

Scéim Choiste Gairmoideachais Chathair na Gaillimhe

2007-2010

**faoi alt 11
d'Acht na dTeangacha Oifigiúla 2003**

City of Galway Vocational Education Committee Scheme

2007-2010

**under Section 11 of the
Official Languages Act 2003**

Acht na dTeangacha Oifigiúla, 2003

Official Languages Act, 2003

Réamhrá agus Cúlra

Introduction and Background

Caibidil Chapter

1

Réamhrá & Cúlra

D'ullmhaigh Coiste Gairmoideachais Chathair na Gaillimhe an scéim seo faoi *Alt 11* d'Acht na d'Teangacha Oifigiúla, 2003.

Forálann *Alt 11* den Acht d'ullmhú scéim reachtúil ag comhlacht poiblí ag sonrú na seirbhísí sin de chuid an chomhlachta a bheartaíonn sé a sholáthar:

- trí mheán na Gaeilge,
- trí mheán an Bhéarla, agus
- trí mheán na Gaeilge agus an Bhéarla araon

agus na bearta a bheartaíonn an comhlacht a ghlacadh chun a chinntiú go ndéanfar aon seirbhísí nach soláthraíonn an comhlacht trí mheán na Gaeilge a sholáthar amhlaidh a leagan amach thar scála ama comhaontaithe, faoi réir ag éileamh ar sheirbhísí trí Ghaeilge agus fáil a bheith ar acmhainní riachtanacha.

1.1 Ábhar na Scéime Teanga

Tógann an scéim ar nós agus chleachtas atá i bhfeidhm laistigh den Choiste ag dul siar go ham a bhunaithe faoin Acht Oideachais Gairme Beatha, 1930, agus ar phrionsabail Seirbhíse Ardchaighdeáin do Chustaiméirí. Chuidigh Grúpa Oibre, comdhéanta d'ionadaithe ó gach limistéar feidhme den Choiste, le dréachtú na scéime seo. Is ar ardbhainistíocht an Choiste seo a thiteann an fhreagracht faireachán agus athbhreithniú a dhéanamh ar an scéim.

Tógann an scéim ar a mhéid atá seirbhísí trí Ghaeilge ar fáil cheana féin agus tugtar chun solais, i gcorpas na scéime, feabhsuithe sa tseirbhís a d'fhéadfaí a chur i bhfeidhm amach anseo.

Tá tiomantas sa scéim seo freisin do mheasúnú leanúnach ar an leibhéal éilimh do sheirbhísí trí Ghaeilge chun a chinntiú go bhfreastalaítear ar an éileamh seo ar bhealach pleanáilte, soiléir agus inrochtana. Déanfaidh an Coiste an leibhéal éilimh ar a chuid seirbhísí trí Ghaeilge a mheas go tráthrialta trí mhodh comhairimh/tomhais a thionscnamh a thugann léargas cruinn ar an leibhéal fiosrúchán/iarratas maidir le seirbhísí trí Ghaeilge thar thréimhse ama ar leith.

1.2 Dáta tosaithe na Scéime

Tá an scéim seo deimhnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Tá feidhm léi ó 1 Meitheamh, 2007 agus fanfaidh sí i bhfeidhm go ceann tréimhse trí bliana ón dáta seo nó go ndeimhníonn an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta scéim nua de bhun *Alt 15* den Acht, cibé acu is túsce.

Introduction & Background

This scheme was prepared under *Section 11* of the Official Languages Act 2003 by the City of Galway Vocational Education Committee.

Section 11 provides for the preparation by public bodies of a statutory scheme detailing the services they will provide

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

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe subject to demand and availability of necessary resources.

1.1 The Content of the Language Scheme

The scheme builds on the custom and practice that has been operative within the Committee dating back to the formation of the Committee by the Vocational Education Act, 1930, as well as the principles of Quality Customer Service. A Working Group, comprising representatives from each functional area of the Committee, has assisted in drafting the scheme. Responsibility for monitoring and reviewing the scheme will rest with the senior management within this Committee.

The scheme builds on the extent to which services are currently available through Irish as a starting base. Areas for future enhancement of the service provided by this Committee 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 Committee continues to meet this demand in a planned, coherent and accessible way. The Committee will continue to gauge the level of demand for its services in the Irish language by carrying out regular and timed audits through a system of counting/measuring the level of queries/requests for services through Irish in a given period.

1.2 Commencement date of Scheme

This scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The scheme is commenced with effect from 1st June 2007 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 for Community, Rural and Gaeltacht Affairs pursuant to *Section 15* of the Act, whichever is the earlier.

1.3 Osradharc ar Choiste Gairmoideachais Chathair na Gaillimhe

1.3.1 Mandáid agus Misean

Is é CGCG an comhlacht reachtúil oideachais áitiúil i gCathair na Gaillimhe.

Cuireann CGCG oideachas dara leibhéal, breise agus aosach ar fáil. Cuirimid teagasc ceoil ar fáil, deis eile ar oideachas agus oiliúint dóibh sin a d'fhág an scoil go luath, do dhaoine atá dífhostaithe go fadtréimhseach, do bhaill den phobal Lucht Siúil agus dóibh sin a bhfuil deacrachtaí litearthachta acu, agus tugaimid faoi luathchláir teanga agus forbairt shóisialta le dídeanaithe agus iarrthóirí tearmainn. Ina theannta sin tugaimid tacaíocht d'obair ógra agus don oideachas pobail agus cuirimid tacaíocht ar fáil d'fhoghlaimoirí.

