

Kerry Education and Training Board



BORD OIDEACHAIS
AGUS OILIÚNA CHIARRAÍ

KERRY EDUCATION
AND TRAINING BOARD

Official Languages Act 2003 Language Scheme 2016 - 2019

Contents	Page No.
Chapter 1: Introduction and Background	
1.1 Introduction	3
1.2 Preparation and Content of the Scheme	3
1.3 Commencement Date of the Scheme	3
Chapter 2: Kerry Education and Training Board	
2.1 Missions and Objectives	4
2.2 Main Functions	5
2.3 Key Services	6
2.4 Customers and Clients	6
Chapter 3: Details of services currently being provided in English only or bilingually.	7
Chapter 4: Enhancing the provision of Irish Language Services	8
Chapter 5: Enhancing the provision of Irish Language Services in Gaeltacht areas.	12
Chapter 6: Improving Language Capability	
6.1 Recruitment	13
6.2 Training and Development	13
6.3 Designated Irish Language Posts	15
Chapter 7: Monitoring and Review	16
Chapter 8: Publicising of Agreed Scheme	17
Appendices	18

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 Arts, 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 Arts, Heritage & the Gaeltacht. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

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

- the underlying 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 **Kerry Education and Training Board (Kerry ETB)** will be fully addressed on an incremental basis, through this and future schemes.

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 on 14 March 2016 by the Minister for Arts, Heritage and the Gaeltacht. It commences with effect from this date 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 Kerry ETB

Kerry Education and Training Board (formerly Kerry Education Service – the VEC in Kerry) was established on July 1st 2013. Kerry ETB is a statutory agency with responsibility for the delivery of education and training services in Co. Kerry.

Kerry ETB Schools and Centres

- 8 Second Level Schools (Castleisland Community College, Causeway Comprehensive School, Coláiste na Sceilge in Cahersiveen, Gaelcholáiste Chiarraí in Tralee, Killarney Community College, Killorglin Community College, Coláiste na Ríochta, Coláiste Gleann Lí in Tralee).
- 4 Colleges offering Post Leaving Certificate (PLC) courses (Cahersiveen, Killarney, Listowel, Tralee).
- Kerry ETB Training Centre, Monavalley, Tralee.
- 4 Adult Education Centres (O'Connell Centre in Cahersiveen, An Tóchar in Causeway, Kenmare Adult Education Centre, Tech Amergin in Waterville).
- 4 VTOS Programmes (Tralee, Killarney, Listowel, South Kerry).
- 5 Youthreach Programmes (South Kerry, Tralee (2), Killarney and Listowel in conjunction with Kerry Diocesan Youth Service (KDYS)).
- 8 Adult Literacy & Basic Education Programmes (Cahersiveen, Castleisland, Dingle, Kenmare, Killarney, Killorglin, Listowel, Tralee).
- Countywide Back to Education Initiative (BTEI) Programme.
- Countywide Community Education Programme.
- Night Class Programme offered in 5 Schools/Colleges and 4 Adult Education Centres.
- Countywide Adult Guidance and Information Service.
- Capanalea Outdoor Education and Training Centre & Killarney National Park Education Centre.
- Tralee Regional Sports & Leisure Centre jointly owned by Kerry ETB and Kerry County Council

Kerry ETB is a large organisation with over 1000 staff, over 3000 students in full time education, circa 1500 Further Education and Training courses catering for approximately 16000 learners and an annual budget of circa €55 million.

2.1 Mission and Objectives

It is the mission of Kerry Education and Training Board, in conjunction with other education and training agencies and community development bodies, to create and promote the development of a lifelong learning society in Kerry, so that all who live in Kerry have access to the education and training required to fulfill their potential and needs.

2.2 Main Functions

The general functions of an Education and Training Board, stated under the Education and Training Boards Act 2013 are:

- a) establish and maintain recognised schools, centres for education and education or training facilities in its functional area,
- b) when directed to do so by the Minister:
 - i. establish and maintain recognised schools in its functional area,
 - ii. establish and maintain centres for education in its functional area,
 - iii. maintain centres for education or recognised schools in its functional area, and
 - iv. establish, maintain or resource education or training facilities in its functional area,
- c) plan, provide, coordinate and review the provision of education and training, including education and training for the purpose of employment, and services ancillary thereto in its functional area in:
 - i. recognised schools or centres for education maintained by it,
 - ii. education or training facilities maintained or resourced by it,
 - iii. children detention
 - iv. facilities maintained by other public service bodies,
- d) enter into arrangements with, and provide support services to, education or training providers,
- e) establish scholarships,
- f) adopt a strategy statement,
- g) adopt an annual service plan,
- h) cooperate with anybody nominated to carry out internal audit functions,
- i) provide education and training at the request of, and on behalf of, any body which funds training out of money provided to that body by the Oireachtas,
- j) support the provision, coordination, administration and assessment of youth work services in its functional area and provide such information as may be requested by the Minister for Children and Youth Affairs in relation to such support, and
- k) assess whether the manner in which it performs its functions is economical, efficient and effective.

Kerry ETB is active in the local communities through the direct provision of training and education programmes delivered in training centres, colleges and other training and educational centres.

2.3 Kerry ETB Key Services

- Post Primary Education
- Further Education and Training
- Corporate Support Services

2.4 Customers and Clients

Schools:

Causeway Comprehensive School
Castleisland Community College
Coláiste Gleann Lí Post Primary School
Coláiste na Sceilge
Gaelcholáiste Chiarraí
Killarney Community College
Killorglin Community College
Coláiste na Ríochta

Further Education and Training Centres:

Adult & Further Education Centres:

Kenmare Adult Education Centre
O'Connell Adult Education Centre
An Tóchar Adult Education Centre
Tech Amergin Community Education & Arts Centre
Kerry College of Further Education
North Kerry College of Further Education
Kerry Education and Training Board Training Centre

Sports and Outdoor Education:

Cappanalea Outdoor Education and Training Centre
Killarney National Park Education Centre
Tralee Regional Sports & Leisure Centre (in partnership with Kerry County Council)

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

Details of services currently being provided in English only or bilingually in Irish and English; including services in Gaeltacht areas.

Current Provision of Services		
Services (General)	In English only	Bilingually, in English and Irish
Schools	Causeway Comprehensive School Castleisland Community College Coláiste Gleann Lí Post Primary School Killarney Community College Killorglin Community College Coláiste na Ríochta	Coláiste na Sceilge Gaelcholáiste Chiarraí
Adult and Further Education Centres	Kenmare Adult Education Centre O'Connell Adult Education Centre An Tóchar Adult Education Centre Tech Amergin Community Education & Arts Centre Kerry College of Further Education North Kerry College of Further Education Kerry ETB Training Centre	
Sports and Outdoor Education Centre	Cappanalea Outdoor Education and Training Centre	
	Tralee Regional Sports & Leisure Centre (in partnership with Kerry County Council)	
Services in Gaeltacht Areas	In English only	Bilingually, in English and Irish
Kerry ETB has no permanent base in the Gaeltacht areas of the County.		Back to Education Initiative (FETAC Level 5 Childcare) Numerous Community Education Courses
		Health Care Support QQI Level 5 courses running in partnership with the Comhchoiste Ghaeltacht Uibh Ráthaigh; Literacy courses are provided in Irish and English

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> <ul style="list-style-type: none"> Recorded oral announcements provided on the telephone when the offices of the public body are closed; Recorded oral announcements transmitted by a public address system; Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system. <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
Means of communication with the public	Commitment		
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 Kerry 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	Mandatory

		and strategy 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

Means of communication with the public		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Oral Communication	Reception	Customers will be greeted firstly in Irish and then in English. A service through the medium of Irish will be available from Head Office; Coláiste na Sceilge and Gaelcholáiste Chiarraí	From the commencement of the scheme
	Face to Face/Counter Service	An up to date list of staff members who can provide a service through Irish will be made available.	From the commencement of the scheme
	Switchboard	Switchboard staff will give the name of the public body in Irish and English and all Kerry ETB Schools and Centres.	From the commencement of the scheme
	Telephone communication with the public	Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.	In Year 1
	Recorded Oral Announcements	Staff will have their pre-recorded personal telephone greetings in bilingual format.	In Year 1
	Live announcements	10 % of live announcements will be bilingual.	In Year 1
	Information Leaflets/ Brochures	A bilingual or Irish version of the information leaflets and brochures most commonly used will be available.	By the end of the scheme.
	Application Forms	There will be a bilingual or Irish version of the following forms: Job Application forms for designated Irish language posts; Enrolment forms for Gaelcholáiste Chiarraí and the Aonad in Coláiste na Sceilge.	In Year 2

