

Coiste Gairmoideachais Chathair Chorcaí

City of Cork Vocational Education Committee

Customer Service Plan

Plean Seirbhíse do Chustaiméirí

Mission Statement

City of Cork provides service to clients within and outside of the VEC. Reflecting the values of the, the Service, vision of the Committee is:

The City of Cork Vocational Education Committee will, as a leader and in partnership with others, provide learning and associated services which help people to achieve their potential as persons and to participate in society. The Committee will strive to promote social inclusion and to prepare people to participate in economic activity.

Customer Service

INTRODUCTION

The parties to this agreement are committed to improving the level of customer service and accept that all public services should be designed and delivered on the needs of the individual citizen, business, or community.

QUALITY SERVICE STANDARDS:

Our Staff are committed to providing a quality service in an efficient and courteous manner to all our customers.

When you visit our Offices we will ensure that:-

- You are treated with courtesy.
 - Your privacy will be respected and you will be dealt with in a confidential manner.
 - Your enquiry will be dealt with promptly.
- Our Reception, Waiting and Interview Rooms will be safe, clean and well

Ráiteas Misin

Cuireann Choiste Gairmoideachais Chathair Chorcaí seirbhís ar fáil do chustaiméirí, laistigh agus lasmuigh den Choiste Gairmoideachais. Chun luachanna na Seirbhíse a léiriú, seo a leanas fíis an Gairmoideachais:

Cuirfidh Coiste Gairmoideachais Chathair Chorcaí, mar cheannaire agus i gcomhpháirtíocht le daoine eile, seirbhísí foghlama agus gaolmhara ar fáil a chabhróidh le daoine a bpoitéinseal a bhaint amach agus bheith páirteach sa tsochaí. Tabharfaidh an Coiste faoin uilechuimsitheacht shóisialta a chothú agus daoine a ullmhú le bheith rannpháirteach i ngníomhaíocht eacnamaíoch.

Seirbhís Chustaiméara

RÉAMHRÁ

Tá sí mar aidhm ag na páirtithe uile sa chomhaontú seo feabhas a chur ar leibhéal na seirbhísecustaiméara agus glacann siad leis gur chóir do gach seirbhís phoiblí a bheith dírithe arriachtanais gach saoránaigh, gnó agus pobail.

CAIGHDEÁIN DEA-SHEIRBHÍSE:

Tá sí mar aidhm ag ár bhfoireann oibre seirbhís ar ard-chaighdeán a chur ar fáil dár gcustaiméirí uilig, i mbealach atá éifeachtach agus béasach.

Nuair a thugann sibh cuairt ar ár nOifigí, cinnteimid:-

- Go gcaitear leat go béasach.
 - Go mbeidh meas ar do phríobháideacht agus go ndéanfar déileáil leat faoi rún.
 - Go ndéanfar déileáil le do cheist go gasta.
- Beidh an Oifig Fháilte agus na Seomraí Feithimh

maintained and accessible for people with disabilities.

We recommend that you make an appointment if you wish to meet with a particular member of Staff.

Smoking is prohibited in all our Offices, Schools, Colleges and Centres.

1.0 INFORMATION

1.1 Commitment:

City of Cork Vocational Education Committee is committed to providing information on its services, activities and programmes. This commitment is being achieved through a number of different media – electronic, publications, forms, information leaflets, and through direct links to the parent Department (Department of Education and Science) and the representative body, the Irish Vocational Education Association and other appropriate agencies and organisations.

1.2 Customers:

1.2.1 External

Quality Customer Service takes a proactive approach in providing information which is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. It ensures that the potential offered by Information Technology is fully utilised and that information available on public service websites follows the guidelines on web publication. It continues to develop user-friendly approaches with regard to regulations, forms, processes and procedures.

1.2.2 Internal

City of Cork Vocational Education Committee is committed to ensuring that staff are also recognised as customers. It appreciates that delivering a quality service to the public is only possible by meeting the needs of our own internal customers with similar standards of timeliness, courtesy, consultation, information, and that internal customers are properly supported and

agus Cruinnithe slán, glan agus dea-chóirithe agus beidh sé éasca ar dhaoine faoi mhíchumas dul isteach iontu.

Molaimid coinne a dhéanamh má theastaíonn uait casadh le duine ar leith dár bhfoireann oibre.

Tá cosc ar thobac i ngach ceann dár nOifigí, Scoileanna, Coláistí agus Ionaid.

1.0 EOLAS

1.1 Gealltanais:

Tá sí mar aidhm ag Coiste Gairmoideachais Chathair Chorcaí eolas a chur ar fáil ar a chuid seirbhísí, gníomhaíochtaí agus clá ir oibre. Tá an aidhm seo á baint amach trí chúpla meán difriúil – leictreonach, foilseacháin, foirmeacha, bileoga eolais agus tríd annasc díreach leis an Roinn (An Roinn Oideachais agus Eolaíochta) agus an tEagras Ionadaíoch, An Cumann Gairmoideachais in Éirinn (IVEA) agus gníomhaireachtaí cuí eile.

