service in the areas of Access and Disability.

3.2.4 Centre for Educational Development (CED)

The CED supports the Institute's goal of ensuring that staff have every opportunity to acquire the skills, knowledge and expertise to carry out their duties effectively and to achieve their full potential.

Ag teacht le ceangaltais an Achta, cuirfidh an LFO deiseanna ar fáil don fhoireann le cur lena gcumas seirbhís a chur ar fáil trí Ghaeilge.

3.3 An Oifig Airgeadais

3.3.1 Foirgnimh agus Eastáit

Réitíonn aonad na bhFoirgneamh agus na nEastát cáipéisíocht tairisceana do chonarthaí tógála agus cothabhála agus déanann oibreacha foirgníochta, cothabhála, airíochais, riarachán Sláinte & Sábháilteachta, carrpháirceála agus gníomhaíochtaí eile gaolmhara a bhainistiú. Tá sé freagrach as comharthaíocht a bhaineann leis na feidhmeanna sin. Ó am go ham, d'fhéadfadh sé go bhfoilseofaí eolas ginearálta statach ar láithreán gréasáin GMIT ar mhaithe leis an bhfoireann, na neacha léinn agus leis an bpobal agus foilseofar eolas ginearálta dá leithéid go dátheangach.

3.3.2 Seirbhísí Tráchtála

Tá aonad na Seirbhísí Tráchtála freagrach as gach gníomhaíocht tráchtála de chuid na hInstitiúide ar a n-áirítear cíos spáis, oiliúint, comhairleoireacht, agus aistriú teicneolaíochta. Déanann sé teagmháil le gníomhaireachtaí forbartha, eagraíochtaí trádála agus gairmiúla agus grúpaí ionadaíochta. Dá mbeadh seirbhís oiliúna nó comhairleoireachta de dhíth, leagfaí an tasc ar bhaill foirne le Gaeilge, más ann dóibh. Tá an t-aonad Seirbhísí Tráchtála freagrach freisin as Foghlaim ar Feadh an tSaoil agus as Cuideachta Lónadóireachta GMIT. Fógraíonn an t-aonad don Fhoghlaim ar Feadh an tSaoil cúrsaí agus eagraíonn tráthnóna faisnéise do neacha léinn agus chuideachtaí ionchasacha. Tá Cuideachta Lónadóireachta GMIT freagrach freisin as reachtáil an Chaifitéire, a bhíonn ar oscailt don fhoireann agus do na neacha léinn araon. Beidh na gnáth-bhiachláir go dátheangach i gcónaí.

3.3.3 Airgeadas

Tá an Oifig Airgeadais freagrach as gach soláthar agus íocaíocht agus dá bhri sin fógraíonn sí conarthaí, táirgeann cáipéisí tairisceana, focann sonraisc, tuarastail agus ullmhaíonn cuntais bhliantúla. Comhlíonfaidh sí gnáthaimh chomhaontaithe fógraíochta agus leanfaidh sí de chinntiú go mbeidh na gnáthfhoirmeacha dá cuid dátheangach.

3.3.4 Acmhainní Daonna

Tá an roinn seo freagrach as folúntais foirne a fhógairt, as foirmeacha iarratais, tuairiscí ar jabanna a tháirgeadh agus as agallaimh a shocrú. Cuirfidh sí tuairiscí jab ar fáil i nGaeilge i gcásanna sainiúla, amhail léachtóirí i nGaeilge, áit ar croíriachtanas í an Ghaeilge. Leanfaidh sí gnáthaimh Acmhainní Daonna, faoi réir ag an gcreat do ghnáthamh comhaontaithe earcaíochta náisiúnta, chun cuspóirí na scéime a chomhlíonadh trí pholasaithe cuí earcaíochta, sócrúcháin inmheánaigh agus imscartha a chur i bhfeidhm le linn thréimhse na scéime seo agus scéimeanna eile. Leanfaidh sí de theagmháil a choinneáil leis an Lárionad d'Fhorbairt Oideachais agus na cuspóirí sin á gcomhlíonadh aici.