Means of communication with the public		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Media	Press Releases	50% of press releases will be issued bilingually. The objective will be to issue this material simultaneously.	From the commencement of the scheme
	Media Spokespersons	An Irish speaking spokesperson/s will be available for interviews with the Irish language media.	From the commencement of the scheme
	Speeches	We will include 10% of Irish content in English 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.	To be implemented immediately.
	Other	All official Kerry ETB speeches delivered in the Gaeltacht shall be in the Irish language only.	In Year 1
Information Technology	Email	Standard email messages such as disclaimers will be bilingual.	End of Year 2
	Websites	The static material on the website and any other secondary website of the public body will be available bilingually.	End of Year 2
	Computer Systems	Any new computer system being installed will be fully capable of handling the Irish language.	From date of systems installation
	Interactive Services	Every new Kerry ETB online and interactive service will be made available on a bilingual basis.	From end of scheme

Means of communication with the public		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
	Other	The Board's website shall include on its homepage a bilingual welcome statement by the CE of said Board, affirming the Board's commitment to implementing the commitments promised in its agreed language scheme.	End of Year 1
Gaeltacht	Meetings	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.	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
Kerry ETB does has no permanent base in the Gaeltacht at present		
Kerry ETB provides an Adult Basic Education service located in Dingle	<ul style="list-style-type: none"> • Back to Education Initiative (FETAC Level 5 Childcare) • Numerous Community Education Courses • Health Care Support QQI Level 5 course running in partnership with the Comhchoiste Ghaeltacht Uibh Ráthaigh • Literacy courses are provided in Irish and English 	Ongoing

Irish as the working language in Gaeltacht offices		
Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3	
Kerry ETB has no permanent base in the Gaeltacht at present. Should one be established the working language of that office will be Irish.	Subject to Department of Education and Skills approval	
Correspondence with the Gaeltacht community will be in Irish only or bilingually.	From the commencement of scheme	
Courses are being provided in the Gaeltacht at present through the medium of English and Irish. The ETB recognises that there is an opportunity to meet the demand for further education courses through Irish and is committed to researching areas of interest for people who live in the Gaeltacht and identifying suitable tutors in those areas.		

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 Kerry 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

Kerry ETB 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.

Improving Irish Language Capability	Commitment	Timeline By end Yr1/Yr2/Yr3
Recruitment	New staff will be provided with an induction pack containing a copy of our agreed scheme.	In Year 1
Training	Opportunities to develop the Irish language competence of staff will be provided.	In Year 2.
Participation in language promotion activities	<p>Appropriate arrangements will be made for the provision of Irish language training and proficiency testing certification for staff 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, and • provide an accredited proficiency testing regime for staff. 	
Provision of resources	Staff will be made aware of language resources such as: www.tearma.ie ; www.teanglann.ie www.focloir.ie and www.abair.ie as well as WinGléacht , the electronic version of the Ó Dónaill Irish- English dictionary.	
	Staff will be aware of the concept of the proactive agreement -proactively offering services in Irish to	In year 2

Improving Irish Language Capability	Commitment	Timeline By end Yr1/Yr2/Yr3
Other	<p>the public Access to information on language resources will be facilitated.</p> <p>Appropriate Continuing Professional Development will be offered to Kerry ETB staff, with the aim of enhancing their proficiency level in the Irish language.</p>	
	<p>A language rights poster (available from the office of An Coimisinéir Teanga) will be displayed prominently in all Kerry ETB administrative offices, all schools and all recognised centres of education.</p> <p>A survey of staff shall be 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>A question shall be asked in application forms for positions of employment with Kerry ETB regarding the applicant's capability in the Irish language and one question at least shall be asked in Irish at interview selection.</p>	By end of Scheme.

6.3 Designated Irish Language Posts

In addition to teachers of Irish, 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)
<i>Gaelcholáiste Chiarraí</i> Principal Deputy Principal Teachers	Tralee	Secondary school students (not in the Gaeltacht)	Advanced desirable.
Teachers in Coláiste na Sceilge's Aonad	Cahersiveen	Secondary school students (in the Gaeltacht)	Advanced desirable.

Chapter 7: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by **the Chief Executive and the Corporate Affairs Officer**. The contact person for the scheme will be the Chief Executive Officer of Kerry ETB.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report.

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 English language version of this scheme is the official version.