



*An Roinn  
Ealaíon, Oidhreachta agus Gaeltachta  
Department of  
Arts, Heritage and the Gaeltacht*



*An Roinn Caiteachais Phoiblí  
agus Athchóirithe  
Department of Public  
Expenditure and Reform*

**Service Level Agreement on the provision of  
Irish language training and proficiency assessment  
to civil service Departments / Offices**

**between the**

**Department of Public Expenditure & Reform**

**and the**

**Department of Arts, Heritage & the Gaeltacht**

## **1. Agreement Overview**

This document represents a Service Level Agreement (SLA) between the Department of Public Expenditure and Reform (D/PER) and the Department of Arts, Heritage and the Gaeltacht (D/AHG) for the provision to civil service Government Departments / Offices and certain public service organizations of Irish language training services and Irish language proficiency testing.

The purpose of this SLA is to enhance the capacity of staff in the civil service and certain public service organizations (i.e. An Garda Síochána) to meet their Irish language obligations and requirements under legislation, including the Official Languages Act (2003), and to provide an accredited proficiency testing regime for civil servants. Furthermore the SLA supports the Department of Arts, Heritage & the Gaeltacht's mandate in respect of the public service generally as outlined in its 20-Year Strategy for the Irish Language 2010-2030.

This Agreement outlines the parameters of the services to be provided as they are mutually understood by the two Departments. This Agreement does not supersede D/PER's policy role in respect of the Irish language and civil servants, as contained in the relevant General Council Agreed Reports. This Agreement will be reviewed periodically by the two Departments in order to ensure that it continues to meet the stated objectives therein.

## **2. Service Agreement**

### Department of Arts, Heritage and the Gaeltacht

The following service requirements are the responsibility of D/AHG in the ongoing support of this Agreement:

#### ***Irish Language Training***

- liaising with Government Departments & Offices to assess training demand;
- carrying out any procurement exercises associated with the provision of training courses;
- ensuring the provision of Irish language training programmes, sufficient to meet organisational requirements. Service delivery models may require internal D/AHG

resources, the resources of bodies operating under the auspices of D/AHG, or may emerge following a procurement exercise;

- evaluating training programmes delivered by service providers to ensure, inter alia, consistency with prescribed standards;
- providing training data to relevant stakeholders, including the HR Shared Services Centre (PeoplePoint) and D/PER, as required;
- dealing with correspondence, including Parliamentary Questions and Ministerial Representations, on administrative aspects of the training programmes;
- liaising with service providers in order to ensure that they fulfil the following requirements under contracts to be agreed with them:
  - designing and developing Irish language training programmes to prescribed standards;
  - drawing up and publishing course schedules;
  - providing training facilities;
  - administering all courses, including advertising schedules, processing applications, processing invoices.

### ***Irish Language Proficiency Testing***

- liaising with Government Departments & Offices to assess demand for Irish language proficiency testing;
- carrying out any procurement exercises associated with the provision of proficiency testing;
- ensuring the provision of Irish language proficiency testing, sufficient to meet organisational requirements. Service delivery models may require internal D/AHG resources, the resources of bodies operating under the auspices of D/AHG, or may emerge following a procurement exercise;
- evaluating proficiency testing delivered by service providers to ensure, inter alia, consistency with prescribed standards;

- providing proficiency testing data to relevant stakeholders, including the HR Shared Services Centre (PeoplePoint) and D/PER, as required;
- dealing with correspondence, including Parliamentary Questions and Ministerial Representations, on administrative aspects of the proficiency testing;
- liaising with service provider(s) in order to ensure that they fulfil the following requirements under contract(s) to be agreed with them:
  - designing and developing proficiency testing programmes to prescribed standards;
  - drawing up and publishing proficiency testing schedules;
  - providing proficiency testing facilities;
  - administering all proficiency testing, including advertising schedules, processing applications, processing invoices.

#### Department of Public Expenditure and Reform

The following service requirements are the responsibility of D/PER in the ongoing support of this Agreement:

- maintaining overall responsibility for Irish language training and assessment policy in the civil service;
- updating and issuing of all relevant circulars in respect of Irish language training and assessment policy;
- dealing with correspondence, including Parliamentary Questions and Ministerial Representations, on policy aspects of Irish language training and assessment services; and
- dealing with any statutory implications that arise from this agreement.

### **3. Financial Arrangements**

Each Department / Office or related public service body availing of the Irish language Training and Proficiency Assessment services will be required to separately fund and arrange payment for such services where these are being commissioned from a third party provider.

#### **4. Resourcing**

The resourcing requirements on the part of the Department of Arts, Heritage & the Gaeltacht to ensure delivery of this Service Agreement will be reviewed periodically with the Department of Public Expenditure & Reform to ensure that the necessary arrangements are in place to ensure continuity of service delivery.

#### **5. Effective Dates & Review**

This Agreement is valid from 18/02/2013 and remains valid until further notice. This Agreement should be reviewed periodically with D/PER responsible for organising and facilitating review procedures. This review will include an examination of the resources required to support the provision of services. Contents of this document may be amended as required, provided mutual agreement is obtained from the two Departments. D/PER will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

#### **6. Sign-off**

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

For the Department of Public Expenditure and Reform

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

For the Department of Arts, Heritage and the Gaeltacht