In line with the requirements of the Act, the CED will provide opportunities to staff to enhance their ability to provide a service through Irish.

3.3 Finance Office

3.3.1 Buildings and Estates

The Buildings and Estates unit produces tender documentation for building and maintenance contracts, manages building works, maintenance, caretaking, Health & Safety administration, car parking and other associated activities. It is responsible for signage pertaining to these functions. From time to time, general static information may be published on the GMIT website for the benefit of staff, students and the public and such general information will be published bilingually.

3.3.2 Commercial Services

The Commercial Services unit is responsible for all Institute commercial activities including space rental, training, consultancy and technology transfer. It liaises with development agencies, trade and professional organisations and such representative groups. Should a training or consultancy service in Irish be required, staff with Irish will be assigned to the task, if available. The Commercial Services unit is also responsible for Lifelong Learning and the GMIT Catering Company. The Lifelong Learning unit advertises courses and organises information evenings for potential students and companies. The GMIT Catering Company is responsible for running the Cafeteria, which is open to both staff and students. Standard menus will continue to be bilingual.

3.3.3 Finance

The Finance Office is responsible for all procurement and payment and consequently advertises contracts, produces tender documents, pays invoices, salaries and prepares the annual accounts. It will comply with the agreed advertising procedures and will continue to ensure that its standard forms are bilingual.

3.3.4 Human Resources

This department is responsible for advertising staff vacancies, producing application forms, job descriptions and arranging interviews. It will provide job descriptions in Irish in specific cases, such as léachtóirí i nGaeilge, where Irish is a core requirement. Human Resource procedures will, subject to the framework of the agreed National recruitment procedures, continue to meet the objectives of the scheme by putting appropriate recruitment, internal placement and redeployment policies in place over the period of this and subsequent schemes. It will continue to liaise with the Centre for Educational Development in meeting the objectives.

3.3.5 TF

Is féidir leis na Seirbhísí Ríomhaireachta seirbhís dhátheangach a chur ar fáil de réir mar is gá. Féadfar oiliúint TF a thairiscint trí mheán na Gaeilge, ag brath ar an éileamh agus ar fhógra a bheith tugtha le nótaí oiliúna a réiteach.

De réir mar a shuiteálar córais nua ríomhaire, roghnófar bogearraí le feidhmiúlacht ilteangach, de réir mar is féidir, ach ní mór a chur san áireamh gur gá an réiteach TF is fearr a roghnú dár riachtanais ar leith.

3.4 Taighde & Fiontar

Scaipeann an oifig seo faisnéis maidir le cláir taighde. Tacaíonn sí le tograí taighde, earcaíocht taighdeoirí agus déanann monatóireacht agus bainistíonn tosú, dul chun cinn agus críochnú clár. Tacaíonn sí le feabhas a chur ar an acmhainn taighde. Dá dtarlódh sé go mbeadh an Ghaeilge ina riachtanas inmhianaithe le haghaidh tionscadail taighde, ansin luafaí go mbeadh an Ghaeilge ina riachtanas in earcú taighdeoirí le haghaidh tionscadal dá leithéid laistigh den chreat comhaontaithe do ghnáthaimh náisiúnta earcaíochta. Spreagann an t-aonad Fiontair agus Goir agus cuireann chun cinn an fhiontraíocht ar fud na hInstitiúide. Eagraíonn sí cláir Fiontair agus Forbartha agus bainistíonn an próiseas goir.

3.5 Coláistí & Scoileanna

Is iad na Coláistí, na Scoileanna agus na lárionaid champais eile atá i mbun croíghníomhaíochta na hInstitiúide. Cuirtear cláir ar fáil i raon leathan disciplíní faoi na ceanteidil leathana chineálacha Eolaíocht, Ríomhaireacht, Innealtóireacht, Gnó, Turasóireacht, Daonnachtaí, Ealaíona Cruthaitheacha & Meáin, Dearadh & Teicneolaíocht Troscáin agus Eolaíochtaí Altranais & Sláinte.

