



Marine Institute
Foras na Mara

***Scéim Foras na Mara
Don tréimhse 2009 – 2012
faoi Alt 11 d’ Acht na dTeangacha Oifigiúla, 2003***

6ú Iúil 2009

***SCHEME 2009 – 2012
UNDER SECTION 11 OF THE
OFFICIAL LANGUAGES ACT 2003***

6 July 2009

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Chapter 1: Introduction and Background

This scheme was prepared under Section 11 of the Official Languages Act 2003 (“the Act”) by the Marine Institute. Section 11 provides for the preparation by public bodies of a statutory scheme detailing the services 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.

Guidelines for preparation of the scheme

Section 12 of the Act provides for the preparation of guidelines by the Minister for Community, Rural and Gaeltacht Affairs and their issue to public bodies to assist in the preparation of draft schemes. This scheme has been drawn-up with due regard to those guidelines.

Consultation Process

The Marine Institute published a notice under Section 13 of the Act on their website (www.marine.ie), on 16th & 17th May 2007 in the *Irish Times*; 18th May 2007 in the *Connacht Tribune*; and 20th May 2007 in *Foinse*, inviting representations in relation to the preparation of the draft scheme under Section 11 from any interested parties. Two submissions were received, and the Institute is grateful for the views expressed by these organisations.

The scheme has been informed by these submissions and views and suggestions put forward by staff by means of a questionnaire in the Marine Institute.

Aims of the Language Scheme

The Marine Institute has two main aims in preparing this scheme:

1. To ensure a better standard of public services in Irish from the Institute, as set out in the Official Languages Act 2003
2. To promote increased awareness among Marine Institute staff, build a positive attitude towards the Irish language and thereby to foster over time an atmosphere of bilingualism in the organisation.

The Content of the Language Scheme

Preparation and development of the scheme was overseen by the Marine Institute’s Sub-group on Official Language (*Grúpa Gaeilge*) assisted by liaison officers from each service area within the Institute. The scheme was finalised following broad consultation with all staff of the Institute and also following consultation with the

Department of Community, Rural and Gaeltacht Affairs. Responsibility for monitoring implementation of the scheme will rest with senior management within the Institute.

The scheme builds on the extent to which services are currently available through Irish as a starting base. Areas for future enhancement of service provided by the Institute are identified in the body of the scheme. The scheme also includes a commitment to assess, on an ongoing basis, the level of demand for services through Irish and to ensure that the Marine Institute continues to meet this demand in a planned, coherent and accessible way. The Marine Institute will continue to gauge the level of demand for its services in the Irish language by carrying out regular audits through a system of counting/measuring the level of queries/requests for services through Irish in a given period.

Commencement Date of Scheme

This scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The scheme will commence with effect from 6 July 2009 and will 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.

Overview of the Marine Institute

Mission and Functions

The Marine Institute is charged under the Marine Institute Act:

“to undertake, to co-ordinate, to promote and to assist in marine research and development and to provide such services related to marine research and development that, in the opinion of the Marine Institute will promote economic development and create employment and protect the marine environment.”

As such, the Marine Institute is the national agency for marine research, technology, development and innovation (RTDI). It seeks to assess and realise the economic potential of Ireland’s marine resource; promote sustainable development of marine industry through strategic funding programmes and essential scientific services; and safeguard Ireland’s natural marine resource through research and environmental monitoring.

The Services We Provide

Ireland has a marine resource of 220 million acres under the sea, which is over ten times its land area and largely undiscovered. The Marine Institute is the State agency responsible for promoting the sustainable development of this vast marine resource through research, and the provision of management advice to industry, the Government and the European Union. Our work includes a significant range of services which we provide directly to the public, including;

- National research and development funding programmes
- Fish stock assessment

- Fish health services
- Marine food safety monitoring
- Environmental monitoring
- Research vessel operations
- Seabed mapping
- Data management

Further details of the Marine Institute's services are available in the guide we publish pursuant to section 15 of the Freedom of Information Acts 1997 and 2003 (which can be accessed on the Institute's website: www.marine.ie).

