

# An tSeirbhís um Cheapacháin Phoiblí

Scéim Teanga 2017-2020

faoi Alt 15

d'Acht na dTeangacha Gaeilge 2003

**Tá tuilleadh eolais ar fáil ó:**

An tSeirbhís um Cheapacháin Phoiblí,  
Áras na Caibidle,  
26-30 Sráid na Mainistreach Uachtarach,  
Baile Átha Cliath 1

Teileafón: 01 - 8587400  
Glaoch Íseal 1890 449999  
Ríomhphost: [info@publicjobs.ie](mailto:info@publicjobs.ie)  
[eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie)  
Suíomh Gréasáin: [www.publicjobs.ie](http://www.publicjobs.ie)  
[www.postannapoibli.ie](http://www.postannapoibli.ie)



**publicjobs.ie**

An tSeirbhís um Cheapacháin Phoiblí  
Public Appointments Service

# Clár na nÁbhar

<b>Caibidil 1</b>	<b>Cúlra</b>	<b>2</b>
<b>Caibidil 2</b>	<b>Athbhreithniú den Dara Scéim Teanga</b>	<b>3</b>
<b>Caibidil 3</b>	<b>Scéim Teanga 2017-2020</b>	<b>4</b>
<b>Caibidil 4</b>	<b>Monatóireacht na Scéime</b>	<b>7</b>
<b>Caibidil 5</b>	<b>Foilsíú na Scéime</b>	<b>8</b>
<b>Aguisín A</b>	<b>Forbhreathnú den tSeirbhís um Cheapacháin Phoiblí</b>	<b>9</b>
	<b>Aguisín B</b>	
	<b>Custaiméirí agus Cliant de chuid na Seirbhíse um Cheapacháin Phoiblí</b>	<b>10</b>
	<b>Aguisín 3</b>	
	<b>Réimsí Feidhmiúcháin na Seirbhíse um Cheapacháin Phoiblí</b>	<b>11</b>
	<b>Aguisín D</b>	
	<b>Contaetha na Gaeltachta</b>	<b>12</b>



# Caibidil 1:

## Cúlra

### 1.1 T ú S

D'ullmhaigh an tSeirbhís um Cheapacháin Phoiblí (PAS) an Scéim Teanga Ghaeilge seo de réir théarmaí Alt 15 d'Acht na dTeangacha Oifigiúla 2003 ("an tAcht").

Forálann Alt 11 den Acht go n-ullmhóidh comhlachtaí poiblí scéim reachtúil ina sonrúfar na seirbhísí a sholáthróidh an comhlacht

trí mheán na Gaeilge,  
trí mheán an Bhéarla, agus  
trí mheán na Gaeilge agus an Bhéarla

agus na bearta a úsáidfear lena chinntiú go soláthrófar i nGaeilge, aon seirbhís nach soláthraíonn an comhlacht trí mheán na Gaeilge laistigh de thréimhse chomhaontaithe ama.

mar sprioc ag an tríú Scéim Teanga leanúint ar aghaidh ag comhlíonadh na ngealltanais seo

chomhlíonadh, ar aighneachtaí ón phobal agus ó eagraíochtaí na teanga Gaeilge a rinneadh roimhe seo, ar aiseolas ó n-ár gcustaiméirí agus ar nithe praiticiúla a bhaineann le seirbhís a sholáthar do chustaiméirí trí Ghaeilge. Tá sé

### 1.2 C ur chuige d'fhor bairt na Scéime

Tá an Scéim seo bunaithe ar threoirínte an Aire Ealaíon, Oidhreachta, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta. De réir mar a fhoráiltear in Alt 13 den Acht, d'fhoilsigh an tSeirbhís um Cheapacháin Phoiblí fógra i mí Bhealtaine 2016 inar lorgaíodh aighneachtaí ó pháirtithe leasmhara maidir le dréachtscéim a ullmhú. Cuireadh an fógra i ríomhphost chuig gach ball de PAS agus foilsíodh é le Meas Media (suíomh gréasáin Gaeilge). Fuarthas roinnt aighneachtaí ó Chonradh na Gaeilge. Tá na haighneachtaí seo agus aighneachtaí a fuarthas do Scéimeanna Teanga roimhe seo le feiceáil ag [www.publicjobs.ie](http://www.publicjobs.ie) agus [www.postannapoibli.ie](http://www.postannapoibli.ie).

Tá ábhar na Scéime bunaithe ar na gealltanais a tugadh sa chéad agus sa dara Scéim a

agus nuair a bhíonn an deis ann, feabhas a chur le soláthar na ngealltanais sin.

Ba mhaith leis an tSeirbhís um Cheapacháin Phoiblí buíochas a ghabháil leo siúd a chaith am leis an phróiseas seo.

### 1.3 Dáta tosaithe na Scéime

Dheimhnigh an tAire Ealaíon, Oidhreachta, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta an Scéim seo agus tá feidhm aici ón 10 Márta 2017. Beidh an scéim i bhfeidhm ar feadh tréimhse 3 bliana ón dáta seo nó go dtí mbeidh scéim nua deimhnithe ag an Aire de bhun alt 15 den Acht cibé acu is moille.

D'éirigh go maith leis an tSeirbhís um Cheapacháin Phoiblí go dtí seo, seirbhísí trí Ghaeilge a sholáthar. Bhí na gealltanais a rinneadh sa chéad agus sa dara Scéim, cur le leibhéal na seirbhísí a sholáthraítear trí Ghaeilge, uailmhianach.

Le roinnt blianta is é [publicjobs.ie](http://publicjobs.ie) an príomh-chóras a úsáidimid lenár ngnó á bhainistiú agus a sholáthar. Rinneadh infheistíocht shuntasach lena chinntiú go raibh na córais ríomhaireachta a chuireann comhéadan ar fáil d'iarrthóirí agus don phobal i gcoitinne, ábalta ábhar Gaeilge a ghlacadh. Le linn thréimhse an dara Scéim, chinntigh ár n-aonad TE go bhfuil na seirbhísí a sholáthraítear go leictreonach trí Ghaeilge ar an chaighdeán teicniúil céanna leis na seirbhísí a sholáthraítear trí Bhéarla. Soláthraímid anois saoráid earcaíochta dátheangach ar líne, atá furasta do chliant agus d'iarrthóirí. Tá ailias/ainm fearainn i nGaeilge [www.postannapoibli.ie](http://www.postannapoibli.ie) ar fáil i gcónaí. Is féidir dul díreach chuig an suíomh seo le nasc chuig [www.publicjobs.ie](http://www.publicjobs.ie). Tá bosca litreach d'eolas ginearálta i nGaeilge [eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie) ar fáil fosta. Taispeánfar cibé séanadh ag bun ríomhphoist ón Oifig seo sa dá theanga.