Faoi láthair, níl aon fhianaise ann go bhfuil éileamh ón lucht fágála scoile ar chúrsaí trí Ghaeilge a thabharfadh údar leis an infheistíocht ba ghá do chúrsaí dá leithéid. Ach déanfar monatóireacht ar an scéal sin go bliantúil agus tabharfar cúrsaí breise isteach de réir mar a bhíonn éileamh orthu agus faoi réir ag maoiniú a bheith ar fáil d'fhorbairt cúrsa. Tá méadú tagtha ar chúrsaí gearrshnáithe, amhail an dámhachtain shainchuspóireach, agus ar chúrsaí iarchéime, amhail an Ardteastas/MSc, i ngeall ar Acht na dTeangacha Oifigiúla agus smaoinoidh an Institiúid ar chúrsaí dá leithéid a fhorbairt i gcomhar le heagraíochtaí eile.

Ní bheidh an próiseas a bhaineann le seirbhísí tacaíochta dátheangacha duine-le-duine curtha i gcrích go dtí go mbeidh scéimeanna ina dhiaidh seo curtha i bhfeidhm. Ach más mian le neach léinn a g(h)nó a dhéanamh trí Ghaeilge, cuirfear rochtain ar an tseirbhís sin ar fáil tríd an oifig choláiste/scoile.

3.3.5 IT

Computing Services can provide a bilingual service as required. IT training can be offered through the medium of Irish, subject to demand and adequate notice to prepare training notes.

As new computer systems are installed, software with multilingual functionality will be chosen, where possible, but this is always weighed against the need to choose the best IT solution for our given requirements.

3.4 Research & Enterprise

This office disseminates information relating to research programmes. It supports research proposals, researcher recruitment and it also monitors and manages start-up, progress and termination of programmes. It supports the enhancement of research capacity. Should Irish be a desirable requirement of a research project, then Irish will be stated as a requirement in recruiting researchers for such projects within the framework of the agreed national recruitment procedures. The Enterprise and Incubation unit encourages and promotes entrepreneurship throughout the Institute. It organises Enterprise Development programmes and manages the process of incubation.

3.5 Colleges & Schools

The Colleges, Schools and other campus centres undertake the core activity of the Institute. Programmes are provided in a wide range of disciplines under the broad generic headings of Science, Computing, Engineering, Business, Tourism, Humanities, Creative Arts & Media, Furniture Design & Technology and Nursing & Health Sciences.

Currently, there is no evidence of a demand from school leavers for courses through Irish that would justify the investment required for such courses. However, this situation will be monitored annually and additional courses introduced as demand warrants and subject to funding being available for course development. The demand for short-strand courses, such as the Special Purpose award, and for postgraduate courses, such as the Higher Diploma/MSc, has increased as a result of the Official Languages Act and the Institute will consider developing similar courses in association with other organisations.

The process of ensuring one-to-one bilingual verbal support services through the school offices will not be completed until subsequent schemes are in place. However, should a student wish to conduct his/her business through Irish, access will be provided to this service through the college/school office.

3.6 Achoimre ar an bPlean do Chur i nGníomh

Mar achoimre, faoi chríoch na scéime foilseoidh gach réimse feidhmiúil an cháipéisíocht taca seo a leanas go dátheangach:

- Bróisiúir
- Bileoga Eolais
- Réamheolaire – eolas ginearálta
- Láithreán Gréasáin – eolas ginearálta statach
- Preaseisiúintí Gaeilge, de réir mar is cuí.

3.6 Summary of Plan for Implementation

In summary, by the end of the scheme all functional areas will publish the following support documentation bilingually:

- Brochures
- Information Leaflets
- Prospectus – general information
- Web Site – general static information
- Irish Language Press Releases, as appropriate.

