

Institute of Technology Tralee



**INSTITUTE OF TECHNOLOGY, TRALEE SCHEME
2010 – 2013
Under Section 11 of the Official Languages Act 2003**

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Chapter 1

Introduction / Background

This scheme was prepared under *Section 11* of the Official Languages Act 2003 ("hereinafter referred to as the Act") by Institute of Technology, Tralee. *Section 11 of the Act*, provides for the preparation by public bodies of a statutory scheme detailing the services the Body will provide;

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

along with 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.

1.1 Commencement Date of Scheme

This scheme has been confirmed by the **Minister for Community, Equality and Gaeltacht Affairs**. The scheme will commence with effect from 18th October 2010 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to *Section 15* of the Act, whichever is the earlier.

1.2 Preparation of the Scheme

Section 12 of the Act provides for the preparation of guidelines by the **Minister for Community, Equality and Gaeltacht Affairs** and their issue to public bodies to assist in the preparation of draft schemes. This Scheme has been drawn up in conformity with these guidelines.

This scheme has been drawn up following consultation with students, staff and representative stakeholders.

In accordance with the scheme, the Institute carried out the following:

- Published public notices in the following newspapers: Clare Champion on 3rd August 2006, Limerick Leader on 3rd August 2006, Kerry's Eye on 3rd August 2006 and the Irish Examiner Newspaper on 4th August 2006 inviting representations in relation to the preparation of the draft scheme under *Section 11* from any interested parties. Responses from the public notices are published on <http://www.ittralee.ie/ITInfo/FindaDocument/OfficialLanguagesAct/>
- Wrote to guidance counsellors within its catchment area of Kerry, West Limerick, South Clare and West Cork inviting representations.
- Suggestions were sought from our Translation Company – Ionad Foghlama Chléire.
- A meeting with a representative from Oidreacht Chorca Dhuibne was held on 27th July 2006 to engage their services in the preparation of a three year development plan to ensure that at the end of the scheme we will be delivering the required service to our customers who wish to deal as Gaeilge. The primary focus of this scheme will be the Office of the Registrar which includes Admissions Office, Examinations Office and Student Services. It is estimated that 80% of public queries go through the Office of the Registrar. However, this initial focus will not extend to specific areas of Office of the Registrar such as Counselling, Dyslexia Support and other services due to the very technical nature of this work.

- The following organisations were invited to make representations::
 - Kerry Education Services (Co Kerry VEC)
 - Co. Clare VEC
 - Limerick VEC
 - Cork VEC
 - Minister for Education & Science
 - Enterprise Ireland
 - Fáilte Ireland
 - Údarás na Gaeltachta
 - Institute of Engineers of Ireland
 - Tralee Chamber of Commerce and Enterprise
 - FAS – Training and Employment Authority
 - HETAC
 - FETAC
 - SIPTU
 - IBEC
 - Oidhreacht Chorca Dhuibhne

- Staff and students were asked for their views on the promotion of the Irish Language. Student focus groups were established to solicit student ideas. The key stakeholders/customers were also invited to make submissions. The draft scheme takes into account the various views and ideas of the stakeholders as described above.

1.3 Language Competency

Services provided by ITT are predominantly through the medium of English. The Institute has a limited number of staff with oral competencies in Irish and a smaller number with written competency. However, there is a significant goodwill factor towards the promotion of the Irish Language and a belief that this should be encouraged further by positive pro-active support and initiatives.

1.4 Overview of ITT

1.4.1 The Institute

ITT is an Institute of Technology located on two campuses at Dromthacker and Clash in Tralee. The North Campus at Dromthacker opened in September 2001 and comprises of the following: Business/IT Building; Hotel, Catering & Tourism Building; Centre for Nursing & Health Care Studies; Tom Crean Business Centre and an All Weather and Grass Playing Pitches. Science & Engineering are located on the South Campus along with the major administrative functions. Adjacent to the North Campus is the Kerry Technology Park which is home to approximately 16 organisations and employs almost 200 people. There is close interaction between the Kerry Technology Park and IT Tralee.

