

European Chairter fer Regional Ir Less Uised Leids OSFC Code O' Courtesy Fer Airish An' Ulster Scots

Beckgrun

This code o' Courtesy sets doon the procedures at OSFC staff shud uise quhan dealin' wi' fowk at want tae dae thair business i Airish ir Ulster Scots. Steerins adae wi the UK government's unnertaakins adae wi' Airish an' Ulster Scots can bae gat fae the DSD internet site. This code o' courtesy can bae gat i Airish an Ulster Scots fae the OSFC internet site.

Diversity o' leids maun bae thocht o' es ivryboadie's richness o' heirskeip. Ivryboadie bes entitlet tae respect an' courtesy an' thon gaes fer thair leid forebye. Ivry effort shud bae maide tae pit acroass sich respect the mair at hit micht no bae possible tae dale wi' the boadie i the leid o' his ir hir chusin.

Offaicers shud get weel ap wi' the provisions o' the European Chairter fer Regional ir Less Uised Leids at apply tae Airish an' Ulster Scots an' the missures this offaic hes decided oan tae implement thaim.

Naimes O' Fowk

A boadie bes entitlet tae tak' oan onie naime he ir she wants tae – i Inglis ir onie ither leid. Gif he ir she bes maistly kent bae thon naime, hit's guid eneuch fer purpones o' laafu identification. Onie gif hit leuks laiike he ir she isnae maistly kent bae thon naime, staff maun respect the wishes o' onieboadie tae bae kent bae the Airish/Ulster Scots version o' thair naime an shud uise onie thon naime i official dalins. Care shud bae tuk tae mak siccar at thair's nae confusions ir duplications gif a boadie bes kent bae baith Inglis an Airish/Ulster Scots naimes. Hit micht bae uisefu tae hae baith naimes oan file.

Gif an offaicer hes the notion at a boadie micht hae uised the Inglis foarm o' thair naime forebye, they micht ax *“Bes this the foarm o' yer naime ye allus uise? A hae tae mak' siccar at aa o' yer records ir thegither”*

Gif a boadie gies his/hir naime i Airish ir Ulster Scots, fer example, an' the offaicer dalin wi' thaim hes hannlins screevin ir seyin hit they shud ax the boadie tae gie thaim a han'

tae spell hit oot. Gif the naime includes an accent thon shudnae bae onie hannlin fer neir ivry computer software package alloos fer thon (1)

(1) Vowels i Airish micht hae lang accents, laike the *Accent Aigu* i French. Hooiniver the accent i Airish bes uised owre capitals forebye. Quhan yer uisin Microsoft Word, the accent can bae keyed in bae pressin' the *Alt Gr* key follaed bae the vowel tae bae accented. I the caase o' capitals the *Shift* key shud bae pressed forebye. Aa sich letters can bae accented forebye bae uisin the *Insert Symbol* key. Sim Ulster Scots systems o' spellin' uise accents tae shew inflection. Quhan uisin Microsoft Word the accent can bae keyed in bae pressin' the *Alt Gr* key follaed bae the vowel tae bae accented. Fer capitals the *Shift* key shud bae pressed forebye. Aa sich letters can bae accented forebye bae uisin the *Insert Symbol* facility.

Tae sum ap a boadie can uise onie foarm o' thair naime they chuse tae. Thon richt maun niver bae questioned. Ivry effort shud bae maide tae screeve an/ir saie a boadie's naime richt. Dinnae bae burd moothed aboot axin the boadie tae gie ye a han'.

Face Tae Face Interviews An Maetins - Airish

Gif simboadie stairts tae taak tae staff i Airish ye shud explain this an gie the boadie the chuse tae

- Cairry oan wi' the interview/maetin i Inglis
- Gie screevit remairks i Airish.
- Mak a date fer a maetin quhan an interpreter wul bae thair.

Gif ye hae onie doots mak' siccar at the leid concerned bes Airish.

Gif a boadie gies noatice afore at thair mindit tae uise Airish, an interpreter shud moistly bae gat. Interpreters can bae gat fae the NICS Central Owresettin Service, Tellyphone Leid Operations Brench (028.90.2.58979). An interpreter micht no bae gat fer interviews/maetins adae wi' taakin oan staff, quhar needfu' testin' o' communication skills i Inglis cudnae bae carriet oot gif Inglis wusnae the leid uised.

Gif wurd isnae gien the boadie shud bae gien the chuse o'

- Maakin thair remairks i Inglis.
- Gien screevit remairks i Airish.
- Settin' ap a maetin quhan an interpreter wul bae thaire.

Gif a maetin bes set ap mak' siccar afore han' at the interpreter bes fit tae cum. Niver promise a service ye cannae gie.

Face Tae Face Interviews/Maetins – Ulster Scots

I the spirit o' the chairter departments an curns adae wi' thaim ir axed tae mak' provision fer Ulster Scots interviews an' maetins. Hooiniver the noo hit isnae normally possible tae hae face tae face maetins i the Ulster Scots leid oan account o' no bein' fit tae mak' siccar o' guid quality assurance fer interpreters. Mair advice can bae gat fae the the NICS Central Owresettin Service, Tellyphone Leid Operations Brench (028.90.2.58979)

Tellyphone Caas

The chairter onie maks needful the taakin o' oral speirins an applications i Airish, thair's nae obleegement tae repone i Airish bit staff fit tae collouge i Airish nicht dae sae. Quyhles the chairter dusnae obleege tha acceptin o' oral speirins i Ulster Scots, this gies the chanst tae tak' strang ection tae gie a heft tae the leid i line wi' pairt II o' the chairter.

