SCÉIM TEANGA

INSTITIÚID TEICNEOLAÍOCHTA

DHÚN DEALGAN 2018-2021

Faoi *Alt 15* d'Acht na dTeangacha Oifigiúla 2003

DUNDALK INSTITUTE OF TECHNOLOGY

IRISH LANGUAGE SCHEME 2018-2021

Under *Section 15* of the Official Languages Act 2003

Leagan: Béarla

Version: English Language

Dundalk Institute of Technology Irish Language Scheme 2018-2021

Table of Contents

CHAPTER 1

FOREWORD

This is Dundalk Institute of Technology's third scheme under *Section 15* of the Official Languages Act 2003. Our first and second schemes served the purpose of embedding the Act as part of our day-to-day operations at DkIT.

This third scheme allows us to build on the progress made in the two previous schemes to ensure a more natural engagement with, and fulfilment of, requirements under the Act.

The Institute has consistently endeavoured to engage with the spirit of the Act and to adopt a proactive approach to its implementation through subsequent schemes.

The strategic objective of this Institute's approach to its Irish Language scheme is articulated in the DkIT Strategic Plan 2017-2019, and the Institute looks forward to the successful implementation of its statutory obligations over the coming years.

President
Michael Mulvey Ph.D

INTRODUCTION AND BACKGROUND

This is the third Irish language scheme prepared by Dundalk Institute of Technology in accordance with *Section 15* of the Official Languages Act, 2003 (hereinafter referred to as "the Act"). *Section 15* of 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

along with 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 where appropriate within an agreed timeframe.

This scheme builds on the Institute's first and second schemes, and on the custom and practice that has been operative within the Institute, as well as the principles of Quality Customer Service (QCS).

1.1 PREPARATION OF THE SCHEME

Section 12 of the Act provides for the preparation of guidelines by the Minister for Culture, Heritage and the Gaeltacht, and their issue to public bodies to assist in the preparation of draft schemes. This scheme has been drawn up having regard to these guidelines, which were published in 2004, and following a comprehensive process of consultation with students, staff and representative external stakeholders. A public notice was published under *Section 13* of the Act in May 2017, inviting representations in relation to the preparation of DkIT's third draft scheme. This scheme has been informed by all submissions received and by the views and suggestions put forward by all stakeholders. The Institute appreciates the time and effort put in by all concerned in this process.

This scheme sets out the targets that DkIT has set itself for the third three-year period and indicates priority areas. Responsibility for monitoring and review will rest with the Vice President for Strategic Planning, Communications, and Development, who reports directly to the President of Dundalk Institute of Technology.

1.2 THE CONTENT OF THE LANGUAGE SCHEME

This third scheme recognises the good will which exists towards the Irish language in DkIT and builds on the progress achieved across the organisation as a result of the implementation of the first and second schemes.

Most commitments contained within the first and second schemes have been delivered and significant progress has been made on the remainder. Bilingual services across the Institute as a whole have been enhanced. However, the Institute recognises the importance of the continued expansion and enhancement of bilingual services where appropriate.

Accordingly, the objective of this third scheme is to continue to deliver on these commitments and to enhance the level of service over the period of the scheme (2018-2021).

1.3 COMMENCEMENT DATE OF SCHEME

This scheme has been confirmed by the Minister for Culture, Heritage and the Gaeltacht and will commence with effect from 23 February 2018. It shall remain in force for a period of three 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 DUNDALK INSTITUTE OF TECHNOLOGY

1.4.1 Profile of the Institute

Dundalk Institute of Technology is a major provider of higher education in the North East region of Ireland focusing primarily on counties Down, Armagh, Cavan, Monaghan, Meath, Louth and the Belfast-Dublin corridor incorporating North Dublin and the Belfast Metropolitan region. It also attracts students from all other parts of Ireland. DkIT was founded in 1970 to provide more dynamic and innovative support in higher education for ambitious economic expansion and greater access. It has evolved since then as one of the leading Institutes of Technology in Ireland through its top quality teaching, innovative programmes, enterprise set up support, community engagement and new discoveries from research. Set in a state-of-the-art 90 acre campus, DkIT is a Third Level Institute with c. 5,000 students awarding its own degrees including level 9 Master Degrees on the National Qualifications Framework. It also offers a full suite of programmes at apprenticeship levels. DkIT supervises research at Masters and Ph.D level with a cohort of over 60 researchers.

