An Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán
Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media

OFFICIAL LANGUAGES ACT 2003

SAMPLE COMMITMENTS FOR PREPARATION OF LANGUAGE SCHEMES

www.gov.ie/en/organisation/department-of-tourism-culture-arts-gaeltacht-sport-and-media/

Contents

1. ORAL COMMUNICATION	
Reception	- Reception staff will be familiar with the basic greetings in Irish / will be able to deal with the public in Irish / will be proficient in Irish. - Customers will be greeted firstly in Irish and then in English. - Customers will be greeted bilingually. - The names of the members of staff who are able to communicate in Irish will be advertised in the various sections of the office of the public body and at reception. - Seeking services in Irish at reception will not cause any undue delay. Arrangements are in place to put members of the public in touch speedily with the relevant official(s) responsible for providing the service required through Irish. - A service through the medium of Irish will be available from the following sections: (to be specified). - The choice of language of the customer will be established and he/she will be directed to the appropriate official. If the official is unavailable, the following options will be offered: - calling back when an Irish speaker is available, - conducting business through another member of staff providing a translation service, or - continuing to conduct business in English.
Face to face / Counter Service	- We will ensure that at least one member of staff is competent to deal effectively with members of the public through the medium of Irish. - Counter service provided through English will also be provided through Irish. - An up to date list of staff members who can provide a service through Irish will be made available.

Switchboard	• Switchboard staff will give the name of the public body in Irish.
	• Switchboard staff will give the name of the public body in Irish and English.
	• Switchboard staff will be familiar with the basic greetings in Irish and will then be able to transfer the call to another member of staff who can speak Irish.
	• Switchboard staff will be provided with an up to date list of staff members who can provide a service through Irish.
	• Standard guidelines will be developed to deal with callers who wish to speak Irish and they will be distributed to the various sections of the office.
	• A telephone service through the medium of Irish will be available from the following sections: (to be specified).
	• The names of the members of staff who are able to communicate in Irish will be advertised in the various sections of the office and at reception.
	• Suitable arrangements are in place so that switchboard staff 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.
	• The switchboard staff will be able to give a comprehensive service to anyone who requires services through Irish.
	• We will ensure that services through Irish will be provided by each section that deals with the public.
	• The service through Irish will be on a par with the service provided through English.
	• Members of staff, who are willing to provide a bilingual service, will have bilingual voicemail messages.
Telephone Communications with the Public	• Staff will be provided with guidance on handling telephone calls from Irish speaking members of the general public. Customers will be greeted firstly in Irish and then in English.
	• Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.
Pre-recorded Messages	• Staff will have their pre-recorded personal telephone greetings in bilingual format.
Live Announcements	• xx % of live announcements will be bilingual.
	• All live announcements will be bilingual.

2. WRITTEN COMMUNICATION	
Application Forms	• There will be a bilingual or Irish version of the most commonly used application forms available (list to be specified). • All new application forms will be available bilingually within the same cover. • All new application forms will be available in Irish or bilingually. • Every application form will be published as a single document with Irish and English side by side. • In exceptional circumstances, forms will be published in one language only but a statement will be included in the English version of the form, stating that an Irish version of the form is also available. • The Irish version of application forms will be made available in the same outlets as the English version.
Information Leaflets / Brochures	• A bilingual or Irish version of the information leaflets and brochures most commonly used will be available (list to be specified). • xx% of information leaflets and brochures will be available in Irish or bilingually. The selection criteria will be based on public demand. • xx% of new information leaflets and brochures will be available bilingually. The selection criteria will be based on public demand. • Every information leaflet and brochure, will be available bilingually or in Irish. • Every new information leaflet and brochure, will be available bilingually or in Irish.
Publications / Guidelines	• xx% of publications, guidelines, etc. will be available in Irish or bilingually. The selection criteria will be based on public demand. • All publications, guidelines, etc. will be available bilingually or in Irish.

