



gretb

Bord Oideachais agus Oiliúna
na Gaillimhe agus Ros Comáin
*Galway and Roscommon
Education and Training Board*

Galway and Roscommon Education and Training Board (GRETb)

OFFICIAL LANGUAGES

ACT 2003

LANGUAGE SCHEME

2021 - 2024

Contents

Chapter 1: Introduction and Background	3
1.1 Introduction	3
1.2 Preparation and Content of the Scheme	3
1.3 Commencement date of the Scheme	4
Chapter 2: Overview of GRETB	5
2.1 Mission and Objectives	5
2.2 Main Functions	5
2.3 Key Services	5
2.4 Customers and Clients	5
Chapter 3: Details of services currently being provided in English only, in Irish only or bilingually	6
Chapter 4: Enhancing the provision of Irish Language Services	8
Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas	13
Chapter 6: Improving Language Capability	15
6.1 Recruitment	15
6.2 Training and Development	15
6.3 Designated Irish Language Posts	17
Chapter 7: Monitoring and Review	18
Chapter 8: Publicising of Agreed Scheme	19
Appendices	20

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 Tourism, Culture, Arts, Gaeltacht, Sport and Media, 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 Tourism, Culture, Arts, Gaeltacht, Sport and Media. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

The Galway and Roscommon Education and Training Board (GRETB) 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 Galway and Roscommon Education and Training Board (GRETB) will be fully addressed on an incremental basis, through this and future schemes.

Only applicable to public bodies with previous confirmed schemes

This Scheme is predicated on all of 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 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 Tourism, Culture, Arts, Gaeltacht, Sport and Media. It commences with effect from **25.10.2021** 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 Galway and Roscommon Education and Training Board (GRETB)

2.1 Mission and Objectives

It is the mission of GRETB, in conjunction with other education and training agencies and community development bodies, to create and promote the development of learning neighbourhoods in Counties Galway and Roscommon, so that all who live in Counties Galway and Roscommon may have access to the education and training required by their personal, social, cultural, economic and civic needs.

2.2 Main Functions

GRETB is a statutory body with extensive responsibilities for the delivery of education and training in Community National Schools (CNS), second-level schools, further education colleges, recognised centres of education (literacy and adult education schemes) in Counties Galway and Roscommon. GRETB is the state agency with responsibility for administering the SOLAS-funded (An tSeirbhís Oideachais Leanúnaigh agus Scileanna) training centre in Mervue, Galway and training services in Galway and Roscommon.

2.3 Key Services

GRETB establishes and maintains schools (both CNS and post-primary) and recognised centres of education and training. GRETB plans, provides, coordinates and reviews the provision of education and training within its service areas. GRETB is also required (under direction from the Minister for Education and the Minister for Further and Higher Education, Research, Innovation and Science) to provide support services to other education and training providers. Such supports may be in the context of capital projects and land, human resources, financial services, legal services, (ICT) and corporate governance.

2.4 Customers and Clients

All of the communities of Counties Galway and Roscommon; students, parents/guardians who constitute the learning communities/neighbourhoods of all of our CNS and second-level schools, recognised centres of education and training all other services provided by GRETB, including further education and training services, community education services and youth work services; Music Generation; state departments/semi-state agencies, voluntary agencies, community groups and individuals, and GRETB's own employees.

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
Community National Schools, post-primary schools located outside the Gaeltacht	All schools operate through the medium of English, except Coláiste an Eachréidh, Athenry.	Coláiste an Eachréidh, Baile Átha an Rí	
Youthreach Centres; VTOS Programmes; Adult Literacy Centres; Back to Education Initiative (BTEI)	All operate through the medium of English		
Adult Guidance Service			Bilingual
Community Education			Bilingual
Youth Services (GRETB administers and oversees national schemes locally on behalf of the Department of Children, Equality, Disability, Integration and Youth)			Bilingual
Advocacy Service			Bilingual
Music Generation			Bilingual
GRETB's Head Office, An Coiléar Bán, Athenry	The following sections: Finance; Buildings; Director of Organisation Support and Development (OSD)		Chief Executive; Chief Executive's Secretary; Corporate Services; IT Dept; IT Helpdesk; Support Services to the Board; Arts' Officer; Timire Gaeilge; Education Officer and Director of Schools; HR Dept.; Data Protection Officer. (All of the above services receive guidance and support from An Timire Gaeilge in respect of

			official languages' obligations/commitments).
GRETB Further Education and Training Centre (FET), Mervue Business Park, Galway GRETB's Director of Further Education and Training (FET), Mervue Business Park, Galway			Limited bilingual service, with guidance and support from An Timire Gaeilge.
GRETB's Sub-office, Roscommon	English		

