



Bord Oideachais & Oiliúna
LUIMNIGH & AN CHLÁIR

LIMERICK & CLARE
Education & Training Board

OFFICIAL LANGUAGES ACT 2003 LANGUAGE SCHEME

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 Limerick and Clare Education and Training Board.....	4
2.1 Mission and Objectives	5
2.2 Main Functions.....	5
2.3 Key Services.....	7
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	13
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

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.

Limerick and Clare Education and Training Board, LCETB, 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 **LCETB** 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 by the Minister for Culture, Heritage and the Gaeltacht. It commences with effect from 08 October 2018 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 Limerick and Clare Education and Training Board

Limerick and Clare Education and Training Board, (LCETB), is a statutory body established by the Education and Training Boards Act, 2013. As provided for in the Act, three Vocational Education Committees, Clare VEC, County Limerick VEC and City of Limerick VEC were subsumed into Limerick and Clare Education and Training Board and the new corporate entity came into existence on establishment day, 1st July 2013. The Further Education and Training Act 2013, in a further consolidation of education and training in the region, made provision for the SOLAS Training Centres in Limerick and Shannon and its training operations in the region to be subsumed into LCETB on 1st July 2014.

As specified in the legislation, the primary function of Limerick and Clare Education and Training Board in its operational area of Clare, City and County Limerick is to:

- establish and maintain recognised schools, centres for education and education or training facilities,
- establish and maintain centres for education,
- establish, maintain or resource education or training facilities
- 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,
 - recognised schools or centres for education maintained by it,
 - education or training facilities maintained or resourced by it,
 - children detention schools,
 - prisons, and
 - facilities maintained by other public service bodies.

Limerick and Clare Education and Training Board is funded by the Department of Education and Skills in respect of post primary and related education provision and by SOLAS in respect of further education and training provision.

LCETB has eighteen post primary schools under direct management throughout the region of Clare and Limerick, a dedicated School of Music, a dedicated College of Further Education, based in the city with outreach provision in County Limerick as well as a number of schools under joint patronage with other bodies. It also provides teaching and educational support services to 16 externally managed centres through co-operation with other institutions arrangements. LCETB is the lead partner for Music Generation Limerick City and Music Generation Clare.

It provides the full national curricular range of formal education, guidance and associated services through its post primary schools and in its 7 VTOS and its 10 Youthreach programmes. Through its extensive network of further and adult education centres and programmes throughout the region including its two dedicated training centres, in Limerick and Shannon, its FE college in the city, it offers the standard trade apprenticeships as well as a wide range of education and training opportunities, both certified and uncertified, catering for the full age spectrum of the population of its catchment area, from school leavers to recreational and learners interested in self-development.

Its services are provided by a cohort of committed and dedicated staff of approximately 2,500, 85% of whom are engaged in teaching, instruction or guidance.

This is an outline of the vision and mission of Limerick and Clare Education and Training Board and a summary of its role in the provision of education, training and associated service in its catchment area.

2.1 Mission and Objectives

Vision Statement

Limerick and Clare Education and Training Board plays a leading role in the provision of high quality education and training in Limerick and Clare. The authority achieves this by transforming the lives of our students, our learners, our communities and the social and economic prosperity of the region through responding to student/learner, community and enterprise needs.

The Strategic Goals of Limerick and Clare ETB are

- High Quality Student and Learner Experiences

To provide comprehensive high-quality education, training and lifelong learning opportunities to address the personal, social, economic and employability needs of people in our community.

- Staff Support and Organisational Development

To provide a supportive, collaborative, safe and healthy working environment for all staff, through the provision of relevant responsive supports, appropriate policies and procedures which are underpinned by a culture of continuous professional development.

- Good Governance

To provide a governance and support framework that facilitates the effective and efficient delivery of all education and training services.

- Partnership

To provide relevant responses and supports as required by the Department of Education and Skills, the Department of Children and Youth Affairs, other Government departments and agencies and to develop effective partnerships which respond to the evolving education and training needs of the region.

2.2 Main Functions

By statute and in accordance with directions from the Minister for Education and Skills as issued from time to time, LCETB is required to fulfil the following functions :-

- establish and maintain recognised schools, centres for education and education or training facilities,
- establish and maintain centres for education,
- establish, maintain or resource education or training facilities
- 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,
- recognised schools or centres for education maintained by it,
- education or training facilities maintained or resourced by it,
- children detention schools,
- prisons, and
- facilities maintained by other public service bodies.