ITT offers a wide range of programmes of study in Business, Engineering, Science, Computing, Humanities, Hotel & Catering and Nursing & Health Sciences. It has approximately 2,600 students on fulltime, craft, ACCS and part-time programmes of study and has in excess of 400 staff. Through its Development Office it supports, on a commercial basis, Innovation,

Entrepreneurship, Research, Consultancy and Regional Development within the region the Institute serves.

In accordance with the terms of Sections 29 and 30 of the Qualifications (Education and Training) Act, 1999, Institute of Technology Tralee currently has delegated authority from the Higher Education and Training Awards Council (HETAC) to make awards for taught programmes at Levels 6, 7, 8 and 9 of the NQAI framework from academic year 2004/5.

1.4.2 Mission and Vision Statements

The ITT mission statement is:

'To excel in teaching, research and development work, for the benefit of students, industry and the wider community.'

The Institute of Technology Tralee celebrated its 25th anniversary in 2002/03, marking a quarter of a century of providing teaching, research and development to the South West Region and beyond.

In conjunction with the Institute's mission statement; a vision statement was also adopted, as follows:

"The role of the Institute is, within the framework of national and international developments in higher education both within the European Union and more generally within the OECD States, to provide:

- In an efficient and effective manner
- In an appropriately resourced and supportive environment
- Within a framework of equality of opportunity

accessible, multi-level, programmes of teaching, research and development activity which:

- develop a deep understanding of the chosen field of study;
- develop a capacity for independent critical thinking and foster academic scholarship;
- provide for initial and ongoing training and development of professional, managerial, practical and technical skills;
- afford student and staff of the Institute opportunities for intellectual and personal growth;
- lead to awards which are recognised nationally and internationally;
- contribute to the knowledge and human resource base relevant, and needed for, economic, social and cultural development of the State in general and of the region served by the Institute in particular, and to co-operate and collaborate with other bodies with similar missions;
- are of the highest quality standards and bear the hallmark of excellence. "

1.4.3 Customers and Clients

The Institute's principal customers are its students, to whom it has a particular duty of care, the Governing Body, staff and the region the Institute serves. The Institute also interacts with the general public and other educational institutions and agencies, including:

Department of Education & Science; HEA, HETAC; FETAC; NQAI; The Institution of Engineers of Ireland; TEAGASC; Other Institutes of Technology/Universities; Other Higher Education Institutes; Second-Level Schools; Vocational Education Committees; Local Authorities; Shannon Development ; The IDA; Údarás na Gaeltachta; Fáilte Ireland; Tralee Chamber of Commerce and Industry; Trade Unions; IBEC; Enterprise Ireland; FÁS; IPA, IMI; Heritage Council, Health Service Executive and the Department of Health & Children, Siamsa Tire and Work Placement providers.

1.4.4 Assessment of Extent to which services are already available through Irish

The main function of the Institute is to provide quality programmes of education through English (with a small number through Irish as determined by demand) to its students and this will continue to be the case for the foreseeable future.

Gaeilge is offered as an elective subject on the following programmes:

BA Interactive Multimedia	Year 2, 3 & 4
BBus (Hons) Hospitality Management, Tourism & Tourism & Languages Degree	Year 4
BA Information Systems Management	Year 2, 3 & 4
BA TV, Radio & New Media Broadcasting	Year 2, 3 & 4
BA in Music Technology	Year 2, 3 & 4
Higher Certificate in Office Information Systems	Year 1 & 2
BBus (Ord) Accounting/Marketing/ISM & Management Degree	Year 3
School of Business & School of Science	Gaeilge EBM 7 + Gaeilge EBM 6

It is planned to make Gaeilge available on an Institute-wide basis in the coming years subject to viable demand.

Services to the general public, stakeholders and other agencies are currently almost exclusively through English (see Appendix 1 for a sample of services provided by some of the Institute's Schools/Functions).

1.4.5 Functions and Departments

<u>Function Area</u>	<u>Department</u>
Registrar	Academic Administration Student Services Examinations Library
Development Office	Industrial / Liaison Research Adult & Continuing Education Enterprise Development and Incubation
School of Business & Social Studies	Accounting Business Marketing Business Informatics Multimedia Social Care & Early Childcare Education Hotel Catering & Tourism
School of Engineering & Construction Studies	Civil Engineering & Construction Studies Mechanical & Electronic Engineering Agricultural Engineering Trade Apprenticeship
School of Science, Nursing & Computing	Chemical & Life Sciences Computing Nursing Health & Leisure Studies
Secretary/Financial Controller	Finance Human Resources IT Services Estates Training & Staff Development Administration & Secretarial

Chapter 2

Provision of General Institutional Services/Activities

This chapter sets out the official languages regime operated by the Institute in relation to the general provision of its services.

