



An Roinn Post, Fiontar agus Nuálaíochta  
Department of Jobs, Enterprise and Innovation

# **Department of Jobs, Enterprise and Innovation**

## **Language Scheme**

**2015 - 2018**

**Under Section 15 of the  
Official Languages Act, 2003**

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# **Chapter 1 Introduction and Background**

## **1.1 Introduction**

Section 11 of the Official Languages Act 2003 (“the Act”) 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 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.

This is the second Language Scheme prepared by the Department of Jobs, Enterprise and Innovation. This scheme has been prepared pursuant to Section 15 of the Act. This revised scheme, as was the case in our original scheme, will primarily relate to the services provided by the Department to the general public in particular.

## **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 and the Gaeltacht. In addition, stakeholders have been offered the opportunity to contribute through a public consultation process and the Department has had regard to suggestions received through that process in drawing up this scheme.

The Department of Jobs, Enterprise and Innovation 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 resources, and the capacity of the Department 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 on the Department of Jobs, Enterprise and Innovation will be fully addressed on an incremental basis, through this and future 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 has been the subject of discussion with the Office of An Coimisinéir Teanga.

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

### **1.3 Commencement Date of the Scheme**

This scheme has been confirmed on **28 September 2015** 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 the Department of Jobs, Enterprise and Innovation**

### **2.1 Mission Statement of the Department**

The Mission Statement (as included in the Department's Statement of Strategy 2011-2014) of the Department of Jobs, Enterprise and Innovation is

***'To support the creation of good jobs by promoting the development of a competitive business environment in which enterprises will operate to high standards and grow in sustainable markets.'***

### **2.2 Main Functions of the Department**

The Department of Jobs, Enterprise and Innovation is primarily a policy development Department. The Department has a central role in devising, promoting and implementing Government policy in the areas of enterprise development, competitiveness, science, technology, innovation, intellectual property, trade, consumer policy, competition policy, commercial regulation, employment rights protection as well as the promotion of stable industrial relations and in advising and supporting the Minister for Jobs, Enterprise and Innovation, the two Ministers of State in the Department and the Government in these areas.

The Department is currently organised into 6 functional Divisions, which broadly reflect the breadth of its statutory remit. The Divisions are:

- 1. Labour Affairs Division***
- 2. Commerce, Consumers and Competition Division***
- 3. Innovation and Investment Division***
- 4. Competitiveness and Jobs Division***
- 5. Strategic Policy Division***
- 6. Corporate Services, EU Affairs and Trade Policy Division***

The work of the Department is carried out by these 6 Divisions. Developing and implementing policies which fall within the Department's direct remit, together with advocating policies across Government and the Economy that support the Department's mission of employment creation, worker protection and competitiveness, is the primary focus of the Department. The policies, strategies and initiatives which the Department seeks to implement derive principally from the Programme for Government, the Public Service Reform Plan 2014 - 2016, the Haddington Road Agreement and, of course, day to day Ministerial and Government direction.

Given the nature of the Department's responsibilities, functions and roles, the 6 Divisions do not primarily provide services exclusively to the members of the public. Rather, they provide services directly to the Minister, to the two Ministers of State, to the Government, to the Oireachtas, to other Government

Departments, to EU and International Bodies etc. The Department is also constantly in consultation with a wide range of stakeholders, including the social partners, business and sectoral representatives, trade unions, research forums and institutions, etc. Direct interaction with members of the general public is not the predominant feature of the Department's activities. The Units that are, to some extent, involved in the provision of services directly to members of the public include the Freedom of Information Unit in the Corporate Services and EU Affairs Division and the Employment Permits Unit in the Labour Affairs Division.