Service Provision in Gaeltacht areas

Name of Service	In English Only	In Irish only	Bilingually
All post-primary schools, except Coláiste Bhaile Chláir. Coláiste Bhaile Chláir has signed up to the Gaeltacht School Recognition Scheme provided for in the Government's Gaeltacht Education Policy 2017-2022.		All schools	
VTOS Centre; Adult Literacy Centres; Breacadh; Back to Education Initiative (BTEI)		*All centres	*Maigh Cuilinn Literacy Centre Service is primarily in English; limited service in Irish.
Adult Guidance Service			Available
Community Education			Available
Advocacy Service			Available
Music Generation			Available
Ceapach na gCapall (Petersburg) Outdoor Education and Training Centre, An Fhairche, Co na Gaillimhe			Available, on request. The centre is engaging with local Limistéar Pleanála Teanga body (LPT Dhúiche Sheoigheach agus Thuar Mhic Éadaigh).
Youth Services			Bilingual

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 Placenames Order is in force, a public body is required to use the Irish language version of the placename specified in that Order in recorded oral announcements made by it or on its behalf.</p>	Mandatory
Written Communication	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 GRETB 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 statements will be	Mandatory

		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

GRETB 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	Customers will be greeted firstly in Irish and then in English.	Continuously in GRETB Head Office, Athenry; to be implemented in GRETB Further Education and Training (FET) Centre, Mervue by end of year one of third scheme.
	Face to Face/Counter Service	We will ensure that at least one member of staff is competent to deal effectively with members of the public through the medium of Irish.	Continuously in Head Office, Athenry. To be implemented in GRETB FET Centre, Mervue by end of year two of third scheme.
	Switchboard	Switchboard staff in Head Office, Athenry will give the name of the public body in Irish and English. Switchboard staff in Head Office, Athenry will be familiar with the basic greetings in Irish and will then be able to transfer the call to another member of staff who can speak Irish.	Continuously in Head Office, Athenry; to be implemented in GRETB FET Centre, Mervue by end of year one of third scheme.

	<u>Telephone communications with the public</u>	Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.	Continuously in Head Office, Athenry and in GRETB FET Centre, Mervue.
	<u>Recorded Oral Announcements</u>	A bilingual recorded oral announcement will be put in place at switch in GRETB Head Office, Athenry and GRETB FET Centre, Mervue, Galway.	This was in place in the two named centres, but they were removed because they were too long. A new recording will be put in place without delay.
	<u>Live announcements</u>	20% of live announcements will be bilingual.	No such provision for live announcements exists at present.
	Other		
	<u>Information Leaflets/ Brochures</u>	GRETB aims to provide a bilingual version or an Irish language version of the information leaflets and brochures most widely used, but this material changes on a regular basis, which in turn creates a huge challenge in terms of providing continuous bilingual copy. Delivery on this commitment will be centred on our FET Centre, Mervue, at which place most of this type of material is generated.	Courses offered are listed on the website/hub www.fetchcourses.ie , developed by SOLAS, in conjunction with ETBI and other FET providers. Currently, this facility is available in English only. GRETB is not responsible for this website/hub.
	<u>Application Forms</u>	There currently is, and there will be, a bilingual or Irish version of the most commonly used application forms available.	Continuously
	Publications / Guidelines	Service plans will be made available bilingually e.g. GRETB Youth Work Plan 2021-2024	Continuously
	Other		

Media	<u>Press Releases</u>	All press releases will be issued in Irish or bilingually simultaneously.	Continuously
	<u>Media Spokespersons</u>	An Irish speaking spokesperson/s is/will be available for interviews with the Irish language media.	Continuously
	<u>Speeches</u>	We will include 10% at least of Irish content in English speeches, to include the opening and closing salutations of a speech, as well as references here and there, in the Irish language, to the subject matter and the occasion of a speech.	Continuously
	Social Media		
	Other		
Information Technology	<u>Email</u>	We publish a dedicated email address for queries in Irish on the website(s) of the public body. Standard email messages-such as disclaimers-are bilingual.	Continuously
	<u>Websites</u>	The static material on the home page and the specified main pages on GRETB's corporate website www.gretb.ie is available in Irish and English. There will be a navigational link from a page in the English version of the website to the relevant page in the Irish version.	The static content of GRETB's corporate website www.gretb.ie is now bilingual.
	<u>Computer Systems</u>	The public body will continue to actively use technology to improve the provision of bilingual services. Any new printing facilities will be fully capable of handling the Irish language.	Continuously
	<u>Interactive Services</u>	Internal GRETB surveys are made available online in Irish and English. GRETB job applications can be completed online in Irish and English.	Continuously
	Other		
Gaeltacht	<u>Meetings</u>	Where required, meetings held in the Gaeltacht will be conducted in Irish, with simultaneous translation to English provided, as appropriate. Contributions in Irish or English will be welcome at public meetings organised by or on behalf of the public body. Meetings organised by the public body that deal with Irish language issues will be held in Irish or bilingually, as appropriate.	Continuously
	Speeches	All speeches pertaining to the Gaeltacht/taking place in the Gaeltacht shall be in Irish only. *Note: There may be exceptions to this commitment when speeches are delivered in those GRETB	*Continuously

