



An tSeirbhís um Cheapacháin Phoiblí | Public Appointments Service

Scéim Teanga 2005-2008  
faoi Alt 11 d'Acht  
na dTeangacha  
Oifigiúla 2003

Scheme 2005-2008 under  
Section 11 of the  
Official Languages  
Act 2003

DEIREADH FÓMHAIR 2005

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# CAIBIDIL 1

## Réamhrá & Cúlra

D'ullmhaigh an tSeirbhís um Cheapacháin Phoiblí an scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003 ("an tAcht").

Forálann Alt 11 den Acht go ndéanfaidh comhlachtaí poiblí scéim reachtúil a ullmhú ina ndéanfar mionchur síos ar na seirbhísí a sholáthróidh an comhlacht

- trí mheán na Gaeilge
- trí mheán an Bhéarla agus
- trí mheán na Gaeilge agus an Bhéarla

chomh maith le cur síos ar na bearta a ghlacfar d'fhonn a chinntiú go ndéanfar aon seirbhís nach bhfuiltear a sholáthar trí mheán na Gaeilge a sholáthar laistigh de thréimhse chomhaontaithe ama.

### 1.1 Comhdhéanamh na Scéime

Forálann Alt 12 den Acht go ndéanfaidh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta treoirlínte a ullmhú agus go n-eiseofaí iad do chomhlachtaí poiblí d'fhonn cuidiú le hullmhú na ndruchtscéimeanna. D'fhoilsigh an tAire na treoirlínte i Meán Fómhair na bliana 2004 agus ullmhaíodh an scéim seo de réir na dtreoirlínte úd.

De réir mar a fhoráiltear in Alt 13 den Acht, d'fhoilsigh an tSeirbhís um Cheapacháin Phoiblí fógra ar an 17 Nollaig 2004 inar lorgaíodh aighneachtaí ó pháirtithe leasmhara maidir le hullmhú na druchtscéime faoi Alt 11. Ba é Dé hAoine 28 Eanáir 2005 an dáta deireanach ar ar glacadh le haighneachtaí. Cuireadh ábhar na n-aighneachtaí sin san áireamh nuair a ullmhaíodh an scéim seo agus is féidir breathnú ar roinnt de na haighneachtaí a fuarthas ar

láithreán gréasáin na heagraíochta ag [www.publicjobs.ie](http://www.publicjobs.ie).

Bhí an tSeirbhís um Cheapacháin Phoiblí rannpháirteach i gcruinnithe den Ghréasán Idir-rannach Tacaíochta a bhunaigh an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta. Fuarthas eolas sárluachmhar agus cúnamh as cuimse maidir le cumadh na Scéimeanna le linn na gcruinnithe seo. Ina theannta sin, tháinig ionadaithe de chuid na Roinne Gnóthaí Pobail, Tuaithe agus Gaeltachta ar chuairt chuig an tSeirbhís um Cheapacháin Phoiblí chun ábhar na Scéime a phlé.

Tháingthas ar thuairimí agus ar mholtaí na foirne ag cruinnithe de na grúpaí seo a leanas:

- Ceannairí na Rannóga Oibre
- An Coiste Comhairleach Bainistíochta
- An Coiste Comhpháirtíochta

Is mór ag an tSeirbhís um Cheapacháin Phoiblí an t-am agus an dua a chaith na daoine ar fad a bhí rannpháirteach sa phróiseas seo.

### 1.2 Dáta Tosaigh na Scéime

Tá an scéim seo deimhnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Cuirfear tús leis an scéim le héifeacht ón Luan 03 Deireadh Fómhair ("An Dáta Tosaigh") agus beidh sí i bhfeidhm ar feadh tréimhse de 3 bliana ón dáta sin nó go dtí go mbeidh scéim nua deimhnithe ag an Aire de bhua Alt 15 den Acht, cibé acu is túsce.

# CHAPTER 1

## Introduction & Background

This scheme was prepared under Section 11 of the Official Languages Act 2003 ("the Act") by the Public Appointments Service.

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.

### 1.1 Inputs to 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. The Minister published the guidelines in September 2004 and this Scheme has been prepared based on these guidelines.

As provided for in Section 13 of the Act, The Public Appointments Service published a notice on 17 December 2004 inviting submissions in relation to the preparation of the draft scheme under Section 11 from any interested parties. The final date for receipt of submissions was 28 January 2005. This scheme has been informed by these submissions and certain of the submissions made are available on the organisations website [www.publicjobs.ie](http://www.publicjobs.ie). The Public Appointments Service participated in meetings of the Interdepartmental Support Network set up by the

Department of Community Rural and Gaeltacht Affairs at which valuable information and assistance about the formulation of Schemes was provided. As well as that representatives of the Department of Community Rural and Gaeltacht Affairs visited the Public Appointments Service to discuss the contents of the Scheme.

The views and suggestions of staff were elicited at meetings of the following groups:

- Heads of the Functional Areas
- Management Advisory Committee
- The Partnership Committee

The Public Appointments Service appreciates the time and effort put in by all concerned in this process.

### 1.2 Commencement date of Scheme

This scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The scheme is commenced with effect from Monday 03 October 2005 ("The Commencement Date") 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.

### 1.3 Forbhreathnú ar an tSeirbhís um Cheapacháin Phoiblí

Bunaíodh an tSeirbhís um Cheapacháin Phoiblí i nDeireadh Fómhair na bliana 2004. Díscáileadh Oifig Choimisinéirí na Státseirbhíse agus na gCoimisinéirí um Cheapacháin Áitiúla faoin Acht um Bainistíocht na Seirbhíse Poiblí (Earcaíocht & Ceapacháin) 2004. Cuireadh dhá eagraíocht ar leith in áit na hOifige seo: an Coimisiún um Cheapacháin Seirbhíse Poiblí agus an tSeirbhís um Cheapacháin Phoiblí.

Is é an tSeirbhís um Cheapacháin Phoiblí (SCP) an soláthraí láraithe de sheirbhísí earcaíochta, measúnachta agus roghnóireachta le haghaidh na státseirbhíse. Ina theannta sin, soláthraíonn an tSCP seirbhísí earcaíochta agus seirbhísí gaolmhara comhairleoireachta um acmhainní daonna do na húdaráis áitiúla, d'Fheidhmeannacht na Seirbhíse Sláinte, don Gharda Síochána agus do chomhlachtaí poiblí eile nuair a iarrtar a leithéid ar an eagraíocht. I measc chlár na ngníomhaíochtaí faoina dtugann an tSCP tá:

- earcaíocht oscailte do phoist leis an Státseirbhís
- earcaíocht oscailte chun post sinsearach áirithe leis na húdaráis Áitiúla, le Feidhmeannacht na Seirbhíse Sláinte, leis na húdaráis Chuain, leis na Boird Iascaireachta agus leis na Coistí Gairmoideachais;
- roghnú iarrthóirí i gcomhair ardú céime laistigh den Státseirbhís de thoradh trialacha idir-rannach roghnóireachta agus agallamh;
- cúnamh a thabhart d'eagraíochtaí eile de chuid na hearnála poiblí lena gcuid earcaíochta (e.g. An Garda Síochána, Ionad Gairmeacha na nAltraí).
- cúnamh a thabhairt, de réir mar a iarrtar orainn, do Choiste na gCeapachán Ardleibhéal i ndáil le ceapacháin laistigh den Státseirbhís, trí réamhagallaimh a réachtáil, mar shampla.

