



**HEA**

Higher Education Authority  
An tÚdarás um Ard-Oideachas

**QUALITY CUSTOMER SERVICE PLAN**

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**PLEAN SEIRBHÍSE ARDCHAIGHDEÁIN CUSTAIMÉIRÍ**

**QUALITY CUSTOMER  
SERVICE PLAN**

**PLEAN SEIRBHÍSE  
ARDCHAIGHDEÁIN  
CUSTAIMÉIRÍ**

Is é an “Plean Ardchaighdeáin Seirbhíse Custaiméirí” seo ár ráiteas ar na caighdeáin ar mian linne san Údarás Ard-Oideachais go ndéanfaí ár seirbhísí a mheas dá réir agus is é ár ngeallúint é do gach aon duine dá dtugaimid seirbhís ardchaighdeáin i gcónaí.

Bunaíodh an tÚdarás um Ard-Oideachas (ÚAO) ar bhonn reachtúil i 1971 faoin Acht um Údarás Ard-Oideachais. Baineann croífhéidhmeanna an Údaráis le cur chun cinn forbartha an ardoideachais agus taighde, ag cur comhairle ar an Aire Oideachais agus Eolaíochta maidir le hardoideachas agus taighde, agus airgeadú institiúidí ardoideachais le cistí a sholáthraíonn an tAire. Tá ról lárnach ag an Údarás freisin, tríd an Oifig Náisiúnta do Chothromas Rochtana ar Ard-Oideachas, i gcur chun cinn rochtana ar ardoideachas ó eanála den tsochaí nach bhfuil go leor ionadaíochta acu faoi láthair.

Ar na páirtithe leasmhara san ardoideachas agus taighde tá an Rialtas, Ranna Rialtais, institiúidí ardoideachais, mic léinn, foireann, tuismitheoirí, na meáin, comhlachtaí gairme agus gnó agus tionscal. Tá diminsean tábhachtach idirnáisiúnta ag baint le hobair an ÚAO agus oibrímid le Coimisiún na hEorpa, le comhghleacaithe i mballstáit eile agus le roinnt comhlacht idirnáisiúnta ar a bhfuil an OECD, UNESCO agus Próiseas Bologna.

Is eilimint lárnach é rannóg bheosach ardoideachais agus taighde inár bhforbairt mar shochaí, lena n-áirítear forbairt eacnamaíochta. Tá sé lárnach d’fhorbairt daoine agus dá gcumas lena n-acmhainn a bhaint amach. Is slat tomhais ar éifeacht rannóige ardoideachais é an fócas a chuirtear ar ardchaighdeán. Ag cur san áireamh an tábhacht atá le hardoideachas agus taighde agus ag cur rólanna forbartha, comhairleacha agus cistíochta an ÚAO san áireamh freisin, tá sé tábhachtach go gcuirfimisne freisin, mar eagraíocht, ardchaighdeán seirbhíse i gcroílár ár ngníomhaíochtaí go léir. Is é seo ár ndualgas mar chomhlacht poiblí agus tá sé dlite díbhse a úsáideann ár seirbhísí.

**Tom Boland**

**Príomhfheidhmeannach**

## FOREWORD

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This “Quality Customer Service Plan” is our statement of the standards by which we In the Higher Education Authority want our service to be judged and it is our pledge to everyone to whom we provide a service of quality at all times.

The Higher Education Authority (HEA) was established on a statutory basis in 1971 under the Higher Education Authority Act. The core functions of the Authority relate to furthering the development of higher education and research, advising the Minister for Education and Science in respect of higher education and research, and funding higher education institutions with funds provided by the Minister. The Authority also has a key role through the National Office for Equity of Access to Higher Education in promoting access to higher education from sectors of society which are at present under-represented.

Stakeholders in higher education and research include the Government, Government Departments, higher education institutions, students, staff, parents, media interests, professional bodies and business and industry. The work of the HEA has an important international dimension and we work with the European Commission, with colleagues in the other member states and with a number of international organisations among them the OECD, UNESCO and the Bologna Process.