		Gaeltacht units that are currently designated English service primarily, with limited service in Irish. In such instances, speeches will be bilingual.	
	Gaeltacht Placenames	The official placenames of Gaeltacht areas will be used by the public body in accordance with the legislation.	Continuously

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

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

Commitments in Gaeltacht Areas

Description of services in Gaeltacht areas	Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Apart from Petersburg Outdoor Education and Training Centre, Ceapach na gCapall, An Fhairche; Maigh Cuilinn Adult Literacy Centre; and Coláiste Bhaile Chláir, all of GRETB's Gaeltacht schools and centres of further education and training operate through the medium of Irish.	GRETB shall implement Polasaí don Oideachas Gaeltachta 2017-2022	In accordance with national policy.
	GRETB makes every effort to provide all of its Gaeltacht services through the medium of Irish.	Continuously
	Regarding Gaeltacht place names, GRETB will implement in accordance with Statutory Instrument No.872 of 2004 – The Placenames Order (Gaeltacht Regions), 2004.	Continuously
	All GRETB documentation in relation to the Gaeltacht is published in Irish only, or bilingually.	Continuously
	With regard to GRETB's schools and recognised centres for education and training in the Gaeltacht, the Board shall ensure, in so far as it can, that teaching staff with the competency to deliver full curricular provision through the medium of Irish shall be appointed.	Continuously
<u>Irish as the working language in Gaeltacht offices</u>		
Commitment		Timeline By end Yr 1/ Yr 2 / Yr 3
Currently, all of GRETB's Gaeltacht-based offices, apart from Ceapach na gCapall (Petersburg) Outdoor Education and Training Centre, and Maigh Cuilinn Adult Literacy Centre, operate through the medium of		

Irish. Ceapach na gCapall and Maigh Cuilinn centres operate primarily through English, but make provision for service through Irish, when requested.

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 GRETB 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

GRETB is committed to making available opportunities 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. New teaching staff will be briefed on GRETB's obligations under the Official Languages Act, 2003 (inclusive of GRETB's language scheme) at the induction days prior to commencement of the academic school year.	This was not implemented during second scheme. It will be undertaken by end of year one of the third scheme.
	Training	In accordance with GRETB's Continuing Professional Development Policy for Clerical and Administrative Staff, opportunities to develop the Irish language competency of staff will be provided. Appropriate arrangements will be made for the provision of accredited Irish language training, when requested, in order to: <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. 	Continuously

		<p>Staff will be made aware of language resources such as www.GaelGram.ie www.aistear.ie www.tearma.ie www.focloir.ie , www.teanglann.ie and www.abair.ie , www.logainm.ie , as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English dictionary.</p>	
	<p><u>Participation in language promotion activities</u> <u>/Provision of resources</u></p>	<p>Staff will be encouraged to participate in cultural language activities, especially during Seachtain na Gaeilge. Bulletins of local Irish language and Irish cultural activities are circulated on a regular basis. Our internal library will ensure that books and other materials in Irish are available as a resource to staff to improve their competence in the Irish language. Staff will be aware of the concept of the proactive agreement - proactively offering services in Irish to the public. New online Irish language tools are made available selectively to GRETB staff, e.g. www.GaelGram.ie , an online Irish spelling and grammar tool for checking Irish language errors. Gaelchultúr online Irish language classes are offered selectively to GRETB employees.</p>	Continuously
	<p>Other</p>	<p>With regard to GRETB’s recruitment application forms, a question shall be asked in relation to an applicant’s competency in the Irish language, and at least one question in the Irish language shall be asked at the interview stage of the recruitment cycle for those GRETB positions where competency in the Irish language is deemed essential.</p>	Continuously

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)
Principals, Deputy Principals, directors, managers, coordinators and all teaching posts	GRETB's schools, recognised centres of education and its other services.	The Gaeltacht community of Galway and the communities of all Gaelcholáistí operating under the Board's remit	Advanced desirable
Secretaries, caretakers and other administrative positions	GRETB's schools, recognised centres of education and its other services.	The Gaeltacht community of Galway and the communities of all Gaelcholáistí operating under the Board's remit	Advanced desirable

Chapter 7: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by GRETB's Chief Executive and its Directors and Managers i.e. GRETB's Senior and Middle Management Teams. The contact person for the scheme will be Tomás Breathnach, Timire Gaeilge.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report. No such system exists within GRETB.