1.2 Custaiméirí:

1.2.1 Seachtrach

Ní mór a bheith céim chun tosaigh le seirbhís chustaiméara ar ard-chaighdeán a chur ar fáil. Cuirtear eolas ar fáil i mbealach atá soiléir, caoithiúil agus cruinn. Bíonn sé ar fáil ag gach ionad teagmhála agus freastalaíonn sé ar riachtanais na ndaoine a bhfuil rudaí ar leith de dhíth orthu. Cinntíonn sé go mbaintear úsáid iomlán as an mianach atá sa Teicneolaíocht Faisnéise agus go bhfuil an t-eolas atá ar fáil ar shuímh ghréasáin seirbhíse poiblí ag cloí leis na treoirlínte maidir le foilseacháin ar-líne. Leanann sé air ag forbairt bealaí atá níos éasca a úsáid i dtaca le rialacháin, foirmeacha, próisis agus córais oibre.

1.2.2 Inmheánach

Tá sí mar aidhm ag Coiste Gairmoideachais Chathair Chorcaí a chinntiú go n-aithnítear an fhoireann oibre mar chustaiméirí fosta. Chun seirbhís ar ard-chaighdeán a chur ar fáil don phobal tuigimid gur gá freastal ar riachtanais ár gcustaiméirí inmheánacha féin leis na caighdeáin chéanna – ag déileáil leo go cúirtíseach béasach, ag

consulted with in regard to service delivery issues.

Training has an important role in recognising and supporting the needs of staff and in equipping them to provide better services to all customers.

1.3 Electronic Information:

City of Cork Vocational Education Committee's website is an important reference source for information about the organisation and its services. The Website includes links to the Department of Education & Science and other appropriate agencies and organisations.

The website facilitates service users and clients through on-line information on all VEC services.

Over the period of this Plan we will:

- Upgrade the main website and ensure that information available is clear, timely and accurate.
- Develop the Intranet to improve the sharing of information within and between City of Cork's Vocational Education Committee, Schools, Colleges and Centres, and through access to staff vacancies and application forms. An intranet is being developed to better enable staff share information and have a corporate or organisation-wide system for accessing information of common interest.
- Keep all Forms and Information Leaflets under review to ensure relevance. Standardise all leaflets produced by Committee's Schools/Colleges/Centres.
- Develop systems to ensure access to information in formats appropriate to all staff and all customers including, for example, Braille, text-to-speech, e-mail, paper copy in accordance with Sections 27 (*Accessibility Of Services Supplied To A Public Body*) and 28 (*Access to Information*) of the Disability Bill 2004 as passed by the Dáil.

1.4 Publications:

dul i gcomhairle leo agus ag roinnt eolais leo, ionas go mbeidh an tacaíocht cheart acu i dtaca le ceisteanna freastail seirbhíse.

Is tábhachtach go mór an traenáil anseo chun riachtanais na foirne a aithint agus chun iad a ullmhú le seirbhís níos fearr a chur ar fáil dár gcustaiméirí ar fad.

1.3 Eolas Leictreonach:

Is foinse thagartha thábhachtach í suíomh gréasáin Choiste Gairmoideachais Chathair Chorcaí, chun eolas a fháil ar an eagraíocht agus a cuid seirbhísí. Tá naisc ar an suíomh leis an Roinn Oideachais & Eolaíochta agus le heagraíochtaí & gníomhaireachtaí cuí eile. Freastalaíonn an suíomh gréasáin ar an phobal i gcoitinne agus ar chliaint faoi leith, trí eolas ar-líne a chur ar fáil maidir le gach seirbhís atá ag an Choiste Gairmoideachais.

Le linn tréimhse an phlean seo déanfaimid :

- Feabhsú ar an suíomh gréasáin agus cinntiú go bhfuil an t-eolas go léir atá ann soiléir, tráthúil agus cruinn.
- Forbairt ar an Inlín, chun eolas a dháileadh laistigh den Choiste Gairmoideachais Chathair Chorcaí agus i measc na Scoileanna, Coláistí agus Ionaid, agus chun go mbeadh fáil go furasta ar eolas faoi fholúntais agus foirmeacha iarratais. Tá forbairt á dhéanamh ar inlín, chun cuidiú leis an fhoireann eolas a roinnt ar a chéile agus a dháileadh níos éifeachtaí agus chun córas inmheánach a bheith ann a chuirfeadh eolas, a mbeadh éileamh coiteann air, ar fáil don mhór-eagraíocht ar fad.
- Gach Foirm agus Bileog Eolais a choinneáil faoi scrúdú, ionas go mbeidh siad igcónaí suas chun dáta. Beidh leagan amach comónta ar gach bileog a eisíonn Scoileanna/Coláistí/Ionaid an Choiste.
- Córais a fhorbairt a chinnteoidh go mbeidh fáil ar an eolas go léir i bhformáidí atá feiliúnach dár bhfoireann agus dár gcustaiméirí uilig, ina measc seo, mar shampla, Braille, téacs-go-caint, ríomhphost, téacs ar pháipéar, de réir Ailt 27 (*Fáil ar Sheirbhísí a Sheachadtar go Comhlacht Poiblí*) agus 28 (*Fáil ar Eolas*) den Bhille um Míchumas 2004, mar a reachtaíodh sa Dáil é.

City of Cork Vocational Education Committee issues a number of publications dealing with its areas of responsibility within its remit. Such publications include the Codes of Practice, information brochures, leaflets and press releases. In addition, the Department of Education & Science's publications, the *IVEA News* and other internal publications serve as a useful means of updating customers and staff on both formal and informal matters relating to the VEC.