A vibrant higher education and research sector is a central element in our development as a society, including economic development. It is key to the development of people and to their capacity to achieve their potential. The touchstone of an effective higher education sector is a focus on quality. Given the importance of higher education and research and given the HEA's developmental, advisory and funding roles it is important that we too as an organisation put quality service at the centre of all our activities. It is our duty as a public body and it is what you, who use our services, are entitled to.

**Tom Boland**  
**Chief Executive**

### RÉAMHRÁ

**Bunaíodh an tÚdarás um Ard-Oideachas (ÚAO) faoin Acht um Údarás Ard-Oideachas, 1971 leis na feidhmeanna ginearálta seo a leanas:**

- cur le forbairt an ard-oideachais;
- cabhrú le comhordú ar infheistíocht an Stáit san ardoideachas agus moltaí a ullmhú dá leithéid d'infheistíocht;
- tuiscint a chur chun cinn ar luach ardoideachais agus taighde ;
- cur chun cinn ar chomhionannas deise a bhaint amach san ardoideachas;
- daonlathas chur chun cinn i struchtúr an aird oideachais.

**Ina theannta sin, tá na sainfheidhmeanna seo a leanas aige:**

- comhairle a chur ar an Aire faoin ngá atá le hinstitiúidí nua ardoideachais a bhunú, ar a nádúr agus a bhfoirm, agus ar bhearta reachtaíochta a bhainfeadh lena mbunú (nó maidir le hinstitiúid atá ann);
- athbhreithniú leanúnach a dhéanamh ar an éileamh agus ar an ngá atá le hardoideachas;
- moltaí a dhéanamh don Aire ar sholáthar ionad do mhic léinn agus ar chothromaíocht idir institiúidí;
- moltaí a dhéanamh do sholáthar airgeadais ón Stát don ardoideachas agus do thaighde, a bhainfeadh leis an tréimhse reatha nó le tréimhsí sa todhchaí;
- staidéir ag tionscain agus a reáchtáil ar fhadhbanna an ardoideachais agus taighde, agus foilsiú tuarascála ar a leithéid de staidéar, agus
- fócaíochtaí a dhéanamh as airgead a sholáthair an tOireachtas le hinstitiúid ardoideachais, de réir chinnte an Údaráis agus de réir cibé coinníollacha a cheapann an tÚdarás a bheith cuí.

### INTRODUCTION

**The Higher Education Authority (HEA) was established under the Higher Education Authority Act, 1971 with the following general functions:**

- furthering the development of higher education;
- assisting in the co-ordination of State investment in higher education and preparing proposals for such investment;
- promoting an appreciation of the value of higher education and research;
- promoting the attainment of equality of opportunity in higher education;
- promoting the democratisation of the structure of higher education.

**In addition, it has the following specific functions:**

- advising the Minister on the need for the establishment of new institutions of higher education, on their nature and form, and on legislative measures in relation to their establishment (or in relation to existing institutions);
- maintaining a continuous review of the demand and need for higher education;
- making recommendations to the Minister on provision of student places and the balance between institutions;
- making recommendations for State financial provision for higher education and research, either in relation to current or future periods;
- instituting and conducting studies on problems of higher education and research, and publication of reports of such studies, and
- making payments to institutions of higher education out of monies provided by the Oireachtas, such amounts as may be determined by the Authority and subject to such conditions as the Authority thinks fit.

### **Dáileann an tÚdarás cistíocht ar na hinstiúidí seo a leanas:**

Coláiste na hOllscoile, Baile Átha Cliath  
Coláiste na hOllscoile, Corcaigh  
Ollscoil na hÉireann, Gaillimh  
Ollscoil na hÉireann, Maigh Nuad  
Ollscoil Bhaile Átha Cliath, Coláiste na Tríonóide  
Ollscoil Luimnigh  
Ollscoil Chathair Bhaile Átha Cliath  
Coláiste Mhuire Gan Smál (cistithe trí OL)  
Coláiste Phádraig, Droim Conrach (cistithe trí OCBÁC)  
Institiúid Mater Dei (cistithe trí OCBÁC)

### **agus na hinstiúidí sonraithe seo a leanas:**

An Coláiste Náisiúnta Ealaíne agus Deartha  
Acadamh Ríoga na hÉireann

Tá tugtha le fios ag an Aire Oideachais agus Eolaíochta go bhfuil sé i gceist aici na hInstitiúidí Teicneolaíochta a shainiú faoi dheireadh 2005.