## Caibidil 2

### Athbhreithniú den chéad Scéim Teanga Ghaeilge

Tá réimse eolais ghinearálta faoin Oifig agus a hacmhainní, sonraí teagmhála, próiseas na gcomórtas agus faoin Státseirbhís go ginearálta ar fáil ar [publicjobs.ie](http://publicjobs.ie). Tá an t-eolas seo ar fad ar fáil sa dá theanga oifigiúil. Athraíonn cuid mhaith den eolas faoi phróiseas na gcomórtas go laethúil agus is gá é a aistriú gach lá. Faoi mar a tharla sa chéad Scéim, rinne PAS gealltanais Foirm Iarratais agus Leabhráin Eolais sa dá theanga a chur ar fáil do phoist seirbhíse ginearálta agus do phoist áirithe eile ina bhfuil cumas Gaeilge riachtanach agus leanadh leis an ghealltanais seo a sholáthar le linn thréimhse an dara Scéim. Tá rannóg ar an suíomh gréasáin a bhaineann le Scéim Teanga na hOifige. Tá an Scéim féin agus na haighneachtaí a fuarthas ann.

Tá rannóg ar Inlín na hOifige a phléann le hábhair Ghaeilge. Méadaíodh é seo agus san áireamh tá liosta de bhaill foirne atá in ann déileáil le baill den phobal trí Ghaeilge. Chomh maith le sin tá sonraí faoi Acht na dTeangacha Oifigiúla, Na Scéimeanna Teanga 2005 - 2008 agus 2013 - 2016, sonraí faoi bheannachtaí simplí i nGaeilge - Béarla do bhaill foirne agus nasc chuig [tearma.ie](http://tearma.ie), foclóir Gaeilge ar líne.

Tugadh eolas faoi sheirbhísí Gaeilge na hOifige do bhaill foirne chomh maith le heolas faoi ábhar na Scéime. Bhí baill foirne a bhí in ann comhrá fáiltithe bunúsach a dhéanamh trí Ghaeilge leis an phobal, ag na príomh-phointí teagmhála. Spreagadh baill foirne cúrsaí Gaeilge lae a dhéanamh.

Le linn thréimhse an dara Scéim, lean PAS den ghealltanais baill foirne a chur ar fáil a raibh cumas acu seirbhísí a chur ar fáil trí Ghaeilge. Mar gheall ar an chúlú eacnamaíoch, thit líon na mball foirne go mór rud a d'fhág nárbh fhéidir an gealltanais seo a chomhlíonadh i gcónaí. Mar sin féin áfach, bhí ball foirne ar fáil ag PAS a raibh cumas Gaeilge aige/aici chun déileáil le baill den phobal gur theastaigh uathu a ngnó a dhéanamh trí Ghaeilge.

Cuireadh foilseacháin a bhaineann le rialáil chorparáideach, a ceapadh a bhí dírithe i bpáirt ar an Phobal Ginearálta (alt 10 den Acht) m.sh. an Plean Gníomhaíochta Seirbhíse ar Ardchaighdeán do Chustaiméirí, Cairt an Chustaiméara, an Tuarascáil Bhliantúil agus an Ráiteas Straitéise ar fáil go comhuaineach sa dá theanga oifigiúil.

## Caibidil 3

### Scéim Teanga Ghaeilge 2017-2020

Tá an tSeirbhís um Cheapacháin Phoiblí tiomanta do chaighdeán na seirbhíse trí Ghaeilge a chothabháil le linn thréimhse an tríú scéim.

Tá ábhar an tríú Scéim Teanga dírithe ar an dá phríomh-ghrúpa custaiméirí - iarratasóirí do phoist sa tseirbhís phoiblí agus an pobal i gcoitinne.

Tá feabhas tagtha ar an gheilleagar agus dá bharr sin, mhéadaigh obair na Seirbhíse um Cheapacháin Phoiblí go mór agus tá sí ag teacht chun cinn agus ag méadú de shíor. Sonraíonn an Chaibidil seo na bearta a chuirfidh PAS i bhfeidhm le linn thréimhse na Scéime seo lena chinntiú go soláthraítear seirbhísí ar ardchaighdeán trí Ghaeilge dár gcustaiméirí. Baineann na gealltanais sa Scéim le comórtais a bhfuil PAS freagrach astu agus ní bhaineann siad le comórtais a stiúran eagraíochtaí eile a luadh san alt roimhe seo.

**Seirbhísí Idirlín - [www.publicjobs.ie](http://www.publicjobs.ie) agus [www.postannapoibli.ie](http://www.postannapoibli.ie)**

Tá infheistíocht mhór déanta ag an tSeirbhís um Cheapacháin Phoiblí chun [www.postannapoibli.ie](http://www.postannapoibli.ie) agus [www.publicjobs.ie](http://www.publicjobs.ie) a fhorbairt mar phríomh-chomhéadan earcaíochta. Tá réimse eolais ghinearálta faoin Oifig agus a hacmhainní, sonraí teagmhála, agus faoin Státseirbhís go ginearálta ar fáil ar [publicjobs.ie](http://publicjobs.ie). Tá an t-eolas seo ar fáil agus beidh sé ar fáil d'iarrthóirí sa Teanga Oifigiúil dá rogha.

Tá na nithe seo a leanas san áireamh san áis iarratais ar líne de chuid [publicjobs.ie](http://publicjobs.ie):

**Clárú an Iarrthóra:** Tugann an t-iarrthóir eolas pearsanta áirithe ar nós ainm, seoladh agus eolas teagmhála.

**Teideal agus Cur Síos faoin Phost:** Sonraí an phoist atá á fhógairt. De ghnáth, beidh seo mar an gcéanna leis an eolas faoi bpost a fheictear san fhógra earcaíochta.