1.5 Customer Forms/Questionnaires:

City of Cork Vocational Education Committee uses a number of formats to gather the information it needs to provide services in an efficient manner. As part of this Plan, a review of all forms/questionnaires has been undertaken to ensure that:-

- Only necessary questions are asked.
- Forms use clear language and are clearly laid out.
- Customers and users of the forms are involved in the design and review process.
- The design of the forms meet the requirements of both the customer base and modern IT based systems.
- Details of the complaints and appeals procedures are included on all application forms.

1.6 Information Leaflets:

Information Leaflets produced by City of Cork Vocational Education Committee provide customers with details of services offered, including programme and course outlines, eligibility criteria, conditions relating to grants.

1.7 Freedom of Information Acts, 1997 and 2003

The Freedom of Information Act, 1997 gives everyone legal rights to obtain access to official information. The Act is designed to give public access to information held by public bodies that is not routinely available

1.4 Foilseacháin:

Eisíonn Coiste Gairmoideachais ChathairChorcaí foilseacháin éagsúla, ag plé leis an réimse freagrachtaí atá faoina chúram. Ar na foilseacháin seo tá Cóid Chleachtais, bróisiúir agus bileoga eolais, agus preas ráitis. Freisin, is mór an chabhair iad foilseacháin na Roinne Oideachais & Eolaíochta, an *IVEA News* agus foilseacháin inmheánacha eile, le heolas a scaipeadh ar chustaiméirí, faoi ghnóthaí foirmiúla agus neamhfhoirmiúla a bhaineann leis an Choiste.

1.5 Foirmeacha Custaiméara/Ceistneoirí:

Úsáideann Coiste Gairmoideachais ChathairChorcaí cúpla formáid difriúil, chun an t-eolas atá ag teastáil a bhailiú, le seirbhísí a chur ar fáil go héifeachtach. Mar chuid den Phlean seo, rinneadh athb hreithniú ar gach foirm/ceistneoir chun a chinntiú:-

- Nach gcuirtear ach na ceistanna atá riachtanach.
- Go n-úsáideann foirmeacha friotal atá intuigthe agus leagtha amach go soiléir.
- Go mbíonn páirt ag custaiméirí, agus éinne a úsáideann na foirmeacha, sa phróiseas deartha agus athbhreithnithe.
- Go bhfuil dearadh na bhfoirmeacha ag teacht le riachtanais an chustaiméara agus riachtanais na gcóras Teicneolaíochta Faisnéise nua-aimseartha.
- Go mbíonn sonraí faoi chórais ghearáin agus achomhairc mar chuid de gach foirm iarratais.

1.6 Bileoga Eolais:

Tugann na Bileoga Eolais, a eisíonn Coiste Gairmoideachais ChathairChorcaí, eolas do chustaiméirí ar na seirbhísí atá ar tairiscint, achoimre ar chláir agus cúrsaí ina measc, critéir intofachta, coinníollacha i dtaca le deontais.

1.7 Achtanna um Shaoráil Faisnéise, 1997 agus 2003

Tugann an tAcht um Shaoráil Faisnéise, 1997 cearta dlíthiúla do gach éinne teacht ar eolas oifigiúil. An aidhm atá leis seo ná cumas a thabhairt don phobal teacht ar eolas atá iseilbh

through other sources. While City of Cork VEC has not been designated, the Committee will ensure that Freedom of Information requests are processed within the framework set down in the legislation, currently indirectly via the Department of Education & Science.

1.8 Performance Indicators:

To assess the achievements of these targets City of Cork VEC will:

- Use the feedback system on websites to obtain customers' views on the accessibility and standard of information.
- Use the feedback system on the Intranet to elicit the views of staff on the information available.
- Carry out internal surveys to ascertain progress with reviews of Forms and Information Leaflets.
- Seek the views of customers on the accessibility of information in any customer surveys undertaken.

2.0 TIMELINESS & COURTESY:

City of Cork Vocational Education Committee is committed to delivering a quality service to all its customers by ensuring that they are dealt with promptly, with courtesy, sensitivity and in a confidential manner.

In order to ensure that all customers are dealt with properly, impartially with courtesy, sensitivity and with the minimum of delay, it is proposed to foster a climate of mutual respect between Committee's staff and customers.

This aspiration can be best achieved by the implementation of the following practices:-

2.1 Telephone Calls:

Provide a courteous, helpful, friendly and prompt answering service during Office Hours.

Standardisation of answering telephone calls: Staff will give full name and section when

eagrais pho iblí, agus nach bhfuil fáil air de ghnáth trí fhoinsí eile. Bíodh is nach bhfuil Coiste Gairmoideachais Chathair Chorcaí ainmnithe go díreach, déanfaidh an Coiste cinnte de go ndéantar déileáil le hiarratais um Shaoráil Faisnéise laistigh den chóras atá leagtha síos sa reachtaíocht, go hindíreach faoi láthair tríd an Roinn Oideachais & Eolaíochta.

1.8 Táscairí Comhlíonta Oibre :

Chun a bheith ábalta na cuspóirí seo a shroicheadh, déanfaidh Coiste Gairmoideachais Chathair Chorcaí:

- Úsáid a bhaint as an chóras aiseolais ar na suímh ghréasáin, chun tuairimí an phobail a fháil ar chaighdeán agus éascacht úsáidte an eolais.
- Úsáid a bhaint as an chóras aiseolais ar an Inlín, chun tuairimí na foirne oibre a fháil i dtaca leis an eolas atá ar fáil.
- Suirbhéanna inmheánacha a dhéanamh, chun dul chun cinn a mheas leis na Foirmeacha agus Bileoga Eolais.
- Tuairimí na gcustaiméirí a lorg nuair atá aon suirbhé custaiméara ar bun, ag féachaint cé chomh furasta is a shíleann siad atá sé teacht ar eolas.