Functional Areas of the Marine Institute

The Marine Institute is organised into seven service teams, as follows:

Corporate Services

- Finance
- Human Resources
- Communications
- Facilities

Irish Maritime Development Office (IMDO)

- Industry Liaison and Support
- Marketing and Business Development
- Education and Outreach
- International Development

Marine Environment and Food Safety Services

- Biotoxins
- Chemistry
- Quality
- Fish Health
- Phytoplankton Ecology
- Benthos Ecology

Fisheries Science Services

- Demersal Fisheries
- Pelagic Fisheries
- Inshore Fisheries
- Fish Stock Modelling and Simulations
- Shellfish Fisheries
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Aquaculture and Catchment Management Services

- Aquaculture and Rearing
- Wild Salmon
- Catchment and Freshwater Fisheries
- Genetics

Ocean Science Services

- Seabed Surveys
- Research Vessel Operations
- Oceanographic Services

Strategic Planning and Development Services

- International co-operation
- Foresight and Planning
- National Development Plan and Sea Change Administration
- Marine Technology
- Information Services and Development

Our Customers

The Marine Institute's customer base reflects the wide range of sectors and activities which fall within our remit. Among our customers we count specifically the Minister and Minister of State, other members of the Oireachtas, local public representatives, individual members of the public, the public bodies under our aegis, representative bodies engaged in the sectors for which we are responsible, individuals and companies with whom we have a direct business relationship, other Government Departments and public bodies, the European Union, international organisations, the media, and voluntary groups whose interests and concerns bring them into contact with the Institute.

The Marine Institute's Offices

The Marine Institute's head office is located at Rinvilla, Oranmore, Co. Galway. The Institute also has offices at 80 Harcourt Street, Dublin 2 and Furnace, Newport, Co. Mayo together with a number of port locations throughout the country.

Appendix A contains a full list of all our offices throughout the country.

Assessment of extent to which services are already available through Irish

The primary objective of the Official Languages Act 2003 is to ensure better availability and a higher standard of public services through Irish.

At the present time, the Marine Institute provides a limited number of services bilingually. The Marine Institute's Annual Report is available in Irish and English, both in Electronic and hard copy. A limited number of other publications have also been made available in Irish and English.

The Institute's headed paper and main signage are currently in Irish and English. All correspondence received in Irish is answered in Irish in accordance with the provisions of section 9(2) of the Act and every effort is made to accommodate customers who telephone or visit the Institute and who wish to conduct their business in Irish without detriment to the speed or quality of service provided.

Chapter 2: Means of Communication with the Public

The Marine Institute communicates with the public through:

- (1) Written means, including electronic communication;
- (2) Interpersonal means.

Written means of communication, including electronic communication

The Marine Institute has carried out an assessment of the various written means of communication with the public in use across the Institute. These are set out below together with the commitments the Institute is making in relation to the development of an Irish language service policy during the lifetime of this scheme:

Means of Communication	Irish Language Service Delivery Commitment
Corporate Publications, including Statement of Strategy, Annual Report, Customer Service Charter, Freedom of Information Sections 15 & 16 Manuals.	<p>The Marine Institute's Annual Report is and will continue to be published in a bilingual format i.e. within the one cover.</p> <p>The Executive Summary of the Sea Change Marine Research Strategy is and will continue to be published in bilingual format.</p> <p>Other corporate publications which are aimed at external Irish audiences will be made available in bilingual format.</p> <p>The complaints procedure provided by the Marine Institute caters for both English and Irish submissions.</p>
Guidelines, information leaflets and application forms relating to individual schemes/programmes/processes.	<p>During the lifetime of the scheme, The Marine Institute will identify a number of key information leaflets to be made available in a bi – lingual format. This will include the general overview leaflet about the Marine Institute – the most commonly requested leaflet by the public, and at least one key leaflet from each of the service areas within the MI. They will be made available in a bilingual format by the end of the scheme.</p>
Other Marine Institute strategy documents	<p>These publications – i.e. other than those covered under section 10 of the Act - will in general be made available bilingually. In some cases, the</p>

	Institute may choose to publish the executive summary/recommendations in bilingual format.
Publications generated by other organisations but available from the Marine Institute.	These publications will be circulated in the language in which they have been published by the source organisation.
Press Releases.	By the end of the scheme 30 % of Marine Institute press releases, other than speeches which have been issued as or are attached to press releases, will be made available bilingually on the Institute's website and in hardcopy. (Appendices attached to press releases will be available in one official language only).
Advertisements	By the end of the scheme , the Marine Institute will publish 30% of its advertisements in a bilingual format.
Email communication	The standard disclaimer on email communications will be bilingual.
Speeches.	Speeches will be made available in the language in which they are delivered.
Requests for Tender.	Requests for Tender will be made available in English only, unless the tender relates to an Irish language issue.
Website.	The Institute will make 23% (approximately 25 pages) of the current Marine Institute website available in a bi – lingual format by the end of the scheme. These pages relate generally to static content on the site, providing information on the Marine Institute, its various Service Areas, Career Profiles, Research and Development etc.
Gaeltacht Placenames.	The Institute will put in place the necessary arrangements to ensure that the official placenames of Gaeltacht areas are used by the Institute as the default for official purposes in Institute publications, internal databases, etc.