During the tenure of this scheme, the Institute's communication with the general public regarding general information relating to its services will be increasingly in both English and Irish. By the end of the scheme the following will be completed:

All **new** information leaflets and brochures will be available bilingually within the same cover except where this is not feasible because of the size, nature or layout of the material. This will be implemented from **the commencement of the scheme**.

Existing information leaflets and brochures, registration forms, etc., will be made available bilingually as per the schedule in section 3.1.2. These documents will be made available bilingually within the one cover except where this is not feasible because of the size, nature or layout of the material.

Documentation issued to students

Existing documentation issued to 2nd year, 3rd year, 4th year and postgraduate students will be made available bilingually in the same cover except where this is not feasible because of the size, nature or layout of the material. This will be implemented from **the commencement of the scheme**. See Table A below for details.

During the lifetime of this scheme it is not proposed to issue the following forms bilingually:

- Registration forms for first year courses
- Special Course Letters related to first year programmes
- Details of Orientation programme
- Documentation forwarded by third parties to be issued to first year students (Garda Vetting forms, etc.)

All new application forms and associated material published by the Institute will continue to be available in Irish and English within the one document.

Where application forms and information leaflets are provided as separate Irish and English language versions, the Institute will ensure that equal prominence is given to both versions and that the Irish language version will be as accessible as the English language version.

Information leaflets/brochures aimed at the **International market** will remain in English only.

General Documentation

Prospectus

The General information sections will be in English and Irish from **the commencement of the scheme**. These include the following details:

Cover

Director's Welcome
Mission Statement
10 Reasons to choose IT Tralee
Application and Admission Requirements
General Admissions Requirements
Specific Course Requirements
CAO Applicants
FETAC qualifications
Leaving Certificate Vocational programme

Student Handbook

The introduction section in the Student Handbook will be in English and Irish from **the commencement of the scheme**. These will include the following details:

Cover
The Academic Calendar
Table of contents
Director's Welcome
Details of the office of the Registrar
Institute Environment
Schools of Study

The Conferring Booklet:

The general information in the Conferring Booklet will be included in both English and Irish from **the commencement of the scheme**. These will include the following details:

Introduction
Schedule for the Day
Acknowledgement
Outstanding Achievements

In other areas

Press releases

All press releases relating to the Irish language or the Gaeltacht will be issued bilingually throughout the course of the scheme from the commencement of the scheme. In addition, 10% of all other press releases per annum will be issued bilingually throughout the course of the scheme from January 2011.

Website – General Information

Static information of general interest to the public will be available bilingually on the website. The Institute website will have the following 25 most accessed web pages available bilingually by 1st March 2011:

<http://www.ittralee.ie/en/>
<http://www.ittralee.ie/en/InformationFor/CurrentStudents/Email/>
<http://www.ittralee.ie/en/InformationFor/CurrentStudents/>
<http://www.ittralee.ie/en/InformationAbout/Courses/>
<http://www.ittralee.ie/en/InformationFor/Staff/>
<http://www.ittralee.ie/en/InformationFor/Staff/Email/>
<http://www.ittralee.ie/en/InformationFor/FutureStudents/>
<http://www.ittralee.ie/en/Search/>
<http://www.ittralee.ie/en/InformationFor/CurrentStudents/Library/>
<http://www.ittralee.ie/en/InformationAbout/InstituteandDepartments/>
<http://www.ittralee.ie/en/InformationFor/CurrentStudents/CareersOffice/JobVacancies/>
<http://www.ittralee.ie/en/InformationFor/International/>
<http://www.ittralee.ie/en/InformationFor/Staff/Contact/>
<http://www.ittralee.ie/en/InformationFor/Staff/JobOpportunities/>
<http://www.ittralee.ie/en/InformationFor/Graduates/>
<http://www.ittralee.ie/en/contact.html>
<http://www.ittralee.ie/en/InformationAbout/NewsandEvents/>
<http://www.ittralee.ie/en/InformationFor/CurrentStudents/CareersOffice/>
<http://www.ittralee.ie/en/InformationAbout/Courses/Part-timeStudy/>
<http://www.ittralee.ie/en/InformationAbout/Courses/BusinessandSocialStudies/>
<http://www.ittralee.ie/en/InformationFor/FutureStudents/SchoolLeavers/>
<http://www.ittralee.ie/en/InformationFor/CurrentStudents/StudentLife/>
<http://www.ittralee.ie/en/InformationFor/Visitors/>