Another important function of the Department is liaising with the 9 Statutory Offices of the Department (Companies Registration Office, Office of Registrar of Friendly Societies, Office of Director of Corporate Enforcement, Patents Office, the Labour Relations Commission, the Labour Court, the Employment Appeals Tribunal, the Equality Tribunal and the National Employment Rights Authority) and with the many State Agencies associated with the Department (Enterprise Ireland; IDA Ireland; Inter Trade Ireland; Competition Authority; National Consumer Agency; National Standards Authority of Ireland; Health & Safety Authority; Personal Injuries Assessment Board; and Irish Auditing & Accounting Supervisory Authority). In the context of the responsibilities conferred on the Department, these Statutory Offices and State Agencies carry out the main interaction with members of the public on the Department's behalf. Examples of the range of services delivered to individual customers by the Department through the dedicated structure of Statutory Offices and State Agencies include employment rights adjudication, patents and trade marks registration, company registration and filing, occupational health and safety, consumer issues. Having regard to the high level of direct engagement by the Offices of the Department with members of the public, many of the Offices have developed their own Customer Charters, Customer Action Plans and Language Schemes, where appropriate.

### **2.3 Key Services of the Department**

Where the Department interacts with the public such interaction is, in the main, conducted through correspondence, phone, website and e-mail and visits by appointment. The variety of methods of communication with the Department ensures versatility and flexibility for our customers and that they receive the service they require in the most appropriate manner.

In addition, the Department's website ([www.djei.ie](http://www.djei.ie)) is a critical information service to customers, providing details of eligibility criteria for schemes, application forms, guidance notes and details of schemes, services, etc. Since the preparation of the last scheme, a new website was launched by the Department [www.enterprise.gov.ie](http://www.enterprise.gov.ie) with appropriate content in Irish. A project is currently underway to develop a totally new website which will combine both of the above websites in an innovative fashion. This project is being progressed on the basis that the material on the homepage which describes the Department's structure, its policy areas and the work of its Agencies will be available in Irish.

## **2.4 Customers and Clients of the Department**

The main customers of the Department, therefore, extend to numerous wider categories other than members of the public. However, as referenced above, some areas of the Department have considerable interaction with the public and these areas include:

### **Corporate Services, EU Affairs and Trade Policy Division**

**Department's Telephonists**

**Reception Staff at Department's main buildings** (Kildare Street, Davitt House and Earlsfort Centre)

**Freedom of Information Unit**

### **Labour Affairs Division**

**Employment Permits Unit**

The scheme outlined in the rest of this document relates primarily to the above areas of the Department because of their relatively high level of interaction with members of the public.

## **Chapter 3      Details of Services being provided in English only or Bilingually**

### **3.1      Introduction**

One of the key objectives of the Department of Jobs, Enterprise and Innovation is to provide an efficient, high quality service to its customers in line with the standards and targets set out in the Department's Customer Action Plan and Customer Charter. The Customer Action Plan commits to facilitating a customer who wishes to conduct his/her business through Irish in the following ways:

- Reply in Irish where correspondence is received in Irish;
- Publish key Departmental documents simultaneously in Irish and English.

The Department continues to be committed to providing a quality service to the public through the medium of the Irish language having regard to the demand for services in Irish, and the Irish language skills and proficiencies of officials. It is also noted that many of the general public customers of the Department are foreign nationals, particularly in the areas of Employment Permits, and that such customers will not have a preference to communicate with the Department through the Irish language.

### **3.2      Services of the Department through the Irish Language**

The Department of Jobs, Enterprise and Innovation primarily provides its services to its key stakeholders and to the general public through the medium of the English language.

Nevertheless, the Department of Jobs, Enterprise and Innovation is conscious of the obligations on public bodies to accommodate their customers, who may wish to conduct their business through the Irish language and avail of the services provided through the Irish language, and has accordingly provided the following services for its customers through the medium of Irish in recent years:

- The Department lists its main services in Irish and English in the Eircom telephone directory for each year in the State Directory section;
- The official identity cards for the staff of the Department are predominantly in the Irish language;
- The Department replies in Irish to correspondence (traditional and electronic) received in Irish in accordance with the provisions of Section 9(2) of the Act;
- Appropriate training has been offered to staff who wish to enhance their Irish language skills and who have agreed to make these available to the Department to enable it to meet its business needs through Irish;