**Foirm Iarratais:** Cuireann an Fhoirm Iarratais oifigiúil ar a gcumas d'iarrthóirí, Sonraí

Pearsanta, Cáilíochtaí Oideachais agus Cuntas Fostaíochta a chur isteach.

**Leabhrán Eolais:** Tá sonraí ar leith ar phoist, na coinníollacha seirbhíse agus próiseas an chomórtais ar fáil sa Leabhrán Eolais.

**Ainmneacha Oifigiúla Áiteanna:** De réir na reachtaíochta, úsáidfimid na hainmneacha oifigiúla d'áiteanna sa Ghaeltacht

#### Dualgais maidir le comórtais a bhfuil PAS iomlán freagrach astu

Tá Áis Chláraithe an Iarrthóra in áit cheana sa dá Theanga Oifigiúil.

Beidh Teideal an Phoist, Cur Síos faoin bPost agus an Fhoirm Iarratais ar fáil sa dá Theanga Oifigiúil le linn thréimhse an iarratais.

Beidh Leabhráin Eolais ar fáil sa dá Theanga Oifigiúil do na poist seo a leanas:

1. Poist do Chomórtais Oscailte sa Státseirbhís: Oifigeach Cléireachais, Oifigeach Feidhmiúcháin, Ardoifigeach Feidhmiúcháin, Príomhoifigeach Cúnta, Treas-Rúnaí, Oifigeach Riaracháin
2. Poist le Feidhmeannacht na Seirbhíse Sláinte i gContaetha Gaeltachta (féach Aguisín D).
3. Poist le hÚdaráis Áitiúla i gContaetha Gaeltachta (féach Aguisín D).
4. Poist ina bhfuil riachtanas ar leith Gaeilge ag dul leo ar nós Oifigeach Logainmneacha, Aistritheoir, agus Cigirí Oideachais.
5. Poist faoi chúram na Roinne Oideachais agus Scileanna.

Is féidir go dtarlóidh sé anois is arís nach féidir an leagan Gaeilge de na Leabhráin Eolais a chur ar fáil díreach tar éis an post a fhógairt ach beidh sé ar fáil chomh luath agus is féidir.

**Comórtais de chuid eagraíochtaí seachtracha a fhógraítear ar [publicjobs.ie](http://publicjobs.ie)**

## Caibidil 3

### Scéim Teanga Ghaeilge 2017-2020

Le linn thréimhse na Scéime seo, leanfar leis na bearta a chuireann ar eagraíochtaí seirbhíse poiblí a chuireann fógraí ar [publicjobs.ie](http://publicjobs.ie), Teideal an Phoist, Cur Síos faoin bPost agus an Fhoirm Iarratais (más ann) a chur ar fáil sa dá Theanga Oifigiúil. Ní bheidh sé riachtanach ag eagraíochtaí Eorpacha agus Idirnáisiúnta a chuireann fógraí ar an suíomh gréasáin é seo a dhéanamh.

Is féidir go n-iarrfaidh eagraíochtaí eile san earnáil phoiblí, institiúidí oideachais, comhlachtaí Eorpacha agus idirnáisiúnta poist a fhógairt ar [publicjobs.ie](http://publicjobs.ie). Go minic bíonn i bhfad níos mó fógraí ag comhlachtaí seachtracha ar an suíomh ná comórtais a reáchtálann PAS iad féin. Seachas cuidiú le fógraí a chur in áit, níl aon bhaint eile ag PAS leis na comórtais áirithe seo agus níl aon fhreagracht dhíreach acu maidir le hábhar goolta a sholáthar.

#### Aonad TE

Tabharfaidh an tAonad TE tacaíocht don Aistritheoir agus do na hAonaid Earcaíochta lena chinntiú go bhfuil ábhar ar fáil i nGaeilge agus i mBéarla ar an suíomh gréasáin. Beidh aon uasghrádú nó leasú de [publicjobs.ie](http://publicjobs.ie) le feiceáil ag an am céanna ar an leagan Gaeilge den suíomh.

Maidir le tionscadal forbartha [publicjobs.ie](http://publicjobs.ie) ina iomláine, pléifidh an tAonad TE le haon fhadhb nascleanúna den leagan Gaeilge agus Béarla den suíomh. Cruthaíodh ailias/ainm fearainn Gaeilge, [www.postannapoibli.ie](http://www.postannapoibli.ie), agus bosca poist eolais ghinearálta Gaeilge, [eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie) rud a chabhraigh go mór sa mhéid sin.

Tabharfaidh an tAonad TE cuidiú maidir leis an rannán ar leith do cheisteanna Gaeilge ar Inlíon na hOifige a chothabháil agus a fhorbairt. Leasófar sonraí na mball foirne ag na Príomh-Phointí Teagmhála ar an Inlíon ar bhun leanúnach. Cuirfear ainmneacha teagmhála leis más gá.

#### Aonaid Earcaíochta

Leanfaidh an Oifig ag soláthar seirbhíse trí Ghaeilge do chainteoirí Gaeilge a bhíonn i dteagmháil leis an Oifig agus déanfar gach iarracht „cumas Gaeilge“ na hOifige a chothabháil. Comhlíonfaidh muid ár ndualgais dlí, freagra a thabhairt i nGaeilge ar chomhfhreagras a fhaightear i nGaeilge.

#### An tAonad Acmhainní Daonna

**Ionduchtú do Bhaill Foirne** - Tabharfaidh Aonad na nAcmhainní Daonna eolas faoi sheirbhísí Gaeilge a sholáthraíonn an Oifig agus eolas faoi ábhar na Scéime seo le linn chúrsaí ionduchtaithe ar na cúiseanna seo:

- go dtuigeann siad cén fáth a bhfuil beartas dátheangach i bhfeidhm ag an Oifig
- go dtuigeann siad comhthéacs agus cúlra an pholasaí agus go dtuigeann siad go hiomlán cén tionchar atá ag an pholasaí ar a gcuid oibre
- go dtuigeann siad conas a chabhróidh an Oifig leo cumas a fhorbairt sa réimse.