Déanann an tÚdarás bainistíocht ar an gClár Taighde in Institiúidí Tríú leibhéal (CTIT), faoina ndáiltear cistíocht ar bhonn iomaíochta ar institiúidí tríú leibhéal (ag áireamh iad sin nach bhfuil faoi choimirce an ÚAO). Is iad cuspóirí an Chláir ná (i) éascú ar fhorbairt straitéiseach chumais taighde institiúide (infrastruchtúr agus clár), (ii) cur le líon, cineál agus ábharthacht aschur na gcéimithe agus (iii) tacaíocht le taighde ardchaighdeán idirdhisciplíne agus idirinstiúide.

Ocht mball déag páirtaimseartha atá ar an Údarás ( ní mór ar a laghad seachtar ball a theacht ón saol acadúil agus ar a laghad seachtar eile ó shaol neamhadúil) agus Cathaoirleach lánaimseartha atá tofa ag an rialtas ar chomhairle an Aire Oideachais agus Eolaíochta.

**The Authority allocates recurrent and capital funds to the following institutions;**

University College, Dublin

University College, Cork

National University of Ireland, Galway.

National University of Ireland, Maynooth.

University of Dublin, Trinity College.

University of Limerick,

Dublin City University

Mary Immaculate College (funded through UL)

St. Patrick's College Drumcondra (funded through DCU)

Mater Dei Institute (funded through DCU)

**and the following designated institutions:**

National College of Art and Design

Royal Irish Academy

The Minister for Education and Science has signalled her intention to designate the Institutes of Technology by the end of 2005.

The Authority manages the Programme for Research in Third level Institutions (PRTLII), under which funding is allocated on a competitive basis to third level institutions (including those outside the aegis of the HEA). The objectives of the Programme are (i) facilitation of the strategic development of institutional research capabilities (infrastructural and programmatic), ii) enhancement of the numbers, quality and relevance of graduate output and (iii) support of high quality inter-disciplinary and inter-institutional research.

The Authority consists of 18 part time members (at least seven members must be academic members and at least seven members must be other than academic) and a full time Chairman who are appointed by the Government on the advice of the Minister for Education & Science.



## PLEAN SEIRBHÍSE ARDCHAIGHDEÁIN CUSTAIMÉIRÍ

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Is é Ráiteas Misin an Údaráis um Ard-Oideachais ná:

*‘tacú le forbairt earnála ardoideachais atá inrochtain ag gach ábhar mac léinn agus a dtugtar aitheantas idirnáisiúnta dó as ucht ardchaighdeán múinteoireachta, foghlama agus taighde agus atá inacmhainn ar aghaidh a thabhairt ar na hathruithe ar riachtanais agus ar dhúshlán inár sochaí.’*

### TIOMANTAS AN ÚDARÁIS UM ARD-OIDEACHEACHAS DO SHEIRBHÍS ARDCHAIGHDEÁIN DO CHUSTAIMÉIRÍ

Leagann plean straitéiseach an Údaráis 2004-2007 amach clár oibre meántéarmach daingnithe ag misean, fíis agus aidhmeanna straitéiseacha an Údaráis. Agus na haidhmeanna seo á mbaint amach aige tá an tÚdarás tiomanta de sheirbhísí ardchaighdeáin a sholáthar le freastal ar riachtanais a pháirtithe leasmhara agus a chliantaí. Cuirfidh an tÚdarás roimhe an tiomantas seo a chinntiú trí chlár cuimsitheach oiliúna a chur ar bun faoina Chóras Forbartha Feidhmiúcháin Bainistíochta agus trí chórais éifeachtacha IT a úsáid.

