



cetb

Bord Oideachais agus
Oiliúna Chorcaí

*Cork Education and
Training Board*

Cork Education & Training Board

OFFICIAL LANGUAGES

ACT 2003

LANGUAGE SCHEME

2019 - 2022

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Chapter 1: Introduction and Background

1.1 Introduction

The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services which they will provide:

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

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

In accordance with section 14(3) of the Act, language schemes remain in force for a period of 3 years or until such time as a new scheme is confirmed by the Minister for Culture, Heritage and the Gaeltacht, whichever is the later.

1.2 Preparation and Content of the Scheme

In the preparation of this scheme, due regard has been given to the Guidelines issued by the Department of Culture, Heritage and the Gaeltacht. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

The Cork Education & Training Board (Cork ETB) is guided by the principle that the provision of Irish language services should be based on:

- the level of demand for specific services in the Irish language,
- the importance of a proactive approach to the provision of such services, and
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service and our Customer Charter. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by the Cork ETB will be fully addressed on an incremental basis, through this and future schemes.

This Scheme is predicated on all the commitments in any previous scheme having been implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter has been /is / will be the subject of discussion with the Office of An Coimisinéir Teanga.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

1.3 Commencement date of the Scheme

This Scheme has been confirmed by the Minister for Culture, Heritage and the Gaeltacht. It commences with effect from **09 September 2019** and shall remain in force for a period of 3 years or until a new scheme has been confirmed, whichever is the later.

Chapter 2: Overview of Cork Education & Training Board

2.1 Mission and Objectives

Cork Education and Training Board (Cork ETB) plans, provides supports and co-ordinates education, training and youth services in Cork which are recognised internationally as a model of excellence. Cork ETB is a driving force of education and training in Cork, providing high quality services which are innovative, responsive and inclusive. Through Cork ETB, there is a pathway for every learner. The aim of our schools, colleges, training centres and our community based programmes is to provide a positive and vibrant learning environment in which our learners will be supported and challenged to reach their full potential. We are community-orientated and equality-based, with a focus on the provision of excellent teaching and learning.

2.2 Main Functions

Cork ETB was established under the Education and Training Boards Act, 2013. It is the only statutory body in Cork with the responsibility to provide education and training across a broad range of services. Cork ETB's main focus is to provide teaching, training and learning for all, through positive learning environments with suitable resources and to encourage a positive, professional and supportive work environment for all staff.

2.3 Key Services

Cork ETB is responsible for the provision of education and training services at primary schools, post-primary schools and colleges, colleges of adult/further education, training centres, youth and outdoor education centres throughout its administrative region. The ETB also delivers a range of supports to all staff and students throughout the organisation, including financial, human resources, building, legal, ICT, educational planning, student guidance, professional development, corporate governance and management.

2.4 Customers and Clients

Cork ETB's target clients are:

- Learners in our schools, colleges and training centres;
- Applicants under the various learner support schemes;
- Youth Service Providers and users;
- Community Education and Training Groups;
- Voluntary Community Organisations;
- Communities throughout the Region.

We support our students and service users from primary level to adult further education and training via recruitment, engagement with and the development of high-quality professionals across all our services. In doing so, we can deliver high-quality, appropriate and relevant education and training programmes in a variety of environments and settings, where high-quality teaching and learning are at the centre of all activities, with a focus on access, transfer and progression.

The numbers of learners and participants engaged in Cork ETB education and training activities in 2018 were:

Primary Students	258
Post-Primary Students	11,476
Further Education (PLC) Students	4000
Apprenticeship Training	1200
Blended Training	9
Community Training Centres	220
Local Training Initiatives	579
Specialist Training Providers	362
Specific Skills Training	1,376
Traineeship Training	286
Youthreach	768
Adult Literacy Groups	4,335
BTEI Groups	3,030
ESOL	931
Evening Training	930
ITABE	235
Skills for Work	205
Community Education	4,375
TOTAL	34,575

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

Please indicate which language your services are provided through, including services in Gaeltacht areas.

Provision of Services (Please tick the relevant box)			
Name of Service	In English Only	In Irish only	Bilingually
Administrative Offices	In general, the provision is in English only, however there is the ability to deal bilingually through translation should a request be made.		
Training Centre	In general, the provision is in English only, however there is the ability to deal bilingually through translation should a request be made.		
Post Primary Schools/Colleges/Primary Schools	All, with the exception of those listed below		
Gaelcholáiste Choilm			Bilingually
Coláiste Daibhéid			Bilingually
Colleges of Further Education	English Only		
Adult & Community Education			Bilingually
Cork ETB School of Music	English Only		
Youthreach	English Only		
Youth Services			Bilingually
Gaelcholáiste Charraig Uí Leighin			Bilingually
Service Provision in Gaeltacht areas			
Name of Service	In English Only	In Irish only	Bilingually
Coláiste Ghobnatan, Baile Bhuirne			Bilingually
Scoil Mhuire, Béal Átha'n Ghaorthaidh			Bilingually
Ionad Cultúrtha, Baile Bhuirne			Bilingually
Night Classes			Bilingually
Youth Affairs			Bilingually

Chapter 4: Enhancing the provision of Irish Language Services

The provisions shaded in grey in the table below are mandatory requirements under the Official Languages Act 2003.