**Na Príomh-phointí teagmhála** Cinnteoidh an Oifig go mbeidh an lucht fáiltithe agus oibrítheoirí lasc-chláir, a mbíonn an pobal i dteagmháil leo ar dtús de ghnáth, eolach ar na gnáth-bheannachtaí i nGaeilge agus go n-úsáidfídh siad na beannachtaí sin. Cinnteoidh an Oifig go gcuirfear socruithe i bhfeidhm chun baill den phobal a chur i dteagmháil le ball foirne cuí atá in ann déileáil lena ngnó chomh luath agus is féidir, cé acu i nGaeilge nó i mBéarla. Beidh liosta de na baill foirne a bhfuil cumas Gaeilge acu ag na fáilteoirí agus ag oibreoirí lasc-chláir agus cuirfear daoine a ghlaonn ar an oifig i dteagmháil leo siúd. Coinneofar an liosta reatha seo ar Inlíon na hOifige.

**Cumas Gaeilge a Leasú** - Lorgóidh Aonad na nAcmhainní Daonna cúrsaí Gaeilge atá dírithe ar sheirbhísí do chustaiméirí, do bhaill foirne atá ag obair ag na Príomh-phointí teagmhála.





## Caibidil 3

### Scéim Teanga Ghaeilge 2017-2020

Is féidir go n-eagrófar oiliúint trí na socrúithe nua atá molta ag an Roinn Ealaíon, Oidhreacht, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta go háitiúil má tá na hacmhainní ar fáil. Cuideoidh an Oifig le baill foirne freastal ar ranganna Gaeilge le linn uaireanta oibre, faoi shrianta. Tabharfar comhairle do bhaill foirne faoin réimse ranganna Gaeilge ar ardchaighdeán atá ar fáil taobh amuigh d'uaireanta oifige.

Chun go mbeadh custaiméirí agus baill foirne níos mó ar an eolas faoi Ghaeilge, cuirfear níos mó corrcomharthaí timpeall an fhoirgnimh sa dá theanga oifigiúil e.g Doras, Bealach Amach, Ardaitheoir agus sna rannóga éagsúla ar nós An Rannóg Chléireachais, Rannóg na gComhairleach, Aistritheoir srl.

Chun an Ghaeilge a chur chun cinn go neamhfoirmiúil do bhaill foirne, cuirfidh PAS frásaí coitianta i nGaeilge agus an leagan Béarla ar Inlín na hOifige ar bhonn rialta.

Scrúdófar aighneachtaí a fuarthas don tríú Scéim Teanga agus cuirfear iad i bhfeidhm más féidir.

**Gaeilge riachtanach do cheapachán i bpost i PAS** Mar a rinneadh nuair a ceapadh Aistritheoir don Oifig, déanfar athbhreithniú leanúnach ar pholasaí earcaíochta na hOifige i dtaca le poist sa tSeirbhís um Cheapachán Phoiblí sa chomhthéacs go bhfuil sé riachtanach cumas Gaeilge (scríofa agus labhartha) a bheith ag iarrthóirí.

**Seirbhís do Bhaill Foirne inmheánacha** Pléifidh Aonad na nAcmhainní Daonna le baill foirne inmheánacha ina rogha teanga.

#### Rialáil Chorporáideach

Cuirfear foilseachán a bhaineann le rialáil chorporáideach, a cheaptar atá dírithe i bpáirt ar an Phobal Ginearálta (alt 10 den Acht) m.sh. an Plean Gníomhaíochta Seirbhíse ar Ardchaighdeán do Chustaiméirí, Cairt an Chustaiméara, an Tuarascáil Bhliantúil agus an Ráiteas Straitéise ar fáil go comhuaineach sa dá Theanga Oifigiúil.

#### Nuachtáin agus Eolas

Cuirfidh an Oifig urlabhraí ar fáil le labhairt leis na meáin Ghaeilge leithéid RTE Raidió na Gaeltachta, RTE1 agus TG4 faoi chúrsaí a bhaineann leis an Oifig, má thugtar dóthain ama don Oifig faoi am agus faoi ábhar an agallaimh.

## Caibidil 4

### Monatóireacht na Scéime

Coinneoidh Coiste Comhairleach Bainistíochta na Seirbhíse um Cheapacháin Phoiblí súil ar an Scéim ó thaobh éifeacht oibre de. Tá ardbhainistíocht na heagraíochta freagrach as faireachán na Scéime ó lá go lá.

De réir mar a athraíonn ról na hOifige le himeacht ama, déanfar gach iarracht úsáid a bhaint as gach deis a tharlaíonn chun an tseirbhís a sholáthraítear don phobal trí Ghaeilge a leasú.

Cuirfear athbhreithniú faoi dhul chun cinn na Scéime i dTuarascáil Bhliantúil na Seirbhíse um Cheapacháin Phoiblí.

## Caibidil 5:

### *Foilsiú na Scéime*

Cuirfidh PAS na seirbhísí a sholáthraítear trí Ghaeilge chun cinn mar seo a leanas chun go mbeidh a gcustaiméirí agus a mbaill foirne ar an eolas faoi na seirbhísí seo a bheith ar fáil. Foilseofar ábhar na Scéime seo don phobal i gcoitinne tríd an suíomh gréasáin agus do bhaill foirne tríd an Inlíon.

Chomh maith le sin bainfidh PAS úsáid as gach deis agus iad ag plé le custaiméirí ó lá go lá, na seirbhísí a chuirtear ar fáil trí Ghaeilge a chur chun cinn agus a fhoilsiú, lena n-áirítear:

- eolas a thabhairt do chustaiméirí ar bhun gníomhach faoin rogha atá acu déileáil le PAS trí Ghaeilge, m.sh. trí fhógraí a thaispeáint sna hionaid Fáiltithe a léiríonn go bhfuil seirbhísí ar fáil trí Ghaeilge agus trí na fógraí seo a thaispeáint go soiléir ar an suíomh gréasáin.
- nótaí bun leathanaigh ar threoirlínte, ar bhileoga agus ar fhoirmeacha iarratais áirithe, a mhíníonn go bhfuil na doiciméid seo ar fáil i nGaeilge (i gcásanna nach bhfuil na doiciméid seo ar fáil faoi chlúdach amháin), agus
- eolas i bhfoilseacháin agus i bhfógraí go gcuireann an Oifig seirbhísí ar fáil trí Ghaeilge agus dá réir sin, go gcuirtear fáilte roimh iarrthóirí gur mian leo déileáil linn trí Ghaeilge de réir na ngealltanais sa Scéim.

