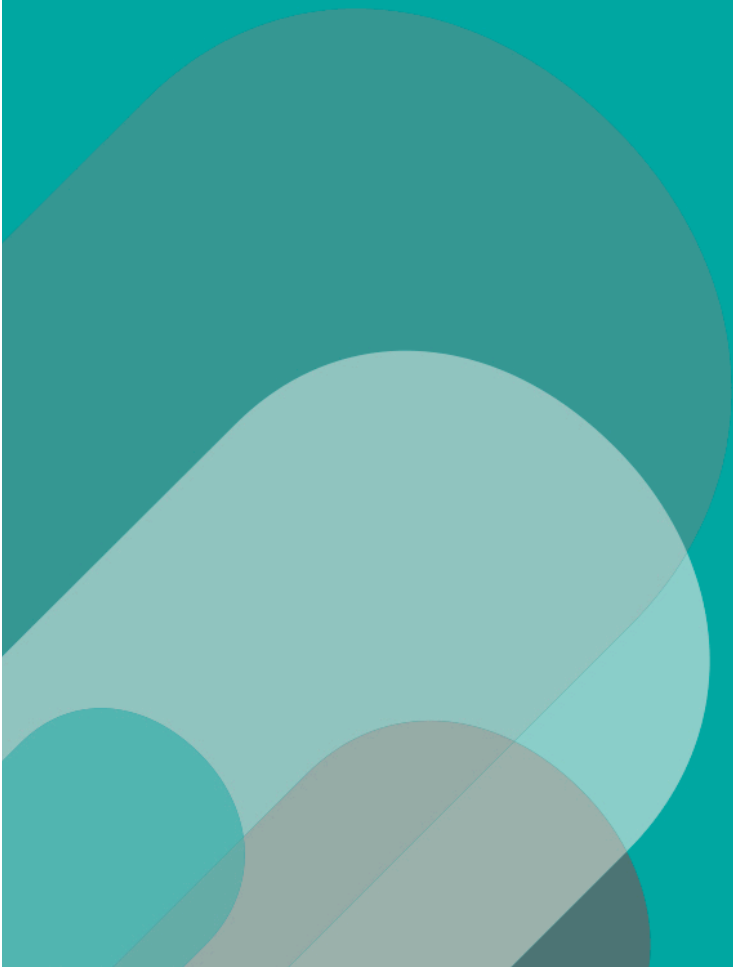**NUI Galway**
OÉ Gaillimh

NUI Galway Language Scheme
2012-2015

National University of Ireland, Galway
Language Scheme 2012 – 2015
under Section 11 of the Official Languages Act 2003

Contents

Chapter 1 Introduction and Background

This scheme was prepared by the National University of Ireland, Galway based on Section 11 of Official Languages Act 2003 ("the Act"). Section 11 provides that public bodies prepare a statutory scheme; a scheme which shall provide detailed information regarding the services that will be provided:

- through the medium of Irish;
- through the medium of English; and
- through the medium of Irish and English

and the methods that will be employed to ensure that any service that is not being provided through the medium of Irish will be provided within an agreed time frame.

1.1 Guidelines for preparation of Scheme
Section 12 of the Act provides that the Minister for Arts, Heritage and the Gaeltacht shall prepare guidelines, and shall issue these guidelines to public bodies to help them in the preparation of their draft schemes. These Guidelines issued by the Minister have formed the basis of the drafting of this scheme. The University published an advertisement under Section 13 inviting representations from the public in relation to the preparation of the draft scheme under Section 11. Due regard was given to the submissions received, as well as the opinions and recommendations of University staff, the public and the main Irish language organisations. The University is sincerely grateful to all those who contributed to the process.

1.2 The Implementation of the First Scheme and the Commitments of the Second Scheme
The main objective of the Official Languages Act 2003 is to increase the provision of services through the medium of Irish for the community and to ensure that said service is of a high standard.

A broad set of commitments were made in the University's First Language Scheme to improve the level of services through the medium of Irish including twelve specific areas of the University as offices/administrative centres where certain services would be available to the University's community through the medium of Irish and English within the period of the scheme. All those commitments were met.