2.3 Key Services

LCETB, through its network of schools, colleges, training centres, community centres and co-operative arrangements with other partners provides the following services:-

- Post Primary Education
- Second Chance Education
- Further Education and Training
- Apprenticeship Training
- Community Education
- Adult Guidance Information Services
- Adult Literacy Education
- Adult Learning Support Services
- Student Scholarship and Grants Administration
- Youth Club Grants Administration

2.4 Customers and Clients

Within its catchment area, the current and prospective customers and clients of LCETB encompass the following who patronise our schools and centres of education and training:-

- Post Primary Students
- Youthreach and VTOS Students
- Post Leaving Certificate Students
- Learners engaged in industrial and professional education and training programmes
- Apprentices
- Learners engaged in literacy programmes
- Learners in community based programmes
- Adult guidance
- Youth clubs
- Students in receipt of scholarships and grants

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
School Administration	17 Post Primary Schools	1 Gaelcholáiste
	1 Further Education College	2 Aonad
Other Programmes' Administration	Youthreach	
	VTOS	
	ALSS & Guidance	
	Training Centres	
	Adult & Community Education	
Head Office Administration	Marshal House, Limerick	
	Ennis Office	
	Student Scholarships & Grants	
Student Handbooks	17 Post Primary Schools	1 Gaelcholáiste & 2 Aonad
Advertising/Promotion	Course Brochures	1 Gaelcholáiste & 2 Aonad
Services in Gaeltacht Areas	In English only	Bilingually, in English and Irish
Where relevant, to be compiled by each individual ETB		
Not applicable to LCETB		

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 Limerick and Clare Education and Training Board 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	Mandatory

		statements, annual reports 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 Placenames	The official placenames of Gaeltacht areas will be used by the public body.	Mandatory

Please refer to the accompanying manual for a list of suggested actions under each service.

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 the following sections: Finance, HR & Corporate Affairs.	Year 1
	Face to Face/Counter Service	An up to date list of staff members who can provide a service through Irish will be made available.	Year 1
	Switchboard	Switchboard staff will give the name of the public body in Irish and English.	Year 1
	Telephone communications with the public	Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.	Year 1
	Recorded Oral Announcements	Staff will have their pre-recorded personal telephone greetings in bilingual format.	Year 1
	Live announcements	10 % of live announcements made in Limerick and Clare Education and Training Board offices will be bilingual.	
	Other	As restrictions on recruitment of administrative staff are lifted, we will state on recruitment adverts that competency in Irish would be desirable in order to increase the capacity of the organisation to extend the use of Irish in the dissemination and publication of reports and information.	
	Information Leaflets/	A bilingual or Irish version of the information leaflets and brochures most	Commence-ment of the

	Brochures	commonly used will be available (Separate Irish and English PLC and FET) course brochures published)	Scheme
	Application Forms	There will be a bilingual or Irish version of the most commonly used application forms available. From year 2	Year 2
	Other	All new application forms will be available in Irish or bilingually. From date of publication.	Commencement of the scheme
Media	Press Releases	All press releases will be issued bilingually. The objective will be to issue this material simultaneously.	Commencement of the Scheme
	Media Spokespersons	An Irish speaking spokesperson/s will be available for interviews with the Irish language media by prior arrangement initially until a member or members of staff has/have developed sufficient competency in Irish to deal with the media. Year 2	Year 2
	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.	Year 1
	Other		
Information Technology	Email	Standard email messages such as disclaimers will be bilingual.	Year 2
	Websites	The static material on the website and any other secondary website of the public body will be available bilingually.	From date of Installation
	Computer Systems	Any new computer system being installed will be fully capable of handling the Irish language.	From date of Installation
	Interactive Services	Every new online and interactive service will be made available on a bilingual basis.	From date of Installation
	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. Were the Board to decide on a tagline at a future date, such tagline shall be bilingual.	Commencement of the Scheme.
Gaeltacht	Meetings	Not Applicable	

	Other		

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
To be completed by each individual ETB, if applicable.	To be completed by each individual ETB, if applicable.	Implementation date to be determined by XXXETB.
	Not Applicable to LCETB	
Irish as the working language in Gaeltacht offices		
Commitment		Timeline By end Yr 1/ Yr 2 / Yr 3
Not applicable to LCETB		

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 Limerick and Clare 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

The Limerick and Clare 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.

		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.	Commencement of the Scheme
	Training	Opportunities to develop the Irish language competence of staff will be provided. Appropriate arrangements will be made for the provision of Irish language training and proficiency testing and certification for staff in order to support staff in maintaining and developing their proficiency in the Irish language, to enhance the capacity of staff to meet their Irish language obligations in the conduct of their duties, and to provide an accredited proficiency testing regime for staff. Staff will be made aware of language resources such as www.tearma.ie , www.focloir.ie , www.teanglann.ie , and www.abair.ie , as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English dictionary.	Year 3

	<p>Participation in language promotion activities /Provision of resources</p>	<p>Staff will be aware of the concept of the proactive agreement - proactively offering services in Irish to the public. Access to information on language resources will be facilitated. Appropriate CPD (Continued Professional Development) will be offered to LCETB administrative staff, with the aim of enhancing their proficiency level in the Irish language. 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.</p>	<p>Year 3</p>
	<p>Other</p>	<p>A language rights poster (available from the office of An Coimisinéir Teanga) will be displayed prominently in all LCETB 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 LCETB regarding the applicant's capability in the Irish language and one question at least shall be asked in Irish at interview selection.</p>	<p>Year 2</p>

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)
To be completed by each individual ETB.			
Principal, Deputy Principal Teaching Posts and School Secretary	Gaelcholáiste Luimnigh	Gaelcholáiste	Advanced desirable
Principal School Secretary	Ennis Community College	Aonad	Intermediate or advanced
	Desmond College Newcastlewest	Aonad	Intermediate or advanced

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 in conjunction with the Corporate Affairs department.** The contact person for the scheme will be John O'Connor, Corporate Affairs Department.

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.