Is ionann an méid thuas agus réimse ollmhór de ghníomhaíochtaí earcaíochta agus roghnóireachta – poist chléireachais agus riaracháin go dtí ceapacháin bhainistíochta, maille le héagsúlacht mhór earcaíochta gairmiúla agus teicniúla.

Is mó go mór, le himeacht ama, go mbíonn an oifig i mbun seirbhísí oiliúna, comhairle agus sainchomhairleoireachta a sholáthar, seirbhísí a chuireann maise ar ár gcuid seirbhísí earcaíochta agus roghnóireachta, mar atá:

- comhairle agus tacaíocht maidir le cúrsaí earcaíochta agus roghnóireachta do chliant-eagraíochtaí agus do chomhlachtaí poiblí eile;
- seirbhísí post-anailíse d'fhonn eolas cruinn a bhaineann le post a aimsiú chun treoir a thabhairt do na próisis roghnóireachta ar-bhonn-inniúlachta, próisis a théann chun tairbhe na gcliant-eagraíochtaí ina ngníomhaíochtaí acmhainní daonna;
- seirbhís tástála roghnóireachta;
- oiliúint a chur ar mheasúnóirí maidir le teicnící roghnóireachta, lena n-áirítear teicnící agallaimh.

Faoi láthair tá líon foirne de bheagán faoi bhun 150 ag obair san oifig agus tá an fhoireann lonnaithe i gCeannteathrú na Seirbhíse um Cheapacháin Phoiblí ag Áras na Caibidle, Sráid na Mainistreach Uachtarach, Baile Átha Claith 1. Mar chuid de chlár díláraithe an Rialtais a fógraíodh sa cháinainéis i Nollaig na bliana 2003, tá pleananna sa siúl chun roinnt rannóga oibre den tSeirbhís um Cheapacháin Phoiblí a lonnú in Eochail, Co Chorcaí.

I bhfianaise an tsainordaithe a tugadh don tSeirbhís um Cheapacháin Phoiblí tá glactha ag an eagraíocht leis an Ráiteas Misin seo a leanas:

*Beidh muid ar thús cadhnaíochta maidir le réitigh earcaíochta, mheasúnachta agus réitigh ghaolmhara acmhainní daonna a sholáthar don tseirbhís poiblí.*

### 1.4 Na Custaiméirí agus na Cliantaí de chuid na Seirbhíse um Cheapacháin Phoiblí

Tá sé cinn de ghrúpaí custaiméirí ar leith aitheanta ag an tSeirbhís um Cheapacháin Phoiblí, mar atá:

**Cliant-Eagraíocht** : Folaíonn an grúpa seo na hoifigí agus na ranna rialtais uile, na húdaráis áitiúla, Feidhmeannacht na Seirbhíse Sláinte agus comhlachtaí poiblí eile a théann i muinín na seirbhísí earcaíochta, roghnóireachta agus comhairle a sholáthraíonn an eagraíocht.

### 1.3 Overview of the Public Appointments Service

The Public Appointments Service was established in October 2004. The Public Service Management (Recruitment & Appointments) Act 2004 dissolved the Office of the Civil Service and Local Appointments Commissioners. This Office was replaced with two separate organizations: the Commission for Public Service Appointments and the Public Appointments Service.

The Public Appointments Service (PAS) is the centralised provider of recruitment, assessment and selection services for the civil service. PAS also provides recruitment and related human resource advisory services to local authorities, the Health Service Executive, the Garda Síochána and other public bodies as requested. Among the programme of activities undertaken by PAS are:

- open recruitment for positions in the Civil Service
- open recruitment for certain senior positions in the Local Authorities, the Health Service Executive, Harbour Authorities, Fisheries Boards and Vocational Education Committees;
- selection of candidates for promotion within the Civil Service by means of competitive inter-departmental selection tests and interviews;
- assisting other public sector organisations with open recruitment (e.g. An Garda Síochána, the Nurses Career Centre).
- assisting, as requested, the Top Level Appointments Committee in making senior appointments within the Civil Service, by, for instance, conducting preliminary interviews.

This represents a vast range of recruitment and selection activity - from clerical and administrative posts to senior managerial appointments together with a wide variety of professional and technical recruitment.

Increasingly, our role includes training, advisory and consultancy services which complement our recruitment and selection services, viz.:

- advice and support on recruitment and selection matters to client organisations and other public bodies;
- job analysis services in order to obtain accurate job-related information to guide competency-based selection processes which are also of benefit to our client organisations for human resource development activity;
- a selection testing service;
- assessor training in selection techniques, including interviewing.

The Office currently has a staff of just fewer than 150 who are all located in the Headquarters of the Public Appointments Service at Chapter House, Upper Abbey Street, Dublin 1. As part of the Government decentralisation programme announced with the budget in December 2003 plans are being progressed to locate some functional areas of the Public Appointments Service to Youghal, Co. Cork.

In light of the mandate that has been given to the Public Appointments Service, the following Mission Statement has been adopted:

*To be the leading recruitment, assessment and related human resource people solutions provider for the public service.*

### 1.4 Customers and Clients of the Public Appointments Service

The Public Appointments Service recognises the following six distinct groups of customers:

**Client Organisation:** This group includes all government departments/offices, local authorities, the Health Service Executive and other public bodies who avail of the recruitment, selection and advisory services that we provide.

Iarrthóirí ar Phoist sa tSeirbhís Phoiblí: Folaíonn an grúpa seo baill den phobail a dhéanann iarratas ar phost ar bith sa tseirbhís phoiblí atá fógartha ag an tSCP. Tá sé de cheart ag iarrthóirí go gcaithfí go cothrom, neamhchlaon agus ar mhodh cúirtéiseach, éifeachtach lena gcuid iarratas.

An Pobal i gCoitinne: Baill an phobail, bíodh spéis acu in iarratas a dhéanamh ar phost sa tseirbhís phoiblí nó ná bíodh, ach ar ábhar spéise dóibh go líonfaí na poist ar mhodh oscailte, trédhearcach. Tá sé de dhualgas an tSCP, leis, cuntas a thabhairt go poiblí maidir leis na cistí poiblí a dheonaítear dúinn, agus chun a léiriú gur caitheadh an t-airgead seo go cóir, go ciallmhar agus le haird chuí ar luach-ar-airgead.

Comhaltaí Boird: Bíonn an oifig ag brath go mór ar an gcion luachmhar oibre a sholáthraíonn na comhaltaí boird. Tá sé rí-thábhachtach go dtabharfaí gach uile chúnamh dóibh le linn dóibh a gcuid dualgas a chomhall ionas go gcaithfidís tréimhse dhearfach oibre in éineacht linn.

An Fhoireann Inmheánach: Creideann an eagraíocht gur ceart meas custaiméara a thabhairt don fhoireann inmheánach agus gur cheart go mbéidís ag súil leis an seachadadh seirbhíse is airde agus iad ag plé leis an eagraíocht, dála gach custaiméara.

An Coimisiún um Cheapacháin Seirbhíse Poiblí (CCSP) Tá Cóid Chleachtas bunaithe ag an CCSP agus déantar próisis earcaíochta agus roghnóireachta na Seirbhíse um Cheapacháin Phoiblí a rialú faoina réir. Cloífidh an tSCP leis na Cóid Chleachtas agus leis an gComhairle a eisítear, agus comhoibreoidh an tSCP le hiniúchtaí agus soláthróidh aiseolas faoi na Cóid, de réir mar is gá.