### COMHIONANNAS/LÍOCHT

Déanfaidh an tÚdarás um Ard-Oideachas deimhin de go gcloítear leis na cearta a socraíodh sa reachtaíocht chomhionannais ó thaobh soláthar seirbhíse agus athbhreithne polasaí de.

Oibreoidh an tÚdarás, trína Oifig Náisiúnta um Chomhionannas Rochtana ar Ard-Oideachas, leis na hollscoileanna agus le hinstiúidí sainithe chun bacanna maidir ar rochtain ar ardoideachas a aithint agus a dhíothú.

Leanfaidh an tÚdarás de bheith ina fhostóir comhdheise.

Cuirfidh an tÚdarás roimhe a chinntiú go bhfuil an fhoireann lánfheasach maidir lena thiomantas do chomhionannas agus d'ilíocht agus lena chinntiú go gcloítear lena Pholasaí Dínite san Obair maidir leis an bhfoireann ar fad.

### ROCHTAIN FHISICIÚIL

Cuirfidh an tÚdarás oifigí glana, inrochtana poiblí ar fáil a chinnteoidh príobháideachas, a ghéilleann do chaighdeáin sábháilteachta agus sláinte saothair agus a éascaíonn rochtain do dhaoine míchumasaithe agus le riachtanais eile faoi leith.

Leanfaidh an tÚdarás ag obair leis an bhfoireann lena chinntiú go ndéanann áiseanna na hoifige freastal ar a riachtanais.

## HEA QUALITY CUSTOMER SERVICE PLAN

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**The Mission Statement of the Higher Education Authority is:**

*‘To foster the development of a higher education sector which is accessible to all potential students and which is recognised internationally for the high quality of teaching, learning and research and which has the capacity to address the changing needs and challenges in our society.’*

### **COMMITMENT OF THE HIGHER EDUCATION AUTHORITY TO QUALITY CUSTOMER SERVICE**

The Authority’s Strategic Plan 2004-2007 sets out a medium term work programme underpinned by the mission, vision and strategic objectives of the Authority. In achieving these objectives the Authority is committed to delivering quality services which meet the needs of its stakeholders and clients. The Authority will seek to ensure this commitment is met by putting in place a comprehensive training programme under its Performance Management Development System and utilising efficient and effective IT systems.

### **EQUALITY/DIVERSITY**

The Higher Education Authority will ensure that the rights established under equality legislation are reflected both in terms of service delivery and reviews of policy.

The Authority will through its National Office for Equity of Access to Higher Education work with the universities and designated institutions to identify and work to eliminate barriers to access to higher education.

The Authority will continue to be an equal opportunities employer.

The Authority will seek to ensure that staff are fully aware of its commitment to equality and diversity and ensure that its Dignity at Work Policy is adhered to in respect of all staff.

### **PHYSICAL ACCESS**

The Authority will provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for people with disabilities and other specific needs.

The Authority will continue to work with staff to ensure that office facilities meet their requirements.

## PLEAN SEIRBHÍSE ARDCHAIGHDEÁIN CUSTAIMÉIRÍ

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### EOLAS

Cuirfidh an tÚdarás roimhe a chinntiú go gcuirtear an t-eolas a chuireann sé ar fáil soiléir, tráthúil agus cruinn, é ar fáil ag gach pointe teagmhála agus go ndéantar freastal ar riachtanais daoine le riachtanais speisialta.

Déanfaidh an tÚdarás deimhin de go mbaintear leas iomlán as a bhfuil le tairiscint ag Teicneolaíocht an Eolais agus cinnteoidh sé go gcloíonn a shuíomh gréasáin le treoirlínte an tionscnaimh inrochtana gréasán do shuímh ghréasán poiblí.

Déanfaidh an tÚdarás deimhin de go gcoimeádfar a shuíomh gréasáin ([www.hea.ie](http://www.hea.ie)) faoi bhreithniú. Foilseofar foilseachán an ÚAO ar an suíomh gréasáin in éineacht len é a bheith ar fáil tríd an bpost nó le bailiú ag aon cheann d'oifigí an ÚAO.