Is é CGCG an comhlacht patrúin atá ag: Coláiste Pobail na Gaillimhe (CPG), Institiúid Theicniúil na Gaillimhe (ITG), Coláiste na Coiribe, Ionad Oiliúna Bhóthar an Ghainimh agus an tIonad Ógtheagmhála. Déanaimid bainistíocht ar an Scéim Deiseanna Gairmoiliúna (VTOS), Seirbhís Litearthachta Aosach Chathair na Gaillimhe (GCALS), an Scéim Oideachais Cheoil, Treoirsheirbhís Foghlaimoirí Aosacha Chathair na Gaillimhe (GCALGS) agus an Tionscnamh Filleadh ar an Oideachas (BTEI), agus déanaimid comhordú ar obair ógra sa Chathair. Ina theannta sin, cuirimid tacaíocht airgid ar fáil do scoláirí incháilithe do chláir ar leith agus do thionscadail oideachais phobail atá incháilithe.

Tá CGCG ina bhall gníomhach de: Bord Forbartha Chathair na Gaillimhe (BFCG), Comhpháirtíocht Chathair na Gaillimhe (CCG) agus Foireann Feidhmithe Ceantair RAPID (AIT), mar cheannródaí ar an nGréasán Straitéiseach Foghlama agus ar Fhóram Spóirt & Áinís an BFCG, mar aon le Fochoiste Oideachais & Oiliúna an FOO.

ÁR BHFÍS

Saol Foghlama

ÁR MISEAN

Deiseanna cuimsitheacha iniatacha oideachais a sholáthar agus a éascú mar aon le cothú agus comhordú a dhéanamh agus cur le forbairt seirbhísí oideachais i gCathair na Gaillimhe

ÁR MBUNLUACHANNA

SOCHAÍ FOGHLAMA A CHOTHÚ AGUS A FHEABHSÚ

Creidimid gur cheart deis a thabhairt do gach duine cur go leanúnach lena c(h)uid eolais agus lena (h)inniúlacht

CUIMSITHEACTH AGUS COTHROMAÍOCHT A CHOTHÚ

Tacaímid le bunphrionsabail Dearbhú na NA um Chearta an Duine

ARDCHAIGHDEÁN A BHAINT AMACH

Cuireann ár dtiomantas dár gcliaint dualgas orainn ardchaighdeán a bhaint amach inár ngníomhaíochtaí, inár gcláracha agus inár seirbhísí go léir, agus an nuálaíocht a chur chun cinn

COMHOIBRÍÚ AGUS COMHORDÚ

Cinntimid go gcuirimid ár n-acmhainní i bhfeidhm go héifeachtúil agus go héifeachtach agus déanaimid iarracht luach breise a fháil trí oibriú le dreamanna eile

1.3 Overview of City of Galway Vocational Education Committee

1.3.1 Mandate and Mission

CGVEC is the local statutory education body in Galway City.

CGVEC provides second-level, further and adult education. We deliver music tuition, second chance education and training with early school leavers, long-term unemployed persons, members of the Traveller community and with those experiencing literacy difficulties, and we undertake early language and social development programmes with refugees and asylum seekers. We also support youth work and community education and provide learner supports.

CGVEC is the patron body of the Galway Community College (GCC), Galway Technical Institute (GTI), Coláiste na Coiribe, Sandy Road Training Centre and the Youthreach Centre. We manage the Vocational Training Opportunities Scheme (VTOS), the Galway City Adult Literacy Service (GCALS), the Music Education Scheme, the Galway City Adult Learner Guidance Service (GCALGS) and the Back to Education Initiative (BTEI), and co-ordinate youth work in the City. We also provide financial support to eligible students on certain programmes and to eligible community education projects. CGVEC is an active member of the Galway City Development Board (CDB), Galway City Partnership (GCP) and the RAPID Area Implementation Team (AIT), leading the Strategic Learning Network and the Sports & Recreation Forum of the CDB and the Education & Training Sub-committee of GCP.

OUR VISION:

A Learning Life

OUR MISSION:

To provide and facilitate the provision of comprehensive and inclusive education opportunities and to promote, co-ordinate and contribute to the development of education services in Galway City

OUR CORE VALUES

PROMOTION AND ENHANCEMENT OF A LEARNING SOCIETY

We believe that each individual should be enabled to continuously add to his/her knowledge and competence

PROMOTION OF INCLUSION AND EQUITY

We endorse the principles underpinning the UN Declaration of Human Rights

ACHIEVING QUALITY

Our commitment to our clients requires us to strive for quality in all our activities, programmes and services and to promote innovation

CO-OPERATING AND CO-ORDINATING

We ensure that our resources are applied effectively and efficiently and seek added value through working with others

SOCHAÍ FOGHLAMA A CHOTHÚ AGUS A FHEABHSÚ

- Cur chuige atá dírithe ar an gcliant
- Rogha leathan de dheiseanna foghlama agus de mhodhanna soláthair
- Timpeallachtaí foghlama atá in oiriúint do riachtanais oideachais ár gcliant
- Conairí forchéimnithe
- Ag saothrú chun sochaí foghlama a dhéanamh dinn féin

CUIMSITHEACHT AGUS COTHROMAÍOCHT A CHOTHÚ

- Cothú a dhéanamh ar na nithe is fearr dár gcliant, ar a leasa agus ar a gcearta daonlathacha
- Na foghlaimoírí a bheith gníomhach sa próiseas
- Triail leigheas a fháil ar thionchar na míbhuntáistí oideachais a bhí ann roimh ré
- Cláir agus seirbhísí inrochtana a chur chun cinn
- Caidreamh éifeachtach a bhunú leis na cliant

ARDCHAIGHDEÁN A BHAINT AMACH

- Glacadh leis an gcód eiticí atá ag an CG
- A aithint gurb í ár bhfoireann an acmhainn is mó atá againn
- Cairt seirbhíse ardchaighdeán do chustaiméirí a chur i bhfeidhm
- Ardchaighdeán cháilíochta na Roinne Oideachais & Eolaíochta agus na gcomhlachtaí ábhartha cáiliúcháin a bhaint amach
- Forbairt na foirne a chothú
- Glacadh le próiseas luachála na scoile mar iomlán