## 1.5 Rannóga Oibre na Seirbhíse um Cheapacháin Phoiblí

Anseo thíos tá liosta de rannóga oibre na Seirbhíse um Cheapacháin Phoiblí:

### 1. Na hAonaid Earcaíochta

- Idir-Rannach & TE

- Earcaíocht Iarchéimithe
- Gardaí faoil oiliúint
- Earcaíocht Chléireachais
- An tAonad Gairmiúil & Bainistíochta Sinsearaí

### 2. Seirbhísí Gaolmhara Earcaíochta

- Seirbhísí Meastóireachta
- Saoráil Faisnéise
- Aonad na gCaidreamh Custaiméara
- An tAonad Margaíochta
- An tAonad um Fhorbairt Chorporáideach
- An tAonad um Ghnó a Fhorbairt agus a Eagrú

### 3. Na hAonaid Inmheánacha Tacaíochta

- Acmhainní Daonna (Inmheánach)
- An tAonad TE
- An tAonad Tacaíochta Ghnó
- An tAonad Bainistithe Taifead
- An tAonad Airgeadais

## 1.6 Cur síos ar Ábhar na Scéime Teanga

Bunaíodh ábhar na Scéime Teanga seo ar an tuiscint gurb iad na Iarrthóirí ar Phoist sa tSeirbhís Phoiblí agus An Pobal i gCoitinne an dá phríomhghrúpa custaiméirí ar a ndíreofar aird le linn shaolré na scéime seo – is é sin an dara agus an tríú grúpa a luadh thuas. Tá sé beartaithe go dtabharfar aghaidh ar na seirbhísí Gaeilge do na grúpaí custaiméirí eile sna scéimeanna a thioctas i ndiaidh na scéime reatha do na blianta 2005 – 2008.

Tógann an scéim ar a bhfuil de sheirbhísí Gaeilge ar fáil cheana féin i láthair na huaire. I gcorp na Scéime sainaithear na réimsí ar féidir leis an Oifig feabhas a chur orthu feasta.

**Applicants for Public Service Positions:** This group includes members of the public who apply for any public service position advertised by us and who are entitled to have their applications dealt with fairly, impartially and in an efficient and courteous manner.

**The General Public:** Members of the public, who may or may not be interested in applying for a public service position, but who have an interest in knowing that such positions are filled in an open, transparent manner. We also have a duty to account publicly for our use of the public funds entrusted to us and to demonstrate that such monies are spent properly, sensibly and with due consideration for value for money.

**Board Members:** The office relies heavily on the valuable contribution of all board members. It is essential that all possible assistance is provided to them in carrying out their task and thus ensure a positive experience while working with us.

**Internal Staff:** We believe that internal staff members should be considered as customers and should be entitled, as are all customers, to expect the highest standards of service delivery in their dealings with the organisation.

**The Commission for Public Service Appointments (CPSA)**  
The CPSA has established Codes of Practice and Advices by which the recruitment and selection procedures of the Public Appointments Service are regulated. We will adhere to the Codes of Practice and Advices, co-operate with audits and provide feedback on the Codes as required.

## 1.5 Functional Areas of the Public Appointment Service

The following are the functional areas of the Public Appointments Service:

1. Recruitment Units
  - Interdepartmental & IT
  - Graduate Recruitment
  - Garda Trainee

- Clerical Recruitment
- Senior Management & Professional Unit

### 2. Related Recruitment Services

- Assessment Services
- Freedom of Information
- Customer Relations Unit
- Marketing
- Corporate Development Unit
- Business Organisation & Development Unit

### 3. Internal Support Units

- Human Resources (internal)
- IT Unit
- Business Support Unit
- Records Management
- Finance Unit

## 1.6 The Content of the Language Scheme

The content of the Language Scheme is driven by the understanding that the two main customer groups to be considered are numbers two and three mentioned above – that is Applicants for Public Service Positions and The General Public. It is intended that Irish languages services directed at the other customer groups will be considered in schemes subsequent to this present scheme for 2005 – 2008.

The scheme builds on the extent to which services are currently available through Irish as a starting base. Areas for future enhancement of the service provided by this Office are identified in the body of the scheme.

Ina theannta sin, tá tiomantas sa Scéim go ndéanfaí measúnú ar bhonn leanúnach ar an leibhéal éilimh a bhíonn ar sheirbhísí trí Ghaeilge, agus go gcinnteofar go leanfaidh an tSeirbhís um Cheapacháin Phoiblí ar an éileamh sin a fhreastal ar bhealach pleanáilte, comhleanúnach agus inrochtana.

Cuirtear tús le Caibidil 2 le mionchur síos ar na seirbhísí ginearálta a chuirfidh an Oifig ar fáil i nGaeilge. Ina dhiaidh sin déantar cur síos ar na seirbhísí Gaeilge a bheas á gcur ar fáil i rannóga áirithe oibre a bhíonn i dteagmháil ‘duine-le-duine’ leis an bpobal i gcoitinne.

Dírítear aird i gCaibidil 3 ar na seirbhísí Gaeilge a chuirfidh na hAonaid Earcaíochta ar fáil. De bhrí go gcuirfear cuid shuntasach de na seirbhísí earcaíochta ar fáil trí láithreán gréasáin na Seirbhíse um Cheapacháin Phoiblí [www.publicjobs.ie](http://www.publicjobs.ie), díríonn cuid shuntasach de phlé na caibidle seo ar sheirbhísí idirlín. Ina theannta sin, déantar plé ar na seirbhísí Gaeilge a chuirfidh Aonad inmheánach TE na hoifige ar fáil.

Déanann Caibidil 4 mionchur síos ar an straitéis a ghlacfaidh Aonad Acmhainní Daonna na hOifige d’fhonn a chinntiú go mbeidh dóthain foirne ar fáil laistigh den oifig chun seirbhísí feabhsaithe Gaeilge a sholáthar d’Iarrthóirí agus don bPobal i gCoitinne.

I gCaibidil 5 tugtar sonraí maidir le cé ar a dtiteann an fhreagracht i dtaca le faireachán agus le hathbhreithniú ar chur-i-bhfeidhm na Scéime.

Tugtar mionsonraí i gCaibidil 6 ar an gcaoi a ndéanfaidh an Oifig ábhar na Scéime a sheoladh, a fhoilsiú agus a phoibliú.

## 1.7 Measúnú ar an méid is go bhfuil seirbhísí Gaeilge ar fáil cheana féin

De bhrí go raibh súil ag an am le reachtaíocht na dTeangacha Oifigiúla agus a cuid forálacha, d’fhostaigh an Oifig Aistritheoir in Aibreán na bliana 2002. Anuas ar sin, léirigh an oifig a dáiríreacht i leith phróiseas aistriúcháin d’ardchaighdeán nuair a ceannaíodh dornán d’Uirlisí

Aistriúcháin, uirlisí a chuireann le táirgiúlacht an phróisis. I dteannta a chéile chuir an dá rud seo ar chumas na hoifige freagairt láidir a thabhairt ar riachtanais phobal na Gaeilge, mar is léir ón ábhar dátheangach ar [www.publicjobs.ie](http://www.publicjobs.ie), agus ó roinnt foilseacháin dhátheangacha, mar shampla:

- An Plean Gníomhaíochta um Sheirbhís Ardchaighdeán do Chustaiméirí 2004–2007
- An Chairt Chustaiméara
- Tuarascáil an Ghrúpa Stiúrtha maidir le Cur-i-nGníomh na Tuarascála um Athbhreithniú Straitéiseach ar an Earcaíocht san Earnáil Phoiblí

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 Public Appointments Service continues to meet this demand in a planned, coherent and accessible way.

Chapter 2 starts out by detailing the general services to be provided in the Irish language by the office as a whole. The chapter goes on to detail the services that certain functional areas that have a specific interface with the general public will provide in the Irish language.