Is é an leagan Béarla an téacs bunaidh den Scéim seo. Má tá aon agóid faoi mhíniú, réiteofar é trí fhéachaint ar an leagan Béarla.

Cuireadh cóip den Scéim seo freisin chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

# Aguisín A Forbhreathnú den tSeirbhís um Cheapacháin Phoiblí

Bunaíodh an tSeirbhís um Cheapacháin Phoiblí (PAS) i mí Dheireadh Fómhair 2004, faoin Acht um Bainistíocht Seirbhíse Poiblí (Earcaíocht & Ceapacháin) 2004 agus is í an soláthraí lárnach maidir le seirbhísí earcaíochta, measúnaithe agus roghnaithe don státseirbhís. Cuireann PAS seirbhísí earcaíochta agus roghnaithe ar fáil d'údaráis áitiúla, d'Fheidhmeannacht na Seirbhíse Sláinte, don Gharda Síochána agus do chomhlachtaí poiblí eile nuair a lorgáítear é.

## Fís

### ***Trí ghairmiúlacht agus feabhas oibrímid i gcomhar lenár cliaint chun daoine den scoth a mhealladh agus a thabhairt chuig seirbhís phoiblí na hÉireann.***

Seo thíos clár na gníomhaíochtaí a dhéanann PAS:

- earcaíocht oscailte do phoist sa Státseirbhís,
- earcaíocht oscailte do phoist shinsearacha áirithe sna hÚdaráis Áitiúla, le Feidhmeannacht na Seirbhíse Sláinte, Údaráis Cuanta, Boird Iascaigh agus Coistí Gairmoideachais;
- iarrthóirí a roghnú d'ardú céime laistigh den Státseirbhís trí thrialacha idir-rannacha;
- cuidiú a thabhairt d'eagraíochtaí eile san earnáil phoiblí maidir le hearcaíocht oscailte (m.sh. An Garda Síochána, Ionad Gairmeacha na nAltraí) agus seirbhís bhainistíochta iarratais a sholáthar.
- cabhair a thabhairt, má iarrtar é, do Choiste na gCeapachán Ardleibhéal i gceapacháin shinsearacha sa Státseirbhís a dhéanamh, trí réamhagallaimh a réachtáil, mar shampla.
- saoráid a chur ar fáil d'eagraíochtaí eile san earnáil phoiblí, d'institiúidí oideachais, comhlachtaí Eorpacha

agus idirnáisiúnta chun fógraí a chur ar [www.publicjobs.ie](http://www.publicjobs.ie).

Léiríonn seo réimse ollmhór de ghníomhaíocht earcaíochta agus roghnaithe idir poist chléireachais agus riaracháin agus ceapacháin ardbhainistíochta, chomh maith le réimse leathan d'earcaíocht ghairmiúil agus theicniúil.

De réir a chéile tá fás ag teacht ar ár ról i seirbhísí traenála, comhairleacha agus sainchomhairliúcháin, a chomhlíonann ár seirbhísí earcaíochta agus roghnaithe, ar nós:

- comhairle agus tacaíocht faoi earcaíocht agus roghnú do chliaint agus d'eagraíochtaí poiblí eile;
- seirbhísí anailíse poist chun eolas cruinn a bhaineann le poist a fháil chun treoir a thabhairt maidir le próisis atá bunaithe ar inniúlacht atá mar chuidiú freisin do chliaint maidir le gníomhaíocht fhorbartha acmhainní daonna;
- seirbhís tástála roghnaithe;
- traenáil do mheasúnóirí i modhanna roghnaithe, lena n-áirítear agallaimh a chur.
- seimineáir faoi ábhair a bhaineann le hacmhainní daonna;
- clár taighde;

Tá an Oifig lonnaithe in Áras na Caibidle, 26-30 Sráid na Mainistreach Uachtarach, Baile Átha Cliath 1.

# Aguisín B Custaiméirí agus Cliant de chuid na Seirbhíse um Cheapacháin Phoiblí

Aithníonn an tSeirbhís um Cheapacháin Phoiblí an seacht ngrúpa ar leith custaiméirí:

## **Cliant:**

Sa ghrúpa seo tá gach roinn/oifig rialtais, údaráis áitiúla, Feidhmeannacht na Seirbhíse Sláinte agus comhlachtaí poiblí eile a úsáideann na seirbhísí earcaíochta, roghnaithe agus comhairleacha a sholáthraímid. Úsáideann cliant áirithe mar shampla, institiúid oideachais áirithe, comhlachtaí Eorpacha agus idirnáisiúnta an tsaoráid chun fógraí a chur ar [www.publicjobs.ie](http://www.publicjobs.ie), ach déanann siad a n-earcaíocht féin.

## **Iarratasóirí ar Phoist sa tSeirbhís Phoiblí:**

Sa ghrúpa seo tá baill den phobal a dhéanann iarratas ar aon phost sa tseirbhís poiblí a fhógraímid agus a bhfuil sé de cheart acu go bpléifí go cothrom, go neamhchlaonta agus go héifeachtach agus go béasach leo.

## **An Pobal i gCoitinne**

San áireamh tá baill den phobal ar féidir go mbeadh suim acu iarratas a dhéanamh ar phost sa tseirbhís poiblí nó gur mhaith leo fios a bheith acu go líontar a leithéid de phoist go hoscailte agus go follasach. Tá sé de dhualgas orainn cuntas poiblí a thabhairt faoin dóigh a n-úsáidimid airgead poiblí agus a léiriú go gcaitear an t-airgead sin i gceart, go ciallmhar agus go bhfaightear luach ar airgead as.

## **Baill de Bhoird Agallaimh**

Tá an Oifig ag brath go mór ar an obair luachmhar a dhéanann baill na mbord. Ní mór a chinntiú go dtugtar gach cuidiú dóibh agus iad i mbun oibre rud a chinnteoidh gur rud dearfach é a bheith ag obair linn.