COMHOIBRÍÚ AGUS COMHORDÚ

- Coincheap an idirspleáchais a chothú, go himheánach agus lasmuigh
- Rannpháirtíocht a chothú idir an fhoireann agus an bhainistíocht
- Comhpháirtíocht a chothú le grúpaí eile bainistíochta, le soláthraithe agus le cliant chun na seirbhísí a fheabhsú agus a forbairt
- Comhoibriú a chothú le gníomhaireachtaí eile, áitiúil agus stáit, chun aidhmeanna an CG agus na haidhmeanna náisiúnta a bhaint amach
- Comhordú a dhéanamh ar na seirbhísí chun feabhas a chur ar na deiseanna foghlama, ar na modhanna agus ar an modheolaíocht

OUR GUIDING PRINCIPLES

PROMOTION AND ENHANCEMENT OF A LEARNING SOCIETY

- A client-centred approach
- Wide choice of education opportunities and modes of delivery
- Learning environments appropriate to the educational needs of the clients
- Paths to progression
- Striving to be ourselves a learning community

Promotion Of Inclusion And Equity

- Promotion of the best interests, well-being and democratic rights of clients
- Active involvement of learners
- Seeking to remediate the effects of prior educational disadvantage
- Promotion of accessible programmes and services
- Effective communication with clients

ACHIEVING QUALITY

- Subscribing to the code of ethics for VECs
- Recognising our staff as our greatest asset
- Implementing a quality customer service charter
- Meeting quality assurance standards of the Department of Education & Science and of relevant awards bodies
- Promotion of staff development -Subscribing to the whole school evaluation process

CO-OPERATING AND CO-ORDINATING

- Promotion of the concept of interdependence, internally and externally
- Promotion of partnership between staff and management
- Promotion of partnership with other management, provider and client groups towards improving and developing services
- Promotion of co-operation with other local and state agencies towards achievement of VEC and national objectives
- Co-ordination of services towards enhancement of learning opportunities, modes and methodology

1.3.2 Custaiméirí agus Cliaint

Bíonn tionchar ag obair an Choiste ar shlua mór daoine, cosúil le mic léinn dara leibhéal, foghlaimoírí le riachtanais speisialta, foghlaimoírí aosaigh, foghlaimoírí athdheise, pobail áitiúla agus go háirithe iadsan i gceantair faoi mhíbhuntáiste. Is iad eochairchliaint agus bunachar custaiméirí an Choiste, áfach, ná:

- Iarratasóirí agus faighteoirí deontas faoi scéimeanna éagsúla tacaíochta do mhic léinn atá á riaradh ag an gCoiste
- Pobail ar fud na Cathrach
- Baill Choiste agus Fho-Choistí
- Fostaithe an Choiste
- Eagraíochtaí Ionadaíoch Fostaithe
- Ranna Rialtais agus Gníomhaireachtaí Gaolmhara
- Údaráis Áitiúla
- Comhpháirtithe Sóisialta, an earnáil phobail agus dheonach agus ionadaithe fostaithe san áireamh
- Gníomhaireachtaí Stáit
- Mic Léinn agus a dTuismitheoirí
- An Roinn Oideachais & Eolaíochta
- Eagraíochtaí Deonacha agus Spóirt

1.3.3 Limistéir Feidhmiúcháin an Choiste

Seo a leanas limistéir feidhmiúcháin an Choiste:

1. Ról Seachtrach:

- Oideachas Aosach agus Ionaid Oiliúna
- Seirbhís Treorach Foghlaimoira Aosaigh
- An Tionscnamh um Oideachas a Athbhlaiseadh (BTEI)
- Coláistí Breisoideachais
- Seirbhísí Oideachais Phobail
- Scéim d'Oideachas Ceoil
- Ionad Oiliúna Bhóthar an Ghainimh
- Scoileanna Dara Leibhéal
- Scéim do Dheiseanna Oiliúna Gairme
- Seirbhísí Ógra
- Ógtheagmháil

2. Aonaid Tacaíochta Inmheánacha:

- Rannóg Seirbhísí Tacaíochta Oideachais
- Rannóg Acmhainní Daonna
- Rannóg Airgeadais

1.3.2 Customers and Clients

The outcome of the work of the Committee impacts on a wide array of people, ranging from second level students, special needs learners, adult learners, second chance learners, local communities and especially those in disadvantaged areas, however the Committee's key clients and customer base are:

- Applicants and grant recipients under the various student support schemes administered by the Committee
- Communities throughout the City
- Committee and Sub-Committees Members
- Employees of the Committee
- Employee Representative Organisations
- Government Departments and Affiliates
- Local Authorities
- Social Partners including the community and voluntary sectors and employee representative
- State Agencies
- Students and their Parents
- Department of Education & Science
- Voluntary and Sporting Organisations

1.3.3 Functional Areas of the Committee

The functional areas of the Committee comprise:

1. External Role:

- Adult Education & Training Centres
- Adult Learner Guidance Service
- Back to Education Initiative
- Colleges of Further Education
- Community Education Services
- Music Education Scheme
- Sandy Road Training Centre
- Second Level Schools
- Vocational Training & Opportunities Scheme
- Youth Services
- Youthreach

2. Internal Support Units:

- Education Support Services Department
- Human Resources Department
- Finance Department

1.3.4 Measúnú ar a mhéid atá seirbhísí trí Ghaeilge ar fáil cheana féin

Is é príomhchuspóir an Achta a chinntiú go mbíonn níos mó seirbhísí poiblí d'ardchaighdeán ar fáil trí Ghaeilge. Sa chomhthéacs seo, soláthraíonn an Coiste seirbhísí trí Ghaeilge nó go dátheangach go pointe áirithe cheana féin, seirbhísí do phobail Ghaeltachta agus d'eagraíochtaí Gaeilge lasmuigh den Ghaeltacht san áireamh. Tá tiomantas i gCairt Chustaiméirí an Choiste do:-

“Sheirbhís ardchaighdeán trí Ghaeilge a chur ar fáil agus custaiméirí a chur ar an eolas faoina gceart an rogha a bheith acu gnó a dhéanamh i gceachtar den dá theanga oifigiúla.”

