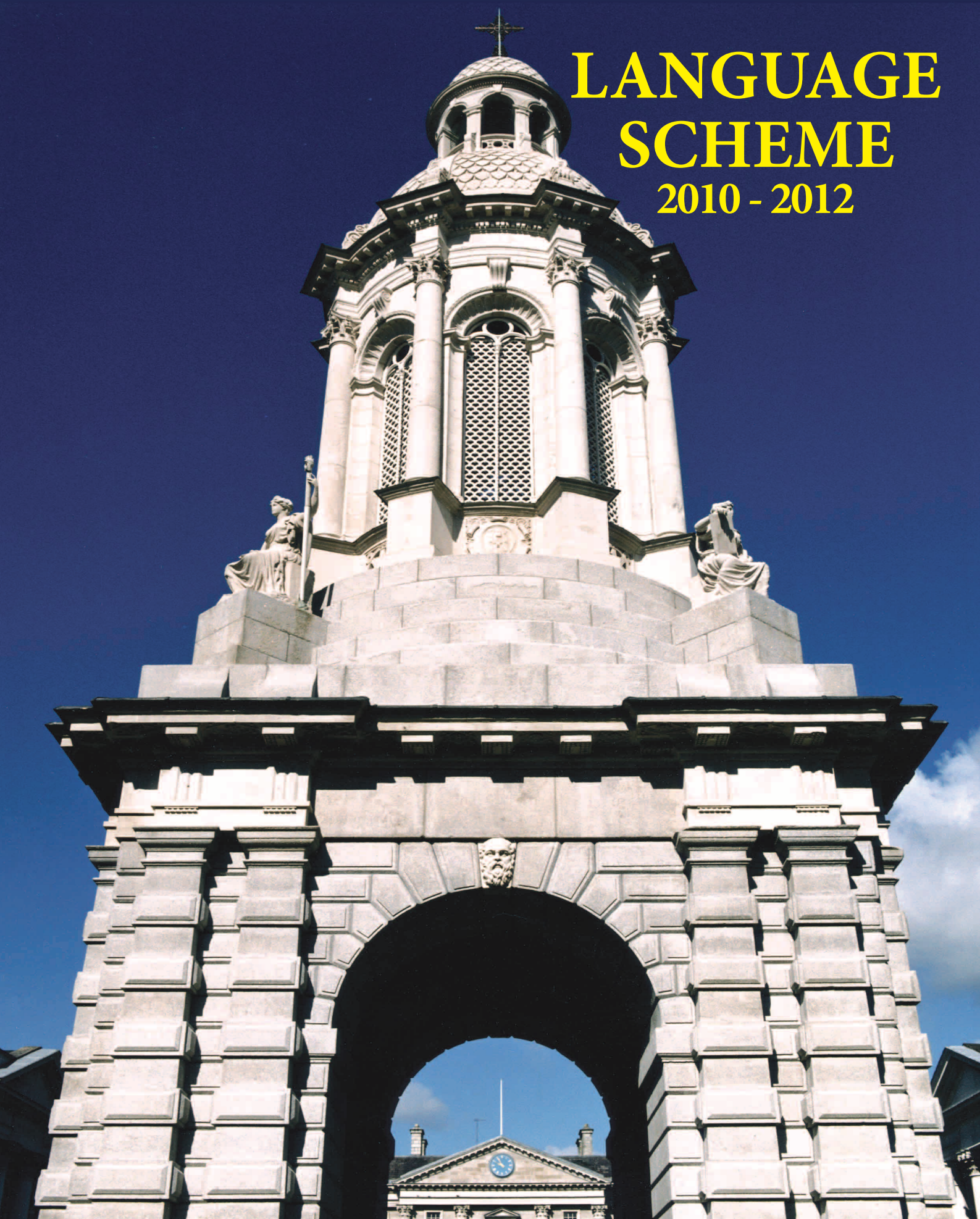
TRINITY COLLEGE DUBLIN
COLÁISTE NA TRÍONÓIDE, BAILE ÁTHA CLIATH

THE UNIVERSITY OF DUBLIN

LANGUAGE SCHEME

2010 - 2012



Notice: Duties under the Language Scheme and under the Official Languages Act

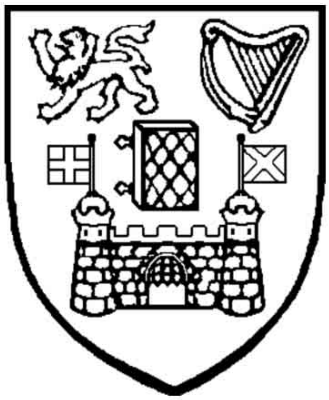
This Scheme sets out the commitments entered into by Trinity College Dublin regarding the services it will provide in the Irish language or bilingually, in accordance with Sections 11-18 of the Official Languages Act 2003.

Further duties of public bodies, including Trinity College Dublin, arise under separate provisions of the Act and regulations made thereunder, including obligations in relation to:

- Letters and emails received in Irish
- Circulating information to the public in general/mail shots
- Publications, including documents containing public policy proposals, annual reports, financial statements and specific strategy statements
- Stationery, signage and recorded oral announcements

For information regarding statutory obligations, please contact the Irish Language Officer or see http://www.tcd.ie/gaeloifig/en/acht-na-dteangacha-oifigiula/

TRINITY COLLEGE DUBLIN



Irish Language Scheme 2010 -2012

Under Section 11 of the Official Languages Act 2003

4 November 2009

Table of Contents

Page

1. Introduction and Background
1.1 Guidelines for preparation of Scheme 1
1.2 Consultation Process 1
1.3 Working Group 1
1.4 Commencement date of Scheme 1

2. Overview of Trinity College Dublin
2.1 Mission and Objectives 2
2.2 The Provost 2
2.3 Management and Administrative Structures 2
2.4 Staff and Student numbers 3
2.5 Academic Services 3
2.6 Administrative Services 5
2.7 Student Life 9
2.8 Services currently provided in the English language 9
2.9 Academic services currently provided in the Irish language 9
2.10 Administrative services currently provided in the Irish language 11
2.11 The Irish language in the life of Trinity College 11

3. Irish Language Scheme commitments
3.1 Outline of Scheme objectives 13
3.2 Commitments to enhance bilingual services 13

I. Websites
II. Media and advertising
III. Forms, brochures and publications
IV. Customer services
V. Staff recruitment and training
VI. Information technology
VII. The living language on campus
VIII. Trinity College Dublin and wider society

4. Implementation and Monitoring of Scheme 19

5. Publicising of Scheme 20

Printed in Ireland by Paceprint Trading Ltd.