## **Bord na Seirbhíse um Cheapacháin Phoiblí**

Tugaimid tacaíocht don Bhord a fheidhmeanna a chomhlíonadh, mar atá leagtha amach in Alt 36 (3) d'Acht um Bainistíocht Seirbhíse Poiblí (Earcaíocht agus Ceapacháin) 2004.

## **Baill Foirne Inmheánacha:**

Creidimid gur chóir plé le baill foirne inmheánacha mar chustaiméirí agus go bhfuil

sé de cheart acu, mar aon le gach custaiméir, an tseirbhís is fearr a fháil agus iad ag plé leis an eagraíocht.

## **An Coimisiún um Cheapacháin Seirbhíse Poiblí (CCSP).**

Bhunaigh an CCSP an Cód Cleachtais trína rialaítear modhanna earcaíochta agus roghnaithe na Seirbhíse um Cheapacháin Phoiblí. Cloíonn an tSeirbhís um Cheapacháin Phoiblí leis na Cód Chleachtais, comhoibríonn siad le hiniúchtaí agus tugann siad aiseolas faoi na Cód más gá.

**Is é polasaí na hOifige, seirbhísí trí Ghaeilge a sholáthar dár gcustaiméirí an oiread agus is féidir de réir na n-acmhainní reatha atá ar fáil.**

## Aguisín 3 Réimsí Feidhmiúcháin na Seirbhíse um Cheapacháin Phoiblí

Is iad seo thíos réimsí feidhmiúcháin na Seirbhíse um Cheapacháin Phoiblí.

### 1. Príomh-réimsí Earcaíochta

- Earcaíocht do Leibhéal Cléireachais
- Earcaíocht do Riarachán agus do Chéimithe i gCoitinne
- Gardaí faoi Oiliúint agus Oifigeach Príosúin faoi Oiliúint
- Poist Ghairmiúla agus Theicniúla
- Earcaíocht Ardbhainistíochta
- Earcaíocht Ghairmiúil Shinsearach
- Lianna Comhairleacha Leighis

### 2. Seirbhísí Gaolta Earcaíochta

- Seirbhísí Measúnaithe
- Seirbhísí Aistriúcháin
- Ath-implonú
- Saoráil Eolais
- An Stóras Gairmeacha
- Fáiltiú
- Lasc-chlár

### 3. Na hAonaid um Thacaíocht Chorporáideach

- Acmhainní Daonna (inmheánach)
- An tAonad TE
- Tacaíocht do Ghnó agus Bainistíocht Taifead
- An tAonad Airgeadais

# Aguisín D Contaetha na Gaeltachta

Nuair a luaitear “Contaetha Gaeltachta” sa scéim seo, is iad na contaetha seo atá i gceist:

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



# Public Appointments Service

## Language Scheme 2017-2020

### under Section 15 of the

## Official Languages Act 2003

**Further information available from:**

The Public Appointments Service  
Chapter House  
26-30 Upper Abbey Street  
Dublin 1

Telephone: 01 – 8587400  
Lo-call 1890 449999  
Email: [info@publicjobs.ie](mailto:info@publicjobs.ie)  
[eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie)  
Website: [www.publicjobs.ie](http://www.publicjobs.ie)  
[www.postannapoibli.ie](http://www.postannapoibli.ie)





## *Table of Contents*

<b>Chapter 1</b>	<b>Background</b>	<b>2</b>
<b>Chapter 2</b>	<b>Review of the first Second Irish Language Scheme</b>	<b>3</b>
<b>Chapter 3</b>	<b>Irish Language Scheme 2017 - 2020</b>	<b>4</b>
<b>Chapter 4</b>	<b>Monitoring the Scheme</b>	<b>7</b>
<b>Chapter 5</b>	<b>Publicising the Scheme</b>	<b>8</b>
	<b>Appendix A Overview of the Public Appointments Service</b>	<b>9</b>
	<b>Appendix B Customers and Clients of the Public Appointments Service</b>	<b>10</b>
	<b>Appendix C Functional Areas of the Public Appointments Service</b>	<b>11</b>
	<b>Appendix D Gaeltacht Counties</b>	<b>12</b>

# Chapter 1: Background

## 1.4 Introduction

This third Irish Language Scheme has been prepared by the Public Appointments Service (PAS), in accordance with the terms of Section 15 of the Official Languages Act 2003 ("the Act").

Section 11 provides for the preparation by public bodies of a statutory scheme detailing the services which 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.

## 1.5 Approach to the development of the Scheme

This Scheme is based on the guidelines of the Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs. As provided for in Section 13 of the Act, the Public Appointments Service published a notice, in May 2016, inviting submissions in relation to the preparation of the draft scheme from interested parties. The notice was sent by email to all staff of PAS, and was published with MeasMedia (an Irish Language website). A number of submissions were received from Conradh na Gaeilge. These and submissions for previous Scéimeanna Teanga can be seen on [www.publicjobs.ie](http://www.publicjobs.ie) and [www.postannapoibli.ie](http://www.postannapoibli.ie).

The content of the Scheme is based on our experience of fulfilling our commitments in the first and second Scheme, on the previous submissions made by the public and Irish language organisations, on feedback from our customers and on the practical realities of providing a service to customers through Irish. The objective of the third Language Scheme is

Scheme 2016 – 2019 under Section 11 of the Official Languages Act 2003

to continue to fulfil these commitments and when the opportunity arises, to improve on the delivery of those commitments.

The Public Appointments Service would like to thank all those who took the time to engage with this process.

## 1.6 Commencement date of Scheme

This Scheme has been confirmed by the Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs and has effect from 10 March 2017. It will remain in force for a period of 3 years from this date, or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the later.

## Chapter 2 *Review of the second Irish Language Scheme*

The Public Appointments Service has a good track record in providing services through Irish. The commitments made in the first and second Scheme, to further enhance the level of service provided through the Irish language, were ambitious.