1.3.4 Assessment of extent to which services are already available through Irish

The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish. In this regard the Committee already provides services through Irish or bilingually to a certain extent, including services for Gaeltacht communities and Irish language organisations outside the Gaeltacht. The Committee's Customer Charter commits it to:-

"Provide quality services through the medium of Irish and inform customers of their right to choose to be dealt with through both of the official languages"

Acht na dTeangacha Oifigiúla, 2003

Official Languages Act, 2003

Seirbhísí / Gníomhaíochtaí trí Ghaeilge a fheabhsú
Enhancement of Irish Language Services / Activities

Caibidil *Chapter*

2

Seirbhísí / Gníomhaíochtaí trí Ghaeilge a fheabhsú

Tá Coiste Gairmoideachais Chathair na Gaillimhe tiomanta do chur i bhfeidhm Acht na dTeangacha Oifigiúla, 2003. Cuirfidh CGCG an “Scéim” seo a leanas i bhfeidhm, mar a ordáíonn an tAcht.

Seirbhísí a chuirtear ar fáil faoi láthair trí mheán na Gaeilge amháin:

Feidhmíonn Coláiste na Coiribe go hiomlán trí mheán na Gaeilge.

Seirbhísí a chuirtear ar fáil faoi láthair go dátheangach:

Tá na seirbhísí seo a leanas á gcur ar fáil dátheangach faoi láthair.

- Oifig an Phríomhoifigigh Fheidhmiúcháin
- Seirbhísí Tacaíochta Oideachais*
- Fáiltiú (sa Cheanncheathrú, Teach Oileáin)
- Lasc-chlár (níl ag feidhmiú d’fho-línte teileafóin)

* ar bhunús ad hoc nuair a lorgáitear a leithéid

Seirbhísí a chuirtear ar fáil faoi láthair trí mheán an Bhéarla amháin:

Soláthraítear gach seirbhís eile faoi láthair trí mheán an Bhéarla amháin. Liostaithe faoi na ceannteidil seo a leanas thíos, tá mionsonraí na bhfeabhsúchán sa tseirbhís dhátheangach atá beartaithe ag an gCoiste le linn shaolré na scéime seo.

An Scéim:

Ag tairbhiú as saintaithí atá gnóthaithe ag eagraíochtaí eile a bhfuil a gcuid scéimeanna daingnithe ag An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta cheana féin, shocraigh Coiste Gairmoideachais Chathair na Gaillimhe beartais na scéime a struchtúru faoi na ceannteidil seo a leanas:

- Bróisiúir/Bileoga Eolais
- Cumarsáid Scríofa
- Foirmeacha Iarratais
- Preaseisiúintí agus Prearáitis
- Foilseacháin
- Láithreán Gréasáin, Seirbhísí Teicneolaíochta Faisnéise agus Seirbhísí Ar Líne
- Cumarsáid Teileafóin
- Seirbhísí Cuntair
- Cruinnithe Poiblí/Cruinnithe leis an bpobal
- Íomhá Chorpáraideach, Comharthaíocht, Beartais Ghinearálta
- Oiliúint agus Forbairt Foirne

(mura gcuirtear a mhalairt in iúl, beidh feidhm le gach ceangaltas ó thosach feidhme na scéime)

Enhancement of Irish Language Services / Activities

City of Galway Vocational Education Committee is committed to implementing the Official Languages Act 2003. CGVEC will implement the following “Scheme” as required by the Act.

Services currently provided through the medium of Irish only:

- Coláiste na Coiribe works through the medium of Irish.

Services currently provided bilingually:

The following services currently being provided bilingually:

- CEO’s Office
- Education Support Services*
- Reception
- Switchboard (not extensions)

* denotes ad hoc service in Irish when requested

Timire Gaeilge services are available to the Committee

Services currently provided through the medium of English only:

All other services are currently provided through English only. The following section provides details of the enhancement of services to be provided bilingually during the course of this scheme.

The Scheme:

CGVEC, gaining from the expertise acquired by other organisations whose schemes have been ratified by An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, decided to structure the measures of the scheme under the following headings:

- Brochures/Information Leaflets
- Written Communication
- Application Forms
- Press Releases and Statements
- Publications
- Website, Online & IT Services
- Telephone Communication
- Counter Services
- Public Meetings/Meetings with the public
- Corporate Image, Signage, General Measures
- Staff Training and Development

(unless otherwise indicated, each commitment takes effect on the commencement of the scheme)

1. Bróisiúir/Bileoga Eolais

- (a) Beidh gach bróisiúir agus bileog eolais nua a chuireann Ceanncheathrú Riaracháin an Choiste ar fáil go dátheangach in aon fhoilseachán amháin faoi dheireadh na scéime seo, ach amháin nuair nach mbíonn sin indéanta de bharr méid, nádúir nó leagan amach an ábhair. Maidir le scoileanna/oifigí/ionaid eile an Choiste, cuirfear tús le próiseas le linn shaolré na chéad scéime seo féachaint le bróisiúir/bileoga eolais, agus araile, a eisíonn ó aonaid mar sin a chur ar fáil go dátheangach faoi dheireadh na dara scéime. Cuirfear ar fáil go dátheangach Bróisiúir/Bileoga Eolais atá ann cheana féin pé uair a thugtar suas chun dáta nó a atáirgtear iad.
- (b) Is féidir bróisiúir nó bileoga eolais a bheith i nGaeilge amháin má bhíonn siad bainteach le tionscnamh atá dírithe go sonrach ar an teanga Ghaeilge.
- (c) I gcás ábhar a úsáideann nó a sholáthraíonn an Coiste ach atá eisithe ag eagraíocht eile seachas an Coiste, lorgófar go gníomhach leagan dátheangach d'fhoirmeacha.