- The Department simultaneously publishes certain key documents in both the Irish and English languages in accordance with the provisions of Section 10 of the Act, including:
  - Annual Reports
  - Strategy Statements
  - Annual Audited Accounts or Financial Statements
  - Major policy documents (Green Papers/White Papers)
  - Documents setting out public policy proposals
- The Department simultaneously publishes Acts of the Oireachtas in both Irish and English through the Government Publications Office;
- In response to all e-Mails received in the Customer Service Unit of the Department, the reply contains a bilingual signing off in terms of contact details, Department address etc;
- Security footers on all e-Mails issued from the Department are in both the Irish and English languages;
- The Department's website includes an Irish language section and the link to this is displayed prominently on the main homepage;
- The Department aims to ensure that if a member of the public wishes to conduct his/her business with the Department through the medium of Irish by telephone that an official of the Department with proficiency in the Irish language will, if possible, be available for such a person.

### **3.3 Main Activities of the Department - English Language Primarily**

As outlined in Chapter 2, the Department's customers and stakeholders are many and varied and their widespread preferences are for dialogue in the English language. Accordingly, the Department provides its services primarily through the medium of English. Given the nature of its functions and its responsibilities, the Department does not have a high level of direct contact with individual members of the general public nor does the Department, with some exceptions, provide schemes and services directly for individual members of the public. Consequently, a large proportion of the documentation produced by the Department on an ongoing basis is not produced as a service to the general public or for classes of the general public or as a means of communication with the general public in relation to any such services. In view of this, many documents from the Department will continue to be available in English only. Included here are documents of a specialist or technical nature produced by the Department but not designed for the general public, such as documents in relation to Requests for Tenders, circulars to the Department's Offices and Agencies, internal instruction manuals, operating instructions, etc.

## **Chapter 4      Enhancing the Provision of Irish Language Services**

### **4.1 Introduction**

The Department is committed to building on the existing levels of knowledge and competency in relation to Irish language skills currently available within the Department. To enhance monitoring arrangements, a cross Divisional Committee is being established. This Committee, which will be chaired by a senior official in the Corporate Services and EU Affairs Division, will meet at regular intervals throughout the year to review the operation of the Department's Irish Language Scheme. It will report to the Department's Senior Management Team, at least once per year, on the effective operation of the Scheme. However, based on previous surveys, the Department's staff inventory of demand for Irish language services from customers, and, on website hits to access the Irish version of documents where Irish and English versions are available, the demand for services in Irish by the Department's customers is exceedingly low.

The Department is mindful that in accordance with the Programme for Government and the Public Service Reform Plan 2014 – 2016, a major reform programme is underway and that this programme presents opportunities to explore how to further enhance the provision of services through Irish. A case in point is the vast amount of literature on industrial relations and rights and obligations under Irish employment and equality legislation which is currently available on the workplace relations website [www.workplacereactions.ie](http://www.workplacereactions.ie). This website has been developed to replace the websites of the five Workplace Relations Bodies (National Employment Rights Authority, Labour Relations Commission, Employment Appeals Tribunal, Labour Court and Equality Tribunal) and, in line with commitments under the Government's Reform Programme, provides, for the first time, a single authoritative source of information on employment rights and industrial relations and associated services. All of this literature will need to be reviewed, updated and re-branded in the context of the establishment of the Workplace Relations Commission. The Workplace Relations Act will be commenced on 1<sup>st</sup> October 2015. Work is progressing on updating website content and documentation to reflect the new structure brought about by this legislative change and will be completed before that date. When the literature has been reviewed and rebranded, 40% of it will be made available in Irish.

With a view to improving both the level and standard of its services provided bilingually to the public, the Department will implement the following general and specific measures throughout the life of this scheme, having due regard to resources and the impact of staff recruitment/embargoes and other significant change initiatives on our key activities.

