

Quality Improvement / Quality Assurance Ionad na Gaeilge Labhartha

Abbreviations

PRG : *Peer Review Group*

QPC : *Quality Promotion Committee*

HR : *Human Resources*

IGL : *Ionad na Gaeilge Labhartha*

VP : *Vice-President*

QIP : *Quality Improvement Plan*

CACSSS : *College of Arts, Celtic Studies & Social Sciences*

OCLA: *Office of Corporate & Legal Affairs*

	PRG Finding / Recommendation	QPC Comment/recommendation	Follow Up Report May 2013
1.	The need for an Advisory/Strategic Group of 6/7 members is recognised. This group would be responsible for the strategic development of the Ionad. A senior officer of the University should chair this Advisory Group and its members should include people from inside and outside the University. The Advisory Group would operate on a pilot basis until the next review. The first task is to renew the strategic plan.	Recommendation of PRG endorsed. QPC noted the IGL recommendation that this recommendation be discussed by Bord na Gaeilge but recognised it is an issue for the Ionad	Implemented. IGL agreed with Bord na Gaeilge there will be two strategic groups, one local, with the power to co-opt which has been operational since Autumn 2012. The other group (Advisory) will include national members.
2.	That the Director is a member of Bord na Gaeilge and that another member of IGL acts as secretary of Bord na Gaeilge. It is recommended that the Senior Officer of the Office of Corporate and Legal Affairs or his/her representative, have membership on	Recommendation of PRG endorsed. The QPC endorsed this recommendation subject to its implementation being within the legal framework under which the Bord and University operates.	It had been discussed between Bord na Gaeilge at length and agreed it wasn't within the legal framework. As the Unit reports through Bord na Gaeilge, it was decided not to alter for the time being.

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	Bord na Gaeilge because of the duties of that office arising from the Official Languages Act.		
3.	Staff recognise the need to implement the Official Languages Act and that the scheme is being operated in UCC. It is also recognised that it is a sensitive issue as far as some positions are concerned and that discretion is required in the manner in which people are advised to comply with it. It is preferable that this direction comes from UCC's Office of Corporate and Legal Affairs.	QPC noted that is the current situation and that direction does come from the OCLA.	A Language Scheme Committee was established and a draft document is in place but has not been implemented yet. IGL will continue to take direction from OCLA.
4.	The PRG recognises the current importance of Dún Chíomháin. It is recommended that the discussion between NUIG and UCC is reinforced to promote partnership with regard to advancing Irish university education in the Dingle area.	Recommendation of PRG endorsed.	NUI Galway do not have the resources to build a facility in the area at present.
5.	There is a growing need for translation and there is a need to keep it under review as it grows. The importance of translation is increasing in the context of the language scheme and management should ensure that appropriate resources are available.	Recommendation of PRG endorsed. QPC noted that support is currently given by the University for the translation services and that due cognisance should be given for this in the fees charged.	Implemented. A significant amount of income is generated through the service. The majority of which is returned to core funding and 20% is retained by IGL for resources.

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6.	The importance of teaching courses was recognised. They should be developed, progressing from basic courses to applied courses and should be tailored to the needs of staff <i>e.g.</i> library staff, reception staff.	Recommendation of PRG endorsed. QPC recognised the excellence of the tailoring of courses provided by IGL.	Implemented. IGL will consider the value of offering Irish courses to outside bodies for an appropriate fee.
7.	That the team would agree to allocate more formal responsibilities and take responsibility for overseeing specific areas daily to ensure effective continuity of service.	Recommendation of PRG endorsed. The response of IGL welcomed	Ongoing. IGL has agreed to the allocation of duties among staff.
8.	That the scholarship scheme is developed as an added incentive for the promotion of Irish. Currently there is a fee of €5,500 and the granting of a €500 scholarship at year end. It is recommended that <ul style="list-style-type: none"> • the scholarships are raised to €1,000, with the fee reduced by €500 at the beginning • that the scholarship be paid in two instalments, and • that all students are required to organise events to earn credits. The PRG proposes that the number of scholarships is increased to enable 40 students to be accommodated in a house.	Recommendation of PRG endorsed. The QPC noted that implementation of this recommendation is within the existing resources of IGL and would not require additional resources to be provided from the University	Ongoing. The Director of IGL discussed the recommendation with the Head of Student Accommodation and was advised it would not be commercially viable to increase the scholarships to €1,000. The University recently launched a scheme to give students valuable work experience and receive formal recognition for same.

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9.	That some assistance is provided to An Chuallacht to support grammatical accuracy in their publications; to nominate a member of IGL staff annually as a general point contact person to provide assistance to students.	Recommendation of PRG was noted.	Implemented.
10.	That the opening hours for an Seomra Caidrimh are extended and that another Seomra Caidrimh is made available for students.	Recommendation of PRG endorsed. QPC noted that this recommendation should be implemented from within the existing resources of IGL.	Ongoing. The Seomra Caidreamh hours were extended opening hours and organised discussion circles are held three times a week during term-time to accommodate students.
11.	That any new space being made available is located near the Ionad to maintain the physical presence of the unit.	Recommendation of PRG endorsed. QPC noted that additional space has been made available to IGL	Implemented. Further space has been made available.
12.	That IGL put together a 5 year strategic financial plan.	Recommendation of PRG strongly endorsed.	Currently in draft format. IGL ensuring strategic plan is linked to that of the University.
13.	That there is a need for a more formal communications system. It is recommended that regular meetings, are held for all staff (including Dún Chíomháin), at least four times per year.	Recommendation of PRG endorsed.	Ongoing. Due to the size of the Unit, formal informal meetings are held on a regular basis. At least eight meetings a year are held in

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			Kerry to include Dún Chíomháin.
14.	Every opportunity for publicity should be used <i>e.g.</i> UCC News.	Recommendation of PRG endorsed.	Implemented. IGL uses a variety of social media to publicise the Unit.
15.	That benchmarking includes comparison with an appropriate international group <i>e.g.</i> in Wales.	Recommendation of PRG endorsed.	Not implemented. IGL communicates regularly with the University of Aberystwyth and Annual Reports are exchanged.
16.	In preparation for this process, IGL should engage with their counterparts throughout the island of Ireland.	Recommendation of PRG endorsed.	IGL is actively in touch with its' counterparts in Ireland. The Public Lecture Series run by IGL invites senior figures from third level institutions and public bodies to speak at UCC during the academic year.