2. Cumarsáid Scríofa

- (a) Cuirfidh an Coiste fáilte roimh chomhfhreagras i nGaeilge nó i mBéarla.
- (b) Admhófar comhfhreagras ar bith a fhaigheann an Coiste sa teanga sin inar scríobhadh an comhfhreagras bunaidh. Nuair is gá tuilleadh comhfreagrais a eisiúint, déanfar sin sa teanga chéanna.
- (c) Ní bhainfidh moill mhíchúí le comhfhreagras ar bith a dhéanfar leis an gCoiste trí Ghaeilge.
- (d) Comhfhreagras ar bith a leanann cumarsáid teileafóin nó cumarsáid duine le duine trí Ghaeilge, beidh an comhfhreagras sin i nGaeilge mura gcuireann an ball den phobal a mhalairt in iúl.
- (e) Nuair atá a fhios go n-úsáideann duine aonair, grúpa, scoil, Gaelscoil nó eagraíocht an teanga Ghaeilge de ghnáth nó gur fearr leo Gaeilge a úsáid, tionscnóidh an Coiste comhfhreagras sa teanga sin.
- (f) Beidh feidhm freisin leis na prionsabail thuasluaite nuair atá comhfhreagras leictreonach á eisiúint.

3. Foirmeacha Iarratais

- (a) Beidh gach foirm iarratais agus ábhair mhíniúcháin ghaolmhara a fhoilsíonn an Coiste don phobal ar fáil i nGaeilge agus i mBéarla in aon fhoilseachán amháin ach amháin nuair nach mbíonn sin indéanta de bharr méid, nádúir nó leagan amach an ábhair. Bainfear amach an cuspóir seo faoi dheireadh na chéad scéime.
- (b) I gcás foirmeacha iarratais a úsáideann nó a sholáthraíonn an Coiste ach atá eisithe ag eagraíocht eile seachas an Coiste, lorgófar go gníomhach foirmeacha i nGaeilge amháin agus foirmeacha dátheangacha.
- (c) Déanfaidh an Coiste gach iarracht a chinntiú go mbeidh an Ghaeilge a úsáidtear i bhfoirmeacha iarratais soléite agus sothuigte agus beifear airdeallach ag an am céanna ar chruinneas gramadaí agus litrithe

4. Preaseisiúintí agus Preasráitis

- (a) I gcás polasaí cumarsáide ar bith a ullmhaíonn an Coiste amach anseo, tógfar san áireamh an teanga Ghaeilge agus an Scéim seo.
- (b) Beidh gach preaseisiúint a bhaineann le gnóthaí na teanga Gaeilge ar fáil go dátheangach. Chomh maith leis sin, eiseofar 10% de phreaseisiúintí ginearálta sa dá theanga oifigiúla.
- (c) Le haghaidh agallaimh leis na meáin, déanfaidh an Coiste gach iarracht is féidir urlabhraithe a chur ar fáil atá inniúil ar Ghaeilge a úsáid.

1. Brochures/Information Leaflets

- (a) All new Brochures/Information Leaflets issued by the Committee's Administrative HQ to be provided bilingually within the one cover by the end of the current scheme except where this is not feasible due to the size, nature or layout of the material. With regard to the Committee's other schools/offices/centres, a process will be initiated during the lifetime of this scheme whereby Brochures/Information Leaflets etc. which emanate from such units will be made available bilingually, by the end of the second scheme. Existing Brochures/Information Leaflets will be made available bilingually when being updated and reproduced.
- (b) Brochures or information leaflets may be in Irish only if related to an initiative specific to the Irish language.
- (c) In the case of materials used or provided by the Committee, being issued by another body apart from the Committee, bilingual forms will be actively requested.

2. Written Communication

- (a) The Committee will welcome correspondence in either Irish or English.
- (b) Correspondence received by the Committee will be acknowledged (where such is required) in the language of the original letter. When further correspondence is required it will continue in the same language.
- (c) Corresponding with the Committee in Irish will not cause any undue delay.
- (d) All correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the member of the public has indicated otherwise.
- (e) Where it is known that an individual, group, school, Gaelscoil or an organisation normally uses Irish or prefers to do so the Committee will initiate correspondence in that language.
- (f) The above principles will also apply when corresponding electronically.

3. Application Forms

- (a) All application forms and associated explanatory material aimed at the public, and produced and published by the Committee, will be available in both English and Irish in the same publication except where this is not feasible due to the size, nature or layout of the material. This objective will be achieved by the end of the first scheme.
- (b) In the case of application forms used or provided by the Committee, being issued by another body apart from the Committee, Irish only and bilingual forms will be actively requested.
- (c) The Committee will make every effort to ensure that the Irish used in forms is legible and easily understood while having regard to accuracy of standard spelling and grammar.

4. Press Releases and Statements

- (a) the Committee will take the Irish language and this Scheme into account for any Communications policy prepared.
- (b) All press releases in relation to Irish language issues will be published in both languages. In addition to this, 10% of all general press releases will be issued in the both languages.
- (c) the Committee will endeavour to have an Irish speaking spokespersons available for media interviews.