1. Introduction and Background

This scheme has been prepared under section 11 of the Official Languages Act 2003 ("the Act") by Trinity College Dublin. Section 11 of the Act provides for the preparation by public bodies of a statutory scheme detailing the services they will provide through

-the medium of Irish,
-the medium of English and
-the medium of Irish and English.

The scheme describes the measures to be adopted to ensure that services not provided through the medium of the Irish language will, where appropriate, be provided within an agreed timeframe.

1.1 Guidelines for Preparation of Scheme

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

1.2 Consultation Process

In accordance with Section 13 of the Act, Trinity College Dublin published notices in the Irish Times on the 8th of April 2009, and in the Irish language newspaper Foinse on 13 April 2009, inviting representations in relation to the preparation of the draft Scheme from any interested parties. All members of the staff and student communities were also invited to make submissions in regard to the scheme. Consultations were held with a wide range of offices and departments in Trinity College. Submissions were received from Gaelscoileanna, Comhdháil Náisiúnta na Gaeilge, Conradh na Gaeilge and An Cumann Gaelach, the student Irish language body, in addition to some individual submissions. These submissions informed the task of preparing this Scheme. Briefings were also given to administrative and academic managers in College.

1.3 Working Group

A Working Group, comprising representatives from a range of functioning sections within the College community was established by Coiste na Gaeilge, College's Irish language Committee, for the purpose of advising and directing in relation to the preparation of this scheme.

1.4 Commencement date of Scheme

The Scheme will commence with effect from the 1st January 2010 and shall remain in force for a period of three years from that date or until a new Scheme has been confirmed by the Minister pursuant to section 15 of the Act, whichever is the sooner.

2. Overview of Trinity College Dublin

2.1 Mission and Objectives

Trinity College Dublin was founded in 1592 with a university charter from Queen Elizabeth I and by the grant of a site by the Corporation of Dublin.
Trinity has expanded over the centuries to become a modern university with some 15,600 students and 3,700 staff. It is now one of the great universities of the world, widely recognised for the high quality of its graduates, the international standing of its research and scholarship, and the value it places on contributing to Irish society and the wider world.

Trinity College Dublin's new Strategic Plan 2009-2014. sets out the following Vision and Mission for the College

Vision
Trinity College Dublin will further strengthen its reputation as a university of global consequence. This vision will be achieved by giving practical expression to our values, and in particular by demonstrating a robust commitment to freedom of intellectual enquiry and expression, and to the value of the individual.
Mission
Through our research and teaching, we engage students and society in the quest for knowledge, seeking to achieve excellence in all we do, and responding with creativity and imagination to the challenges and opportunities of a shared future.

In relation to the Irish language, the Strategic Plan commits College to raising Trinity's profile as a centre for academic and cultural activity in the Irish language. It states that Trinity College Dublin will "increase the number of public Irish language events, such as plays, readings and debates hosted on campus. In order to help us achieve this objective, and also raise Trinity's profile as a centre for academic and cultural activity in the Irish language, we will develop creative partnerships with Irish language organisations".

2.2 The Provost

The Provost is 'Head of the College' and is also the Chief Officer as defined in the Universities Act 1997. (The Provost is the equivalent of the President or Vice-Chancellor in some universities.) The Provost chairs the Board and University Council and the Finance Committee. The present incumbent took office in August 2001.

2.3 Management and Administrative Structures

The College Management and Administrative structure is based on principles of collegiality. Academic Officers, (known as Annual Officers), who are appointed by the Board each year on the nomination of the Provost, work closely with the Senior Administrative Officers in the development of policy and the implementation of the College's Strategic Plan. Annual Officers normally hold office for three consecutive years.

Annual Officers

- *Vice-Provost/Chief Academic Officer*
- *Senior Lecturer*
- *Registrar*
- *Dean of Research*
- *Dean of Graduate Studies*
- *The Bursar*
- *Dean of Students*
- *The Senior and Junior Deans*
- *The Senior and Junior Proctors*
- *The Senior Tutor*
- *The Public Orator.*
- *Community Liaison Officer*

Administrative Officers

- *The Chief Operating Officer (COO)*
- *The Secretary to the College*
- *The Treasurer*
- *The Librarian*
- *The Staff Secretary*
- *The Director of Buildings*
- *The Director of Information Systems Services*
- *The Academic Secretary*
- *The Associate Director of Research and Innovation*
- *The Director of Accommodation and Catering Services*
- *Student Services:* Directors manage the provision of the following services to students – Careers Advisory Service, College Health Service, Disability Service, Sports and Recreation and Student Counselling.
- *The Director of International Affairs*
- *The Director of Strategic Initiatives*

For a chart of the overall College Governance structure, please see Appendix 1.
For a chart of the Faculty and School structure, see Appendix 2.
For a chart of the Administrative structure, please see Appendix 3.

2.4 Staff and Student numbers

In total, there were 15,716 registered students in 2007/08. The College has 2,676 employees in total (2146 full-time, 530 part-time), of whom 828 are Academic staff, 536 are Academic Research staff and 1312 are Administrative, Support and Technical staff.

2.5 Academic Services

The main service provided by Trinity College Dublin is education and research.
The College is organised into three faculties: Arts, Humanities and Social Sciences; Engineering, Mathematics and Science; and Health Sciences.

Each faculty is headed by a Dean (there is also a Dean of Graduate Studies).
The Faculties are divided into Schools (currently there are 24 Schools).

The Schools provide the educational services of the College, both undergraduate and postgraduate courses leading to certificates, diplomas or degrees. They also provide research opportunities which lead to the award of higher degrees.

Faculty of Arts, Humanities and Social Sciences

School of Business
School of Drama, Film and Music
School of Education
School of English
School of Histories and Humanities
School of Languages, Literatures and Cultural Studies
School of Law
School of Linguistic, Speech and Communication Sciences
School of Psychology
School of Social Sciences and Philosophy
School of Social Work and Social Policy
School of Religions, Theology and Ecumenics

Faculty of Engineering, Mathematics and Science

School of Biochemistry and Immunology
School of Chemistry
School of Computer Science and Statistics
School of Engineering
School of Genetics and Microbiology
School of Mathematics
School of Natural Sciences
School of Physics

Faculty of Health Sciences

School of Dental Science
School of Medicine
School of Nursing and Midwifery
School of Pharmacy and Pharmaceutical Sciences

Undergraduate

Most undergraduate courses require four years of study. First year students at the undergraduate level are known as Junior Freshmen; second year, Senior Freshmen; third year, Junior Sophisters; and fourth year, Senior Sophisters. Undergraduate students are usually eligible for an honors degree after four years e.g. Bachelor of Arts (BA). In exceptional cases (and also in some professional subjects such as medicine and engineering), an ordinary degree (in contrast to the honors degree) may be awarded after three years of study.