Means of communication with the public		Commitment	
Recorded Oral Announcements		<p>The following recorded oral announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements provided on the telephone when the offices of the public body are closed;</p> <p>(b) Recorded oral announcements transmitted by a public address system;</p> <p>(c) Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system.</p> <p>This provision relates to 'recorded' announcements rather than 'live announcements'.</p> <p>Where a Place Names Order is in force, a public body is required to use the Irish language version of the place name specified in that Order in recorded oral announcements made by it or on its behalf.</p>	Mandatory
	Letters and Electronic Mail	All written communication will be responded to in the official language in which it was received.	Mandatory
	Stationery	Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.	Mandatory
Signage	Signage	All signage placed by Cork ETB or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008).	Mandatory
Publications	Publications	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy	Mandatory

		statements will be published simultaneously in Irish and English.	
	Circulars/Mailshots	Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.	Mandatory
An Ghaeltacht	Gaeltacht Place Names	The official place names of Gaeltacht areas will be used by the public body in accordance with the legislation.	Mandatory

Cork ETB will also undertake the following lists of actions under each service.

Means of communication with the public		Commitment	Timeline By end Yr.1/ Yr.2 / Yr.3
Oral / Written Communication	Reception	<p>Reception staff are familiar with basic greetings in Irish.</p> <p>The choice of language of the customer will be established and he/she will be directed to the appropriate official. If the official is unavailable, the following options will be offered:</p> <ul style="list-style-type: none"> - Calling back when an Irish speaker is available - Conducting business through another member of staff providing a translation service or - Continuing to conduct business in English 	<p>End Yr.1</p> <p>End Yr.2</p>
	Letters and Electronic Mail	All written communication will be responded to in the official language in which it was received.	Ongoing
	Face to Face/Counter Service	An up to date list of staff members who can provide a service through Irish will be made available.	Yr.2
	Switchboard	Switchboard staff will give the name of the public body in Irish and English.	Yr.1

		Switchboard staff will be familiar with the basic greetings in Irish and will be able to refer the call to another member of staff who can speak Irish.	End of Yr.2
	Telephone communications with the public	Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.	In place where available
	Recorded Oral Announcements	Staff will have their pre-recorded personal telephone greetings on individual phones in bilingual format where applicable.	Committed to implementing in Yr.1
	Live announcements	10% of live oral announcements will be bilingual.	Will be encouraged
	Stationery	Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.	Ongoing
	Information Leaflets/ Brochures	A bilingual or Irish version of the information leaflets and brochures most commonly used will be available beginning with new schools through to existing schools.	Yr.1
	Application Forms	There will be a bilingual or Irish version of the most commonly used application forms including recruitment forms.	Yr.2
	Other	All new application forms will be available in Irish or bilingually.	Yr.1
Publications	Publications	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy statements will be published simultaneously in Irish and English.	Ongoing
	Circulars/Mailshots	Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.	Ongoing
Media	Press Releases	All press releases will be issued bilingually.	Yr.1

	Media Spokespersons	An Irish speaking spokesperson/s will be available for interviews with the Irish language media.	In Place
	Speeches	We will encourage use of Irish content in all formal and official speeches. Such content shall include opening and closing greetings in Irish, and references here and there in Irish to the subject matter of any such speeches and/or to the occasion in hand, as a minimum.	Yr.1
	Other	All official Cork ETB speeches primarily delivered in the Gaeltacht and Gaelcholáistí shall be in the Irish language only.	In place
Information Technology	Email	Standard email messages such as disclaimers will be bilingual. We will publish a dedicated email address for queries in Irish on the Cork ETB website.	Yr.1
	Websites	The static material on the CETB home page and the specified main pages on the public body's website will be available in Irish.	End Yr.2
	Computer Systems	Any <u>new</u> computer system being installed will be fully capable of handling the Irish language. Cork ETB will continue to actively use technology to improve provision of bilingual services.	In place where possible subject to National Frameworks agreements
	Interactive Services	Any online and interactive services that the public body itself develops will be made available bilingually.	In place where possible
	Other	The Board's website shall include on its homepage a bilingual welcome statement by the Chief Executive, affirming the Board's commitment to implementing the commitments promised in its agreed language scheme. If the Board decide on a tagline at a future date, such tagline shall be bilingual.	End of Yr1
Gaeltacht	Meetings	Meetings held in the Gaeltacht and Gaelcholáistí will be conducted primarily in Irish. Contributions in Irish or English will	In place

		be welcome at public meetings organised by or on behalf of the public body. Board of Management meetings in Gaeltacht and Gaelcholáistí will also be conducted in Irish.	
	Place Names	The official place names of Gaeltacht areas will be used by the public body in accordance with the legislation.	In place

Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas

Enhancing the provision of Irish language services in Gaeltacht areas and Gaelcholáistí and ensuring that Irish becomes the working language in offices located in Gaeltacht areas and Gaelcholáistí by a certain date.