Excellent progress was made during the first scheme in regard to the provision of services through the medium of Irish in the University in academic and administrative areas and in services in general. The areas in which relevant language planning is necessary in relation to training and recruitment, to ensure that services of a high standard through the medium of Irish be provided to the public, were also identified.

The aim of the second scheme is to continue to fulfil these commitments and to further develop the level of services during the period of the scheme (2012-2015).

The Scheme is in keeping with the principle of High Quality Customer Services and will ensure that the provision of services to those who wish to conduct their business through the medium of Irish will continue to be facilitated.

1.3 Commencement Date of Scheme

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme takes effect from the 23rd of October 2012 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Director pursuant to Section 15 of the Act, whichever is the earlier.

Chapter 2 Overview of National University of Ireland, Galway

2.1 The University - Background
National University of Ireland, Galway was founded as Queen's College Galway in 1845. Today there are more than 15,000 students registered in the University; students who are attending various courses offered in the five Colleges that are now functioning in National University of Ireland, Galway: College of Arts, Social Sciences & Celtic Studies, College of Science, College of Business, Law & Public Policy, College of Engineering & Informatics, and College of Medicine, Nursing & Health Science. All Colleges offer undergraduate and postgraduate degree programmes. The University employs over 1,500 academic, professional and support staff. The main campus is located on 260 riverside acres adjacent to the centre of Galway City. Galway provides a student-friendly social and cultural environment. The University hinterland includes the Connemara Gaeltacht and in turn the University's language policy and usage is greatly influenced by the Gaeltacht and the Irish - language community.

2.2 The University's Mission
NUI Galway is committed to a set of values and a programme of research and scholarship, which foster learning and leadership, and the development of the professional skills our graduates will require throughout their lifetimes.

2.3 Customers and Clients
The University has both internal customers (University staff and students) and external customers (the community in general). Among these clients are the Gaeltacht community and the Irish-language speaking community. The University aims to serve the Gaeltacht and the Irish-language community, and to create an exemplary bilingual campus. The University serves these customers/clients in two main areas, administration and education.

2.4 The University's Vision
NUI Galway offers a holistic educational and cultural experience to its diverse student body. Our University is recognised nationally and internationally for innovation, excellence and leadership in selected and distinctive programmes of teaching, research and scholarship. Our programmes reflect the strengths of the University, national priorities, and the strengths and needs of the region. We have a particular commitment to Gaeltacht regions and the Irish-language community. The University seeks to develop and sustain effective strategic partnerships with relevant regional, national and international stakeholders and organisations.

2.5 The Irish Language in the University
A unique aspect of NUI Galway's role as a University is its strategic commitment to the provision of University education through Irish. That commitment was set out initially in the University College Act 1929. It was elaborated in the University's Strategic Plan 2009-2014 in expanded and more flexible terms. On the proposal of the University, it was accorded renewed recognition by the State in the University College Galway (Amendment) Act 2006 as an essential continuing element of the University's strategic planning. The

principal vehicle for realising these goals is Acadamh na hOllscolaíochta Gaeilge[1] established by Statute in 2004 to give coherent academic leadership to, and contribute to the general development of, the Irish-speaking community and, to that end, to be responsible for both the sustainable development and delivery of programmes, research and other services through Irish, and the development of an exemplary bilingual campus.

2.6 The Translation Service

The University's Translation Service services the requirements of NUI Galway which include the translation of websites, documentation, signage, handbooks and correspondence.

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[1] The mission of Acadamh na hOllscolaíochta Gaeilge is, to promote and exhibit innovation among the Irish language community, within the Gaeltacht areas and outside those areas. This innovation will enhance the social, cultural, economic and language development of those communities and of the people of Ireland in general. To bring this mission to fruition, the objective of an tAcadamh is to promote the sustainable development of university courses, research, services and university activities through the medium of Irish and their delivery and administration.