Postgraduate

At postgraduate level, Trinity offers a range of taught and research degrees in all faculties. About 31% of students are at postgraduate level, with 1,600 students reading for a research degree and an additional 2,200 on taught courses.
In addition to academic degrees, the College offers postgraduate diploma (non-degree) qualifications, either directly, or through associated institutions.

Extramural Courses

Trinity College offers a range of extramural courses in various disciplines.

Trinity College Library is the largest library in Ireland. Its collections of manuscripts and printed books have been built up since the end of the sixteenth century. In addition to the purchases and donations of almost four centuries, the Library has, since 1801, the right to claim all British and Irish publications under the terms of successive Copyright Acts. The bookstock is now over four million volumes including extensive collections of manuscripts, maps and music. The Library has a triple role. As a university library it serves the needs of the College's undergraduate and postgraduate students and of the academic staff; it is also a research library of international repute, making available rare material to scholars from all parts of the world. In addition it provides an information service to government departments, research organisations and to technical, industrial and commercial bodies within Ireland. The Library also provides reading and borrowing services, information and visitor services, maintains the College archives and muniments and operates the Library Shop.

Trinity Access Programmes
The Trinity Access Programmes (TAP) exist to increase the participation rate of those who have not previously had the opportunity to avail themselves of third level education. TAP operates a number of programmes:

- The Primary and Second Level School Programmes (PSLP)
- Alternative Entry Route 1: University Preparation Courses for Young Adults and Mature Students in Trinity College Dublin
- Alternative Entry Route 2: University Preparation Courses in Liberal Arts: Young Adults and Mature Students, City of Dublin Vocational Education Committee (CDVEC) Colleges & Trinity College Dublin
- Alternative Entry Route 3: The Higher Education Access Route, Trinity College Dublin in association with other Universities and DIT
- The Post-Entry Progression Programme (PEPP)

Research
Trinity's Research Strategy encompasses all major academic disciplines. There are TCD Research Institutes in neuroscience (TCIN), nanoscience (CRANN) and the Trinity Long Room Hub for the arts and humanities. There are also research-led consortia and inter-institutional research groupings in areas such as telecommunications and value chain research, international integration, molecular medicine, immigration, and international development. Trinity spearheads several major national longitudinal studies including children's research and ageing. There are over 30 research centres including the Centre for Gender and Women's Studies, National Institute for Intellectual Disability (NIID), Trinity Irish Art Research Centre (TRIARC) and the Anti-Bullying Research and Resource Centre.

The Quality Office
The Quality Office endeavours to promote and facilitate continuous quality improvement activities across academic schools within College. The functions of the Quality Office are to: support the development of College policy and procedures in relation to academic quality assurance and improvement, develop, maintain, and evaluate the College academic quality review process and facilitate Trinity College's participation in quality assurance at a university sectoral level.

Centre for Academic Practice and Student Learning (CAPSL)
CAPSL assists the College in developing a framework for supporting best academic practice and the highest quality of student learning in support of the Strategic Plan.

2.6 Administrative Services

Trinity College's administrative structure reflects the broad range of activities which are required to manage the many and varied activities of a university of its size.

See appendix 3 for a chart of the Administrative structure in College.

Administrative services in College are provided in the following areas:

Offices/Areas	Summary of Service provided
Accommodation and Catering Services	Accommodation services to students, staff and visitors, food and beverages, housekeeping and conference facilities

Registrar of Chambers	Residential student accommodation on campus is allocated by the Registrar of Chambers
Admissions (Postgraduate and Graduate Studies)	Postgraduate admissions
Admissions (Undergraduate)	Undergraduate admissions
Alumni	Alumni relations, in association with the Trinity Foundation
Alumni/Proctors'/ Seanad Electoral Office	Commencements, diploma and certificate awards, alumni databse, Seanad electoral register
Careers Advisory Service	Careers advice and information to students and graduates
College Day Nursery	Care of children from 3 months to 4 1/2 years of age
College Health	Providing on campus, primary health care for all full-time students, and focus on the psychological and occupational aspects of student health and health education. Provision of health services to staff members on fee per item basis
Chaplaincy	Chaplaincy services and resources for student and staff members of Christian churches and other faiths
Communications Office	Internal communications within the College community and external communications including the media, promoting the College and its work to external audiences
Director of Buildings' Office	Planning and coordinating building and maintenance work within College, managing switch and postroom services and workplace health, safety and welfare issues
Disability Service	Advice, support and information to help students and staff with disabilities
Enquiries Office	Providing an enquiries service for staff, students and visitors and operating the College's central room booking system. It is also responsible for the extramural publication and the College Calendar
Equality Office	Working to ensure that students and staff enjoy a respectful and non-discriminatory study, work and social environment

Examinations Office	Running of all examinations in the College and the central management information system for timetabling
Freedom of Information Office	Assisting the College in complying with its obligations under the Freedom of Information Acts, the Data Protection Acts and the Copyright and Related Rights Acts
Internal Audit	Supporting the Audit Committee which advises on how College is managing key financial and operational risks, evaluating the effectiveness of internal controls and appraising value for money issues
International Office	Facilitates students from abroad who wish to study at TCD and assists Trinity students who wish to study abroad under the Erasmus or other student exchange programmes
Mature Students' Office	Advice and support to both prospective and current mature students
Oifigeach na Gaeilge (Irish Language Officer)	see section 2.9 below
Research and Innovation Services	Actively supports the wider research portfolio of Trinity College Dublin, and promotes and manages the interface between TCD researchers, funding agencies and industry. Also manages TCD's Intellectual Property, Technology Transfer and Innovation, Commercialisation and Entrepreneurship
Provost's Office	Supports the Provost in his responsibilities as Chief Officer of the College. It acts as interface between the College and the wider public, promoting effective relationships with government departments, funding agencies and other vital external stakeholders. It facilitates visits to the College of international delegations and dignitaries and advises on matters of protocol. It interacts with the Chancellor and Pro-Chancellors on University-related matters