DkIT is one of the top performing Institutes of Technology for research. It is focused on a number of prioritised areas:

Information & Communications Technologies: Regulated Software Research Centre. Function: Developing an international software process improvement framework for the medical device industry.

Health:	Smooth Muscle Research Centre.
	Function: The Smooth Muscle Research Centre investigates the control of involuntary muscles that regulate bodily functions such as airways constriction (and therefore ease of breathing), bladder control and blood pressure.
Energy:	Centre for Renewable Energy.
	Function: Assisting Ireland's transition to a renewable energy-based economy.
Environment:	Centre for Freshwater and Environmental Studies.
	Function: Engaging in inter and multi-disciplinary research in: lake and catchment management, organic resources management and water and communities.
Ageing:	Netwell/CASALA Centre.
	Function: Developing new ideas that enhance the quality of life and well-being of older people and those who care for them.
Creative Arts:	Centre for Creative Arts and Centre for Music Research.
	Function: Researching Musicology and Ethnomusicology, Culture Community and Society, and Creative Practice.

1.4.2 The DkIT Identity

Mission

DkIT provides learner-centred higher education dedicated to serving the needs of its learners and empowers its staff to deliver high quality learning and teaching, research and engagement to support the economic, social and cultural development of the region and beyond.

Vision

DkIT will be the Higher Education Institute of choice for learners, employers and community in the North East region of the Belfast Dublin corridor.

Values

Learner-Centred Learning and Achievement: The academic and personal success of learners lies at the centre of all Institute activity. DkIT strongly believes in the empowerment of the individual learner and in affording every learner the opportunity to learn, succeed and meet their full potential academically, in the workplace and in the community.

Inclusion and Accessibility: DkIT is committed to accessible higher education for all learners and to the delivery of education and support services which will enable learners to achieve their individual educational goals. A diverse learner body will be supported through equal access opportunities and the delivery of educational and support services designed to enhance learning and personal development.

Excellence in Learning and Teaching and Research: The Institute is committed to excellence in learning, teaching and research and will actively support staff to upskill, reach personal goals and continue to operate at levels of professional excellence.

Contribution to Community and Economic Development: The Institute is committed to serving the economic, social and cultural needs of the community and region and is supported in this endeavour through its strategic partnerships and alliances at regional, national and international levels.

Quality of Work Environment: Each member of the Institute community is valued. The Institute fosters respect, trust, and support among staff and learners through shared governance and within a dynamic learning environment.

Accountability: The Institute is committed to the efficient and effective management of human and financial resources to maintain public trust and ensure a fiscally responsible and sustainable future.

Commitment to the Future: Continuous evaluation of goals and objectives is ensured in order to address the needs of the present and to prepare for the challenges of the future.

1.4.3 Customers and Stakeholders

The Institute's principal stakeholders 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:

Government Departments
Central Statistics Office
General Public:
    Parents
    Schools

Career Guidance personnel
Community
Industry
Graduates
Other bodies may include:
    Urban and county councils
    Chamber of commerce
    Trades council
    Tourism Ireland
    Enterprise Ireland
    Other educational organisations

The customer service standards commitments adopted by DkIT 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 Institute Structures

Governance
The **Governing Body** has as its primary function the management and control of the affairs of the Institute. The **President** controls and directs the activities of the Institute and is responsible for its efficient and proper management. The prime purpose of the **Leadership Team** is to assist the President in the implementation of Institute policy and to oversee the development and implementation of strategic planning in the Institute.

Academic Council
The Academic Council assists the Governing Body in the planning, co-ordination, development and overseeing of the educational work of the Institute as well as protecting, maintaining and developing the academic standards of the courses and activities of the Institute.