Other Publications.	<p>Scientific and technical publications produced by the Marine Institute, consultants' reports, documents intended for an audience outside the State and documents intended primarily for internal use e.g. HR policies, training and development plans, will in general be made available in English.</p> <p>It is not the intention to publish bilingual versions of documents which are of a highly technical nature.</p> <p>Any other publication not listed above and not referred to in any other category will be considered for bilingual publication on a case-by-case basis, with due regard to public interest and nature, size and layout of the material.</p>
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- Bilingual publications will be produced under a single cover except where this is not practical due to the size, nature or layout of the document. Where separate Irish language and English language versions are provided, each will contain a statement that a version is available in the other language.

Interpersonal Means of Communication

The Institute has carried out an assessment of the various interpersonal means of communication with the public in use across the Institute. These are set out below together with the commitments the Institute is making in relation to the development of an Irish language service policy:

Means of Communication	Irish Language Service Delivery Commitment
Telephone/Switchboard Services	<p>Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of the Marine Institute to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that by the end of the scheme..</p> <ul style="list-style-type: none"> • Reception/switchboard staffs will give the name of the public body in Irish. This will be the case from the

	<p>commencement of the scheme.</p> <ul style="list-style-type: none"> • They are at least familiar with the basic greetings in Irish. • Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available. • Individual staff members can choose to put their voicemail messages in Irish or English or both languages and will be encouraged to do so.
Reception Facilities.	The reception staff will be provided with a list of Institute staff members in each section/unit who can provide a service through Irish.

<p>Role of the Irish Language Officer</p>	<p>The role of the Irish Language Officer will be to oversee implementation of the Act and Scheme in the Institute, by chairing the “Grúpa Gaeilge”.</p> <p>The Grúpa Gaeilge is made up of a diverse team of staff from the various sections within the Marine Institute, whose objective is to design and implement the Scéim Gaeilge and also to promote the Irish Language and its use within the organisation.</p> <p>The Irish Language Officer will be assisted by staffs spread across the Institute who currently have Irish language proficiency.</p> <p>Staff with ability to provide interpersonal Irish language services will, with their agreement, be identified in an appropriate way on telephone lists, at reception and on the organisation chart and their email addresses will be included under relevant sections on the website.</p> <p>It is the Institute's policy that services provided to people in the Gaeltacht will be available in the Irish language, subject to the availability of staff competent in Irish.</p>
<p>Public Meetings policy.</p>	<p>The Institute conducts the majority of its public meetings in the English language. However, the Institute does, when appropriate, provide staff who are proficient in Irish for meetings in Gaeltacht areas or when dealing with Gaeltacht issues.</p> <p>When the Marine Institute is organising a public meeting for a Gaeltacht community, simultaneous interpretation services will be provided where it is not possible to run the meeting through Irish.</p>
<p>Offices in the Gaeltacht</p>	<p>The Marine Institute currently has one office located in the Connemara Gaeltacht area. The Institute will ensure that Irish will be the working language of the Ros a Mhil office by 2012.</p>

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Computer Systems	<p>The Marine Institute computer systems are fully compatible with the Irish language. Any new computer systems introduced in the future will also be compatible with the Irish language.</p> <p>The Marine Institute does not currently have any on-line interactive services. Should it introduce such services in the future, they will be introduced bilingually simultaneously.</p>
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Chapter 3: Enhancement of services to be provided bilingually

Services not available in Irish

In its first scheme, the Institute's main focus will be on building up the range of written and electronic means of communication available bilingually and on developing Irish language competency amongst staff to facilitate interpersonal Irish service language delivery on a general level. In practice, this means that while the Institute will be in a position to provide general information about the Institute and its overall services through Irish, the Institute will not be in a position to conduct detailed service or programme specific business through Irish.

General Commitment to Irish Language service development

The Institute is committed to encouraging the development of Irish language skills across all areas of the Institute to facilitate the progressive development of a quality one-to-one customer service in Irish to meet the demand for such services.

The Institute is, however, starting from a modest base in terms of both written and interpersonal Irish language service capability. While the provision of written communications in bilingual format is primarily a cost and time issue, the development of Irish language skills by staff to facilitate day-to-day interpersonal service delivery is significantly more difficult.