Secretary's Office	Providing administrative support to the Board and Council, ensures compliance with all relevant legislation, processes legal matters affecting the College. It is responsible for Communications, Equality, Enquiries, Information Compliance and Irish Language services located within this Office. It also provides administrative support to the College's Registrar and the College Art Collection
Sport and Recreation	Sporting facilities are provided to service the needs of individuals and the 50 sports clubs in the College. The Dublin University Central Athletic Club (DUCAC) administers the sports clubs in the College
Staff Office	Delivers services to college and staff in respect of staff recruitment, promotion, staff relations, payroll, policies and procedures. Also delivers staff development and training services, supporting the strategic plan by delivering targeted training and development solutions to support the achievement of stated objectives
Student Counselling Service	Counselling service staffed by qualified psychologists and social workers available to all TCD registered students
Tutorial Service	Confidential support service to all undergraduate students in all aspects of College life. Similar services provided to postgraduate students by Postgraduate Advisory service
Student Records Office	Services in respect of student records, student registration, identification system for students, production of summary academic records, transcripts and certificates of attendance, student grants and loans, creation and maintenance of published examination results to the central file, student record sheets, statistical data and reports, maintenance of the archival file
Treasurer's Office	Financial management in all areas of college activity, services in relation to salary and wages payment, accounts payable, banking, procurement, taxation, research accounting, financial information systems development and student fees
I.S. Services	Advice, support services and maintenance in respect of all information technology systems matters to TCD students and staff

Web Office	Visual design and front end development services for College websites to all TCD areas

In addition to the services outlined above, certain specialised services are provided by areas as the Bio Resources Unit and the Hazardous Materials Facility in College.

2.7 Student Life

Students' Union
Trinity College Dublin Students' Union (TCDSU), which operates as an entity independent of the College, is the representative body for all of the students of Trinity and its affiliated Colleges.

Graduate Students' Union
The Graduate Students' Union (or Aontas na nIarchéimithe in Irish) is also an independent entity, representing graduate students in the College.

2.8 Services currently provided in the English language

All College services other than those set out in sections 2.9 and 2.10 below, are provided through the English language.

2.9 Academic Services currently provided in the Irish Language

Irish and Celtic Languages
The Chair of Irish was instituted in the School of Divinity in 1840 and remained part of that School until 1918. Among its occupants in the present century were two of the most accomplished Celtic scholars, Thomas F. O'Rahilly (1919-'29) and David Greene (1955-'67), and one of the finest creative writers in Modern Irish, Máirtín Ó Cadhain (1969-'70). Eleanor Knott and E. G. Quin also held professorships in Early Irish in the School.

Great pride is taken in the excellent standards in Irish and Celtic Studies set by these scholars. O'Rahilly's studies in Irish dialects and in early Irish history and mythology as well as his lecture `The Two Patricks' (delivered in Trinity College) are still essential reading as are the numerous articles on various aspects of the history of the Irish language written by David Greene. Eleanor Knott's editions of Bardic Poetry set a very high standard for all who follow her in that field and Gordon Quin put all students of Early Irish in his debt by devoting most of his scholarly life to seeing the Dictionary of the Irish Language to completion.

The discipline of Irish and Celtic Languages is located on campus in the Arts Building. It holds microfilm copies of the Irish Folklore Commission's Collection of Irish Folklore Manuscripts.

Early and Modern Irish are taught as two separate subjects. They may be taken together as a single honor course in `Early and Modern Irish' (BA, 4 years) or combined individually with a number of other subjects as part of a `Two Subject Moderatorship' (BA, 4 years). Research students may read for an MLitt (1-3 years) or a PhD (2-5 years). Staff members currently supervise research in their own areas; two taught postgraduate courses, the Old Irish diploma (2007/8) and the Early Irish MPhil (2008/9) have been developed.

Located within the School of Languages, Literatures and Cultural Studies, the discipline of Irish and Celtic Languages is the most concentrated Irish-speaking hub in College, centred

around the office of its *Rúnaí*/Secretary, to which students have frequent recourse.

The Library
An Irish-language Library tour is offered to all first-year students of Irish, during Freshers' Week each year. The students are met after the introductory session in Irish and Celtic languages and brought to the Library for an Irish-language tour of the Library with specific emphasis on the resources necessary for their courses.
Since 2005, a separate course, *Basic Information Skills Training and Subject Resources for Irish, print and online*, has been devised and delivered as a lecture–cum-workshop through the medium of Irish, by library staff, during the Junior Freshman year.

In 2008, the skills training and subject resources course was integrated into the Irish language Freshers' Week Library tour and delivered in one of the Library's training rooms as part of the tour.

An Irish language tour is available, on request, to any College affiliated group or individual, whether they are students of Irish or not.

An Irish-language letter is sent to all Irish-language publishers by the Accessions Librarian, explaining Legal Deposit and the Library's archiving role. An Irish-language letter is occasionally sent to Irish-language publishers who may not yet have deposited an item with the Library, reminding them of the obligation to do so under the Copyright Act.

Centre for Language and Communication Studies (CLCS)
The Centre for Language and Communication Studies offers Irish language classes as part of the Language Modules programme. Depending on credit regulations, undergraduate students may study a module in Irish for credit, or as an extra-curricular option (also available for postgraduates). Irish has been taught at A2, B1 and B2 levels (common European proficiency levels). The curriculum is based on a series of group projects with written and spoken components, and is delivered principally in Irish with the support of authentic Irish language materials.
A course in Bilingualism and the Maintenance of Irish is also offered.

Other initiatives include the recent involvement by a staff member as the PI on a research project funded by Foras na Gaeilge to enhance/develop corpus annotation tools for Irish to be used in Foras na Gaeilge's new English-Irish Dictionary Project, and the innovative abair.ie project.

Abair.ie- the "Cabógaí" Project
"Cabógaí" is an innovative project led from the Centre for Language and Communications Studies. Funded by Foras na Gaeilge, the project developed out of earlier research at a European level, and aims to develop text-to-speech language synthesis for the various dialects of Irish. This has already been done for Donegal Irish (see www.abair.ie) and work has commenced in relation to Connacht Irish - Munster Irish will then follow. Dependant upon continuing funding, it is hoped also to provide text-to-speech synthesis for the lesser-used dialects of Irish, which could aid the preservation of such threatened dialects. The project will be a resource for speakers, learners and teachers of the language, and be of particular benefit to those based outside Ireland who may wish to learn how the language is pronounced. It is also a crucial resource for the visually and vocally impaired.

Further research, in the Phoenetics and Speech Laboratory, initially funded by the IRCHSS

programme, has focussed on the intonation of Irish dialects.

School of Education
A range of Irish language courses, at both undergraduate and postgraduate levels, are provided within the School of Education. Students may undertake dissertations, theses or examinations through Irish. Irish language courses are available as part of the following programmes of study: BEd, PDE (HDip Secondary), HDip (Primary). The following associated Colleges offer courses in Irish: Coláiste Mhuire Marino, CICE (Church of Ireland College of Education), and Froebel College of Education.