The Institute does not hold public meetings in Gaeltacht areas. However, any targeted meetings held in schools in the Gaeltacht or in Gaelscoileanna outside the Gaeltacht will be held in Irish.

Caibidil / *Chapter*

4

FEABHSÚ BREISE AR NA SEIRBHÍŚÍ
ADDITIONAL ENHANCEMENT OF SERVICES

4.1 Feabhsú ar na Seirbhísí atá le Cur ar Fáil go Dátheangach

Leanfaidh GMIT de bheith ag freagairt do na tionscnaimh náisiúnta go léir atá molta ag an ÚAO.

4.2 Oiliúint agus Forbairt

Tá tiomantas leanúnach ag an Institiúid d'oiliúint chuí a chur ar fáil agus tacaíonn sí le forbairt na foirne uile. Chuir sí Coiste Gaeilge dá cuid ar bun maidir leis an Acht a chur i ngníomh agus leis an scéim a ullmhú.

Leanfaidh an Coiste dá cuid oibre leis an LFO agus leis an Roinn Acmhainní Daonna d'fhonn:

- Deonaigh a lorg ar fud na hInstitiúide chun seirbhísí a chur ar fáil agus chun cabhrú le cur i ngníomh na scéime agus chun acmhainní a chur ar fáil do bhaill foirne dá leithéid (e.g. foclóirí Gaeilge, etc).
- Roghanna oiliúna a phlé le baill foirne a bhfuil spéis acu inti agus clár fhorbartha a chur ar bun laistigh de chomhthéacs Phlean Straitéiseach GMIT.
- Measúnú a dhéanamh ar ranganna comhrá Gaeilge a bhíonn ar siúl san Institiúid (e.g. ranganna tráthnóna a reáchtáil an t-aonad don Fhoghlaim ar Feadh an tSaoil, agus ranganna comhrá neamhfhoirmiúla).
- Ag brath ar an éileamh agus ar bhuiséid fhorbartha, cúrsaí breise intí a fhorbairt agus a dhearadh ag leibhéil dhifriúla sa Ghaeilge. Beidh an bhéim ar scileanna labhartha agus éisteachta, agus tabharfar aird ar an nGaeilge scríofa freisin. Cuirfear na cúrsaí in oiriúint don ionad oibre agus iad dírithe, mar shampla, ar théarmaí riaracháin. Féachfar an féidir roinnt cúrsaí a reáchtáil i rith an lae agus am lóin.
- Machnamh a dhéanamh ar chúrsaí intí a chur ar bun (e.g. don lucht fáiltithe agus feidhmeanna tiomanta eile) i gcomhar le gníomhaireachtaí eile fearacht FSS, CGO, etc.
- Feasacht ar theanga a chuimsiú mar chuid den ionduchtú bliantúil do lucht foirne nua.
- Creidiúnú a chur ar fáil de réir mar is cuí do chúrsaí atá déanta.

4.3 Logainmneacha Gaeltachta

Leanfaidh an Institiúid de logainmneacha oifigiúla Gaeltachta a úsáid chun chríche oifigiúla ag teacht leis an Ordú Logainmneacha (Ceantair Ghaeltachta) 2004.

4.1 Enhancement of Services to be Provided Bilingually

GMIT will continue to respond to all national initiatives suggested by the HEA.

4.2 Training and Development

The Institute has an ongoing commitment to provide appropriate training and supports the development of all its staff. It established a Coiste Gaeilge to work on implementing the Act and on preparing the scheme.

The Coiste will continue its work with the CED and the Human Resources Department to:

- Seek volunteers across the Institute to provide services and help implement the scheme and provide such staff with resources (e.g. Irish dictionaries, etc).
- Discuss training preferences with interested staff and put in place development programmes within the context of the GMIT Strategic Plan.
- Evaluate conversational Irish classes which take place within the Institute (e.g. evening classes run by the Lifelong Learning unit, and informal conversational classes).
- Subject to demand and developmental budgets, develop and design additional in-house courses at different levels in the Irish language. The emphasis will be on speaking and listening skills, with attention also given to written Irish. The courses will be tailor-made to suit the workplace, with emphasis, for example, on administrative terms. The possibility of running some courses during the day and at lunchtime will be explored.
- Consider establishing in-house courses (e.g. for reception and other dedicated functions) with other agencies such as the HSE, VEC, etc.
- Include language awareness as part of its annual induction for new staff.
- Provide accreditation as appropriate for courses undertaken.