The following components on the website will remain in English during the course of this scheme:

- Components aimed at an international audience
- Components of a technical specialist nature
- Web-based programmes of study (except Irish language programmes which will be available through Irish).
- Components relating to existing or new programmes (other than those available through Irish).
- Newspaper clippings in the language they are published.
- Weblink & framelinks
- Dynamic content retrieved from databases

Online Interactive services

Where interactive elements of the website are available in English only, wherever these are under the control of IT Tralee, they will be upgraded where technically feasible, and as soon as resources and pressures on other work in the IT area allow. Any new interactive services will be introduced bilingually where technically feasible.

Library website

The Library website will have the following static pages bilingual from the commencement of the scheme. This will include interactive pages for searching the catalogue, renewing or requesting a book and making a comment or suggestion.

<http://www.opac.ittralee.ie/>
<http://www.opac.ittralee.ie/screens/LibraryInformation.html>

<http://www.opac.ittralee.ie/screens/SubjectPortals.html>
http://www.opac.ittralee.ie/screens/resources_index.html
<http://exampapers.students.ittralee.ie/>
<http://www.opac.ittralee.ie/patroninfo>
<http://www.opac.ittralee.ie/screens/opacmenu.html>
<http://www.opac.ittralee.ie/screens/ill.html>
<http://www.opac.ittralee.ie/suggest>

Library Web Page and Catalogue (OPAC)

The Library Catalogue or OPAC is used to search online for materials in the library. The Catalogue search menu options will be made available in Irish. The Library Web page offers links to subscription databases and additional information and support resources.

Existing information on the Web Page and Catalogue Search Page will be modified to incorporate bilingual information as per the following schedule:

Catalogue (OPAC) Search:	From the commencement of the scheme
Library Web Page:	From the commencement of the scheme

Email Disclaimer

The disclaimer on email correspondence is currently bilingual.

Speeches or statements

From the commencement of the scheme speeches or statements will be made available in the language(s) in which they are delivered.

ITT will give appropriate prominence to the Irish language at key events such as the graduation ceremonies by having part of key addresses, such as that of the Director and the Chair of the Governing Body given in Irish and English.

Reception/Switchboard Services

Reception/Switchboard Operator: From the commencement of the scheme the Institute will operate an Auto Attendant switchboard with options listed 'as Gaeilge'. The Institute will ensure that the switchboard operator will announce the name of the Institute 'as Gaeilge', be familiar with basic greetings in Irish and will transfer calls in Irish to a nominated staff member who has competence to deal with the query in Irish.

Other Institute Publications

The Institute commits to making the Governing Body Member and Manager Declaration of Interest forms available in both English and Irish by the end of the scheme. In accordance with the provisions of section 10 of the Official Languages Act 2003, Strategic Plan, Annual Report etc will also be made available in both English and Irish.

Public Meeting Policy

The Institute does not at present hold public meetings in the Gaeltacht and conducts all its public meetings in English.

Gaeltacht Placenames

The official Placenames of Gaeltacht areas will be used by the Institute for official purposes.

Chapter 3

Summary of Services / Activities Provided by Departments

3.1 Introduction

This Chapter sets out the position in relation to service provision/external interaction of the Departments within the Institute and with the general public. It lists the priority areas for action under this scheme.