3. MEDIA	
Press Releases	- xx% of press releases will be issued bilingually to the media. (The objective should be to issue this material simultaneously.) - xx% of press releases will be issued bilingually to the Irish language media. (The objective should be to issue this material simultaneously.) - All press releases will be issued bilingually to the media. (The objective should be to issue this material simultaneously.) - All press releases pertaining to the Gaeltacht or Irish language issues will be issued simultaneously in Irish or bilingually.
Media Spokespersons	- We will provide and/or upskill a member of staff to liaise with the Irish language media. - An Irish speaking spokesperson/s will be available for interviews with the Irish language media. - A current list of Irish speaking spokespersons will be provided to the media. This list will be kept up to date.
Advertising	There will be a statement on every advertisement welcoming the use of the Irish language.
Social Media	All the material which is uploaded on social media will be bilingual.
Speeches	We will include xx% of Irish content in English speeches.

	4. INFORMATION TECHNOLOGY
Email	• We will publish a dedicated email address for queries in Irish on the website(s) of the public body. • Standard email messages such as disclaimers will be bilingual.
Websites	• The static material on the home page and the specified main pages on the public body's website will be available in Irish. • The static material on the home page of any new websites will be available bilingually. • The static material on the home page of any current secondary websites will be available bilingually. • A system will be devised and implemented in order to ensure that the Irish version of material on the website corresponds with the English version. • There will be a navigational link from a page in the English version of the website to the relevant page in the Irish version. • The static material on the website and any other secondary website of the public body will be available bilingually. • The static material on any new websites will be available bilingually. • The static material on any current secondary websites will be available bilingually. • An Irish language page will be developed on the intranet and will include basic guidance regarding the provision of Irish language services and the availability of Irish language resources. • Irish language pages will be developed on the website of the public body and will be kept up to date. • Every website will be made fully available in Irish. • Every new website will be made fully available bilingually. • All material for any current secondary website will be available bilingually.

Computer Systems	- All current computer systems will be Irish language compatible. - Any new computer system being installed will be fully capable of handling the Irish language. - Any new printing facilities will be fully capable of handling the Irish language. - The public body will continue to actively use technology to improve the provision of bilingual services. - The Official Languages Act section of the public body's intranet will be expanded as a support and resource for staff.
Interactive Services	- There will be an agreed policy regarding online and interactive services that will be available on a bilingual basis. - Any online and interactive services that the public body itself develops will be made available bilingually. - Any online and interactive services that are developed by external companies will be fully available on a bilingual basis, in accordance with technical availability. - Every online and interactive service will be made available on a bilingual basis. - Every new online and interactive service will be made available on a bilingual basis. - All access pages in relation to online and interactive services will be fully available bilingually.

5. THE GAELTACHT	
An Ghaeltacht	• The Irish language will be the working language in every office situated in the Gaeltacht by 20xx. • Every member of staff that deals with the Gaeltacht will be competent in Irish by 20xx. • Every member of staff that deals with or works in the Gaeltacht will be competent in Irish by 20xx. • Correspondence with the Gaeltacht community will be in Irish only or bilingual. • A system will be put in place to ensure that the correspondence with members of the Gaeltacht community will be in Irish only, if they so require.
Meetings	• Where required, meetings held in the Gaeltacht will be conducted in Irish with simultaneous translation to English provided, as appropriate. • Contributions in Irish or English will be welcome at public meetings organised by or on behalf of the public body. • Meetings organised by the public body that deal with Irish language issues will be held in Irish or bilingually, as appropriate.
Speeches	• All speeches pertaining to the Gaeltacht/taking place in the Gaeltacht shall be in Irish only.

	6. OTHER MEANS TO IMPROVE IRISH LANGUAGE CAPABILITY

Training	• Opportunities to develop the Irish language competence of staff will be provided. In conjunction with the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media, appropriate arrangements will be made for the provision of Irish language training and proficiency testing certification for staff in order to:
	   o support staff in maintaining and developing their proficiency in the Irish language,
	   o enhance the capacity of staff to meet their Irish language obligations in the conduct of their duties, and
	   o provide an accredited proficiency testing regime for staff.
	
	• Staff will be made aware of language resources such as www.focal.ie, www.focloir.ie, www.breis.focloir.ie and www.abair.ie, as well as WinGléacht, the electronic version of the Ó Dónaill Irish-English dictionary.

Recruitment	• New staff will be provided with an induction pack containing a copy of our agreed scheme.
Language Promotion Activities / Resources	• Our internal library will ensure that books and other materials in Irish are available as a resource to staff to improve their competence in the Irish language. • Staff will be encouraged to participate in cultural language activities. • Staff will be aware of the concept of the proactive agreement - proactively offering services in Irish to the public . • Access to information on language resources will be facilitated.