2.0 TRÁTHÚLACHT & CUIRTÉIS:

Tá sí mar aidhm ag Coiste Gairmoideachais Chathair Chorcaí seirbhís ar ardchaighdeán a chur ar fáil dá chustaiméirí uilig, trína chinntiú go ndéantar déileáil leo go gasta, go cúirtéiseach, go tuisceanach agus faoi rún.

Chun a chinntiú go ndéantar déileáil le gach custaiméir i gceart, go béasach tuisceanach gan chlaonadh, agus leis an moill is lú, moltar gur chóir atmaisféar measa is comhthuisceana a chothú idir ár bhfoireann oibre agus ár gcustaiméirí.

Tig linn an cuspóir seo a shroicheadh ar an bhealach is fearr, ach na modhanna oibre seo thíos a chleachtadh:-

2.1 Glaochanna Gutháin:

Córas freagartha béasach cuidiúil cairdiúil agus gasta a chur ar fáil le linn Uaireanta Oifige.

Freagairt gutháin a bheith mar an gcéanna do gach

answering.

2.2 Letters/E-mails:

Acknowledge, where appropriate, correspondence within five(5) working days in writing.

or

Where warranted, issue a definitive reply within ten(10) working days in writing. If such a reply cannot be issued within this timeframe, then an interim reply will be issued, informing the sender that the matter is continuing to receive attention. Ensure replies include details of contact person, contact telephone number.

2.3 Visitors:

Ensure all Visitors are treated with courtesy and sensitivity.

Provide for comfort (eg. seating, drinking water) and privacy/confidentiality as appropriate. Signs showing restrooms to be put in place.

2.4 Customer Assistance in ensuring the delivery of Quality service:

Help us to help you by:-

- On initial contact provide as much information as possible.
- Where appropriate, quote reference numbers on all Correspondence/communications.
- Complete all forms accurately and legibly.
- Provide supporting information as requested.
- Ensure forms/submissions are signed and lodged in good time.
- Keep City of Cork Vocational Education Committee advised of changes in circumstances.
- Respond promptly to requests for further information/documentation/clarification.
- If possible make appointments and be on time.

2.5 Evaluate:

duine: Tabharfaidh an fhoireann a n-ainm iomlán agus ainm na rannóige, ar fhreagairt an ghutháin dóibh.

2.2 Litreacha/Ríomhphoist:

Tabharfar freagra i scríbhinn, nuair is cuí, ar chomhfhreagras laistigh de chúig (5) lá oibre nó

Nuair is gá, seolfar freagra cuimsitheach laistigh de dheich (10) lá oibre.

Murar féidir freagra dá leithéid a sheoladh laistigh den am sin, seolfar freagra eatramhach, ag cur in iúl don duine a bhí i dteagmháil go bhfuil an cheist fós idir lámha. Cinnteofar go mbíonn ainm agus uimhir theagmhála mar chuid de gach freagra a sheoltar.

2.3 Cuairteoirí :

Léireofar meas ar agus tuiscint do gach cuairteoir a thagann isteach.

Cuirfear áiseanna compoird (mar shampla suíocháin, uisce le hól) agus príobháideacht/rúndacht ar fáil mar is cuí. Cuirfear comharthaí in airde a thaispeánfaidh suíomh na leithreas.

2.4 Tacaíocht na gCustaiméirí lena chinntiú go bhfaightear seirbhís ar ard-chaighdeán:

Cuidigh linn cuidiú leat:-

- Ar an chéad teagmháil, tabhair an oiread eolais agus is féidir.
- Más cuí, luaigh uimhreacha tagartha i ngach comhfhreagras/teagmháil.
- Comhlánaigh gach foirm go cruinn agus go soiléir.
- Cuir eolas tánaisteach ar fáil nuair a iarrtar é.
- Cinntigh go bhfuil gach foirm/iarratas sínithe agus seolta in am tráth.
- Coinnigh Coiste Gairmoideachais ChathairChorcaí ar an eolas má thagann aon athrú ar chúinsí.
- Tabhair freagra gasta ar iarratais ag lorg eolais/cáipéisí/soiléiriú breise.
- Más féidir é, déan coinne roimh ré agus bí in am.

To assess the impact of these policy targets, the following procedures will be put in place:-

- Carry out a survey which would determine customer's views on timeliness and courtesy.
- Provide for internal surveys on a regular basis on progress, for example, in telephone answering and replying to correspondence.
- Develop a tracking system to assist in providing a timely response to correspondence.
- Update all staff on relevant comments made by customers.
- Review procedures at Partnership/Staff meetings at least twice per year.

3.0 COMPLAINTS

City of Cork Vocational Educational Committee will maintain a well publicised, assessible, transparent and simple to use system of dealing with complaints about **the quality of service** provided and ensure that such complaints are dealt with in a consistent, fair, confidential and transparent manner.

Customers may direct comments, suggestions and complaints to the Complaints Officer, who will:

- Have the complaints investigated in a fair and impartial manner.
- Conduct customer surveys.
- Monitor, review and advise on customer services/standards.
- Be responsible for the Customer Complaints Procedure.