Chapter 3 focuses on the services to be provided by the Recruitment Units in the Irish language. As much of the recruitment activity is to be delivered through the Public Appointments Service's Website [www.publicjobs.ie](http://www.publicjobs.ie), much of the discussion in this chapter focuses on Internet services. There is also a discussion of the Irish language services to be provided by the internal IT Unit of the office.

Chapter 4 of the scheme details the strategy to be employed by the Human Resources Unit to ensure that staff are available within the office to deliver improved Irish language Services to Candidates and the General Public alike.

Chapter 5 gives details of where responsibilities lie with regard to the monitoring and the review of the implementation of the scheme.

Chapter 6 gives details of the ways in which the organisation will launch and publicise the contents of the Scheme.

### **1.7 Assessment of extent to which services are already available through Irish**

In anticipation of the likely requirements of the proposed Official Languages legislation, the office employed a full-time Translator in April 2002. Furthermore the office has shown its commitment to a high quality translation process by investing in a suite of Translation Tools that also improves productivity. Together this has enabled the office's very strong response to the needs of the Irish language public, as

evidenced by the bilingual content on [publicjobs.ie](http://publicjobs.ie), and by the publishing of, among others, the following bilingual publications:

- The Quality Customer Service Action Plan 2004 – 2007
- The Customer Charter
- Steering Group Report on the Implementation of the Strategic Review Report on Public Sector Recruitment

# CAIBIDIL 2

## Seirbhísí Ginearálta agus Gníomhaíochtaí Ginearálta

Pléann an Chaibidil seo le roinnt seirbhísí ginearálta Gaeilge a chuirfeas an Oifig ar fáil agus ansin déantar plé ar thrí rannóga oibre san oifig, mar atá: An tAonad um Fhorbairt Chorparáideach, an tAonad Margaíochta, an Oifig Phreasa agus Faisnéise. I gcás gach ceann de na haonaid seo bíonn teagmháil shuntasach acu leis an bPobal.

Cuirtear clabhsúr leis an gcaibidil le nóta maidir leis an gcaoi a ndéileáilfear le logainmneacha na Gaeltachta thar na seirbhísí uile a sholáthraíonn an oifig.

### 2.1 Seirbhísí Dhátheangacha sna hAonaid Earcaíochta

Le linn shaolré na scéime tabharfar coiscéimeanna chun líon foirne atá in ann seirbhísí a chur ar fáil don phobal sa dá Theanga Oifigiúla a chur sna hAonaid Earcaíochta (a luadh in 1.5 thuas).

Chuirge sin, agus roimh dheireadh na scéime seo, cuirfidh an Oifig ar an laghad ball forine cuí amháin, atá inniúil ar sheirbhísí na n-aonad a chur ar fáil trí mheán na Gaeilge, in Aonad na hEarcaíochta Cléireachais agus in Aonad na nGardaí faoi oiliúint.

Maidir le soláthar sheirbhísí Gaeilge d'ardchaighdeán duine-le-duine sna haonaid earcaíochta eile agus i rannóga eile oibre na Seirbhíse um Cheapacháin Phoiblí, tabharfar aghaidh ar an soláthar seo sa dara scéim agus i scéimeanna dá éis.

**Spríodhata:** Le linn shaolré na scéime.

### 2.2 Na Príomh-Phointí Teagmhála

Tá trí cinn de phríomh-phointí teagmhála san oifig, mar atá:

- An Stóras Gairmeacha
- An Deasc Fáilte
- An Lasc-chlár

I gcás an Stórais Gairmeacha agus na Deisce Fáilte araon cuirtear seirbhís teileafóin agus teagmháil duine-le-duine ar fáil. Seirbhís teileafóin amháin a chuireann an Lasc-chlár ar fáil. Déanfaidh Aonad na nAcmhainní Daonna cinnte de go mbeidh an fhoireann atá lonnaithe i ngach ceann de na príomh-phointí teagmhála seo ábalta an bunchleachtas SCA a chur i gcrích, is é sin

- go mbeidh an fhoireann in ann ainm na hOifige a rá i nGaeilge agus i mBéarla araon,
- go mbeidh ar a laghad eolas éigin ag an bhfoireann ar bheannachtaí Gaeilge, agus go mbeidh socrúithe oiriúnacha ar bun le go mbeidh an fhoireann in ann an pobal a chur i dteagmháil leis an oifigeach a bheas in ann a gcuid fiosruithe a láimhseáil.

**Spríodhata:** Bliain amháin tar éis Dháta tosaigh na Scéime.

Ag na príomh-phointí teagmhála seo cuirfear liosta ar fáil don fhoireann, trí Inlín na hOifige, ar a bhfuil ainmneacha na mball foirne a bheas in ann seirbhís níos cuimsithí a chur ar fáil don phobal. Déanfaidh na baill foirne seo atá inniúil ar an nGaeilge na fiosruithe a fhreagairt ar an ngnáthbhealach láithreach bonn, nó beidh siad in ann sonraí an fhiosraithe a bhreacadh, freagra a chur i dtoll a chéile

# CHAPTER 2

## General Services / Activities

This Chapter deals with some general services to be provided in the Irish language by the office and then deals with three specific functional areas of the office: The Corporate Development Unit; The Marketing Unit; and the Press and Information Function. Each of these units has a significant interface with the General Public.

The chapter ends with a note on how Gaeltacht Placenames will be dealt with across all of the services provided by the office.

### 2.1 Bilingual Services in the Recruitment Units

During the lifetime of this scheme moves will be made to populate the Recruitment Units (mentioned in 1.5 above) with personnel who are able to provide services to the general public in both of the Official Languages.

To this end, in each of the Clerical Recruitment and Garda Trainee Units the Office will place at least one appropriate member of staff who is competent to provide the services of these units through Irish by the end of this scheme.

The issue of the provision of a quality one to one customer service in Irish in the remaining recruitment units and in the other functional areas of the Public Appointments Service will be addressed in the second and subsequent schemes.

**Deadline:** In the lifetime of the scheme.

### 2.2 Primary Points of Contact

There are three primary points of contact in the office:

- The Careers Store
- Reception
- The Switchboard

In the case of the Careers Store and the Reception both provide a telephone service and a face-to-face interface. The Switchboard is a telephone-only service. At each of these primary points of contact the Human Resources Unit will ensure that staff stationed there are able to fulfil standard QCS practice, which is that

- staff are able to give the name of the Office in Irish and English,
- staff are at least familiar with the basic greetings in Irish, and suitable arrangements are in place so that they can put members of the public in touch without delay with an officer who can deal with their request.

**Deadline:** 1 year after the commencement date.

At each of these primary points of contact the staff working there will have a list of staff members available to them, via the Office's Intranet, who are able to provide a more comprehensive service. These Irish language competent staff members will either answer queries immediately or will be able to take details of the request, collate a reply

agus an freagra a sheachadadh chuig an gcustaiméir sa Teanga Oifigiúil ina ndearna an custaiméir an fiosrú.

**Spríodhata don liosta ar Inlín na hOifige:  
Bliain amháin tar éis Dháta tosaigh na Scéime.**

### 2.3 An tAonad um Fhorbairt Chorporáideach

Is é príomh-fheidhm an Aonaid um Fhorbairt Chorporáideach ná cur-i-bhfeidhm Chlár Nuachóirithe na Seirbhíse Poiblí agus an t-athrú straitéiseach a bhainistiú san Oifig.