Chapter 3 Summary of the Irish-language services available and the Enhancement of Irish language services to be provided in 2012-2015

3.1 One to One Service

In the University's first language scheme, twelve specific areas of the University's operations were named as offices/administrative units that would provide certain services to the public through the medium of Irish within the timeframe for the implementation of the scheme, as well as the services through the medium of Irish available in the Gaeltacht centres. The University will continue to provide bilingual services as was mentioned in the first scheme in the following offices/administrative units:

- President's Office
- Switchboard
- University Reception Service
- Press and Information Office/Áras Fáilte
- James Hardiman Library
- Office of the Secretary for Academic Affairs
- Office of the Secretary
- Student Services Office
- Human Resources Office
- Admissions Office
- Buildings Office
- Bursar's Office

In addition to the abovementioned offices/administrative units, within the timeframe for the implementation of this scheme, a one to one service will be available in the following offices:

- The Student Contact Centre
- The First Year Hotline
- CELT
- The Access Office
- Schools Liaison Office

Self Service Machines

Both an Irish and English language service will be available from the library's self service machines.

Centres situated in Gaeltacht areas

The Irish language is and will continue to be used as the working language in Gaeltacht centres in An Cheathrú Rua, in Carna, and in Gaoth Dobhair.

3.2 Communication with the Public

3.2.1 Press Releases
The University will follow the system that was put in place in the first scheme to issue certain University press releases (corporate press releases, non urgent press releases etc.) in Irish and in English. In the second scheme, 33% of the University's corporate press releases[2] that are specifically directed at the University's internal and external clients and customers will be issued in Irish and in English simultaneously. In the case of press releases issued only to the Irish-language media, these will be issued in Irish only.

3.2.2 Contact with the Media
During the first language scheme, a panel of Irish speakers that would be available for interview with the Irish-language media was constituted. As part of the second scheme, a directory of Irish language spokespersons will be made available and updated as appropriate. This directory will be available from NUI Galway's Press and Information Office.

3.2.3 Internal University Communications through the medium of Irish
As part of the Active Offer[3], an updated list of all staff members that are willing to provide a service through the medium of Irish will be available. The symbol *G* will be placed by the names of those staff members who are both capable of and willing to provide an effective Irish language service to customers. This information will be available in both the Staff Directory and on the University's website. The information will be updated annually.

Internal Circulars and E-mails
Circulars and e-mails to 'all staff' from the target offices of both the first and second language schemes will be issued simultaneously in both Irish and English.

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[2]   'Corporate Affairs' refer to affairs relating to the University in general, rather than to a particular department or activity which would not be of significant interest to the University's general community. Examples that would fall into this category would be major capitalisation projects, a significant academic policy project, a major development that would be to the students' betterment, a visit from the President or An Taoiseach, the conferring of honorary degrees and so on. Judgment must always be made however, regarding the importance of a particular event or story in the general context of the University.

[3]   It is evident from international experience that it is insufficient for a bilingual service to be available to customers: the service provider must be proactive in publicising and providing the bilingual service to customers. This concept is called the 'Active Offer'. In the context of this scheme the Active Offer entails that the service provider publicises the bilingual service which is available through Irish and English, that the service is of equal standard with the service provided in English, and to ensure that the service is available on a continuous basis. A central part of the 'Active Offer' is also to ensure that customers feel at ease dealing with the services provided by various centres through the medium of the language they choose. The active offer creates an increased demand for bilingual services and an increased customer confidence in the service.

Personal Voicemail: For staff members willing to provide a bilingual service, it will be ensured that their voicemail message will be bilingual with the Irish language firstly followed by English message.

3.2.4 Gaeltacht Placenames
Only the official Irish language version of Gaeltacht place names will be used by the University. An Oifig Aistriúcháin will act as a source for these official versions and will provide advice regarding the use of such placenames.