3.1 Procedure for Complaints:

Complaints may be made verbally and acted upon informally.

- It will be necessary to complete a Complaints Form or make written submission, if further action is required.
- A letter of acknowledgement confirming receipt of a written complaint will be issued within **five (5) working days** of it's receipt.
- The Complaints Officer will investigate the matter and issue a decision to the complainant within twenty (20) working

2.5 Measúnú:

Chun éifeacht na gcuspóirí polasaí seo a mheas, cuirfear na córais seo a leanas i bhfeidhm:-

- Déanfar suirbhé a gheobhaidh amach cad é a shíleann custaiméirí faoi thráthúlacht agus cúirtéis.
- Beifear ábalta suirbhéanna inmheánacha a dhéanamh ar bhonn rialta ag amharc, mar shampla, ar an dul chun cinn i bhfreagairt gutháin agus i bhfreagairt comhfhreagrais.
- Tosófar córas rianaithe, a chuideodh le comhfhreagrais a fhreagairt go gasta.
- Coinneofar an fhoireann ar an eolas faoi thuairimí cuí a nochtann custaiméirí.
- Déanfar athbhreithniú ar na córais seo ag cruinnithe Páirtnéireachta/Foirne ar a laghad dhá uair sa bhliain.

3.0 GEARÁIN

Coinneoidh Coiste Gairmoideachais ChathairChorcaí córas, chun déileáil le gearáin faoin **caighdeán seirbhíse** a fuarthas. Beidh sé fógartha go maith, furasta le teacht air, soiléir agus éasca le húsáid, agus cinnteofar go ndéantar déileáil leis na gearáin seo ar bhealach cothrom, soiléir agus faoi rún. Tig le custaiméirí tuairimí, moltaí agus gearáin a sheoladh chuig an Oifigeach Gearáin, agus déanfaidh seisean/sise:

- Iniúchadh ar ghearáin ar bhealach féaráilte agus cothrom.
- Stiúradh ar Shuirbhéanna Custaiméara
- Monatóireacht, athbhreithniú agus comhairle a chur maidir le caighdeán/seirbhís custaiméara.
- Beidh sé/sí freagrach as an Chóras Gearáin Custaiméara.

3.1 Córas Gearáin:

Is féidir gearáin ó bhéal a dhéanamh agus déanfar déileáil leo go neamhfhoirmiúil.

- Ní mór Foirm Ghearáin a chomhlánú, nó gearán a dhéanamh i scríbhinn, más gá tuilleadh a dhéanamh faoin cheist
- Eiseofar litir, mar admháil go bhfuarthas an gearán i scríbhinn, laistigh de **chúig (5) lá oibre** ón lá go bhfaightear an gearán.
- Fiosróidh an tOifigeach Gearáin an scéal agus déanfar cinneadh ar an ghearán laistigh

days, or as soon as practicable thereafter.

- The type, number and nature of the complaints will be collated and analysed.

3.2 Appeals:

City of Cork Vocational Educational Committee will maintain a formalised, well publicised, accessible, transparent and simple to use system of Appeal/Review for customers who are dissatisfied with decisions in relation to services.

3.21 Procedure for Appeals:

- All appeals must be submitted in writing.
- A letter of acknowledgement, confirming receipt of an Appeal will issue within **five (5) working days** of its receipt.

Appeal or Dispute and Resolution Procedure (ADR):

- City of Cork Vocational Education Committee is committed, where possible thereafter, to activate the earliest possible intervention to bring about a resolution to the issue in question and where appropriate, by mediation and/or Dispute Resolutions.

Appeal to the CEO from the Appeals Officer – Final Phase of Appeal:

- If a customer remains dissatisfied with the response of the Appeals Officer, the matter may be referred to the CEO (except only to the VEC on Reserved Functions) for adjudication which will be the final phase of appeal.
- All Appeals will be logged at Head Office.

3.22 Review of Appeals Procedures

- Periodic review of our existing system for requests for Appeals/Reviews.
- Examine alternative or new mechanisms for processing Appeals in conjunction with customer service principles.
- Following the findings of Appeals, procedures may be modified.

de fhiche (20) lá oibre, nó chomh luath agus is féidir ina dhiaidh sin.

- Déanfar cóimheas agus anailís ansin ar gach sórt, líon agus ábhar gearáin a fuarthas.

3.2 Achomhairc:

Cothóidh Coiste Gairmoideachais Chathair Chorcaí córas foirmiúil Achomhairc/Athbhreithnithe, a bheidh dea-fhógartha, furasta le teacht air, soiléir agus éasca le húsáid do chustaiméirí atá míshásta le cinneadh a dhéantar i dtaca le seirbhísí.

3.21 Córas Achomhairc:

- Ní mór achomhairc a dhéanamh i scríbhinn.
- Seolfar litir, mar admháil go bhfuarthas an tAchomharc, laistigh de **chúig (5) lá oibre** ón am a fhaightear é.

Córas Réitithe Achomhairc nó Aighnis (ADR):

- Is mian le Coiste Gairmoideachais Chathair Chorcaí, nuair is féidir ina dhiaidh sin, an idirghabháil is túisce is féidir a thosú, le réiteach a fháil ar an cheist faoi chaibidil agus nuair is cuí, é a dhéanamh le cuidiú idirghabhálaí agus/nó Réiteach Aighnis.