Chapter 8: Publicising of Agreed Scheme

This scheme will be publicised both internally and externally, through a press release initially. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies. Other means to publicise the scheme may also be used.

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.

The Irish language version of GRETB's scheme shall be the official version.

Appendices

1. GRETB's Notice of Intention to Prepare a Draft Scheme – Call for submissions from the public. A submission was received from Conradh na Gaeilge.



gretb
Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin
Galway and Roscommon Education and Training Board

AIGHNEACHTAÍ Á LORG

ACHT NA DTEANGACHA OIFIGIÚLA 2003
TRÍÚ SCÉIM TEANGA Á HULLMHÚ AG BORD OIDEACHAIS
AGUS OILIÚNA NA GAILLIMHE AGUS ROS COMÁIN

Tá sé i gceist ag Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin (GRETB) a thriú scéim teanga a dhreachtadh de réir Ail 11 d'Acht na dTeangacha Oifigiúla 2003. Is é bunchuspóir an Aicthe ná a chinntiú go mbeadh fáil níos mó ar sheirbhísí poiblí trí Ghaeilge agus go mbeadh siad ar chaighdeán níos airde. Tá aighneachtal maidir le hullmhú na dreachtscéime á lorg ag Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin anois ó aon pháirtithe leasmhara. Ba chóir nach rachadh na h-aighneachtal sin thar 4,000 focal (circa 8 leathnach). Ba chóir freisin, go himhlanaithe, aighneachtal, a bheith ar fáil go poiblí ar shuíomh gréasáin na Roinne, a sheoladh isteach go leictreonach chuig colas@gretb.ie nó info@gretb.ie. Ina ionad sin is féidir iad a sheoladh leis an bpost chuig: **Timire Gaellige, Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin (GRETB), An Colléar Bán, Baile Átha an Rí, Co. na Gaillimhe. H65 AT81**

Is í seo an tríú scéim trí bliana agus tagann sí i ndiaidh na scéime don tréimhse 2018-2021, <https://gretb.ie/wp-content/uploads/2020/06/Scéim-Teanga-2018-2021.pdf>.

Tá eolas maidir le mandáid agus an ról na seirbhísí ama soláthar don phobal ag Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin ar fáil ar www.gretb.ie is é an dáta deireanach d'aighneachtal a bheith faighte ná 5.00in, Dé hAoine, 16 Aibreán 2021.

Tá tuilleadh eolais faoin Acht ar fáil ar láithreán gréasáin na Roinne Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus na Meán, <https://www.irl.gov.ie/ga/gaeltacht/the-irish-language/official-languages-act-2003/>.

Sínlthe: Dalbhéid Ó Laocha, Príomhfheidhmeannach

REQUEST FOR SUBMISSIONS

OFFICIAL LANGUAGES ACT, 2003
PREPARATION OF ITS THIRD LANGUAGE SCHEME BY
GALWAY AND ROSCOMMON EDUCATION AND
TRAINING BOARD (GRETB)

Galway and Roscommon Education and Training Board (GRETB) proposes to draft a scheme in accordance with Section 11 of the Official Languages Act 2003. The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish. Galway and Roscommon Education and Training Board now wishes to invite representations in relation to the preparation of the draft scheme from any interested parties. Submissions should ideally not exceed 4,000 words (circa 8 pages). Ideally, submissions, which will be made available on the Department's website, should be forwarded electronically to info@gretb.ie or colas@gretb.ie. Alternatively, they may be posted to: **Timire Gaellige, Galway and Roscommon Education and Training Board (GRETB), An Colléar Bán, Athenry, Co. Galway. H65 AT81**

This is the third such three-year language scheme and follows on from the scheme for the period 2018-2021, which can be viewed at <https://gretb.ie/wp-content/uploads/2020/06/Language-Scheme-2018-2021.pdf>.

Information in relation to the mandate and role/ services provided to the public by Galway and Roscommon Education and Training Board is available on www.gretb.ie

The latest date for receipt of representations is 5pm, Friday, 16 April 2021.

Further information in relation to the Act is available on the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media website, <https://www.irl.gov.ie/ga/gaeltacht/the-irish-language/official-languages-act-2003/>.

Signed: David Leahy, Chief Executive

Galway Advertiser 24x3 111mm
Connacht Tribune 24x3 125mm
Roscommon Herald 24x3 112mm

GF

Note: Contemporaneous with the public call for submissions, all GRETB staff were invited to make submissions. A submission was received from GRETB's Youth Services Team.

20