Gif a caller stairts tae collouge i Airish ir Ulster Scots the offaicer nicht repone i thon leid gif thair fit tae. Hit wud bae guid prattick fer members o' staff at collouge i Airish ir Ulster Scots tae bae kent sae at callers wantin' tae uise Airish/Ulster Scots can bae pit oantae thaim. Gif the offaicer isnae fit tae collouge i Airish ir Ulster Scots they shud saie at they cannae an offer ither wies o' dalin' wi' the caa' . The foarm o' wurd at follaes nicht bae uisefu;

“A’hm sorry A cannae repone tae ye i Airish/Ulster Scots. Hooiniver A’hm fit tae offer ye these chuses fer dalin wi yer caa.

Ye nicht:

- Cairry oan wi' the caa i Inglis
- Sen' us a screed i Airish/Ulster Scots
- Pit ye oan tae oor voicemail quhar ye can pit a message i Airish/Ulster Scots.”

Tae get oantae the voicemail tellyphone 028.90.2.58971 (Airish)/ 028.90.2.58924 (Ulster Scots)

Procedures Fer Uisin Minority Leid Voicemail

Gif simboadie gets oantae the central switchboard ir a particular airt o' business shewin at they want tae dae thair business i Airish ir Ulster Scots, the offaicer taakin the caa shud

collouge wi' thaim i Airish/Ulster Scots gif thair fit tae. Gif they cannae dae sae, ir pit the boadie oan tae an offaicer at bes fit tae collouge i Airish ir Ulster Scots, They shud divert ir pit the boadie oan tae the richt voicemail. (see abeen)

The voicemail gets owresicht fae offaicers i Leid Operations Brench , Depairtment o' Culture, Arts & Leisure.

Remairks gat wul bae owreset aa yinst an ir sent oan tae an interpreter fer owresettin.

Owreset speirins wul bae sent tae the richt department/offaicer fer ection.

MESSAGE OAN VOICEMAIL FACILITY (I AIRISH AN' ULSTER SCOTS)

“Fair fa ye tae the Norlin Airlan Civil Service. Gif ye'd laike tae lave a message wi' us simboadie wul cum beck tae ye es soon es possible. Ye can gie yer message efter the tone.

Tae hannle yer caa ye need ye tae gie us the follaein wittens:

* Yer naime

* Quhar ye bide

* Yer tellyphone nummer i the day tim'

*The naime o' the boadie ye'd laike tae get oantae, gif ye ken hit.

*The Nattur o' yer business.

We'll ettle aa gettin' beck tae ye es soon es possible bit gif yer business bes gyely urgent yer adwised tae get oantae the particular depairtment i Inglis.

Screevins - Airish

The chairter obleeges departments tae tak' screevit applications i Airish. Gif hit leuks laike, takin' owresettin intae account, hit wulnae bae possible tae gie a substantive repone bae the relevant deidline an acknowledgement shud bae sent oot i the ordnar wie, seyin hoo the screed bes gettin' owreset an' at a substantive repone wul follae.

The chairter dusnae obleege departments tae acknowledge ir repone i Airish tae screeds gat i Airish.

Screevins – Ulster Scots

The chairter dusnae obleege departments tae tak screevit correspondence i Ulster Scots, hooiniver hit wud bae i the spirit o' the chairter tae dae sae. Mair adwice can bae gat fae the NICS Central Owresettin Service Tellyphone Leid Operations Brence (028.90.2.58979)

Addresses

The Local Government (Miscellaneous Provisions)(Northern Ireland) Order 199&95 saies at a district cooncil can pit a version o' a street naime i anither leid langside the naime i Inglis. Fer ap tae date wittens aboot non Inglis street naimes tuk oan bae district cooncils gae tae http://www.osni.gov.uk/paper/dual_lang.html ir get oantae the Ordnance Survey (info@pointer-ni.gov.uk) Quhan a boadie hes uised a laafu Airish ir Ulster Scots street naime staff shud uise thon form quhan sennin repones tae screeds ir quyhle processin' applications. Baith foarms shud bae pit intae the official record.

Quhar third pairties micht bae involved laike quhar a screed micht need tae bae scrutinised (laike drivin' licences) ir publicised (laike plennin applications) the Inglis foarm o' the street address shud bae shewn langside the Airish ir Ulster Scots version. Thair urnae onie restrictions oan uisin Airish ir Ulster Scots versions o' ither pairts o' an address laike toonlan, toon, coontie, kintra.

Speirins An' Monitorin'

Speirins aboot this guidance an mair adwice oan axins tae dae business (collougit ir screevit) i Airish ir Ulster Scots shud bae sent tae John De Largy, Offaice o' the Social Fund Commissioner Tel. 028.90897543.