3.3 NUI Galway Publications

The University will continue to publish the following publications in bilingual format within the one cover:

- University Prospectus
- Information/Introductory Handbook for Students
- University's Strategic Plan, including the Academic Plan
- President's Report
- Annual Accounts

In addition to the commitments undertaken in the first scheme, within the timeframe for the implementation of the second scheme, specific publications will be available in both Irish and in English or in bilingual format within the one cover or in such cases that separate Irish and English language versions of publications are available, it will be ensured that it is equally convenient to avail of both versions. Customers will be informed in advance that an Irish language/English language version is available as appropriate, through the provision of a suitable statement included in the English/Irish language version of the following publications:

- The Career Development Centre's main information booklet
- The University's Staff handbook
- The Student Research Guidelines Handbook
- The Library's User Guide
- The Mature Students' Handbook
- The Student Registration Newsletter

Irish language articles as well as bilingual articles will be welcomed on the Staff Intranet and in other University Publications, i.e. Ollscéala, Alumni Links, Cois Coiribe and the Library's Newsletter.

The University will continue to publish Policies and Procedures in relation to Student Code of Conduct bilingually. A bilingual version of the Student Code of Conduct will be available on www.nuigalway.ie/codeofconduct

3.4 Leaflets/Application Forms/Brochures

The University will continue to meet the commitment made in the first scheme that application/registration forms in relation to academic programmes will be made available in Irish only or bilingually within the same cover. In such cases that separate Irish and English language versions of leaflets/application forms/brochures are made available, customers will be informed in advance that an Irish language/English language version is available as appropriate, through the provision of a suitable statement included in the English/Irish language version of the forms, leaflets and brochures. Within the timeframe for the implementation of the second scheme, a bilingual format within the same cover or an Irish and English language version of leaflets/application forms/brochures of the following brochures will be made available from following offices/centres:

The Student Contact Centre:
All leaflets and forms at the Centres' main desk and on line.

The Career Development Centre:
'Frequently asked Questions and Answers', 'Writing a personal statement', 'Career Opportunities with a Degree in Irish', 'Thinking of a Career in Teaching', 'Get the job you want - how to do an effective interview'.

The Access Office:
'Access Course for Mature Students', 'Access Course for School Leavers'.

The Library:

Book Suggestion Form	Thesis Request
Book Request	Journal Request
Newspaper Request	Interlibrary Loan Request
Request for books on order/Processing	

Graduate Studies — Relevant Official Forms:
Declaration by part-time Research Student Form for employment in the University during studies
Approval for Examination
Online PhD Examiner Form (online)
Research Masters - Approval of Examiners
Report of the Examiners Supervisor(s)
Declaration by full-time Research Student Form for employment in the University during studies
Student/Supervisor(s) Meeting Form
Progress Review Form for GRC
RC Progress Review Form
MD Conferring Form
DPsych Conferring Form
Leave of Absence for Research Students

Financial Accounting
Change in Bank Details-Payroll
Cheque Cancellation Request
Exam Marking Claim Form and Pay Rates
Overtime Claim
P45 Request Form
Payroll Deduction Form
Payroll Payment Form
Petty Cash Release Form
Scholarship Form

Acadamh na hOllscolaíochta Gaeilge
Application Forms for An Dioplóma sa Ghaeilge (levels A2, B2, C1) and application forms for short and intensive courses.

Counselling Services
The Counselling Services' leaflets and the Contact Details Card.

The Accommodation Office:
Leaflets and Guidelines for Renting Accommodation.

Press and Information Office:
Visitors' Guide.

Chaplaincy Services:
Information Booklet.

The Security Office:
Contact Information Cards.

The Research Office:
Proposal Submission Form, Initial Contract Setup Form, Template Criteria Sheet, Scholarship Forms, Guidelines for Scholarship Forms.

The Examinations Office:
Exams Office Checklist, Frequently Asked Questions on Timetables.

The Parking Office:
Parking Permit Application, Information Page and Frequently Asked Questions, Lost Permit, Clamping Appeal Form.

Buildings Office:
Application for Room/Hall Bookings.

Chapter 4 The University Website

The University website is divided into three parts: students, staff and public. A bilingual version of the following web pages are available as agreed in the first scheme: Acadamh na hOllscolaíochta Gaeilge, President's Office, Human Resources, Registrar's Office and Secretary's Office.