2.10 Administrative services currently provided in the Irish language

Coiste na Gaeilge is College's Irish language Committee. The Coiste oversees the role of the Irish Language Officer (see below). The Coiste's membership is drawn from a range of areas across College. The Coiste's status is due to be raised to that of a Committee of the Board from January 2010.

Trinity College's Irish Language Officer is charged with promoting the Irish language in the life of College, with ensuring compliance with the provisions of the Official Languages Act 2003 and with administering the student residency schemes located on campus and at Trinity Hall in Dartry (see 2.11 below). The Officer acts as Secretary to Coiste na Gaeilge. The Irish Language Officer works closely with An Cumann Gaelach and other student bodies. He/she acts as a press officer with the Irish language media, in relation to Irish language matters coming within the remit of his/her office.

Translation services are coordinated through the Irish Language office. The Irish Language Officer deals with translation requests from staff members and College departments arising from the obligations of the Official Languages Act 2003.

College's Strategic Plan and Audited Accounts are both issued bilingually.

Communications Office
Bilingual headings are used on the College Information Screens located in the Arts, Hamilton and Panoz Buildings. The College staff weekly publication, *Listings*, has a bilingual title, and features Irish language content on a weekly basis. Press releases are occasionally issued by the Communications Office in the Irish language and press relations are maintained with the Irish language media on College matters other than those within the remit of the Irish Language Officer.

College's Annual Report is issued bilingually each year in accordance with Section 10 of the Official languages Act 2003.

As a matter of policy, all **College business cards** are produced bilingually.

2.11 The Irish language in the life of Trinity College

The Irish language has a presence at the heart of cultural and social life on campus. The student Irish society An Cumann Gaelach attracts a large membership each year. Regular debating, social and cultural events are organised by the Cumann, and each year, a week-long Irish language festival, *Éigse na Tríonóide*, is held on campus. Both students and staff are catered for in the events organised.

There are Irish language student residency schemes located both on the city centre campus and at Trinity Hall in Dartry, Dublin 6, where students live in adjacent groups of apartments, and speak Irish as their daily language of communication.

Voluntary classes in the Irish language, which are free of charge, are offered weekly to both staff and students. Cultural events and excursions also take place.
The newspaper of the Students' Union, the University Times, contains substantial Irish language content on a weekly basis. Trinity News regularly features material in the Irish language. The Students' Union has an Irish Language Officer on its Executive Committee, to promote the language in the Union's activities.

3. Irish Language Scheme Commitments

3.1 Outline of Scheme objectives

Trinity College's first Irish Language Scheme sets out to focus on offices and departments in the frontline of providing services to students and the general public, setting goals which are regarded as achievable within resources available.

In the first year of operation of this scheme, as set out below, a survey will be undertaken of staff throughout College, to establish current levels of capacity in relevant departments to provide Irish language services.

Where appropriate, training will be provided in the lifetime of this scheme, with a view to enhancing commitments to bilingual services to be made in the scheme immediately following this one. The training goals are directed towards enhancing College's institutional capacity to provide bilingual services, and laying the necessary foundation for further developments in subsequent schemes.

In regards to College websites, the aim of this scheme is to set out a basic Irish language platform across College websites by the end of year three, which can be built on in subsequent schemes.

The dates mentioned (by end year 1 etc.) are target dates for achievement of the stated commitment.

3.2 Commitments to enhance bilingual services

I. Websites

Trinity College commits to having a top-level Irish language webpage on the websites of the Faculties, Schools, Departments and Administrative offices, which will contain basic information on the role, functions and services of the areas in question and, in certain cases, some additional information.

This requirement will be incorporated into the Design Requirements Form and the Project Initiation/Service Level Agreement for all new web design requests (by end year 1).

The Provost's Office website will have two top-level web pages available in the Irish language, describing the role, functions and history of the Office, linking to the Provost's welcome in Irish and to the Irish language versions of the Strategic Plan and Annual Reports. A summary webpage will also be provided for the Chancellor's website outlining its role, functions and history also (by end year 1). At least two top level pages on the Trinity Hall website will be made available bilingually (by end year 1). The Enquiries Office webpage, within the Secretary's Office website, will be available bilingually (by end year 1).

The Equality Office will ensure an Irish Language word document version of the Recruitment Equality Form will be created and available online for downloading (by end year 1), although its Irish language page will not be available until the following year.

The Library website will have a special summary website in Irish accessible from the main Library Home page, containing information on the role and services of key areas within the

Library, including Libraries and Collections, Services and Facilities, Help and Training, Old Library and the Book of Kells (by end year 2).

By the end of year 2, the following websites will have implemented the requirement for an Irish language webpage: Vice-Provost/Chief Academic Officer's Office, Admissions Office, Examinations Office, Student Records, Graduate Studies, Treasurer's Office, Equality Office, Communications Office, Secretary's Office, Information Compliance Office, Global Home page, Local Home page, "About Trinity" pages, and the three faculty websites, Arts, Humanities and Social Sciences; Engineering, Mathematics and Science; and Health Sciences. Likewise, the Office of the Junior Dean/Registrar of Chambers and the Accommodation Office, the Office of Director of Buildings, the Dean of Students, the Senior Tutor's Office, the Disability Service, the College Health Service, Student Counselling Service, the Careers Advisory Service and the Sport and Recreation Service will implement the web Irish language requirement. In addition, all student-directed elements of the Treasurer's Office website will be available bilingually (by end year 2).

An Irish language version of FOI Application Form will be available on the Irish language webpage of the Information Compliance Office (by end year 2).

By the end of year 3 all remaining schools, departments and administrative offices will have implemented the requirement for an Irish language webpage.

II. Media and advertising

An Irish language-prominent version of the College Logo will be used in all Irish-language-related promotional material, and it shall be ensured that a Bilingual College Logo is used for general branding purposes (excluding merchandise). (by end year 1).

Where College academic areas are placing a course advertisement in national newspapers, one summary version will be placed in an Irish language publication (by end year 1).

5% of all press releases shall be issued bilingually (by end year 1), 10% the following year, and 15% by the end of year 3. An Irish language press release archive will be independently accessible (by end year 3).

A printed Irish language version of the Freedom of Information Application Form will be available directly from the Information Compliance Office (by end year 1) and on the website (by end year 2).

Spokespersons will be identified with the capability of representing the College with Irish language media and a webpage listing such spokespersons will be developed and maintained (by end of year 2).