Tá freagracht ar an Aonad as na réimsí a leanas:

- An Phleanáil Ghnó agus an Phleanáil Straitéiseach a chomhordú agus a chur chun cinn san eagraíocht
- Cur chuige na hOifige i leith na Seirbhíse Ardchaighdeáin do Chustaiméirí a láidirú agus a fhorbairt
- Foilsiú na Tuarascála Bliantiúla a Chomhordú
- Éascaíocht a dhéanamh don Chomhpháirtíocht maidir le Cinnteoireacht
- An Ciste um Bainistiú Athraithe a riaradh
- Iníúchadh a dhéanamh ar chórais agus ar ghnásanna inmheánacha d'fhonn luach-ar-airgead a chinntiú
- Measúnú priacail

I gcás Foilseachán a eisíonn an tAonad um Fhorbairt Chorporáideach agus a meastar an Pobal i gCoitinne a bheith mar sprioc lucht léitheoireachta acu, beidh na Foilseacháin sin ar fáil sa dá Theanga Oifigiúla agus laistigh den chlúdach céanna.

Beidh éisceacht ón bhforáil seo i gcás cáipéisí a mbíonn Tairiscintí á Lorg iontu, de bharr go mbíonn siad de mhianach thar a bheith teicniúil, speisialta agus de bharr gan iad a bheith beo ach ar feadh tréimhse teoranta ama. Beidh cáipéisí a bhfuil Tairiscintí á Lorg iontu ar fáil sa Teanga Oifigiúil inar céad-scriobhadh iad.

**Spríodhata: Dáta Tosaigh na Scéime**

### 2.4 An tAonad Margaíochta

Is é is cuspóir don Aonad Margaíochta straitéis mhargaíochta a mhunlú agus a fhorbairt lena chinntiú go gcuirtear le híomhá na seirbhíse poiblí agus lena chinntiú go bhfuil sé ar chumas na Seirbhíse um Cheapacháin Phoiblí mar eagraíocht earcaíochta daoine den scoth a mhealladh.

Ar chuspóirí an Aonaid tá:

- gairmeacha beatha sa tseirbhís poiblí a chur chun cinn i súile an ábhair iarrthóra ar bhealach idirghníomhach, agus eagraíochtaí seirbhíse poiblí a chur chun cinn mar scoth-fhostóirí forásacha nua-aimseartha
- an tSeirbhís um Cheapacháin Phoiblí a chur chun cinn i súile ár gcliánt-eagraíochtaí mar scoth-sholáthraí earcaíochta agus mar fhoinse de chomhairle scoth-chleachtais maidir le hearcaíocht agus le roghnóireacht san earnáil poiblí
- feabhas a chur ar íomhá na Seirbhíse Poiblí i súile an phobail ghinearálta trí eolas a chur ar fáil dóibh i dtaca le ról na seirbhíseach poiblí agus maidir le luach na seirbhísí a sholáthraítear nuair atá rialtas feabhsaithe á sheachadadh.

Nuair a bheidh an tAonad Margaíochta i láthair ag Margaí Fostaíochta gur dóigh dóibh go mbeidh an Pobal i gCoitinne i láthair freisin, déanfaidh an tAonad Margaíochta cinnte de go mbeidh na hábhair mhargaíochta uile a sholáthraíonn an Oifig ar fáil sa dá Theanga Oifigiúla.

**Spríodhata: Bliain amháin tar éis Dháta tosaigh na Scéime.**

### 2.5 An Oifig Phreasa agus Faisnéise

Geallann an Oifig go gcuirfead urlabhraí ar fáil do na meáin Ghaeilge, leithéidí RTÉ Raidió na Gaeltachta, RTÉ 1 agus TG4, chun labhairt ar chúrsaí a bhaineann le gnó na hoifige. Cuirfead an tseirbhís ar fáil ar chuntar go dtabharfaí fógra réasúnta roimh lá an agallaimh agus ar chuntar, leis, go gcuirtear ábhar an agallaimh in iúl roimh ré.

and deliver that reply in the Official Language of the customer's choosing.

**Deadline for posting list on the Intranet:**  
**1 year after the commencement date.**

### 2.3 The Corporate Development Unit

The main function of the Corporate Development Unit is the implementation of the Public Service Modernisation Programme and the management of strategic change in the Office.

The Unit has responsibility for the following areas:

- Co-ordinating and promoting strategic and business planning across the organisation
- Strengthening and developing our approach to Quality Customer Service
- Co-ordinating the publication of the Annual Report
- Facilitating partnership approaches to decision making
- Administration of Change Management Fund
- Auditing internal systems and procedures to ensure value for money
- Risk Management

Publications issuing from the Corporate Development Unit that are deemed to have the General Public as part of their target audience shall be available in both Official Languages and within the same cover.

There will be an exception in the case of Invitation to Tender documents, which are of a highly specialised technical nature and are only live for a limited period of time. Invitation to Tender documents will be available in the Official Language they were initially authored in.

**Deadline:** From commencement date

### 2.4 Marketing Unit

Marketing Unit's function is to develop and adopt a marketing strategy to ensure that the image of the public service is enhanced and that the Public Appointments Service as a recruitment organisation is positioned to attract people of the highest calibre.

The objectives of the Unit are:

- to promote public service careers to prospective candidates in a dynamic, interactive way and to promote public service organisations as modern, progressive, employers of choice,
- to promote the Public Appointments Service to our client organisations as the recruitment provider of choice and the source of best practice advice in public sector recruitment and selection
- to enhance the image of the Public Service to the general public by informing them of the role of public servants and the value of the services provided in delivering better government.

When attending Careers Fairs events that the General Public are likely to attend the Marketing Unit will ensure that all marketing materials presented by the Office are available to the public in both of the Official Languages.

**Deadline:** One year after the commencement date.

### 2.5 The Press and Information Function

The Office commits to providing a spokesperson to talk to the Irish language media, such as RTÉ Raidió na Gaeltachta, RTÉ 1, and TG4, on issues of relevance to the office. This service will be provided subject to reasonable advance notice being given to the office of the time and the subject matter of the interview.

Nuair a eisiónn an Oifig nuacht-eisiúintí déanfar iad a eisiúint go comhuaineach sa dá Theanga Oifigiúla.

Spriocdháta: Dáta Tosaigh na Scéime

## **2.6 Logainmneacha na Gaeltachta**

Bainfidh an Oifig úsáid as Logainmneacha oifigiúla na limistéar Gaeltachta, arna ndearbhú ag an Aire in Ordú Logainmneacha (Ceantair Ghaeltachta) 2004, chun críocha oifigiúla.

Spriocdháta: Dáta Tosaigh na Scéime

Where the Office issues a Press Release it will do so in both of the Official Languages simultaneously.

**Deadline:** From commencement date

## **2.6 Gaeltacht Placenames**

The official Placenames of Gaeltacht areas, as declared by the Minister in the Placenames (Ceantair Ghaeltachta) Order 2004, will be used by the Office for official purposes.

**Deadline:** From commencement date

# CAIBIDIL 3

## Seirbhísí Earcaíochta

Pléann an Chaibidil seo leis an gcaoi a bhfuil sé beartaithe ag Aonaid Earcaíochta na Seirbhíse um Cheapacháin Phoiblí seirbhísí feabhsaithe Gaeilge a sholáthar le linn shaolré na scéime reatha.

Ina theannta sin, tá cur síos sa Chaibidil ar an gcaoi a dtabharfaidh an tAonad TE cúnamh maidir le seirbhísí áirithe Gaeilge a chur ar fáil.