In addition to the commitments made in first scheme regarding websites, within the timeframe for the implementation of this scheme, the top-level pages relating to students, staff and the public will be published both in Irish and in English. The second scheme will focus on the sections of the University's website that are specifically geared towards the University's students. A bilingual version of the following departments' homepages will be published:

The Buildings Office
The Access Office
Adult and Continuing Education Office
Schools Liaison Office
The Career Development Centre
The Health Promotion Office
The Access Office
The Disability Office
Student Services
The Accommodation Office
The Examinations Office
The Student Contact Centre
The Societies Office
Chaplaincy Services
Counselling Services
Information Solutions and Services
Centre for Excellence in Learning and Teaching
The History Department
School of Geography and Archaeology
School of Languages, Literatures and Cultures
The Irish Department
Graduate Studies
Registrar and Deputy President's Office
The Press and Information Office

Further to the section homepages abovementioned, a bilingual version of the following links will be published:

The Access Office: 'Access 21', 'Study Guide', 'Primary School Programme', 'Secondary School Programme', 'Get Involved'.

Adult & Continuing Education: 'Frequently Asked Questions', 'List of Contacts', 'Dates of Conferring Ceremonies'.

Schools Liaison Office: 'Guidance in relation to Undergraduate Courses', Information regarding 'Guidance Counsellors', 'School Visits', 'Tours around the Campus', 'Career Exhibitions' & 'Graduates Destinations'.

Disability Support Service: 'Information regarding Exams', 'Frequently Asked Questions', 'Employment Opportunities', 'Policies', 'Other Facilities'.

Counselling Services: 'Frequently Asked Questions', 'Support and Advice', 'Appointments', 'Procedure relating to making a Complaint', 'Confidentiality'.

The webpage 'An Ghaeilge san Ollscoil' will be further developed and updated on a regular basis during the second scheme.

The static information of any new website created by the University during the timeframe of the scheme will be available bilingually.

4.1 Computer Systems
The University Computer Systems can deal satisfactorily with the Irish language as will any future Computer System employed by the University.

4.2 Interactive Services on the Internet
The Interactive Services mentioned in this scheme will be available simultaneously in Irish and in English i.e. services that enable the public to complete an application, to receive credits or to make payments. At present, NUI Galway's Bilingual Interactive Internet Services are as follows:

- **PAC System**: Postgraduate Studies Application can be completed online in Irish or in English.
- **Parking Payment System**: Users have a choice to use the Irish or English version of the system.

Chapter 5 Public Services

5.1 The University Switchboard
As agreed in the first language scheme, the University will ensure that the pre-recorded message welcoming callers will be bilingual, with the Irish language first followed by the English version. Calls to the University Switchboard will be answered in Irish firstly and then in English, the conversation will then continue in the caller's preferred language. The Customer who calls the University externally has an option to choose option number 4 to select a service through the medium of Irish. If the customer knows the appropriate extension, the connection can be made automatically; alternatively the customer will be put through to a bilingual speaking exchange operator.

Inkeeping with the standard good practice of the provision of high quality services to customers, it will be ensured that exchange operaters:

- Will greet customers in both Irish and English
- That they will be familiar with the Active Offer Concept
- That suitable arrangments be made so that they can put customers in contact without delay with whichever office or officer responsible for the service sought through the medium of Irish

Chapter 6 Staff Recruitment, Training and Development

6.1 Recruitment and the Standing Committee for Language Qualification
The Standing Committee for Language Qualification (SCLQ) will be responsible for deciding the level of Irish language competency required when vacancies occur/are to be filled in the University. The SCQL will advice in regards to the composition of interview boards and the implementation of the legislation with regard to appointments. The SCQL will provide general advice regarding the University's approach to Irish language affairs.