Achomharc chuig an POF ón Oifigeach Achomhairc – An Chéim Dheiridh den Achomharc:

- Má tá custaiméir fós míshásta leis an fhreagra ón Oifigeach Achomhairc, is féidir an cás a chur faoi bhráid an Phríomh-Oifigigh Feidhmiúcháin (POF) (ach amháin go dtí an Coiste féin ar Fheidhmeannais Áirithe) don bhreithniú a bheidh mar an chéim dheiridh san Achomharc.
- Coinneofar tuairisc ar gach Achomharc san Ard-Oifig.

3.22 Athbhreithniú ar na Córais Achomhairc

- Athbhreithniú tréimhsiúil ar na córais Achomhairc/Athbhreithnithe atá againn i láthair na huair.
- Amharc ar chórais dhifriúla agus úra le hAchomhairc a chíoradh, i dteannta prionsabail seirbhíse custaiméara.
- Ag brath ar thorthaí na nAchomharc, tá seans go ndéanfaí mionathraithe ar na modhanna scrúdaithe.

4.0 CONSULTATION AND EVALUATION:

City of Cork Vocational Educational Committee is committed to providing a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services, thereby ensuring meaningful evaluation of service delivery.

The Committee is committed to consulting with its customers and to the evaluation of its services. In its different roles, the Committee is sometimes service provider, client, promoter or independent adjudicator, and must meet its responsibilities to all its customers across this diverse range. The Committee's approach will be to consult its customers and to continue to build on this consultation process over the period of the plan.

4.1 Consultation, Delivery, Evaluation and the Annual Report and Strategic Education Plan

The Committee is committed to a meaningful evaluation of its service delivery, using internal and external interventions.

It will continue to conduct annual surveys on specifically identified issues.

Introduce agreements on service levels with customers on a specific number of areas annually.

Develop and implement a framework for initiating regular customer focus groups.

4.2 Consultation on Service Provision and Policy Issues:

The Committee is committed to creating opportunities for input to the policy formulation and service provision process and has hosted workshops and consultative fora on major policy and legislative issues, such as the White Paper on Adult Education, The Youthwork Act, 2001, The Strategic Education Plan.

4.0 COMHAIRLE AGUS MEASÚNÚ:

Is mian le Coiste Gairmoideachais ChathairChorcaí córas comhairleach struchtúrtha a chur ar fáil, le go rachfaí i gcomhairle le custaiméirí, agus go mbeidís páirteach sa phróiseas forbartha i dtaca le seachadadh agus athbhreithniú seirbhísí, rud a chinntíonn go ndéantar measúnú ionraic ar an seachadadh seirbhíse.

Is mian leis an Choiste dul i gcomhairle lenár gcustaiméirí agus go ndéanfaí measúnú ar a chuid seirbhísí. Ina ról éagsúla, feidhmíonn an Coiste uaireanta mar chliaint, uaireanta mar mholtóir agus uaireanta mar bhreithiúnaí neamhspleách, agus caithfidh sé glacadh lena fhreagrachtaí dá chustaiméirí uilig thar an réimse leathan seo. Tabharfaidh an Coiste faoi seo trí dhul i gcomhairle lena chustaiméirí agus leanúint ar aghaidh ag cur leis an phróiseas comhairleach seo thar tréimhse iomlán an phlean.

4.1 Comhairle, Seachadadh, Measúnú agus an Tuarascáil Bhliantúil & an Plean Straitéiseach Oideachais

Is mian leis an Choiste go ndéanfaí measúnú éifeachtach ar a sheachadadh seirbhíse, ag baint úsáide as idirghabháil inmheánach agus sheacht rach.

Leanfaidh sé ag déanamh suirbhéanna bliantúla ar cheisteanna áirithe.

Cuirfidh sé chomhaontuithe i bhfeidhm, i dtaca le leibhéil seirbhíse ó chustaiméirí, i líon réimsí áirithe gach bliain.

Déanfar forbairt ar ghréasán, chun grúpaí plé custaiméara a reáchtáil go rialta.

4.2 Comhairle ar Sholáthar Seirbhíse agus Ceisteanna Polasaí:

Tá sí mar aidhm ag an Choiste deiseanna a chruthú le go mbeadh ionchur sa phróiseas ullmhúcháin polasaí agus soláthar seirbhíse ag cách agus thionó il sé ceardlanna agus fóraim chomhairleacha ar na mórcheisteanna polasaí agus reachtaíochta, ar nós an Pháipéir Bháin ar Oideachas do Dhaoine Fásta, An tAcht um Obair Ógra, 2001 agus An Plean Straitéiseach Oideachais.

4.3 Internal Customers:

The Committee is committed to the further development of consultative processes internally.

4.4 General Feedback:

A comment card has been developed to obtain feedback on the standard of our level of services. This comment card will be made available at all of the Committee's public offices.

5.0 CHOICE:

City of Cork Vocational Educational Committee is committed to providing choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. The Committee will endeavour to utilise available and emerging technologies to ensure maximum access, choice and quality of delivery.

The Committee's public offices are open Monday to Friday from **9.00 am to 5.00 pm**, with a limited service during lunchtime. We will operate a voicemail service outside of these hours.

It is now possible to ring any member of staff once you know the Direct Dial Inwards number (DDI number). Direct dial numbers may be obtained from our website.