### 3.1 Seirbhísí Idirlín – [www.publicjobs.ie](http://www.publicjobs.ie)

Mar chuid den ghealltanas ginearálta rialtasach maidir le seirbhísí a chur ar fáil don phobal trí bhíthin na teicneolaíochta, agus go mór mór thar an nGréasán Domhanda, tá infheistíocht shuntasach déanta ag an tSeirbhís um Cheapacháin Phoiblí i bhforbairt [www.publicjobs.ie](http://www.publicjobs.ie) mar phríomh-chomhéadan earcaíochta na heagraíochta. Déantar cur síos anseo thíos ar ar an gcaoi a bhfuil sé beartaithe ag Aonaid Earcaíochta na Seirbhíse um Cheapacháin Phoiblí seirbhísí feabhsaithe Gaeilge a chur ar fáil trí [www.publicjobs.ie](http://www.publicjobs.ie)

Tá dhá chinéal éagsúla d'ábhar le fáil ar [publicjobs.ie](http://publicjobs.ie) mar atá, na leathanaigh eolais agus na leathanaigh idirghníomhacha iarratais.

#### 3.1.1 Na Leathanaigh Eolais

Folaíonn an t-ábhar ar na leathanaigh eolais ar [publicjobs.ie](http://publicjobs.ie) réimse leathan d'eolas ginearálta, cosúil le heolas faoin oifig agus a cuid acmhainní, sonraí teagmhála, eolas faoi phróiseas na gcomórtas, agus eolas faoin Státseirbhís i gcoitinne.

Tá cion mór den téacs seo ar fáil cheana féin sa dá Theanga Oifigiúla. Tá beartaithe go gcuirfear gach eolas den saghas

seo, is é sin eolas atá ceaptha agus crochtha go himhneánach ag an oifig seo, ar fáil ar [publicjobs.ie](http://publicjobs.ie) sa dá Theanga Oifigiúla.

**Spríodhata:** Bliain amháin tar éis  
Dháta tosaigh na Scéime.

Beidh éisceacht ón bhforáil seo i gcás cáipéisí a mbíonn Tairiscintí á Lorg iontu, de bharr go mbíonn siad de mhianach thar a bheith teicniúil agus speisialta, agus de bharr gan iad a bheith beo ach ar feadh tréimhse teoranta ama. Beidh cáipéisí a bhfuil Tairiscintí á Lorg iontu ar fáil sa Teanga Oifigiúil inar céad-scríobhadh iad.

#### 3.1.2. Na Leathanaigh Idirghníomhacha Iarratais

Ar na Leathanaigh Idirghníomhacha Iarratais ar [publicjobs.ie](http://publicjobs.ie) tá an tSaoráid um Iarratais Ar Líne a chuireann an tSeirbhís um Cheapacháin Phoiblí ar fáil d'iarrthóirí. Fearacht na Leathanach Eolais, tá cuid mhór d'ábhar na Leathanach Iarratais ar fáil cheana féin d'iarrthóirí in a rogha den dá theanga oifigiúla.

Seo a leanas na cineálacha ar leith d'ábhar a théann le chéile chun iomlán an ábhair ar na leathanaigh idirghníomhacha iarratais a chruthú:

**Clárú Iarrthóra:** Cuireann an tIarrthóir eolas áirithe pearsanta ar fáil, mar atá, ainm, seoladh agus sonraí teagmhála.

**Cur Síos ar an bPost:** Sonraí an phoist atá á fhogairt. Go hiondúil is ionann an t-eolas seo agus an t-eolas faoin bpost a bhíonn ar fáil i leathanaigh earcaíochta na nuachtán náisiúnta.

# CHAPTER 3

## Recruitment Services

This Chapter deals specifically with how the Recruitment Units of the Public Appointments Service intend to deliver improved Irish Language Services in the lifetime of the current scheme.

The Chapter also includes a description of how the office's Internal IT Unit will assist in the provision of certain Irish language services.

### 3.1 Internet Services – [www.publicjobs.ie](http://www.publicjobs.ie)

As part of the general governmental commitment to provide services to the public using technology, and the World Wide Web in particular, The Public Appointments Service has invested heavily in the development of [www.publicjobs.ie](http://www.publicjobs.ie) as its primary recruitment interface. This following details how the Recruitment Units of the Public Appointments Service intend to provide improved services in Irish through [www.publicjobs.ie](http://www.publicjobs.ie).

There are two distinct types of content hosted on [publicjobs.ie](http://publicjobs.ie) – static content and interactive content.

#### 3.1.1 Static Content

The static content of [publicjobs.ie](http://publicjobs.ie) includes a wide range of general information such as information about the office and its resources, contact details, information about the competition process and information about the Civil Service in general.

Much of this text is already available on the site in both Official Languages. It is intended that all such static text that is generated and posted internally in this office will appear on [publicjobs.ie](http://publicjobs.ie) in both Official Languages.

**Deadline:** One year after the commencement date

There will be an exception in the case of Invitation to Tender documents, which are of a highly specialised technical nature and are only live for a limited period of time. Invitation to Tender documents will appear in the Official Language they were initially authored in.

#### 3.1.2. Interactive Content

The Interactive Content of [publicjobs.ie](http://publicjobs.ie) comprises the Online Application Facility provided by the Public Appointments Service to candidates. As with the static content, much of the interactive content is already available to candidates in the Official Language of their choice.

The following discrete types of content make up the totality of the interactive content:

<b>Candidate Registration:</b>	The Candidate provides certain personal information such as name, address and contact information.
<b>Job Description:</b>	Details of the post being advertised. Typically this is similar to the information about the post that appears in the recruitment pages of the national newspapers.

**Foirm iarratais:** Ligeann Foirm Oifigiúil Iaratais an phoist d'iarthóirí eolas faoina Sonraí Pearsanta, a gCáilíochtaí Oideachais, agus a Stair Fostaíochta a sholáthar.

**Leabhrán Eolais:** Bíonn na sain-riachtanais don phost, na Coinníollacha Seirbhíse maille leis na sonraí faoi Phróiseas an Chomórtais ar fáil sna Leabhráin Eolais.

**Leabhrán Taithíochta:** Sa chás is go mbíonn scrúdú mar chuid de Phróiseas an Chomórtais cuirtear Leabhrán Taithíochta ar fáil d'iarthóirí ina ndéantar cur síos ar chineál an scrúdaithe.

Tá an tSaoráid um Chlárú Iarrthóra ar fáil sa dá theanga oifigiúla cheana féin.

I gcás gach post a fhógrófar ar [publicjobs.ie](http://publicjobs.ie) tá sé beartaithe go mbeidh an Cur Síos ar an bPost agus an Fhoirm Iarratais araon ar fáil sa dá Theanga Oifigiúla le linn na tréimhse iarratais (féach Aguisín A).

**Spríocdháta:** Sé mhí tar éis Dháta Tosaigh na Scéime.

Maidir le Leabhráin Eolais agus le Leabhráin Taithíochta tá sé beartaithe iad a chur ar fáil sa dá Theanga Oifigiúla i gcás post de na cineálacha seo a leanas:

1. Na comórtais Oscailte Státseirbhíse do phoist mar:  
Oifigeach Cléireachais; Oifigeach Feidhmiúcháin;  
Ard-Oifigeach Feidhmiúcháin; Phríomh-Oifigeach Cúnta;  
Threas-Rúnaí; Oifigeach Riaracháin
2. Poist le Feidhmeannacht na Seirbhíse Sláinte sna Contaetha Gaeltachta (Féach Aguisín A)
3. Poist leis na hÚdaráis Áitiúla sna Contaetha Gaeltachta (Féach Aguisín A)
4. Poist a ngabhann riachtanas ar leith Gaeilge leo, fearacht post mar Oifigeach Logainmneacha; mar Aistritheoir; agus mar Chigirí Oideachais.
5. Poist a thagann faoi réim na Roinne Oideachais.