6.2 The Active Offer – a Visible Service
The University will take every opportunity to progress and publicise the Irish language services that it provides in its daily interactions with customers. In both the Campus Directory and on the University's website, the symbol *G* will be placed by the names of those staff members who are both capable of and willing to provide an effective Irish language service to customers. A list of these staff members will be updated annually. Both the symbol and this approach will be publicised as part of the official launch of the Second Language Scheme. A bilingual desk card providing useful phrases for telephone/counter services will be distributed to the appropriate University staff. Mp3 sound codes will be made available accompanying the aforementioned card to assist staff with pronunciation. In addition to that:

- A statement informing customers that a version of guidelines, leaflets, application forms are also available in Irish will be included as a footnote in these documents (in such cases that the material is not produced bilingually within one cover).
- Notes will be included in publications and in advertisements announcing that the University offers services through the medium of Irish and therefore, welcomes customers who wish to deal with the University through that language, according to the commitments made in its agreed Scheme.
- One member of staff will be nominated in every target department to be responsible for the provision of bilingual services. It will be that person's responsibility to interact with the Language Executives, the University's Secretary and the University's customers regarding questions pertaining to aspects of bilingual services in said departments.

6.3 Irish language Classes and Courses
Irish language courses will be provided to staff members both during and outside of office hours. The Dioplóma sa Ghaeilge will be available at three levels: A2, B2, and C1 as outlined in the Common European Framework for learning languages. Workshops on language awareness and customers' rights will be organised for staff in the workplace in the target departments mentioned in the schemes so as to assist staff to effectively implement the Active Offer Approach when providing bilingual services to the University's customers.

6.4 Extra Support for students studying subjects through the medium of Irish

Extra support will be provided in the Centre of Academic Writing to students studying their subjects through the medium of Irish. Working in conjunction with the Students' Union, support and practical training will be given to students by Acadamh na hOllscolaíochta Gaeilge. All modules available to students through the medium of Irish in NUI Galway will be publicised and details of subjects/courses will be regularly updated on the University's website.

Chapter 7 Monitoring and Revision of the Scheme

Structures are in place so as to ensure the appropriate representation, participation and efficiency in the preparation and implementation of the scheme.

7.1.1 University Secretary's Role in relation to the Irish language
The primary responsibility for the implementation of the University's Irish-language policy, including the University's Language Scheme has been assigned to the Secretary of the University.

7.1.2 Language Executives
Along with their teaching duties with Acadamh na hOllscolaíochta Gaeilge, it is the responsibility of two Language Executives, operating under the direction of the University Authority, to create an exemplary bilingual campus as envisaged in the University's Strategic Plan. They have a central role in the creation and implementation of the Language Schemes. They facilitate the implementation of the Language Scheme, investigate complaints, they provide advice and support to staff members regarding the practical implementation of the scheme and they operate as a language assessment unit when appropriate, to assess staff language abilities.

7.1.3 Steering Committee
The Steering Committee works in conjunction with the Language Executives. Once the Language Executives have agreed a draft-report on the Irish-language capacity of the relevant unit with the Head of the relevant unit, the report is sent to the University Secretary and the Steering Committee for consideration, when approved, it is forwarded to the University Management Team.

7.1.4 Language Scheme Consultative Forum – Partnership Group
The Consultative Forum has a consultative role in relation to the implementation of the Language Scheme. The membership of this group comprises both members of management and members of staff nominated by the trade unions from various areas of the University, both academic and administrative. The wide membership of the Consultative Forum ensures that the University community's opinions and suggestions are taken into account in the implementation of the University's Language Schemes. The University Secretary is the Chairperson of the Forum.

7.2 Dealing with Enquiries and Complaints
A standardised approach to dealing with enquiries and complaints will be implemented so as to ensure that customers are not subjected to delays while availing of their language rights under the Official Languages Act 2003.

Chapter 8 Publicising the Scheme

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

- Official Launch of the Language Scheme
- Press Releases
- Advertising of provisions
- Circular to University staff members
- University Website
- Presentations to staff and to students studying academic courses through the medium of Irish
- Poster Campaign

This scheme's commitments are based on current University organisational structures. If organisational restructuring occurs, the University's bilingual services will be adapted to such changes as appropriate.

Note that the Irish language version is the original text of this Scheme.