5. Foilseacháin

- (a) De réir deachleachtais, beidh gach foilseachán dátheangach a fhoilsíonn an Coiste laistigh den chhlúdach céanna ach amháin nuair nach mbíonn sin indéanta de bharr méid, nádúir nó leagan amach an ábhair.
- (b) Nuair atá sé beartaithe foilseachán a chur ar fáil go dátheangach, glactar leis nach mbeidh an cháipéis réidh le foilsiú go dtí go mbíonn sí réidh le foilsiú go comhuaineach sa dá theanga oifigiúla.
- (c) Leanfar leis an gcleachtas cáipéisí a bhaineann le hábhair theicniúla a fhoilsiú i mBéarla amháin. Nuair is léir, áfach, suim thar an ngnáth a bheith san foilseachán, cuirfear leagan dátheangach nó achoimre ar fáil i nGaeilge.
- (d) Beidh an Ghaeilge a úsáidtear i bhfoilseacháin an Choiste soláite agus sothuigte agus beifear airdeallach ag an am céanna ar chruinneas gramadaí agus litrithe.

6. Láithreán Gréasáin, Seirbhísí Teicneolaíochta Faisnéise agus Seirbhísí Ar Líne

- (a) Cinnteoidh an Coiste go mbeidh gach faisnéis statach ar láithreá(i)n G(h)réasáin de chuid an Choiste ar fáil go dátheangach faoi dheireadh na chéad scéime.
- (b) Maidir le foirmeacha iarratais, bileoga eolais, cáipéisí agus foilseacháin a fhoilsíonn an Coiste go dátheangach, beidh fáil orthu ar láithreán Gréasáin an Choiste freisin.
- (c) Bunófar seoladh ríomhphoist chineálaigh le haghaidh fiosruithe trí Ghaeilge.
- (d) Cuirfear ar fáil go comhuaineach i nGaeilge agus i mBéarla seirbhísí idirghníomhacha nua ar bith amach anseo a cheadaíonn don phobal iarratais a dhéanamh nó sochair a fháil ar líne. Maidir le seirbhísí idirghníomhacha atá ann cheana féin, cuirfear iad sin ar fáil go dátheangach le linn an chéad mhórnuashonraithe eile ach go cinnte tráth nach déanaí ná dáta éaga na dara scéime.
- (e) Cinnteoidh an Coiste go mbeidh a gcórais ríomhaireachta, idir chinn atá ann cheana féin agus chinn nua, comhoiriúnach don teanga Ghaeilge. Bainfear amach an cuspóir seo faoi dheireadh na chéad scéime.
- (f) Beidh séanadh caighdeánach i nGaeilge agus i mBéarla ar gach comhfhreagras ríomhphoist. Beidh sonraí teagmhála, agus araile, sa teanga is rogha leis an úsáideoir.

7. Cumarsáid Theileafóin

- (a) Tabharfaidh gach oibrí fáiltithe/lasc-chláir ainm an Choiste as Gaeilge i.e. VEC Chathair na Gaillimhe. Beidh bunbheannachtaí Gaeilge ar eolas ag gach oibrí agus beidh socruithe cuí i bhfeidhm lena gcumasú an pobal a threorú, gan mhoill, i dtreo na hoifige nó an oifigh sin a thairgeann an tseirbhís trí Ghaeilge. Go dtí go mbíonn an sprioc sin bainte amach trí oiliúint agus/nó trí earcú foirne, míneoidh oibrithe gan Ghaeilge an scéal go cúirtéiseach agus tairgfear don chustaiméir í/é a aistriú chuig cainteoir Gaeilge. Beidh feidhm leis an sprioc seo ar 1 Eanáir, 2008.
- (b) Mura mbíonn fáil go héasca ar an gcainteoir Gaeilge atá ábalta déileáil leis an nglao, míneoidh an té a fhaigheann an glao an scéal go cúirtéiseach agus glactar sé/sí síos ainm agus uimhir theileafóin an ghlaoteora mar aon le mionsonraí an iarratais agus cinnteoidh sé/sí go nglaofaidh cainteoir Gaeilge ón gCoiste ar ais ar an té a rinne an glao. Tairgfear an tseirbhís seo sa chás sin amháin nuair is féidir a chinntiú gur féidir glaoh ar ais ar an nglaoiteoir ón bpobal chomh luath agus is féidir laistigh d'aon lá oibre amháin. Seachas sin, tairgfear don ghlaoteoir go nglaofaí ar ais air/uirthi i nGaeilge nó leanacht ar aghaidh as Béarla.
- (c) Mura mbíonn fáil ar an gcainteoir Gaeilge atá in ann déileáil le fiosrúchán sainiúil speisialaithe, tairgfear rogha don ghlaoteoir go nglaofaí ar ais uirthi/air i nGaeilge nó leanacht leis an gcomhrá i mBéarla.
- (d) Cuirfear eolaire ar fáil do bhaill foirne atá ar dualgas lasc-chláir, ina mbeidh liosta ainmneacha de chainteoirí Gaeilge laistigh den Choiste atá toilteanach déileáil le glaonna gutháin as Gaeilge.
- (e) Beidh glórphost dátheangach ag an lasc-chlár agus glórphost i rogha teanga an úsáideora ag gach fo-líne theileafóin.

5. Publications

- (a) All of the Committee's bilingual publications will be within the same cover in accordance with best practice except where this is not feasible due to the size, nature or layout of the material.
- (b) Where a publication is to be produced bilingually, it will be assumed that the document is not ready for publication unless both language versions are available.
- (c) Documents of a technical nature will continue to be published in 'English only', except where there is a wide interest to the public or the document is of local significance in which case a bilingual version or an Irish summary will be made available.
- (d) Irish used in publications will be legible and easily understood while having regard to accuracy of standard spelling and grammar.