Academic Schools and Departments

The Institute is organised into four academic schools and a Lifelong Learning Centre, which provide educational services, at undergraduate and postgraduate level. Each school contains a number of departments and sections, as follows:

School	Department/Section
School of Business & Humanities	Department of Business Studies
	Department of Humanities
	Department of Management & Financial Studies
	Department of Hospitality Studies
School of Engineering	Department of Electronic & Mechanical Engineering
	Department of the Built Environment
	Department of Engineering Trades
School of Health & Science	Department of Applied Sciences
	Department of Nursing, Midwifery & Health Studies
	Midwifery Section
School of Informatics & Creative Arts	Department of Visual and Human-Centred Computing
	Department of Computing Science and Mathematics
	Department of Creative Arts, Media and Music
Lifelong Learning Centre	Lifelong Learning Centre

CHAPTER 2

COMMITMENTS TO SERVICE DELIVERY IN IRISH

OVERVIEW

The Institute is committed to providing quality services in Irish and/or bilingually to its customers. The priorities for this scheme are:

- To further enhance the Institute's ability to provide services in Irish.
- To continue to raise staff awareness of the scheme.
- To continue to develop a formal system for monitoring demand for services and usage of Irish through the implementation and reporting of an Institute-wide survey.
- To continue to develop services for and to students through bilingual documentation and a limited one-to-one service in designated areas.
- To continue to enhance staff competency in Irish through training and development.

This chapter sets out all new and on-going commitments in relation to the provision of general institutional services and activities in Irish and/or bilingually to all of our customers.

NEW AND ONGOING COMMITMENTS

2.1 PROVISION OF INFORMATION TO THE PUBLIC

Since the inception of DkIT's first scheme under the Official Languages Act, communications are increasingly being carried out bilingually. Requisite Institute documentation has been prepared in bilingual format and the Institute is committed to further enhancing the provision of Irish language literature and communications during the tenure of this and subsequent schemes where appropriate including:

- Brochures, application forms and information leaflets (as outlined in Appendix 1)
- Publications (see 2.5)
- Press releases – 25% of these will simultaneously be made available bilingually if being released to the national media. Bilingual versions will be published for relevant articles on the DkIT website.

2.2 AN ACTIVE OFFER OF SERVICE

The Institute will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, which may be done by:

- Directly informing customers on a pro-active basis of the option of dealing with the Institute through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by listing these on the Institute website.

- Including notes in publications and advertisements stating that the Institute provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed scheme.

2.3 POINT OF FIRST CONTACT

Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of the Institute to continue to ensure that standard Quality Customer Service (QCS) practices apply in this area as follows:

- Reception staff will be familiar with the basic greetings in Irish.
- The automated switchboard will continue to give the name of the Institute and menu options in Irish.
- Arrangements will continue to be in place to put members of the public in touch in a timely manner with whomever (office or officer) can provide their requested service through Irish, as listed in Reception and on the Institute's website.

2.4 BILINGUAL ONE-TO-ONE SERVICES

The Institute has a dedicated Irish Language Officer enabling those wishing to conduct their business with the Institute through Irish to be provided for in a timely manner.

2.5 INSTITUTE PUBLICATIONS

Institute publications will be made available bilingually under the same cover where appropriate, except where this is not feasible because of the size, layout or nature of the document. Where any of these brochures, application forms and leaflets are made available on the Institute's website, the Irish version will be made available at the same time as the English version.

a) Job descriptions will continue to be provided in Irish and English as required under the Act, with the exception of certain internationally competed positions which may be outsourced to third party agencies.

b) Consultant reports and dedicated technical documents will continue to be published in the language in which they were originally presented.

c) The covers and all section headings in the Prospectus, as well as the text of the President's Welcome and of the Library Welcome, will continue to be bilingual.

d) The covers of the Student Handbook, as well as the text of the President's Welcome and of the pages with Calendar, Diary and Useful Telephone Numbers, will continue to be bilingual.

e) The Graduation Handbook will continue to be published bilingually in full, apart from the names of persons.

f) The institute will ensure that where application forms and information leaflets are provided as separate Irish and English versions, equal prominence will be given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version.

g) Customers will proactively be made aware of the availability of a separate Irish version by way of a suitable statement on the English version of the document and/or by any other means that the Institute deems appropriate.

h) Brochures aimed at an international market will be in English only.

i) All formal invitations issued to public events such as concerts, open days, conferring ceremonies, official openings will be bilingual, whether printed or electronic.

j) Student cards and business cards will continue to be printed bilngually

2.6 COMPUTER SYSTEMS

Centrally provided applications such as *Core*, *Agresso*, *Banner*, *Millennium* and *VLE* are hosted and maintained by third party providers and, as a result, their capacity to support the Irish language currently falls outside the scope of the Institute.