The Institute has already carried out an Irish language skills audit across the organisation and the level of positive response from staff was noteworthy. On this basis, the Institute is in a position to provide a certain level of interpersonal Irish language services based on the current availability of Irish language skills. However, it will take more time and effort to increase the core group of staff with sufficient Irish language capability and confidence to deliver Irish language services on an interpersonal level. The extent to which such interpersonal services can be developed will also be affected by actual demand for such services.

Once it is established that staff and sections have the capacity to deal with Irish language customers on an interpersonal level, the Irish Language Officer, will promote the availability of the Irish language service in such sections by listing, with the agreement of staff, contact details on the telephone list, organisation chart and website for customers. This will have the additional effect of promoting public confidence in the availability of a quality customer service in Irish and unlocking latent demand for services in Irish.

Training and Development

The Human Resources Section, in consultation with the Irish Language Officer, will:

- Make available to all staff of the Institute appropriate Irish language training courses, including within normal working hours, to maximise attendance and relevance to the Institute's work;

- Promote the refund of fees scheme as a mechanism for encouraging Irish language training;
- Provide advice to staff on the range of high-quality Irish language classes available outside office hours (e.g. third-level Diploma in Irish; Sult; Gael-Linn, etc);
- Include language awareness as part of both Induction and Customer Service training courses, so as to ensure that staff:
 - understand why the Institute is developing an Irish language service policy
 - understand the context and background to the policy
 - are fully informed about how the policy will affect their work;
- Assess all courses, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the Institute's goals via a course evaluation process;
- Continue to seek additional volunteers to provide Irish language services across the Institute as Irish language capability develops. With the agreement of staff, they will be identified in an appropriate way on telephone lists, at reception and on the organisation chart and their email addresses will be included under relevant sections on the website;
- Put in place arrangements for the celebration, in an appropriate way, of the Annual *Seachtain na Gaeilge* event within the Institute and develop links with other relevant events;
- Explore opportunities to encourage the development of Irish language skills amongst staff through informal activities.

Recruitment and Placement

The Institute will ensure that an adequate number of staff with proficiency in the Irish language are recruited, retained and supported through training within the Institute in order to comply with the provisions of the Act

Language Resources

All staff will have easy access to information and language resources, e.g. dictionaries, both hard copy and in electronic format.

Translation Services

With effect from the commencement of the scheme, the Communications Section within the Institute will hold a list of all companies and individuals providing translation services. Support IT services such as spell checker software will be available within the Institute.

Corporate Identity

The Institute's stationery such as headed paper and complimentary slips is produced in bilingual format.

Chapter 4: Monitoring and Revision

The Irish Language Officer will provide support and assistance to all areas of the Institute on the commitments contained in the scheme and will have overall responsibility for overseeing implementation of the Act and Scheme in the Institute. The Service Area Directors will carry out the day-to-day monitoring and implementation function in respect of the sections for which they are responsible. The Irish Language Officer will also monitor on a regular basis supply and demand for Irish language services across all areas of the Institute.

The Irish Language Officer will report on progress to the Partnership Committee, to the Grúpa Gaeilge and to the Management Committee every six months. Progress on the Institute's scheme will be included in the Institute's Annual Report commencing with the 2009 Annual Report.

Chapter 5: Publicising of Agreed Scheme

The contents of this scheme will be publicised by means of:

- A bilingual Press Release
- Official launch of the scheme to the staff, with an address by an Coimisinéir Teanga, Sean Ó Cuirreáin
- Circulation to appropriate bodies and
- Publication of the scheme on the Institute's website.

A copy of this scheme has been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla and all of those who made submissions to the Institute in the context of this scheme being developed.

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

APPENDIX A: LOCATION OF INSTITUTE'S OFFICES

The Institute's Headquarters Office is located at **Rinville, Oranmore, Co. Galway.**
Tel: 01-387200

The Institute also has offices, research facilities and port offices throughout the country as follows:

80 Harcourt Street, Dublin 2
Tel: 01-4766500

Furnace, Newport Co. Mayo
Tel: 098-42300

Killybegs Port Office and Lab
Tel: 074 9741871

Castletownbere Port Office and Lab
Tel: 027 71761

Dunmore East Port Office and Lab
Tel: 051 385011

Clogherhead Port Office and Lab
Tel: 041 9889788

Ros A Mhíl Port Office and Lab
Tel: 091 572584