III. Forms, brochures and publications

College's staff newsletter "Scéala an Choláiste/Listings" will maintain a bilingual title and feature weekly Irish language content (ongoing).

An Irish language page, "An Ghaeilge" will appear in the College calendar, containing basic information on the Irish language in the life of College and website/telephone contact information (by end year 1).

The letter issued to guidance counsellors and teachers enclosing the College Undergraduate Prospectus will be issued bilingually to all secondary schools on the island of Ireland (by end year 1).

At registration all students will be issued with a copy of the College Regulations in English and Irish. The communication of information about services in Irish will be facilitated at the same time (by end year 1).

The Library will make a student orientation leaflet/guide available in Irish (by end year 1).

The Mature Students' Application Form will be available in the Irish language in hard copy and PDF formats (by end year 2). The application form for the Performing and Visual Arts Fund will be available bilingually online and in hard copy (by end year 2).

Bilingual elements will be introduced into the Extramural Courses Booklet- running titles used throughout Booklet, College logo/name, booklet title and Introduction to be bilingual (by end year 2).

A summary guide to Student Services in the Irish language for students will be jointly provided by the Senior Tutor's Office, Disability Service, College Health Service, Careers Advisory Service, Sport and Recreation and Student Counselling Service, such guide to be coordinated through the Dean of Students (by end year 2).

The Examinations Office will ensure that where official academic course titles are in the Irish language, this will be reflected in timetables and examinations information issued by that office (by end year 2).

A summary Prospectus (2013) containing basic College information and summary course list will be made available in the Irish language (by end year 3).

IV. Customer services

Direct customer services

There will be one member of staff available to the Fees Office (within the Treasurer's Office), able to conduct business effectively in both Irish and English (by end year 2).

Library Orientation tours in Irish will be made available, by arrangement, during Freshers' Week (ongoing).

The Careers Advisory Service will promote careers opportunities in the Irish language among the student body through its association with "Gairmeacha le Gaeilge", and internally in cooperation with the Irish Language Office and the School of Irish (ongoing).

Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of the University to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that by the end of year 2 of the scheme:

Reception/switchboard staff give the name of the University in Irish and in English
They are at least familiar with the basic greetings in Irish
Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through

Irish, where available

Staff in the Enquiries Office will be able to greet persons in Irish and refer queries onward, or will take contact details and promise to revert within a reasonable time period with an Irish language speaker. Staff from this office will also make a booklet in Irish available, containing basic College information and contact details (by end year 2).

Two staff members in the Secretary's Office will be in a position to deal with queries made in person or by telephone in the Irish language and to provide Irish language back-up to Enquiries Office (by end year 2).

Two staff members in the Provost's Office will be in a position to respond to queries made in person or by telephone in the Irish language (by end year 3).

In the Berkeley and Hamilton Libraries, one staff member at the main Lending Desks will be available to conduct business in Irish during the hours of 9am and 3.30pm (by end year 3). One staff member at the main Library Reception/Information Desk will be able to greet customers in Irish and refer queries onward, during the opening hours 9.30am-5pm (by end year 3).

Protocol and systems
Internal Protocols will be agreed for the handling of Irish language queries by both the Secretary's Office and the Equality Office, and on handling Irish language FOI requests by the Information Compliance Office (by end year 1).

Suitable systems will be put in place to brief Postroom staff, in order to ensure that all incoming and outgoing mail, and all internal mail, where addressed in the Irish language, can be promptly directed to the correct destination and recipient (by end year 1).

V. Staff Recruitment and Training

Survey
In the first year of operation of this scheme, a survey will be undertaken of staff throughout College, to establish current levels of capacity in relevant departments to provide Irish language services. Where appropriate, training will be provided within the lifetime of this scheme with a view to enhancing the commitments to bilingual services to be made in the period of the scheme immediately following this one.

Courses
The Staff Development Office, in consultation with the Irish language Officer, will provide support and advice in the provision of courses in Irish (by end year 1 and ongoing). Subject to agreement with local management, and where linked to staff development goals, College will facilitate the attendance of staff at Irish language courses where this training is relevant to front line service provision and their work (by end year 1 and ongoing).

Recruitment
College will bear in mind the commitments to bilingual service entered into in this scheme in its recruitment policy (by end year 1 and ongoing).

At the next available staff vacancy in the area of the Vice-Provost/Chief Academic Officer's Office, competency to deliver a service in Irish for each of the following offices (Vice-

Provost/Chief Academic Officer's Office, Admissions Office, Examinations Office, Student Records, Graduate Studies) will be a requirement of the position (ongoing).

VI. Information Technology

The automatic email message issued when Library books due to be returned are late will be issued in bilingual format (by end year 1).

Commonly developed systems supported by Trinity College Information Systems Services e.g. email, office systems, web publishing tools, will support both Irish and English. Support for sourcing Irish language packs (spell checkers, proofing tools) shall be available on request (by end year 1).
Commonly used and public-facing systems in the Public Access Computer Rooms supported by Trinity College Information Systems Services will be made compatible by allowing names and place-names addresses to be recorded, displayed and printed in either official language, depending on the user (by end year 1).

The Library's Millennium catalogue will have an Irish language version of the search interface available providing searching (and essential supporting text) of all the Library records in the main online catalogue (by end year 2).

The current Student Information System will support the entry, display and printing of data including student information, name, address and biographical information in either Irish or English (by end year 2).

The online Research Support System database will support the searching, display and printing of information entered in either Irish or English (by end year 3).

In the event of a new online system being developed for student enrolment and registration, the option of registering in the Irish language will be built into the tendering process in addition to the option of having biographical information recorded in the Irish language (ongoing).

Built into the tendering process of a new student information system, will be the capability of supporting the entry, display and printing of data including student information, name, address and biographical information in either Irish or English (ongoing).

Where University computer workstations and peripheral devices are being replaced or updated, these will be configured to support the entry, display and printing of information in either Irish or English (ongoing).

E-strategy: Built into the tendering and development process of a new staff information database, will be the requirement that the system is capable of supporting the entry, display and printing in either Irish or English, of data including staff information, name, address, and biographical details (ongoing).

VII. The living language on campus

Students
An Irish Language Residency Scheme is operated on campus for continuing students in College in association with Coiste na Gaeilge and the Irish Language Officer. This may be expected to continue for the duration of the Language Scheme subject to agreement between

the Office of Junior Dean/ Registrar of Chambers, the Accommodation Office and the Irish Language Office. The students participating in the Scheme will be selected by a competitive process, and be in receipt of a grant from Coiste na Gaeilge, subject to fulfilling certain conditions (ongoing).