Commitments in Gaeltacht Areas and Gaelcholáistí

Description of services in Gaeltacht areas and Gaelcholáistí	Commitment	Timeline By end Yr.1/ Yr.2 / Yr.3
Coláiste Ghobnatan, Baile Bhuirne, Ionad Cultúrtha Baile Bhuirne, Scoil Mhuire Beal Átha an Ghaorthaidh, Coláiste Daibhéid, Gaelcholáiste Carraig Uí Leighin, Gaelcholáiste Choilm	To continue to support these centres in the commitment to delivering through the medium of Irish only	Ongoing
Adult Literacy Services	To move to a bilingual service	Ongoing
Community Education Service	To move to a bilingual service	Ongoing
Youth Affairs	To continue to support these centres in the commitment to move to a bilingual service	Ongoing
Recruitment and replacement	Cork ETB will endeavour to ensure that staff appointments will have an adequate competence in the Irish language.	Ongoing
Irish as the working language in Gaeltacht and Gaelcholáistí offices		
Commitment		Timeline By end Yr.1/ Yr.2 / Yr.3
Correspondence with the Gaeltacht and Gaelcholáistí community will be in Irish only or bilingual. A system will be put in place to ensure that correspondence with members of the Gaeltacht and Gaelcholáistí community will be in Irish only, if they so require.		Yr.1
The Irish language will be the working language in every Gaeltacht and Gaelcholáistí office by the end of the second Scheme.		In place

Chapter 6: Improving Language Capability

6.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of Cork ETB will be the primary means of optimising the availability of services through Irish. Our recruitment policy, which is subject to the framework of agreed national recruitment procedures, will have regard to the need to improve Irish language capability on an incremental basis.

All new staff will be provided with an induction pack containing a copy of our agreed scheme in order to ensure that they are made aware of our commitments under the legislation.

6.2 Training and Development

Cork ETB is committed to making opportunities available for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

		Commitment	Timeline By end Yr.1/ Yr.2 / Yr.3
Improving Irish Language Capability	Recruitment	New staff will be provided with an induction pack containing a copy of our agreed scheme.	Yr.1
	Training	<p>A survey of staff has been undertaken to gauge their proficiency levels in the Irish language, whereby they will indicate their proficiency in the language as Fluent or Very good or Good or Fair or Weak.</p> <p>Opportunities to develop the Irish language competence of staff will be provided. Appropriate arrangements will be made for the provision of Irish language training for staff in order to:</p> <ul style="list-style-type: none"> - support staff in maintaining and developing their proficiency in the Irish language, - enhance the capacity of staff to meet their Irish language obligations in the conduct of their duties. <p>Staff will be made aware of language resources such as www.focloir.ie, www.tearma.ie, www.gaois.ie, www.teanglann.ie and www.abair.ie as well as WinGléacht, the electronic</p>	<p>We are currently putting a training programme in place commencing with Head Office staff.</p> <p>Yr.2</p>

		version of the Ó Dónaill Irish-English dictionary. Staff will also be made aware of language courses available eg. www.gaelchultur.ie , www.gael-linn.ie	
	Participation in language promotion activities /Provision of resources	Staff will be aware of the concept of the scheme - proactively offering services in Irish to the public. Access to information on language resources will be facilitated.	Ongoing
	Other	Language rights posters (available from the Office of An Coimisinéir Teanga) will be displayed prominently in all Cork ETB administrative offices, all schools and all recognised centres of education.	Yr.1

6.3 Designated Irish Language Posts

The posts listed below have been designated as having an Irish language competency requirement. It is the intention that holders of these posts will have achieved specified accredited standards in the Irish language, commensurate with the responsibilities of the post. When designating these posts, particular consideration has been given to posts located in Gaeltacht areas, and to posts located outside Gaeltacht areas but whose customer base consists largely of Gaeltacht and/or Irish language speaking communities.

Title of Post	Location	Gaeltacht/Irish speaking community served	Indication of standard of Irish required (choose from basic, intermediate or advanced)
School Principal, Deputy Principal and Teachers	School/College	Gaeltacht Schools and Gaelcholáistí, Ionad Cultúrtha	Advanced Level Required
Co-Ordinators and responsible persons	Education & Training Centres	Gaeltacht Mhúscraí and Gaelcholáistí	Advanced Level Required
School Secretaries, Administrative employees, Ancillary Staff	Schools and Centres	Gaeltacht Mhúscraí and Gaelcholáistí	Intermediate Level Required, Advanced Level Desired

Chapter 7: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by the Chief Executive and his Senior Management Team. Queries regarding the scheme can be sent to eolas@corketb.ie.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report. A specific email address has been set up for this purpose (see above).

A consultation process will be undertaken with all stakeholders in relation to how best to implement our commitments given here and to ensure the promotion and advancement of the use of the Irish language in the workplace and in the delivery of our services.

Chapter 8: Publicising of Agreed Scheme

This scheme will be publicised both internally and externally. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies.

In addition, we will take every opportunity in our day-to-day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.