## 4.2 Department's Plan for Enhancement of Irish Language Services

<b>Means of Communication with the Public</b>	<b>Commitment</b>	<b>Timeline By end Yr1/Yr2/Yr3</b>
<b><u>Oral Communication</u></b>		
<b>Reception</b>	<p>Reception staff will be able to give the name of the Department in Irish;</p> <p>Reception staff will be at least familiar with the basic greetings in Irish;</p> <p>Arrangements are in place so that Reception staff can put members of the public in touch, without delay, with the relevant official(s) responsible for providing the service required through Irish, where available.</p>	<p><b>Ongoing</b></p> <p><b>By end Yr1</b></p> <p><b>Ongoing</b></p>
<b>Switchboard</b>	<p>Switchboard staff will be able to give the name of the Department in Irish;</p> <p>Switchboard staff are at least familiar with the basic greetings in Irish;</p> <p>Arrangements are in place so that Switchboard staff can put members of the public in touch, without delay, with the relevant official(s) responsible for providing the service required through Irish, where available.</p>	<p><b>Ongoing</b></p> <p><b>By end Yr1</b></p> <p><b>Ongoing</b></p>
<b>Telephone communications with the public</b>	<p>Individual staff members will be free to leave telephone voice mail announcements in the language(s) of their choice and will be encouraged to make use of the Irish language in such voice mails whenever practicable.</p>	<p><b>Ongoing</b></p>
<b>Recorded Oral Announcements</b>	<p>The following recorded announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements</p>	<p><b>Ongoing</b></p>

	<p>transmitted by telephone that are intended to be heard when the offices of the Department are closed;</p> <p>(b) announcements created and transmitted by means of a computerised messaging service or computerised telephone answering service.</p>	<b>Ongoing</b>
<b><u>Written Communication</u></b>		
<b>Letters and Emails</b>	All written communication will be responded to in the language in which it was received.	<b>Ongoing</b>
<b>Stationery</b>	Headings of stationery, including notepaper, compliment slips, fax cover sheets and file covers are provided in Irish or bilingually.	<b>Ongoing</b>
<b>Signage</b>	All signage is provided by the Department or on its behalf in Irish or bilingually, in accordance with the regulations (S.I. No. 391/2008)	<b>By end Year 1</b>
<b><u>Publications</u></b>		
<b>Publications</b>	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy statements will be published simultaneously in Irish and English.	<b>Ongoing</b>
<b>Information Leaflets Booklets</b>	In preparation for the establishment of Workplace Relations Commission with effect from 1 October 2015, all of the literature on industrial relations and rights and obligations under Irish employment and equality legislation, which is currently available on the Workplace Relations website	<b>By end Year 1</b>

<p><b>Forms</b></p>	<p><a href="http://www.workplacerelations.ie">www.workplacerelations.ie</a>, is being reviewed, updated and re-branded. When the literature has been reviewed and rebranded, 40% of it will be made available in Irish.</p> <p>The current Workplace Relations online electronic Complaint Form is available in English only. There is an Irish manual version available. We are currently progressing the design of post Vesting Day Appeals and Enforcement Forms. The intention is to have Irish manual versions of these forms available for Vesting Day, 1 October 2015.</p>	<p><b>By end Year 1</b></p>
<p><b>Media Press Releases</b></p>	<p>The Press Office will publish at least twelve press releases per annum in bilingual format. The bilingual press releases will relate to issues or developments of national/international significance, and/or address themes of general interest to a national audience. They may relate to significant policy announcements by Ministers in relation to key aspects of their portfolios;</p> <p>Any press releases in relation to Irish language issues will also be issued bilingually;</p> <p>Letters, phone calls, requests, etc, received in Irish in the Press Office will be logged to allow for monitoring of demand;</p> <p>Staff in the Press Office will be offered training in basic Irish conversation and writing skills relevant to their work during the course of the Scheme in an effort to enhance their level of fluency.</p>	<p><b>By end Year 1</b></p> <p><b>Ongoing</b></p> <p><b>Ongoing</b></p> <p><b>By end Year 1</b></p>
<p><b>Speeches</b></p>	<p>Speeches and statements by the Minister, Minister(s) of State and Senior Officials of the Department</p>	<p><b>Ongoing</b></p>