3.1.1 Priority for this Scheme

The priorities for this scheme are:

- To enhance the Institute's ability to provide services to our customers in Irish and English.
- General Queries will be dealt with in Irish, within the Admissions and Examination sections in the Office of the Registrar from the commencement of the scheme. On-going training will be provided for staff as required.
- To raise staff awareness of the scheme through induction and regular communication
- To enhance staff competency in Irish and appreciation of Irish through training and development
- To develop services to students through bilingual documentation and a limited one-to-one verbal service in designated areas
- To extend the number of courses (subject to demand) whose graduates may carry out their work competently through Irish

3.1.2 Specific Action & Initiatives

Within the lifetime of this scheme preparatory work will be carried out with a view to addressing the issue of the provision of a quality one to one customer service generally, in particular from the Office of the Registrar in the second and subsequent schemes.

- Table A below specifies the forms, leaflets and other documentation which will be made available from the Office of the Registrar, Office of the President, Office of the Secretary & Financial Controller and from the Library.
- Formal introduction of Irish Language at Director's addresses to staff in **September 2011**.
- Sourcing Irish language training providers where people could learn Irish by night or undertake a course in advanced grammar.
- Identify academics/speakers for interviews as Gaeilge for radio/television e.g TG4, Raidió na Gaeltachta, Radio Kerry
- Provide communication training for these speakers as Gaeilge.
- Provide grants to staff to take part in Gaeleagras Courses in the Ghaeltacht.
- Student registration forms to be bilingual or leagan Gaeilge available.
- Provision of Irish/English foclóir.
- Tenders: from the commencement of the scheme the Institute will introduce the acceptance of tenders in Irish or English.

- From the commencement of the scheme the Library will provide Irish Language text books and related learning material.
- From the commencement of the scheme the price list in the canteen will be 'as Gaeilge'.

Table A Commitment to the introduction of written documentation in Irish

Area	Document title	Date
Registrar	Add-on Year Three Ordinary Degree: Information Leaflets	Commencement of the scheme
Registrar	Add-on Year Three Ordinary Degree: Application Forms	Commencement of the scheme
Registrar	Add-on Year Four Honours Degree: Information Leaflets	Commencement of the scheme
Registrar	Add-on Year Four Honours Degree: Application Forms	Commencement of the scheme
Registrar	All other Courses: Application/Transfer Forms	Commencement of the scheme
Registrar	All other Courses: Information Leaflets	Commencement of the scheme
Registrar	Taught Post-Graduate Programmes: Information Leaflets/brochures	Commencement of the scheme
Registrar	Taught Post-Graduate Programmes: Application/Registration Forms	Commencement of the scheme
Registrar	Prospectus (General Information sections)	Commencement of the scheme
Registrar	Student Handbook (Introductory section)	Commencement of the scheme
Registrar	The Conferring Booklet (General Information section)	Commencement of the scheme
President	Strategic Plan	October 2013
Secretary/Financial Controller	Annual Report	Commencement of the scheme
Secretary/Financial Controller	Governing Body Member & Manager Declaration of Interest Forms	October 2013
Librarian	The General Library Guide	Commencement of the scheme
Librarian	Searching the Catalogue	Commencement of the scheme
Librarian	Renewing your books online	Commencement of the scheme
Librarian	Creating and Changing My Library Log-in (Library Password)	Commencement of the scheme

3.1.3 Other Supports

A Cumann Gaelach has been set up to organise different events to promote the Irish Language and this is proving very positive in the promotion of the Irish Language within the Institute. The Cumann receive annual funding from the Institute and submit an annual report as part of its activities. This group organise events throughout the year and also during Seachtain na Gaeilge. This club is open to both staff and students. Such events are:

- Language you can use with your children.
- Social evening i.e. poetry reading, song, dance, Irish coffee evening, salmon tasting.
- Short lectures i.e. on place names or topics of interest.
- Archeological/Historical bus trips “as Gaeilge”.
- Table Quiz “as Gaeilge”.
- Five aside soccer “as Gaeilge”.
- Treasure Hunt “as Gaeilge”.
- An Irish Walk.
- Coffee morning/afternoon.
- Stress Management “as Gaeilge”.