**Tabhair faoi deara:** Is den riachtanas ó am go chéile comhfhreagras ó chliant-eagraíochatí a chur leis na Leabhráin Eolais. Mar shampla, *Litreacha Faofa de chuid Comhairle na nOspidéal*. Ní cheaptar téacs den saghas seo laistigh den tSCP agus má chuirtear le Leabhráin Eolais é beidh sé le feiceáil sa Teanga Oifigiúil inar céad-scríobhadh é.

**Spríocdháta:** Beidh an oifig faoi réir chun na cáipéisí seo a chur ar fáil, le linn tréimhse iarratais an chomórtais, dhá bhliain tar éis Dháta Tosaigh na Scéime.

### 3.2 An tAonad TE

Tá sé barrthábhachtach go dtabharfadh an tAonad TE a chuid tacaíochta má tá rath le bheith ar an soláthar a dhéantar de sheirbhísí earcaíochta sa dá Theanga Oifigiúla.

Anseo thíos tá roinnt tograí faoina dtabharfar le linn shaolré na scéime chun seirbhís feabhsaithe a chur ar fáil do Ghaeilgeoirí.

- Cruthófar ailias/ainm fearainn i gcruth Gaeilge don láithreán gréasáin, [www.postannapoibli.ie](http://www.postannapoibli.ie), mar shampla.
- Ina dhiaidh sin cruthófar bosca ginearálta ríomhphoist do chúrsaí Gaeilge leis an ailias seo, [eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie), mar shampla.
- Taispeánfar Teachtaireachtaí Uath-fhreagartha a sheoltar ó bhoscaí ríomhphoist díomhaoine sa dá Theanga Oifigiúla.
- Taispeánfar cibé Séanadh a bheas ag bun na ríomhphost sa dá Theanga Oifigiúla

**Spríocdháta:** Bliain amháin tar éis Dháta tosaigh na Scéime.

Oibreoidh an tAonad TE lena chinntiú go mbeidh cibé córais ríomhaireachta a sholáthrófar mar chomhéadan le hlarrthóirí agus leis an bPobal i gCoitinne in ann glacadh le hábhar i nGaeilge. Go sonrach, ní bheidh aon deacrachtaí carachtair le sintí fada a ghlacadh.

<b>Application Form:</b>	The official Application Form for the post allows candidates to enter Personal Details, Educational Qualifications and Employment History.
<b>Information Booklet:</b>	Specific details of the Requirements of the post, of the Conditions of Service and of the Competition Process are contained in the Information Booklets.
<b>Familiarisation Booklet:</b>	Where an examination is being used in a Competition Process a Familiarisation Booklet is supplied to candidates to give them a sense of what the examination will contain.

The Candidate Registration Facility is already in place in both Official Languages.

For all of the posts advertised on [publicjobs.ie](http://publicjobs.ie) it is intended that both the Job Description and the Application Form will be available in both of the Official Languages during the application period (see Appendix A).

**Deadline:** Six months after the commencement date.

In the case of Information Booklets and Familiarisation Booklets it is intended to make them available in each of the Official Languages for all of the following types of jobs:

1. The following Open Competition Civil Service posts: Clerical Officer; Executive Officer; Higher Executive Officer; Assistant Principal Officer; Third Secretary; Administrative Officer
2. Health Service Executive Posts in the Gaeltacht Counties (See Appendix A)
3. Local Authority Posts in the Gaeltacht Counties (See Appendix A)
4. Posts where the Irish language is a particular requirement of the post, such as Oifigeach Logainmneacha; Aistritheoir; and Cigirí Oideachais.
5. Posts under the remit of the Department of Education.

*Note:* It is necessary from time to time to include correspondence from client organisations in Information Booklets. An example would be *Comhairle na nOspidéal Approval Letters*. Such text is not generated within this office and if it is included in Information Booklets will appear in the Official Language it was received in.

**Deadline:** The office will be in a position to provide these documents during the application period of the competition two years after the commencement date.

### 3.2 IT Unit

The support of the IT Unit is central to the successful delivery of recruitment services in both of the Official Languages.

The following are some initiatives to be undertaken during the lifetime of the scheme to provide an improved service to Irish language customers.

- An Irish language alias/domain name will be created for the website, for example, [www.postannapoibli.ie](http://www.postannapoibli.ie).
- An Irish language general information mailbox will then be set up using this name, for example [eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie).
- Auto Reply messages sent from idle mailboxes will appear bilingually.
- Disclaimers appearing at the bottom of emails will appear bilingually

**Deadline:** One year after the commencement date

The IT Unit will work to ensure that the computer systems provided as an interface to Candidates and to the General Public are able to accept Irish language content. In particular, there will be no difficulties in accepting characters with diacritics.

Ina theannta sin, oibreoidh an tAonad TE lena chinntiú go sroichfidh cibé seirbhísí Gaeilge a chuirtear ar fáil na caighdeáin chéanna theicniúla agus a shroicheann a macasamhla i mBéarla.

**Spríodhata:** Le linn shaolré na scéime.

Cuideoidh an tAonad TE le rannóg faoi Scéim Teanga na hOifige a fhorbairt ar an Láithreán Gréasáin. I measc na n-ábhar a chlúdófar beidh an Scéim féin, roinnt de na haighneachtaí agus sonraí faoi na spríodhataí a ghabhann leis an Scéim.

**Spríodhata:** Trí mhí tar éis Dháta Tosaigh na Scéime.

Cuideoidh an tAonad TE le rannóg faoi chúrsaí ginearálta Gaeilge a chruthú ar Inlín na hOifige. I measc na n-ábhar a chlúdófar beidh liosta na mball foirne atá ar fáil chun labhairt, de réir mar is gá, le pobal na Gaeilge.

**Spríodhata:** Trí mhí tar éis Dháta Tosaigh na Scéime.

Tabharfaidh an tAonad TE cúnamh maidir le hÁiritheoir Cuairteoirí a bhunú ar thaobh Gaeilge an Láithreáin Gréasáin, rud a bheidh ina chuidiú leis an éileamh ar sheirbhísí Gaeilge a mheas.

**Spríodhata:** Bliain amháin tar éis Dháta tosaigh na Scéime.

The IT Unit will also work to ensure that Irish Language Services provided electronically will be of the same technical standard as those provided in English.

**Deadline:** During the lifetime of the scheme.

The IT Unit will assist in developing a section concerning the office's Language Scheme on the Website. Contents will include the Scheme itself, certain of the submissions received and details of the deadlines associated with the scheme.

**Deadline:** Three months after the commencement date.

The IT Unit will assist in creating a section on the Office's Intranet dealing with Irish language matters. Content will include a list of the staff members available to talk to the Irish language public.

**Deadline:** Three months after the commencement date.

The IT Unit will assist in setting up a Hit Counter on the Irish Language side of the site to help assess the demand for the Irish language services being provided.