The Committee's **web address is www.corkvec.ie** and **e-mail address is info@corkvec.ie**. Individual e-mail addresses may also be obtained from our website.

6.0 OFFICIAL LANGUAGES (EQUALITY) ACT, 2003:

The following has been prepared in the context of the Official Languages (Equality) Act 2003, the principal aim of which is to ensure better availability and a higher standard of public services through Irish. The Vocational Education Committee has been selected as a public body under the terms of the Official Languages (Equality) Act 2003 to prepare a Draft Scheme (Dréacht Scéim)

4.3 Custaiméirí Inmheánacha:

Is mian leis an Choiste forbairt a dhéanamh ar an phróiseas comhairleach go himmheánach..

4.4 Aiseolas Ginearálta:

Tá Cárta Tuairime ullmhaithe, chun aiseolas a fháil ar chaighdeán an leibhéil seirbhíse againn. Beidh fáil ar an Chárta ag gach ceann d'oifigí poiblí an Choiste

5.0 ROGHA

Tá sí mar aidhm ag Coiste Gairmoideachais ChathairChorcaí rogha a thabhairt, nuair is féidir, i dtaca le seachadadh seirbhíse - mhodhanna íoctha, suíomh na nIonad teagmhála, uaireanta oscailte agus amanna seachadta. Déanfaidh an Coiste gach iarracht úsáid a bhaint as teicneolaíocht na linne agus teicneolaíochtaí úra, chun a chinntiú go mbeidh an rogha is mó agus an caighdeán seachadta seirbhíse is fearr ar fáil go héasca do chách.

Tá oifigí an Choiste ar oscailt Luan go hAoine ó **9.00rn go 5.00in**, le seirbhís theoranta ag am lóin. Beidh córas freagartha gutháin i bhfeidhm lasmuigh de na huaireanta sin.

Is féidir glaoch anois ar aon bhall foirne nuair atá an Uimhir Dhialithe Dhíreach (uimhir DDI) ar eolas agat. Tig leat uimhreacha dialithe díreacha a fháil ar ár suíomh gréasáin.

Suíomh gréasáin an Choiste ná **www.corkvec.ie** agus seo a leanas an **seoladh ríomhphoist: eolas@corkvec.ie**. Tá seoltaí ríomhphoist ar le ith ar fáil ar an suíomh gréasáin fosta.

6.0 ACHT NA dTEANGACHA OIFIGIÚLA, 2003:

Ullmhaíodh an méid seo a leanas i gcomhthéacs Acht na dTeangacha Oifigiúla, 2003, agus tá sí mar phríomh-aidhm aige caighdeán seirbhísí níos fearr a chur ar fáil trí

Ghaeilge. Roghnaíodh an Coiste Gairmoideachais mar eagras poiblí faoi théarmaí Acht na dTeangacha Oifigiúla 2003 le Dréacht Scéim a ullmhú.

Website

CCVEC's website is being re-developed and will provide a bi-lingual service as follows:

- Static items, such as Policy Statements, Annual Reports, etc. will be available in Irish by September 2007.
- Scholarship/Grants information will be available on a bi-lingual basis from the issue of the 2007/08 Scheme by the Department of Education & Science
- Information on vacancies will be available on a bi-lingual basis from September 2007
- information of interest to the general public will be available on a bi-lingual basis from September 2009
- The Committee will address the issue of making other detailed information and College/Centre websites available on a bi-lingual basis in the second and subsequent schemes.
- CCVEC will publish a dedicated e-mail address for queries 'as Gaeilge' on its Website.

Interactive Systems:

The Committee does not have any interactive systems currently in place. Any interactive service for the general public which will be put in place in the future will be introduced simultaneously in both languages.

Application Forms

Application Forms for Posts in the Committee are available in Irish for posts in Coláiste Daibhéid and, for any other vacancy by September 2007. Supporting documentation for posts in Coláiste Daibhéid is currently available in Irish and will be made available, for all posts by September 2007. Student Grant/Scholarship Forms are available in Irish, as is the Scholarship/Grant Scheme details.

School Transport Application Forms are supplied in Irish & English on the one form by the Department of Education & Science. With the exception of Coláiste Daibhéid, student application forms to Colleges are

Láithreán Gréasáin

Tá láithreán gréasáin CGCC á athfhorbairt agus déanfar seirbhís dhátheangach mar a leanas a sholáthar:

- Beidh míreanna statacha, cosúil le Ráitis Beartais, Tuarascálacha Bhliantúla, srl. ar fáil i nGaeilge ó Mheán Fómhair 2007.
- Beidh faisnéis faoi Scoláireachtaí/Dheontais ar fáil ar bhonn dhátheangach ó eisiúint na Scéime 2007/2008 ag an Roinn Oideachais & Eolaíochta
- Beidh faisnéis faoi fholúntais ar fáil ar bhonn dhátheangach ó Mheán Fómhair 2007
- Beidh faisnéis gur suim leis an bpobal go ginearálta ar fáil ar bhonn dhátheangach ó Mheán Fómhair 2009
- Tabharfaidh an Coiste faoin gceist maidir le faisnéis shonraithe eile agus láithreáin gréasáin na gColáistí/na nIonad a chur ar fáil ar bhonn dhátheangach sa dara scéim agus scéimeanna ina dhiaidh sin.
- Foilseoidh CGCC seoladh r-phoist tiomanta do cheisteanna 'as Gaeilge' ar a Láithreán Gréasáin.