6. Website, Online & IT Services

- (a) The Committee will ensure that all static content on its website(s) will be bilingual by the end of the first scheme.
- (b) Forms, Information leaflets, documents and publications published bilingually will be available on the website.
- (c) A generic email address will be established for queries in the Irish Language.
- (d) Any new interactive services which allow the public to make applications or receive benefits online will be introduced simultaneously in both languages. Any existing interactive services will be made bilingual during the next major update but not later than the end of the Committee's second scheme.
- (e) The Committee will ensure that both its existing and new computer systems will be made compatible with the Irish language. This objective will be achieved by the end of the first scheme.
- (f) Standard disclaimer on all e-mail correspondence will be bilingual. Contact details etc will be that of the user's preferred language(s).

7. Telephone Communication

- (a) All Receptionist/switchboard operators at head office will give the Committee's name as VEC Chathair na Gaillimhe and will have knowledge of basic greetings in Irish and suitable arrangements will be in place so that they can put members of the public in touch, without delay, with whatever office or officer is responsible for offering the service required through Irish. Until that is achieved through training and/or recruitment non-Irish speaking operators will explain the situation courteously and will offer to transfer the caller to an Irish speaker. This objective will be effective as of 1st January 2008.
- (b) If the/an Irish speaker able to deal with the call is not available, the person receiving the call will explain the situation courteously and take the caller's name, number and details of the query and will ensure that an Irish speaker from the Committee returns the call. This will only be done if it can be ensured that calls will be returned as early as possible within one working day. Otherwise the caller will be offered the choice of being called back in Irish or continuing in English.
- (c) If the Irish speaker able to deal with a specialised specific enquiry is not available the caller will be given the choice of being called back in Irish or continuing the conversation in English.
- (d) A directory of Irish speakers willing to deal with Irish Language calls within the Committee will be available to staff on switchboard duties.
- (e) Switchboard will have a bilingual voicemail with each extension being that of the user's preferred language(s)

8. Seirbhísí Cuntair (duine le duine)

- (a) Gheofar amach rogha teanga an chustaiméara. Mura mbíonn fáil ar an gcainteoir Gaeilge atá in ainm déileáil leis an nglaoiteoir, míneoidh an té atá ag deileáil leis an gcustaiméir an scéal go cúirtéiseach i mBéarla agus tabharfar de rogha dó/di fanacht go dtiocfar ar chainteoir Gaeilge atá in ainm déileáil leis an bhfiosrú nó a c(h)uid mionsonraí a scríobh síos agus glaoch a chur air/uirthi lá níos faide anonn nó leanacht ar aghaidh leis an gcomhrá i mBéarla.
- (b) Comhfhreagras ar bith de dhroim idirbheart cuntair ina bhfaightear amach gurb í an Ghaeilge rogha teanga custaiméara, beidh an comhfhreagras sin i nGaeilge freisin fiú má rinneadh an t-idirbheart cuntair i mBéarla.
- (c) Glacfaidh baill foirne le mionsonraí custaiméara i nGaeilge gan stró agus ní bheidh iallach ná comhéigeán ar an gcustaiméir a c(h)uid mionsonraí a athrú go Béarla ag am ar bith.
- (d) Le linn na cúig bliana seo romhainn, tabharfaidh an Coiste isteach polasaí earcaíochta ag a mbeidh sé mar aidhm 10% ar a laghad d'fhoireann riaracháin sa Cheanncheathrú agus ar a laghad duine amháin (1) i ngach scoil a earcú le hardleibhéal inniúlachta sa Ghaeilge. Déanfar athbhreithniú ar an bpolasaí earcaíochta i gcomhthéacs inniúlachta sa Ghaeilge a bheith ina bunriachtanas d'uimhir áirithe post i seirbhís an Choiste a fhreastalaíonn ar limistéir Ghaeltachta nó a meastar na poist sin a bheith riachtanach le freastal ar riachtanais na scéime.

9. Cruinnithe Poiblí/Cruinnithe leis an bPobal

- (a) Ag cruinniú ar bith a eagraíonn an Coiste leis an bpobal nó a eagraítear leis an bpobal thar ceann an Choiste, fáilteofar roimh ionchur ó bhaill den phobal i nGaeilge nó i mBéarla.
- (b) Má eagraíonn an Coiste cruinniú a bhaineann go sonrach le gnóthaí Gaeilge, beidh an cruinniú sin dátheangach.
- (c) Nuair a shocraíonn an Coiste cruinnithe le heagraíochtaí a oibríonn trí Ghaeilge de ghnáth, tionólfar an cruinniú sin i nGaeilge.

10. Íomhá Chorparáideach, Comharthaíocht, Bearta Ginearálta

- (a) Is é ainm an Choiste ná Coiste Gairmoideachais Chontae na Gaillimhe / City of Galway Vocational Education Committee.
- (b) Glacfaidh an Coiste íomhá chorparáideach dhátheangach iomlán i.e. City of Galway **VEC** Chathair na Gaillimhe (is gá an fhormáid seo a úsáid le go mbeidh brí cheart leis an ainm).
- (c) Cinnteoidh an Coiste go mbeidh an téacs ar gach comharthaíocht cruinn, sothuigte agus soiléir. Chomh maith leis sin, déanfar é a sheiceáil le saineolaí teangeolaíoch cuí.

11. Forbairt agus Oiliúint Foirne

- (a) Ar bhonn bliantúil, tairgfear ranganna Gaeilge do bhaill foirne riaracháin. Tairgfear 6 rang ar a laghad gach seisiún.
- (b) Spreagfar agus déanfar éascaíocht do bhaill foirne freastal ar chúrsaí Gaeilge, bíodh siad cáilithe nó ná bíodh, mar chuid de phróiseas leanúnach chun cur lena n-inniúlachta sa teanga Ghaeilge.