The Cumann Gaelach promotes Irish by:

- Seeking volunteers across the Institute to provide services and help implement the scheme and provide such staff with resources (e.g. Irish dictionaries, etc).
- Discussing training preferences with interested staff and recommend development programmes which promote Gaeilge within ITT.
- Promoting conversational Irish within the Institute.
- Jointly promote with the Institute attendance and training for staff where the emphasis will be on speaking and listening skills, with attention also given to written Irish.
- Include language awareness as part of its annual induction for new staff.
- Provide accreditation as appropriate for courses undertaken.
- Organising various functions to acknowledge our culture and promote the celebration of same.
- Facilitating staff/students to use their Irish name.

Oidreacht Chorca Dhuibhne are holding Irish classes in the Institute on a weekly basis during the Academic Year to prepare IT Tralee for the first phase of the scheme along with upskilling staff in other areas for the next phase of the scheme.

3.2 Office of the Registrar

3.2.1 Academic Services (Office of the Registrar)

The Registrar’s Office is responsible for student recruitment, admission, registration and assessment of students and is the first point of contact for new & potential customers. The

Office promotes courses, organises school visits and produces the Prospectus and Student Handbook.

3.2.2 The Library

Library Guide

The General Library Guide will be bilingual from **the commencement of the scheme**. The library produces a range of information leaflets in addition to the General Library Guide and commitments with regard to these guides are covered in Table A above.

3.3 The Development Office

3.3.1 External Services Department

The External Services Department supports training and consultancy, technology transfer and community development. This Department liaises with development agencies, trade and professional organisations and such representative groups.

Should a training or consultancy service in Irish be required, staff with Irish will be assigned to the task.

3.3.2 Research

The Development Office disseminates information regarding research programmes. It supports research proposals, researcher recruitment and it also monitors and manages start-up, progress and termination of programmes. It supports the enhancement of research capacity. Should Irish be a desirable requirement of a research project, then Irish will be stated as a requirement in recruiting researchers for such projects within the framework of the agreed national recruitment procedures.

3.3.3 Adult and Continuing Education

This department advertises courses, organises information evenings for potential students and companies and produces an Adult and Continuing Education Prospectus.

3.3.4 The Estates Office

The Estates Department produces tender documentation for building and maintenance contracts and is also responsible for signage

3.3.5 Academic Services (Development Office)

School visits to the Gaeltacht and to Gaelscoileanna in non-Gaeltacht areas will be available in Irish and will be actively promoted.

3.4 The Schools of Study

The three Schools of Study undertake the core activity of the Institute. Within a departmental structure, courses are provided in a wide range of disciplines under the broad generic headings of Business, Science and Engineering.

At present, all programmes of study are through English. Gaeilge is offered as an elective subject to sufficient demand. Currently, there is no evidence of a demand for additional courses through Irish that would justify the investment required for such courses. However, this situation will be monitored annually and additional courses introduced as demand warrants and subject to funding being available for course delivery.

3.5 The Office of the Secretary/Financial Controller

3.5.1 Finance

The Finance Office is responsible for all procurement and payment and consequently advertises contracts, produces tender documents, pays invoices and salaries and prepares the annual accounts. The Institute currently accepts tender submissions in both English and Irish.

3.5.2 Human Resources

This department is responsible for advertising staff vacancies, producing application forms, job descriptions and arranging interviews. The HR Department also supports the Institute's goal of ensuring that staff have sufficient opportunity to acquire the skills, knowledge and expertise to carry out their duties effectively and to achieve their full potential. The Human Resources Department will provide opportunities to staff to enhance their ability to provide a service through Irish:

- By actively promoting Irish Language training
- By appropriate placement of staff with such proficiency will be implemented throughout the Institute where demand arises.
- By recruiting in Irish where there is a specific need i.e. delivery teaching modules through the medium of Irish.

All new and current staff will be advised of development opportunities to improve their competence in Irish.

The following opportunities have already been provided to staff are as follows:

- Weekly on-site classes 'as Gaeilge' during the Academic Year.
- Gaelagras courses.
- Night classes 'as Gaeilge'.
- Specific Irish Language training on-site for staff of the Office of the Registrar along with additional training off-site in Chorca Dhuibhne.
- Irish Language material available in the Library.
- Relevant staff in other areas will attend Oidhreacht Chorca Dhuibhne courses for Irish language training to enable them deal with queries from both internal and external customers.

3.5.3 IT

The Computer Services Department provides IT and communication services for the Institute.