2.7 WEBSITE

A dedicated Irish Language portal will be established and accessible through the main website once the primary and newly developed website comes on stream in 2019. This will be managed by the Irish Language Officer and a link will be displayed at the top of the main site alongside the Current Students, Staff section. This will be an accessible portal for the Irish language community.

2.8 INTERACTIVE SERVICES

The Institute operates a limited number of interactive services, including on-line student registration for full-time programmes, and online applications for job vacancies. These services are hosted and maintained by third party providers, and, as a result, the Institute has limited scope in modifying them.

Job descriptions are provided bilingually as required under the Act, and may be accessed by using the various links provided in the e-recruitment section of the Institute's website at www.dkit.ie/human-resources/vacancies.

2.9 PUBLIC MEETING POLICY/SCHOOL VISITS

The Institute does not hold public meetings in the Gaeltacht and conducts all of its public meetings in English. The Institute will however, conduct any targeted meetings in Gaelscoileanna and in the nearby Ráth Chairn Gaeltacht through Irish, e.g. the outlining of courses available in DkIT etc. It will also continue to direct all correspondence to these schools through Irish.

2.10 GAELTACHT PLACENAMES

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

CHAPTER 3
IMPROVING THE INSTITUTE'S IRISH LANGUAGE CAPABILITY

3.1 RECRUITMENT AND PLACEMENT

It should be noted that the Institute is bound by regulations set out by the Minister for Education and Skills governing selection procedures.

However, over the course of this and subsequent schemes, the Human Resource Department will (subject to the framework of agreed national recruitment procedures) ensure that an adequate number of staff in relevant areas are competent in Irish. This includes staff training and redeployment to supplement whatever recruitment may be deemed necessary under the circumstances and where appropriate.

The Institute's recruitment policy will take account of the need for Irish language skills in areas such as Reception and the Library. Job advertisements and job descriptions will be reviewed as they arise to note the desirability and/or necessity of Irish language capability, where appropriate.

To increase language awareness we will continue to include this topic as part of our Induction Training courses to advise staff on the purpose of the Official Language Act, how it is implemented in the Institute and its implications for the organisation.

3.2 TRAINING AND STAFF DEVELOPMENT

The Institute has an on-going commitment to providing appropriate training for staff and to supporting staff development. We will encourage the development of language skills to improve our capability to provide services through the Irish language. Some staff members throughout the Institute already have skills at basic, intermediate and advanced levels and our aim will be to build on these existing skills. Among the measures to be used by the Human Resource Department in cooperation with Oifig na Gaeilge and the Humanities Department will be:

- Survey of staff regarding Irish language skill levels and interest in improvement.
- Update staff and students on existing Irish language classes available in the region.
- Providing Irish language classes internally where feasible and subject to demand.
- Support staff wishing to improve Irish language competency with two dedicated classes as part of the Staff Training and Development Plan.

3.3 ENHANCEMENT OF SUPPORT SERVICES

Following on from the Institute's second scheme, the enhancement of support services in Irish continues to be a priority. A list of staff willing to provide service in Irish has been provided to Reception and on the Institute's website. It is intended to further improve staff competency in Irish through training, staff development and recruitment, as explained in 3.1 and 3.2 above.

Translations will continue to be carried out by the Irish Language Officer and may be outsourced where deemed necessary.

The library will continue to act as a repository for Irish language learning resources for staff and student use e.g. Irish language books, CDs, DVDs etc. The library is committed to reviewing and updating these Irish resources on a continuous basis.

3.4 PROMOTION OF THE IRISH LANGUAGE

The Institute is fully committed to the promotion and development of the Irish language on campus. This is reflected in the current Strategic Plan and will continue to be reflected in future Strategic Plans.

The appointment of a part-time Irish Language Officer constitutes a significant financial and symbolic commitment towards Irish by DKIT. This commitment will be maintained during the third scheme.

During speeches at public events held in the Institute, a portion of the introductory remarks will continue to include Irish in order to promote a positive bilingual image and environment.

The Careers Office will continue to draw students' attention to the opportunities presented to those with a proficiency in Irish, not only in employment but also in further education.