4.3 Gaeltacht Placenames


The official placenames of Gaeltacht areas will continue to be used by the Institute for official purposes in line with the Placenames (Ceantair Ghaeltachta) Order 2004.

Caibidil / *Chapter*

5

MONATÓIREACHT AGUS ATHBHREITHNIÚ

MONITORING AND REVISION



Coinneoidh an Grúpa Bainistíochta Sinsearach laistigh den Institiúid oibriú éifeachtach na scéime faoi athbhreithniú. Déanfar an dul chun cinn a thairféadadh sa Tuarascáil Bhliantúil. Is iad Ceanna na Ranna, atá freagrach as cur i ngníomh na scéime laistigh dá réimsí féin agus as tuairisciú ar bhonn rialta dá gCeann Coláiste/Scoile/Feidhme, a dhéanfaidh an fheidhm mhonatóireachta go príomha ó lá go lá.

The Senior Management Group within the Institute will keep the effective operation of the scheme under review. Progress will be recorded in the Annual Report. The day-to-day monitoring function will be carried out primarily by Heads of Department who are responsible for the implementation of the scheme within their own areas and reporting on a regular basis to their Head of College/School/Function.

Caibidil / *Chapter*

6

POIBLIÚ NA SCÉIME COMHAONTAITHE

PUBLICISING OF AGREED SCHEME

Déanfar ábhair na scéime seo maraon leis na gealltanais agus le forálacha na scéime a phoibliú don phobal mór trí mheán:

- Preaseisiúintí
- Seoladh oifigiúil na scéime
- Na forálacha a fhógairt
- A cur thart ar ghníomhaireachtaí agus comhlachtaí poiblí cuí
- Cuimsiú na scéime ar ár láithreán gréasáin

Tapóidh an Institiúid gach deis chun na seirbhísí a chuireann sí ar fáil trí Ghaeilge a chur chun cinn agus a phoibliú trí:

- a chur in iúl dár gcustaiméirí ar bhonn onghníomhach go bhfuil an rogha acu déileáil leis an Institiúid trí Ghaeilge, mar shampla, trí fhógraí a chur ar taispeáint sna ceantair fháiltithe a chuireann in iúl na seirbhísí Gaeilge atá ar fáil agus trína liostáil go feiceálach ar láithreán gréasáin na hInstitiúide;
- fonótaí a chuimsiú i dtreoirínte roghnaithe, bileoga agus foirmeacha iarratais a chuireann in iúl go bhfuil na cáipéisí sin ar fáil i nGaeilge, mura mbíonn siad dátheangach;
- an tsuntasacht chéanna a thabhairt d'ábhair i nGaeilge nó i mBéarla.

Is é an leagan Béarla den scéim seo bunleagan na scéime.

Cuirfear cóip den scéim seo ar aghaidh go dtí Oifig Choimisinéir na dTeangacha Oifigiúla le haghaidh faofa.

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

- Press releases
- Official launch of the scheme
- Advertising of provisions
- Circulation to appropriate agencies and public bodies
- Inclusion of the scheme on our website.

The Institute will take every opportunity to promote and publicise the services it provides through Irish by:

- directly informing customers on a pro-active basis of the option of dealing with the Institute through Irish, for example, by displaying notices at reception areas indicating the Irish language services that are available and by prominently listing these on the Institute's website;
- including footnotes in selected guidelines, leaflets and application forms indicating that these documents are available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

The English language version of this scheme shall be the original version of the scheme.

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