Over the past number of years Publicjobs.ie is the main channel for managing and delivering our business. Considerable investment was made to ensure that our technology systems, which provide an interface to candidates and to the general public, could accept Irish language content. Over the course of the second language scheme our IT Unit has ensured that the Irish language services provided electronically are of the same technical standard as those provided in English. A comprehensive on-line bilingual recruitment facility, which is easy to navigate and effective for both clients and candidates is available. An Irish language alias / domain name, [www.postannapoibli.ie](http://www.postannapoibli.ie), continues to be available. There is direct access to this site, with a link to [www.publicjobs.ie](http://www.publicjobs.ie). An Irish language general information mailbox, [eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie) has also been set up. Disclaimers appearing at the end of emails issuing from this Office are bilingual.

Publicjobs.ie includes a wide range of general information about the Office and its resources, contact details, the competition process, and the Civil Service in general. All this information is available in both official languages. Much of the content relating to the competition process changes on a daily basis and requires daily translation. As with the first Scheme, PAS committed to provide bilingual Application Forms and Information Booklets for general service positions and certain other posts requiring Irish competence and this commitment continued and was delivered during the lifetime of the Second Scheme. The website contains a section regarding the Office's Language Scheme. This contains the Scheme itself and the submissions received.

The Office's Intranet contains a section dealing with Irish language matter. This was extended and includes a list of the staff

members competent to deal with members of the public through the medium of Irish. In addition it contains details of The Official Languages Act, The Irish Language Schemes 2005 – 2008 and 2013 – 2016, details of basic greetings in Irish - English for staff and a link to [tearma.ie](http://tearma.ie), an Irish on line dictionary.

Our staff were provided with information on the Office's Irish language services, together with information on the contents of the Scheme. Staff competent in Irish greetings and basic interactions were available at the primary points of contact with the public. Staff were actively encouraged to take day-time courses in Irish.

During the second scheme PAS continued with its commitment to have staff who were competent to provide the services through Irish. Due to the downturn in the economy, the large reduction in staff numbers, it was not always possible to fulfil this commitment. However PAS continued to have a staff member who was competent in Irish, available to deal with members of the public who wished to conduct their business through Irish.

Publications relating to corporate governance, which were deemed to have the general public as part of their target audience (section 10 of the Act) – e.g. the Quality Customer Service Action Plan, the Customer Charter, the Annual Report and the Strategy Statement – were made available simultaneously in both official languages.

The Public Appointments Service is committed to maintaining a high standard of service in the Irish language, during the lifetime of the third Scheme.

The content of the third Language Scheme is focussed on our two main customer groups - applicants for public service positions and the general public.

As a result of the improvements in the economy, the workload of the Public Appointments Service has increased significantly and is continually evolving and expanding. This Chapter sets out the measures which PAS will take over the lifetime of this Scheme to ensure a continued high standard of service in Irish to our customers. The commitments made in the Scheme relate to the competitions for which PAS has responsibility and not to those conducted by other organisations referred to in the preceding paragraph.

#### **Internet Services - [www.publicjobs.ie](http://www.publicjobs.ie) and [www.postannapoibli.ie](http://www.postannapoibli.ie)**

The Public Appointments Service has invested heavily in the development of [www.postannapoibli.ie](http://www.postannapoibli.ie) and [www.publicjobs.ie](http://www.publicjobs.ie) as its primary recruitment interface. Publicjobs.ie provides a wide range of information, including general information about the Office, its resources, contact details and the Civil Service in general. This is, and will continue to be, available to candidates in the Official Language of their choice.

The on-line application facility of publicjobs.ie is comprised of the following:-

**Candidate Registration:** The candidate provides certain personal information such as name, address and contact information.

**Job Title and Description:** Details of the post being advertised. Typically, this is similar to the information about the post that appears in the recruitment advertisement.

**Application Form:** The official Application Form for the post allows candidates to enter Personal Details, Educational Qualifications and Employment History.

**Information Booklet:** Specific details of the requirements of the post, the conditions of service and the competition process are contained in the Information Booklet.

**Official Place Names:** In accordance with legislation, we will use the official placenames of Gaeltacht areas.

#### **Commitments for competitions for which PAS is directly responsible**

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

The Job Title, Job Description and Application Form will be available in both Official Languages during the application period.

Information Booklets will be available in both Official Languages for the following:

1. 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 Gaeltacht Counties (see Appendix D)
3. Local Authority Posts in Gaeltacht Counties (see Appendix D)
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 and Skills.

Occasionally it may not be possible to have the Irish version of the Information Booklets available immediately a post is advertised but it will be available as soon as possible.

#### **Competitions advertised on publicjobs.ie by external organisations**

During the lifetime of this Scheme, we will continue to put measures in place to require public service organisations which advertise on publicjobs.ie to make the Job Title, Job Description and Application Form (where applicable) available in both Official Languages. This requirement will not apply to advertisements placed by European and International organisations.

Other public sector organisations, educational institutions, European and international bodies may request to advertise posts on publicjobs.ie. Frequently, the advertisements placed by external organisations significantly outnumber the advertisements for competitions run by PAS itself. Other than facilitating the placement of the advertisements, PAS has no further role in these particular competitions and no direct responsibility for the provision of associated material.

### IT Unit

The IT Unit will support the Translator and the Recruitment Units in ensuring that material is available on both the Irish and English language versions of the website. Any upgrading or enhancement of publicjobs.ie will be reflected in parallel on the Irish version of the site.

Within the framework of the overall publicjobs.ie development project, the IT Unit will address any site navigation concerns for both the Irish and English versions of the site. The creation of an Irish language alias / domain name, [www.postannapoibli.ie](http://www.postannapoibli.ie), and an Irish language general information mailbox, [eolas@postannapoibli.ie](mailto:eolas@postannapoibli.ie) has been helpful in this regard.

The IT Unit will continue to assist in the maintenance and development of the separate section devoted to Irish language matters on the Office's Intranet. Contact details on the Intranet for staff at the Primary Points of Contact will continue to be maintained and

updated. Further contact names will be added, as appropriate.

### Recruitment Units

The Office will continue to provide a service, through Irish, to Irish speakers who make contact with the office and will endeavour to maintain its level of Irish competence. We will continue to fulfil our legal obligations to reply, in Irish, to correspondence received in Irish.

### Human Resources Unit

**Staff Induction** - The Human Resources Unit will continue to 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
- understand how the Office will assist them to develop competency in the area.