**Deadline:** One year after the commencement.

# CAIBIDIL 4

## Feabhas a chur ar an gCumas Gaeilge laistigh den tSeirbhís um Cheapacháin Phoiblí

Tá sé i gceist tabhairt faoi na bearta seo thíos d'fhonn a chinntiú go gcuirtear feabhas ar leibhéal agus ar chaighdeán na seirbhísí Gaeilge don phobal le linn na scéime:

1. Díreach mar a rinneadh nuair a earcaíodh Aistritheoir san oifig in Aibreán na bliana 2002, leanfar leis an athbhreithniú a dhéantar ar bheartas earcaíochta na hoifige i gcomhthéacs na bhfolúntas sa tSeirbhís um Cheapacháin Phoiblí a bhfuil inniúlacht sa Ghaeilge (idir labhartha agus scríofa) ag gabháil leo mar riachtanas, go mór mór i bhfianaise na ngealltanas atá sa scéim seo.
2. Lorgóidh Aonad na nAcmhainní Daonna ranganna Gaeilge atá dírithe ar riachtanais na seirbhíse custaiméara do na baill foirne a bhíonn ag obair ag "Na Príomh-Phointí Teagmhála" a pléadh i gCaibidil 2.
3. Cuirfidh Aonad na nAcmhainní Daonna eolas ar na Seirbhísí Gaeilge a sholáthraíonn an Oifig leis an ábhar i cibé cúrsa ionductúcháin a chuirfear ar fáil do bhaill nua den fhoireann ionas go mbeidh tuiscint ag an bhfoireann:
  - ar an bhfáth go gcuireann an Oifig polasaí dhátheangach i bhfeidhm;
  - ar chomhthéacs agus ar chúlra an bheartais, agus ionas go mbeidh tuiscint acu ar conas a théann an beartas i bhfeidhm ar a gcuid oibre.
4. Leanfaidh an Oifig leis an nós an bealach a éascú don fhoireann freastal ar ranganna Gaeilge le linn uaireanta oibre na hoifige.
5. Tabharfar comhairle don fhoireann maidir leis an réimse de ranganna ard-chaighdeáin Gaeilge atá ar fáil taobh amuigh d'uaireanta oibre na hoifige (e.g. Diplóma tríú-leibhéal sa Ghaeilge, Sult; Gael-Linn, srl) agus
6. Déanfar rannóg ar leith i dtaca le cúrsaí Gaeilge a fhorbairt ar Inlín na hoifige.

Nuair a bheidh sé deimhnithe go bhfuil cumas ag baill foirne déileáil le custaiméirí Gaeilge tá sé beartaithe go bhfógrófar go bhfuil seirbhís Ghaeilge ar fáil trí shonraí teagmhála na mball foirne a chur ar liosta ar an Inlín agus ar an suíomh idirlín araon ar mhaithe leis an bhfoireann ag na Príomh-Phointí Teagmhála agus ar mhaithe le custaiméirí faoi seach. Anuas ar an méadú a thiocfaidh ar mhuintir an phobail maidir le seirbhís ard-chaighdeáin Ghaeilge a bheith ar fáil de bharr na forála deireanaí seo, tiocfaidh méadú ar an éileamh foláigh atá ann i gcomhair seirbhísí Gaeilge.

# CHAPTER 4

## Enhancement of Irish Language Capability within the Public Appointments Service

The following actions are proposed in order to ensure that both the level and standard of services to the public are improved during the duration of the scheme:

1. As was done in the case of the appointment of the office's Translator in April 2002, the office's recruitment policy will continue to be reviewed in the context of posts with the Public Appointments Service where proficiency in the Irish language (both written and oral) is an essential requirement, and especially in the context of the commitments contained in this scheme.
2. The Human Resources Unit will source Irish language classes focused on customer service needs for those members of staff who work at the "Primary Points of Contact" discussed in Chapter 2.
3. The Human Resources Unit will include information on the Irish language services provided by the Office and information on the contents of this Scheme during induction courses so that staff:
  - understand why the Office implements a bilingual policy;
  - understand the context and background to the policy; and are fully informed about how the policy will affect their work.
4. The Office will continue, to facilitate staff attending Irish language classes during office hours.
5. Advice will be given to staff in relation to the range of high-quality Irish language classes available outside office hours (e.g. third-level Diploma in Irish; Sult; Gael-Linn, etc); and
6. A separate section devoted to Irish Language matters will be developed on the office's Intranet.

Once it is established that staff members have the capacity to deal with Irish language customers, it is proposed to promote the availability of the Irish language service by listing contact details on the Intranet for staff at the Primary Points of Contact and on the website for customers. This last provision 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.

# CAIBIDIL 5

## Faireachán & Athbhreithniú

Déanfaidh Coiste Comhairleach na Bainistíochta laistigh den tSeirbhís um Cheapacháin Phoiblí cur-i-bhfeidhm éifeachtach na scéime a athbhreithniú.

Déanfar an mhonatóireacht laethúil ag Ceannairí úd na Rannóga Oibre a bhfuil freagracht orthu an scéim a chur i bhfeidhm laistigh dá réimse oibre féin, agus beidh siad ag tuairisciú ar bhonn rialta don Phríomhoifigeach Feidhmiúcháin.

I gcás gach bliana a bheas éifeacht leis an scéim foilseofar tuarascáil faoi chur-i-bhfeidhm fholálacha na Scéime, maille le sonraí i dtaca leis an éileamh atá ann do na Seirbhísí a sholáthraítear.

Titfidh an fhreagracht as monatóireacht a dhéanamh ar an scéim agus as an scéim a athbhreithniú ar an mbainistíocht shinsearach laistigh den Eagraíocht.

# CHAPTER 5

## Monitoring & Revision

The Management Advisory Committee within the Public Appointments Service will keep the effective operation of the scheme under review.

The day-to-day monitoring function will be carried out primarily by those heads of functional areas that have responsibility for the implementation of the scheme within their own areas and will report on a regular basis to the Chief Executive Officer.

A report on the implementation of the provisions of the Scheme along with details of the demand for the Services provided will be published for each of the 3 years that the Scheme is in place.

Responsibility for monitoring and reviewing the scheme will rest with the senior management within this Organisation.

# CAIBIDIL 6

## Foilsiú na Scéime Aontaithe

Bainfear leas as na bearta seo a leanas chun ábhar na scéime seo, maille lena cuid gealltanais agus a cuid forálacha, a chur os comhair an phobail:-

- Nuacht-eisiúint;
- Seoladh Oifigiúil den Scéim;
- Déanfar forálacha na scéime a fhógairt;
- Scaipfear cóipeanna den scéim ar na gníomhaireachtaí cúí agus ar na comhlachtaí poiblí cúí;
- An Láithreán Gréasáin.

Ina theannta sin, cuireadh cóip den scéim seo ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

# CHAPTER 6

## 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;
- Advertising of provisions;
- Circulation to appropriate agencies and public bodies;
- Website.

A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

# AGUISÍN A

## Roinnt Sainmhínithe

Faightear san Aguisín seo roinnt sainmhínithe ar théarmaí atá in úsáid i dtéacs na scéime tríd síos.

### A.1 Na Contaetha Gaeltachta

Nuair a dhéantar tagairt sa scéim seo do "Chontaetha Gaeltachta" is iad na contaetha seo a leanas atá i gceist:

An Mhí
Ciarraí
Corcaigh
Dún na nGall
Gaillimh
Maigh Eo
Port Láirge

### A.2 An Tréimhse Iarratais

Maireann "An Tréimhse Iarratais" do Chomórtas ón dáta a fhógraítear post go dtí an spriocdháta, is é sin an dáta deireannach ar a nglactar le hiarratais ar an bpost.

# APPENDIX A

## Some Definitions

The Appendix contains the definition of some terms used throughout the body of the scheme.

### A.1 Gaeltacht Counties

Where reference is made to "Gaeltacht Counties" in this scheme the following counties are intended:

Meath
Kerry
Cork
Donegal
Galway
Mayo
Waterford

### A.2 The Application Period

"The Application Period" of a Competition runs from the time of advertisement of the post to the closing date for accepting applications for the post.



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