As most applications and systems are supplied by third party companies, the computer services department is dependent on these companies providing an Irish version of their software/system.

However, when the Institute is procuring new systems and or upgrading current systems it will ensure that they are capable of handling the Irish language and accordingly will recognise the

need to include provision for support of the Irish language in the systems specification.

During the period of the current Scheme, any new computer systems, where these are under the control of IT Tralee will be introduced simultaneously in both languages. During the same period, any upgrading done on existing computer systems, currently available in English only, will include an Irish language option also.

Chapter 4

Monitoring & Revision

The Senior Management Group within the Institute will keep the effective operation of the scheme under review. Progress will be recorded in the Annual Report. The day-to-day monitoring function will be carried out primarily by the Registrar who is responsible for the implementation of the scheme within the Registrar's Office.

The scheme sets out the targets ITT has set itself for the first three-year period and indicates priority areas. Responsibility for monitoring and review will rest with the Senior Management of the Institute.

The following objectives have been set for monitoring progress:

- Monitoring achievement against the timetable of the scheme
- Monitoring the incidence and nature of complaints
- Monitoring the implementation of staffing and training measures set out in the scheme
- Conducting periodic opinion surveys to test the views of customers
- Recording suggestions for improvements
- Reporting in the Annual Report where performance against commitments can be reviewed
- Internal review to take account of all correspondence received by the Institute as well as observations of front-line staff and supervisors.
- The level of demand for services through Irish in order to assess where resources could be targeted in the future.

Reviews

The scheme will be reviewed at regular intervals. The opinions of external and internal customers may be ascertained for the purposes of establishing the reaction to the first scheme. Information obtained from the review process will be used for the second and subsequent schemes.

The Institute is grateful for the time and effort of all concerned in the development of the Institute of Technology, Tralee draft scheme.

It should be noted that the Institute under its Programmes & Budget response from the HEA, has received no additional approvals for staff.

Chapter 5

Publicising of Agreed Scheme

The contents of this scheme along with the commitments and provisions of the scheme will be publicised to the general public by means of:-

- Press Release;
- Official Launch of the scheme;
- Circulation to appropriate agencies and public bodies;
- Website.

A copy of this scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

The Irish / English language version is the original text of this scheme.

Appendix 1

Sample of Services from Schools and Other Central Services

Service Provided To Students and External Persons or Bodies	In English only	In English and Irish	In Irish only
Full time Courses - a broad range covering Business, Humanities, Engineering, Science, Computing, Art & Design, Nursing and Health Care	☐	☐	
Part Time Courses	☐		
Information Evenings/Days	☐		
Hosting Conferences	☐		
Room Bookings	☐		
Open Lectures	☐		
Open Days	☐		
School Talks		☐	
Information to Applicants i.e. brochures, leaflets		☐	
School Presentations	☐		
Placement Information	☐		
Research and Consultancy	☐		
Outreach Courses	☐		
External Examining	☐		
Participation in Competitions / Events	☐		
Curriculum Development Activities	☐		
Course Validation Events	☐		
Membership of Professional Associations / Councils	☐		
Liaison with External Bodies	☐		
Membership of Expert Working Groups	☐		
Interview Panel Membership (where relevant)		☐	
Information to Industry	☐		
Purchasing / Tender Documents	☐		
Restaurants / Bar and Event Catering	☐		
Entrepreneurship and Business Start-up & Development	☐		
Industrial Liaison	☐		
Industrial liaison advice	☐		
Student Services	☐		
Tendering Process	☐		
Library Service	☐		
Library guide		☐	
Library on-line catalogue -prompts		☐	
Internally			
School and Programme Boards	☐		
Working Groups	☐		
Taught Programmes		☐	
Research Programmes	☐		
Information to Students		☐	
Information to Staff	☐		
Student Placements	☐		

Examinations and Assessments
Purchasing
Programmatic Reviews
Annual Reports
Programmes and Budgets
Staff Development Plans
Ad Hoc Reports
Curriculum Developments / New Programmes
Programme Statistics
Counselling
Careers Advice
Banking
Canteen
Chaplaincy
Sports
Health and Safety Advice
Health and Safety Statements

In English only	In English and Irish	In Irish only
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