8. Counter Services (one-to-one)

- (a) The choice of language of the customer will be established. If the/an Irish speaker able to deal with the caller is not available, the person dealing with the customer will explain the situation courteously in English and inform the customer of his options to either wait while an Irish speaker is found to deal with the query, write down his details and get an Irish speaker to call him at a later date or else continue the conversation in English.
- (b) Any correspondence, consequent to a counter transaction where the customer's language preference is determined to be Irish will be in Irish even if the transaction may have transpired in English.
- (c) Staff will readily accept any customer's details in Irish and there will be no compulsion or coercion for the customer to change their details to English at any time.
- (d) A recruitment policy will be introduced which will see the recruitment of a minimum of 10% of administrative staff at Head Office and at least one person at each school and centre with a high level of proficiency in Irish over the next five years. The recruitment policy will be reviewed in the context of proficiency in the Irish language being an essential requirement for a number of posts in services of the Committee which serve Gaeltacht areas or where deemed essential to meet the requirements of the scheme.

9. Public Meetings/Meetings with the Public

- (a) Contributions in Irish or English will be welcome at meetings with the public, organised by or on behalf of the Committee.
- (b) If a meeting is organised by the Committee dealing with Irish Language issues that meeting will be held bilingually
- (c) When the Committee arranges meetings with organisations that normally work in Irish, the meeting will take place in Irish.

10. Corporate Image, Signage, General Measures

- (a) the Committee's name is Coiste Gairmoideachais Chathair na Gaillimhe / City of Galway Vocational Education Committee
- (b) the Committee will adopt a fully bilingual corporate identity i.e. City of Galway **VEC** Chathair na Gaillimhe (this format is required in order for it to read right)
- (c) the Committee will ensure that the text on all signage will be accurate, understandable, clear and checked with an appropriate linguistic expert.

11. Staff Training and Development

- (a) On an annual basis, Irish classes will be offered to administrative staff members. A minimum of 6 classes will be offered each session.
- (b) Staff will be encouraged and facilitated to attend Irish courses, with or without qualification, to continue to up skill their Irish language competency.

Acht na dTeangacha Oifigiúla, 2003

Official Languages Act, 2003

Faireachán agus Athbhreithniú
Monitoring & Revision

Caibidil *Chapter*

3

Faireachán agus Athbhreithniú

Coinneoidh Grúpa Bainistíochta Sinsearaí an Choiste seo oibriú éifeachtach na scéime faoi athbhreithniú.

Is iad na bainisteoirí líne go príomha sna hIonaid/Coláistí/Scoileanna/sa Cheanncheathrú Riaracháin a bheidh freagrach as an scéim a fhorfheidhmiú laistigh dá réimsí féin, agus tuairisceoidh siad go tráthrialta don Phríomhoifigeach Feidhmiúcháin.

Monitoring & Revision

The Senior Management Group within this Committee will keep the effective operation of the scheme under review.

The day-to-day monitoring function will be carried out primarily by line managers in each of the Centres/Colleges/Schools/Head Office who are responsible for the implementation of the scheme within their own areas and reporting on a regular basis to the Chief Executive Officer.

Acht na dTeangacha Oifigiúla, 2003

Official Languages Act, 2003

Poiblíocht ar an Scéim Chomhaontaithe
Publicising of Agreed Scheme

Caibidil *Chapter*

4

Poiblíocht ar an Scéim Chomhaontaithe

Déanfar ábhar na scéime seo mar aon le tiomantais agus forálacha na scéime a phoibliú don phobal i gcoitinne ar na bealaí seo a leanas:

- Na forálacha a fhógairt;
- An Scéim a scaipeadh ar ghníomhaireachtaí agus chomhlachtaí poiblí cuí;
- An Scéim a sheoladh go hoifigiúil;
- Preaseisiúint;
- Láithreán Gréasáin.

Chomh maith leis sin, nuair atá Ionaid/Coláistí/Scoileanna atá tiomanta do sheirbhís dhátteangach in ann an tseirbhís sin a sholáthar, déanfar iad a phoibliú ar an gcaoi chéanna is atá sonraithe thuas. Tá cóip den scéim seo seolta chuig Oifig an Choimisinéara Teanga.

Publicising of Agreed Scheme

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

- Advertising of provisions;
- Circulation to appropriate agencies and public bodies;
- Official Launch of the scheme;
- Press Release;
- Website.

In addition, once Centres/Colleges/Schools which have committed to delivering a service are in a position to do so this will also be publicised in the manner outlined above. A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

Glao ar Aighneachtaí

I mí Márta 2006, d'ullmhaigh agus d'eisigh Coiste Gairmoideachais Chathair na Gaillimhe “Glao ar Aighneachtaí”. Tugadh mar spriocdháta le haghaidh aighneachtaí a bheith faighte 5.00 i.n. ar 19 Aibreán, 2006.

Rinneadh breithniú ar aighneachtaí a fuarthas ó:

- Conradh na Gaeilge
- Comhdháil Náisiúnta na Gaeilge

Request for Submissions

In March 2006, CGVEC prepared and issued a “Request for Submissions”. The latest date for receipt of representations was 5.00 p.m. on 19th April 2006.

Submissions were received and considered from:

- Conradh na Gaeilge
- Chomhdháil Náisiúnta na Gaeilge

Bealtaine/May 2007

Tuilleadh eolais le fáil ó: Further information available from:

Coiste Gairmoideachais Chathair na Gaillimhe	City of Galway Vocational Education Committee
Teach an Oilean	Island House
Cearnóg na hArdeaglaise	Cathedral Square
Gaillimh	Galway

Teileafón / Telephone: + 353 (0) 91 549 400

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Ríomhphost / E-mail: gaeilge@cgvec.ie

Láithreán Gréasáin / Website: <http://www.cgvec.ie>