**Primary points of contact** - The Office will continue to ensure that receptionists and switchboard operators, who are normally the first points of contact with the public, will be familiar with basic greetings in Irish and will use these greetings. The Office will ensure that arrangements are in place to put members of the public in touch, with minimum delay with an appropriate member of staff who can deal with their business, whether in Irish or English. Reception and switchboard staff will have access to a list of the staff members competent in Irish, to whom such callers may be directed. This list will also be updated on the Office Intranet.

**Enhancement of Irish language capability** - For staff who work at the „Primary Points of

Contact the Human Resources Unit will continue to source Irish language classes focussed on customer service. Training may be organised through the arrangements put in place by the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs, or sourced locally where resources permit. The Office will continue to facilitate staff attending Irish language classes during office hours, within constraints. Advice will continue to be given to staff in relation to the range of high-quality Irish language classes available outside office hours.

In order to make staff and customers more aware of the Irish language we will have more casual signage around the building in both official languages e.g. Doras, Bealach Amach, Ardaitheoir and in the various sections signage such as An Rannóg Chléireachais, Rannóg na gComhairleach, Aistritheoir etc.

To promote Irish informally with staff, PAS will put some common phrases in Irish and their equivalent in English on the Offices' Intranet on a regular basis.

Submissions relating to the third Irish language scheme will be considered and implemented where possible.

**Irish as a required competence for appointment to positions in PAS** - As was done in the case of the appointment of the Office's Translator, the Office's recruitment policy will continue to be reviewed in the context of posts within the Public Appointments Service where proficiency in the Irish language (both written and oral) is an essential requirement.

**Extension of coverage to include Internal Staff** – Human Resources Unit will deal bilingually with internal staff in the language of their choice.

### Corporate Governance

Publications in relation to corporate governance, which are deemed to have the general public as part of their target audience

(section 10 of the Act) – e.g. the Quality Customer Service Action Plan, the Customer Charter, the Annual Report and the Strategy Statement - will continue to be made available simultaneously in both Official Languages.

### Press and Information

The Office will continue to provide a spokesperson to talk to the Irish language media, such as RTE Raidió na Gaeltachta, RTE 1 and TG4, on issues of relevance to the Office, subject to reasonable advance notice being given to the Office of the time and the subject matter of the interview.



## *Chapter 4      Monitoring the Scheme*

The Management Advisory Committee of the Public Appointments Service will keep the effective operation of the Scheme under review. Responsibility for the day-day monitoring of the Scheme rests with senior management of the organisation.

As the role of the Office evolves over time, every effort will be made to take advantage of any new opportunities to enhance the service provided, through Irish, to the public.

A review of the progress of the Scheme will be included in the Annual Report of the Public Appointments Service.

## *Chapter 5: Publicising the Scheme*

PAS will promote the services it provides through Irish in the following manner so that its customers and staff are aware of the availability of these services. The contents of this Scheme will be publicised to the general public by means of the website and to staff by means of the Intranet.

In addition to these measures, PAS will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by:

- directly informing customers on a pro-active basis of the option of dealing with PAS through Irish, e.g. by the display of notices at Reception areas indicating the Irish language services that are available and also by prominently listing these on the website.
- footnotes on selected guidelines, leaflets and application forms, explaining that these documents are also available in Irish (in cases where bilingual material is not produced under a single cover); and
- information in publications and advertisements that the Office provides services through Irish and, accordingly, welcomes customers who wish to deal with us in Irish, according to the commitments in the Scheme.

The English language version is the original text of this Scheme. Any dispute regarding interpretation will be resolved by reference to the English language version.

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

## Appendix A Overview of the Public Appointments Service

The Public Appointments Service (PAS) was established in October 2004, under the Public Service Management (Recruitment & Appointments) Act 2004 and is the central provider of recruitment, assessment and selection services for the civil service. PAS also provides recruitment and selection services to local authorities, the Health Service Executive, An Garda Síochána and other public bodies, as requested.

### Vision

***Through our professionalism and excellence, we work in partnership with our clients, attracting and engaging great people to the Irish public service.***

The programme of activities undertaken by PAS includes:

- 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 Education and Training Boards;
- selection of candidates for promotion within the Civil Service by means of inter-departmental competitions;
- assisting other public sector organisations with open recruitment (e.g. An Garda Síochána, the Nursing Careers Centre) and providing an application management service.
- assisting, as requested, the Top Level Appointments Committee in making senior appointments within the Civil Service by, for instance, conducting preliminary interviews.
- providing a facility to other public sector organisations, educational institutions, European and international bodies to advertise jobs on [www.publicjobs.ie](http://www.publicjobs.ie).

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;
- seminars on human resource related matters;
- a research programme.

The Office is located at Chapter House, 26-30 Upper Abbey Street, Dublin 1.

## *Appendix B Customers and Clients of the Public Appointments Service*

The Public Appointments Service recognises the following seven 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. Certain clients e.g. certain educational institutions, European and international bodies, avail of the facility to advertise jobs on [www.publicjobs.ie](http://www.publicjobs.ie), but conduct their own recruitment.

### **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.

### **Interview 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.

### **The Board of the Public Appointments Service:**

We support the Board in carrying out its functions, as set down in Section 36 (3) of the Public Service Management (Recruitment & Appointments) Act 2004.

### **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 by which the recruitment and selection procedures of the Public Appointments Service are regulated. The Public Appointments Service adheres to the Codes of Practice, co-operates with audits and provides feedback on the Codes as required.

**The policy of the Office is to provide services in Irish to our customers to the greatest extent possible, within existing resources.**

## *Appendix C Functional Areas of the Public Appointment Service*

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

### 4. Primary Recruitment Areas

- Clerical Level Recruitment
- Administrative and General Graduate Recruitment
- Garda Trainee and Recruit Prison Officer
- Professional and Technical
- Senior Management Recruitment
- Senior Professional Recruitment
- Medical Consultants

### 5. Related Recruitment Services

- Assessment Services
- Translation Services
- Redeployment
- Freedom of Information
- Careers Store
- Reception
- Switchboard

### 6. Corporate Support Units

- Human Resources (internal)
- I T Unit
- Business Support and Records Management
- Finance Unit

## *Appendix D – Gaeltacht Counties*

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

- Meath
- Kerry
- Cork
- Donegal
- Galway
- Mayo
- Waterford