As Irish is a living language, it is important to foster its inclusion in campus life. Accordingly, a number of social events will be organised to cultivate this. These will include:

- Hosting of events during Seachtain na Gaeilge/ Irish Language Week each year.
- The provision of social events for staff and students, including Ciorcal Comhrá/ Coffee Mornings, as well as other social events to create a positive environment towards conversational interaction.
- Encouraging students to establish an Irish language society (or Cumann Gaelach). As this must be student-led, the Institute will encourage the Students' Union to lead this.
- The Institute will encourage and facilitate participation through Irish in events run for schools (e.g. Scifest etc.).

During the course of DkIT's second language scheme, a dedicated set of pages on the Institute's website were used to keep staff and students informed about all things relating to the Irish language, including learning resources, services available through Irish at DkIT, events and information regarding language rights/duties under the Official Languages Act. As the website is currently being completely redesigned, it is more appropriate that a dedicated information portal be utilised to provide this information (see 2.7). The content will be maintained by the Irish Language Officer and may be supplemented if and when a Cumann Gaelach is set up by students of the Institute.

CHAPTER 4
IMPLEMENTATION & MONITORING

The Vice President for Strategic Planning, Communications and Development will have ultimate responsibility for the implementation of the scheme. The Irish Language Officer will assist and facilitate the Vice President in this regard. The Vice President reports directly to the President.

Progress will be monitored and reported annually to the Governing Body, and in the Institute's Annual Report.

CHAPTER 5
PUBLICISING OF AGREED SCHEME

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

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

In addition, the measures outlined in Chapter 2, Section 2.2 will be implemented *(An Active Offer of Service)*.

The scheme will be circulated internally to all staff and students of the Institute via email, accompanied by a note from the President, and a copy of the agreed scheme will be forwarded to Oifig an Choimisinéara Teanga.

APPENDIX 1

Schedule for the Provision of Bilingual Documentation

The following table lists the bilingual documentation (including Brochures, Application Forms and Information Leaflets) that will be provided during the third scheme. This is in addition to those provided under the first and second schemes, which will continue to be available.

Unit	Second Scheme	Third Scheme
Office of the President	▪ *Invitations* ▪ *Forewords* ▪ *Public/ Introductory Addresses*	▪ *Invitations (ongoing)* ▪ *Forewords (ongoing)* ▪ *Public/ Introductory Addresses (ongoing)*
Vice President for Strategic Planning, Communications, and Development	*N/A*	▪ *3rd Irish Language Scheme / 3ú Scéim Teagna* ▪ *Strategic Plan* ▪ *Invitations (ongoing)* ▪ *Prospectus* ▪ *Press Releases* ▪ *Selected Articles*
Human Resources	▪ *Authorisation for External Work form* ▪ *Employee Resignation form* ▪ *Post Authorisation form* ▪ *Employee (Early) Retirement form* ▪ *Interview Panel Member Claim form* ▪ *Declaration of Public Services Pensions*	▪ *Freedom of Information Policy Documents* ▪ *Job descriptions*
Library	▪ *External Membership Application form* ▪ *DkIT Staff Membership Application form* ▪ *Tell Us What You Think leaflet* ▪ *1 Card 6 Libraries leaflet*	▪ *Ciorcal Comhrá*
Regional Development Centre	▪ *RDC Information Folder inside cover* ▪ *RDC Overview Folder Insert leaflet*	

Unit	Second Scheme	Third Scheme
Registrars/Schools	▪ *Covers to brochures for public exhibitions and performances of students' work* ▪ *Continuous Assessment Cover Sheet* ▪ *BA (Honours) in Applied Music Application form*	▪ *Covers to brochures for public exhibitions and performances of students' work (ongoing)* ▪ *Student Handbook* ▪ *Graduation Handbook*
Finance	▪ *Agresso Supplier Details form*	▪ *Annual Report*
School of Informatics & Creative Arts	▪ *Invitations* ▪ *Selected Events*	▪ *Invitations (ongoing)* ▪ *Selected Events (ongoing)*
IT Services	▪ *Staff email signatures*	▪ *Staff email signatures (ongoing)* ▪ *Provision and Maintenance of Information Portal*