Similarly, an Irish Language Residency Scheme is operated at Trinity Hall for students in College in association with Coiste na Gaeilge and the Irish Language Officer. This may be expected to continue for the duration of the Language Scheme subject to agreement between the Warden of Trinity Hall, the Accommodation Office and the Irish Language Office. 12 places may be expected to be made available for 1st year students and 6 places for 2nd year students. The 18 students will be selected by a competitive process, and be in receipt of a grant from Coiste na Gaeilge, subject to fulfilling certain conditions (ongoing).

One house block in Trinity Hall will be reserved primarily for students with an interest in living in a spoken Irish community (by end year 1).

Irish classes will be provided at a range of levels, free of charge, to students (by end year 1).

A room will be made available specifically for the Irish Language ("Seomra na Gaeilge") as part of the new Student Centre under development. Seomra na Gaeilge will function as a social space in the medium of Irish available to the student body (TBC)

Staff
Irish classes will be provided at a range of levels, free of charge, to staff members and a programme of social and cultural events will be provided for staff members (by end year 1).

VIII. Trinity College Dublin and Wider Society

Tours in Irish of the Book of Kells exhibition will be facilitated, by arrangement (by end year 1).

Trinity College Dublin's School of Law, in association with the Irish Language Officer, will organise a symposium/seminar for the general public on the Irish language in the legal system, legislation and language rights (by end year 2).

The Irish Language Officer will foster relationships with the external Irish language community and organisations in furtherance of Trinity College's commitment to engage with the wider society. The Officer will also explore potential areas of cooperation with the Trinity Foundation and the Trinity Business Alumni in pursuit of these goals (ongoing).

4. Implementation and Monitoring of Scheme

The Irish language Officer will negotiate implementation plans on an annual basis with each area or department making commitments under this scheme. An Irish Language Scheme Implementation Group will be established under the auspices of Coiste na Gaeilge. The Implementation Group will meet twice a year to review progress towards the implementation of the overall objectives agreed. The Implementation Group will report to Coiste na Gaeilge at the end of each year during the operation of this scheme, and Coiste na Gaeilge will make a report to the Board on compliance with the scheme. The Implementation Group will also cooperate with the office of the Official Languages Commissioner.

5. Publicising of Scheme

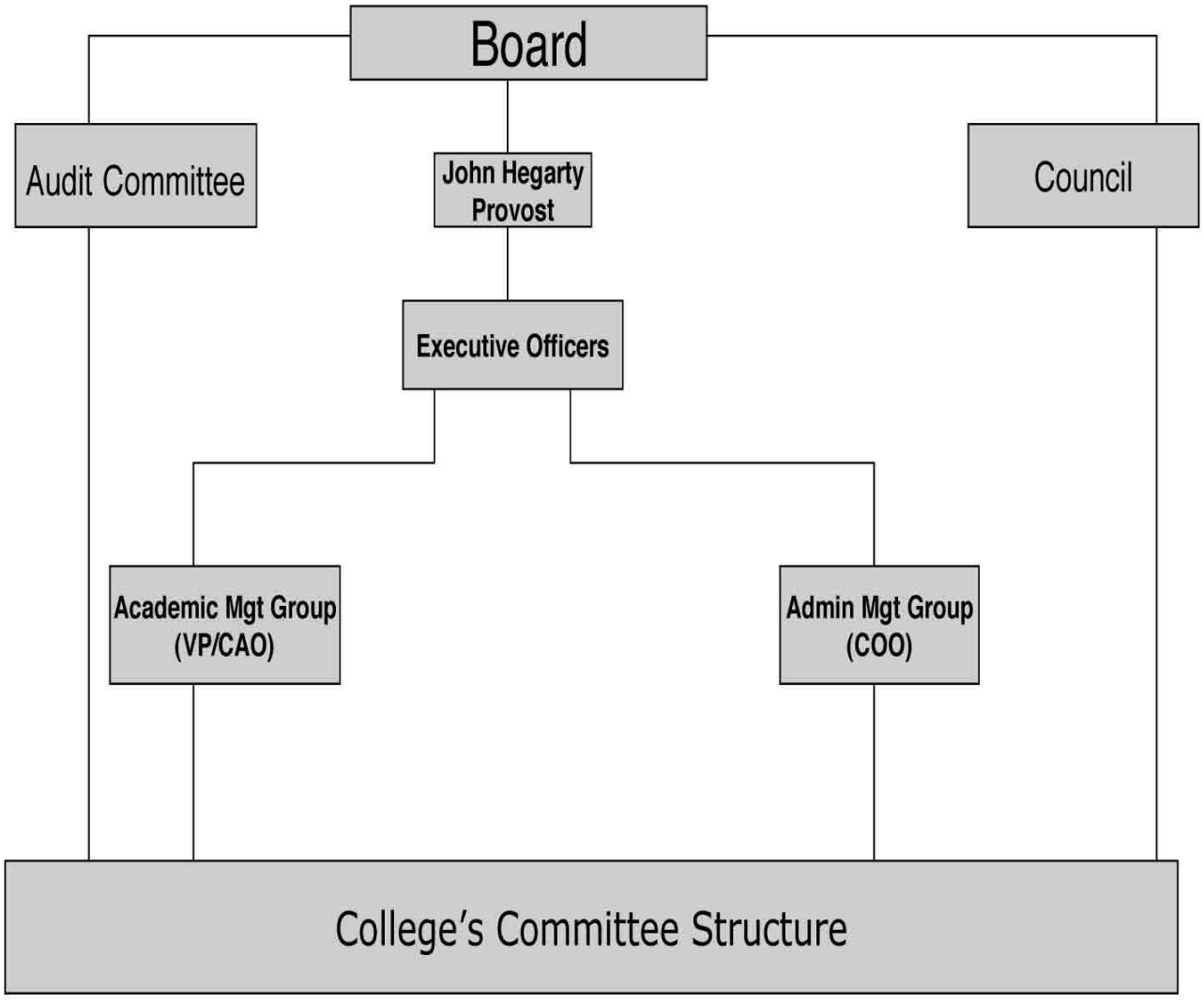
The contents of this scheme, along with the commitments made therein, will be publicised to the general public, by means of:-

- Press release.
- Official launch of the scheme.
- Advertising of provisions.
- Circulation to appropriate agencies and public bodies.
- Website

In addition, once departments and offices which have committed to delivering a service are in a position to do so, this will also be clearly communicated. A copy of this scheme has also been forwarded to Oifig An Choimisinéara Teanga.