	will continue to be made available in the language(s) in which they are delivered, be this Irish or English	
<p><b><u>Information Technology</u></b></p> <p><b>Email</b></p> <p><b>Websites</b></p>	<p>Security footers on all e-Mails issued from the Department are in both the Irish and English languages;</p> <p>We will publish and make available on our website a dedicated email address <a href="mailto:www.gaeilge@djei.ie">www.gaeilge@djei.ie</a> for queries in Irish.</p> <p>Any new website or websites introduced by the Department for the benefit of the general public during the course of the scheme will contain Irish language material. Specific commitments being entered into include:</p> <ul style="list-style-type: none"> <li>• A project is currently underway to develop a totally new website for the Department and is being progressed on the basis that the static material on the homepage which describes the Department's structure, its policy areas and the work of its Agencies will be available in Irish.</li> <li>• In preparation for the establishment of the Workplace Relations Commission on 1 October 2015, all text on the Workplace Relations website will have to be reviewed, updated and rebranded to reflect the new structures. As part of this exercise, the static material on</li> </ul>	<p><b>Ongoing</b></p> <p><b>By end Year 1</b></p> <p><b>By end Year 1</b></p> <p><b>By end Year 1</b></p>

<p><b>Interactive Services</b></p>	<p>the homepage and specified main pages will be available in Irish.</p> <p>In the light of demand from customers for a particular service and, having regard to the nature of the service being provided, we will aim to ensure that any new interactive services, which allow the general public to make applications on-line, will be made available on a bilingual basis.</p>	<p><b>Ongoing</b></p>
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### **4.3 Designated Irish language Posts**

Having regard to Government policy for enhanced provision of services in Irish, the Department will, by the end of year one of the scheme, identify any posts for which Irish language competency is an essential requirement. Every effort will be made to fulfil these requirements by the end of this scheme having regard to recruitment, promotion and training policies, as appropriate. This will enable this Department to plan and prioritise the incremental improvement of services in Irish in a more strategic manner.

## **Chapter 5 Improving Language Capability**

### **5.1 Recruitment**

All new staff will be provided with induction training. This training programme will include a focus on the Department's Language Scheme in order to ensure that all new entrants to the Department are made aware of our commitments under the Scheme.

### **5.2 Training and Development**

The Department is committed to offering Irish language training courses to staff. Subject to budgetary constraints, appropriate accredited training will be offered to staff who wish to enhance their Irish language skills and who agree to make these available to the Department to enable it to meet its business needs through Irish.

## **Chapter 6      Monitoring & Review**

### **6.1 Enhancement of Monitoring Arrangements**

The day-to-day monitoring function will be carried out primarily by line managers in each of the line Divisions of the Department who will be responsible for the implementation of the scheme, where appropriate, within their own areas. In order to support line managers in this regard and to enhance the Department's existing monitoring arrangements, a cross Divisional Committee, which will be representative of all Divisions of the Department including Learning and Development Unit and the Press Office, will be established. This Committee will be chaired by a senior official in the Corporate Services and EU Affairs Division.

The Committee will meet at regular intervals throughout the year to review the operation of the Department's Irish Language Scheme. It will report to the Department's Senior Management Team, at least once per year, on the effective operation of this Scheme. The establishment of this Committee will also afford members an opportunity to brief the Senior Management Team on any challenges arising in regard to the implementation of the Scheme and to formulate appropriate proposals to address such challenges. The contents of the Committee's progress reports will be reflected, as appropriate, in the Department's Annual Report.

## **Chapter 7      Publicising Agreed Scheme**

This scheme will be publicised both internally and externally, including through a press release which will be issued in Irish and English. 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 pro-active 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 the Irish language version of 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 this Scheme will also be sent to Oifig an Choimisinéara Teanga.

The English language version of this scheme is the official version.