Córais Idirghníomhacha:

Níl aon chórais idirghníomhacha i bhfearas ag an gCoiste i láthair na huair. Déanfar aon seirbhís idirghníomhach don phobal ginearálta sa toadhchá a thabhairt isteach sa dá theanga i gcomhthráth lena chéile.

Foirmeacha Iarratais

Tá Foirmeacha Iarratais do Phoist sa Choiste ar fáil i nGaeilge do phoist i gColáiste Daibhéid agus, d'fholúntas ar bith eile ó Meán Fómhair 2007. Tá doiciméadacht thacaithe do phoist i gColáiste Daibhéid ar fáil i nGaeilge i láthair na huair agus déanfar iad a chur ar fáil, do gach post faoi Mheán Fómhair 2007

Tá Foirmeacha Scoláireachta/Dheontas na mac léinn ar fáil i nGaeilge, mar atá sonraí Scéime na Scoláireachta/nDeontas.

Tá na Foirmeacha Iarratais d'Iompar Scoile soláthraithe i nGaeilge agus i mBéarla ar an bhfoirm amháin ag an Roinn Oideachais & Eolaíochta.

Le Coláiste Daibhéid mar eisceacht, níl foirmeacha iarratais na mac léinn ach ar fáil i mBéarla amháin.

only available in English. These will be made available in Irish by September 2009. The English and Irish language versions of application forms will be available within the one cover except where this is not feasible because of the size, layout or nature of the document.

Corporate Press Releases

corporate press releases will be provided bilingually from the commencement of the scheme.

Oral Announcements

CCVEV will ensure that by September 2008:

- staff answering telephones will give the name of CCVEC centre in Irish and English and that they are familiar with the basic greetings in Irish;
- arrangements are in place to put members of the public in touch speedily with whatever office of officer is responsible for offering the service required through Irish.

E-mail:

All standard messages or disclaimers on e-mail correspondence from Head Office will be bi-lingual by 1 July 2007 and from 1 January 2008 for all other Colleges/Centres.

Efforts will be made to ensure that a sufficient number of staff with relevant competence in the Irish language will be available across CCVEC. Human Resources will, where appropriate, put reasonable measures in place to ensure that an appropriate number of staff, with a proficiency in the Irish language will be available in order to comply with the provisions of the Official Languages Act

Over the 3 years of the scheme, a bilingual telephone answering service will be implemented in all schools, colleges, and other centres throughout CCVEC's scheme. CCVEC will issue corporate publications in both the English and Irish languages.

Déanfar iad seo a chur ar fáil i nGaeilge faoi Mheán Fómhair 2009. Beidh na leaganacha Béarla agus Gaeilge de fhoirmeacha iarratais ar fail taobh istigh de aon chlúdach amháin ach amháin munabhuil se sin indéanta de bharr méid, leagan amach nó nádúr an doiciméid.

Preaseisiúintí Chorporáideacha

soláthrófar preaseisiúintí chorporáideacha go dhátheangach ó thus na scéime.

Fógraí Béil

Cinntoidh CGCC an méid seo faoi Mheán Fómhair 2008:

- tabharfaidh an fhoireann atá ag freagairt teileafóin ainm an ionaid CGCC i nGaeilge agus i mBéarla – tá said eolasach ar na beannachtaí bhunúsacha i nGaeilge;
- tá socruithe in áit chun baill a chur i dteagmháil go gasta le cibé oifig nó oifigeach atá freagrach as an tseirbhís riachtanach a sholáthar trí Ghaeilge.

R-phost:

Beidh gach teachtaireacht caighdeánach nó séanadh ar chomhfhreagras r-phoist ón gCeannoifig dhátheangach faoin 1 Iúil 2007 agus ón 1 Eanáir 2008 do gach Coláiste/Ionad.

Déanfar iarrachtaí a chinntiú go mbeidh líon foirne sách sásúil leis an inniúlacht ábhartha i dteanga na Gaeilge ar fáil trasna CGCC. Cuirfidh Acmhainní Daonna, mar is cuí, bearta réasúnacha in áit chun a chinntiú go mbeidh líon oiriúnach de bhaill fhoirne ar fáil, le hoilteacht i dteanga na Gaeilge ionas go mbeifear ábalta cloí leis na forálacha atá leagtha síos in Acht na dTeangacha Oifigiúla.

Le linn 3 bliana na scéime, déanfar seirbhís teileafóin dhátheangach a fhorfheidhmiú sna scoileanna, coláistí agus ionaid eile ar fad trasna na scéime ag CGCC. Eiseoidh CGCC foilseacháin corporáideacha i dteangacha an Bhéarla agus na Gaeilge araon.

Public Meetings Policy

CCVEC conducts the majority of its public meetings in English only. However, it will conduct any future public meetings on Irish language issues through Irish, or alternatively through Irish with simultaneous translation to English, whichever is considered appropriate.

Polasaí na gCruinnithe Poiblí

Déanann CGCC mólach na gcruinnithe poiblí a bhíonn acu a stiúradh i mBearla amháin. Cibé ar bith, déanfaidh siad aon chruinnithe poiblí ar cheisteanna a bhaineann le teanga na Gaeilge sa todhchaí a stiúradh trí Ghaeilge, nó trí Ghaeilge le haistriúchán comhuaineach go Béarla, cibé rogha a cheaptar a bheith oiriúnach