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

Appendix 1- Governance structure in Trinity College



Appendix 2- Faculty and School Structure in Trinity College

Faculty/School Structure

Faculty of Arts, Humanities and Social Science	
School of Business • Business Studies	***School of Law*** • Law
School of Drama, Film and Music • Drama and Theatre Studies • Music • Film	***School of Linguistic, Speech and Communication Studies*** • Centre for Language and Communications Studies • Clinical Speech and Language Studies • Centre for Deaf Studies
School of Education • Education	***School of Psychology*** • Psychology
School of English • English	***School of Social Sciences and Philosophy*** • Economics • Political Science • Sociology • Philosophy
School of Histories and Humanities • History • History of Art • Classics • Centre for Gender and Women's Studies	***School of Social Work and Social Policy*** • Social Studies
School of Languages, Literatures and Cultural Studies • Centre for European Studies • Germanic Studies • Hispanic Studies • Irish & Celtic Languages • Italian • Russian & Slavonic Studies • French	***School of Religions, Theology and Ecumenics (aspirant)*** • Religions and Theology • Irish School of Ecumenics

Faculty of Engineering, Mathematics and Sciences	
School of Biochemistry and Immunology • Biochemistry • Immunology	***School of Genetics & Microbiology*** • Genetics • Microbiology
School of Chemistry • Inorganic and Synthetic Materials Chemistry • Organic, Medicinal and Biological Chemistry • Physical, Computational and Materials Chemistry	***School of Mathematics*** • Mathematics
School of Computer Science and Statistics • Computer Science • Statistics	***School of Natural Sciences*** • Geography • Geology • Zoology • Botany
School of Engineering • Civil, Structural and Environmental Engineering • Electronic & Electrical Engineering • Mechanical & Manufacturing Engineering	***School of Physics*** • Physics

Faculty of Health Sciences

School of Dental Science

- Oral Surgery, Oral Medicine and Oral Pathology
- Public & Child Dental Health
- Restorative Dentistry and Periodontology
- Oral Biosciences

School of Nursing & Midwifery

- General Nursing
- Psychiatric Nursing
- Intellectual Disability Nursing
- Paediatric Nursing
- Midwifery

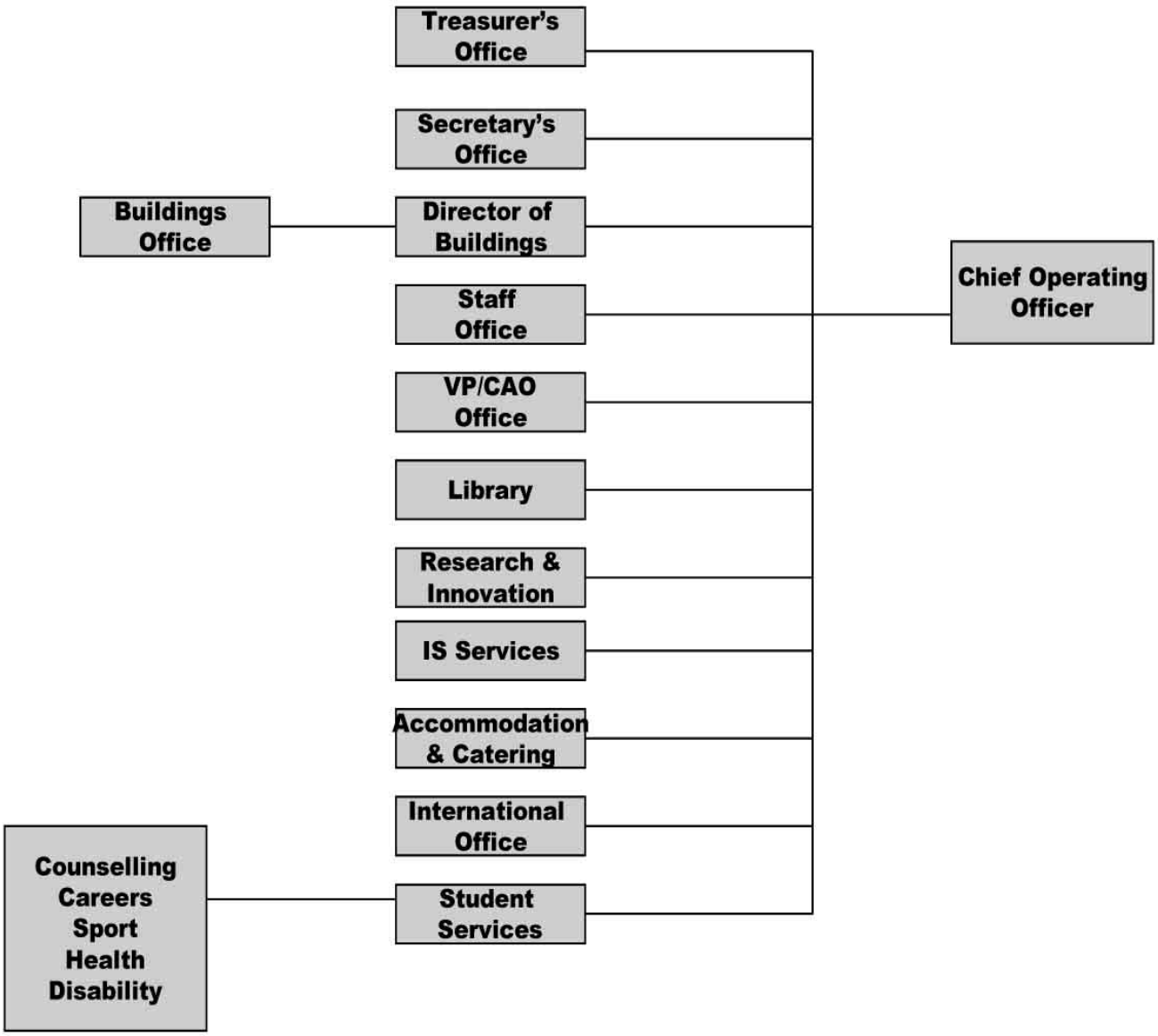
School of Medicine

- Anatomy
- Clinical Medicine
- Medical Gerontology
- Obstetrics & Gynaecology
- Paediatrics
- Pharmacology & Therapeutics
- Physiology
- Psychiatry
- Public Health & Primary Care
- Surgery
- Histopathology & Morbid Anatomy
- Haematology
- Immunology
- Clinical Microbiology
- Unit of Nutrition and Dietetic Studies
- Radiation Therapy
- Physiotherapy
- Occupational Therapy
- Centre for Health Policy & Management

School of Pharmacy and Pharmaceutical Sciences

- Pharmacy

Appendix 3- Administrative structure in Trinity College



Reverse for
Irish Text