### TRÁTHÚLACHT AGUS CUIRTÉIS

Cuirfidh an tÚdarás roimhe seirbhísí den scoth a sholáthar le cuirtéis, tuiscint agus lena a laghad moille agus is féidir.

Déanfaidh an ÚAO iarracht deimhin a dheánamh de go bhfreagraítear fiosruithe ar bhealach tráthúil, iomchuí agus cruinn. Nuair nach féidir freagra a thabhairt go tapaidh ar fhiosrú eiseofar admháil laistigh de dhá lá ag ainmniú an bhaill foirne atá ag déileáil leis an bhfiosrú.

Cuirfear custaiméirí i dteagmháil leis na baill chúí den fhoireann a bheidh in ann cabhrú leo. Nuair nach bhfuil an duine cuí ar fáil cuirfear teachtaireacht go dtí an ball foirne a dhéanfaidh teagmháil ina thuras leis an gcustaiméir.

Tabharfar ainmneacha teagmhála mar aon le sonraí ar a mbeidh seoladh r-phoist agus uimhir dhírdhialaithe na rannóige cuí i ngach cumarsáid leis an ÚAO.

### GEARÁIN

Má bhíonn duine míshásta le caighdeán na seirbhíse a fuair sé/sí is féidir leis/léi teagmháil a dhéanamh leis an gCeannasaí Riaracháin a chuirfidh an gearán ar aghaidh go dtí Ceannasaí na rannóige cuí a dhéanfaidh an scéal a fhiosrú. Déanfaidh an Ceannasaí Riaracháin breithniú ar thoradh an fhiosraithe agus eiseoidh sé freagra scríofa don duine a rinne an gearán. Agus gearáin ón bpobal á láimhseáil aige cloífidh an tÚdarás leis na prionsabail a leag Oifig Fhear an Phobail síos maidir le córas inmheánach um gearáin.

## HEA QUALITY CUSTOMER SERVICE PLAN

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### INFORMATION

The Authority will seek to ensure that information it provides is clear, timely and accurate, is available at all points of contact and that the needs of people with special needs are catered for.

The Authority will ensure that the potential offered by Information Technology is fully availed of and will ensure that its website conforms to the web accessibility initiative guidelines for public websites.

The Authority will ensure that its website ([www.hea.ie](http://www.hea.ie)) is kept under review. HEA publications will be published on the website in addition to being made available through post or by collection at either of the HEA offices.

### TIMELINESS AND COURTESY

The Authority will seek to deliver quality services with courtesy, sensitivity and where possible with the minimum of delay.

The HEA will seek to ensure that queries are responded to in a timely, relevant and accurate manner. Where a query cannot be responded to promptly an acknowledgement will be issued within two days indicating the staff member who is dealing with the query.

Customers will be put in touch with the appropriate members of staff who will be able to assist them. Where the appropriate person is not available a message will be passed to the staff member who will in turn contact the customer.

Contact names and details including an e-mail address and a direct dial telephone number of the appropriate section will be provided with all HEA communications.

### COMPLAINTS

If a person is dissatisfied with the standard of service received he/she may contact the Head of Administration who will pass the complaint on to the Head of the relevant section who will investigate the matter. The outcome of the investigation will be reviewed by the Head of Administration who will issue a written response to the person who made the complaint. In handling complaints from the public the Authority will adhere to the principles set down by the Office of the Ombudsman in relation to an internal complaints system.

### ACHOMHAIRC

Má bhíonn duine míshásta le cinneadh a ghlactar is féidir leis/léi scríobh go dtí an Príomhfheidhmeannach a dhéanfaidh an scéal a fhiosrú. Fiosróidh sé/sí féachaint ar glacadh an cinneadh de réir na ndlíthe, na rialacha, na gcleachtas nó na bpolasaí atá ann ag an Údarás nó na bprionsabal comhionannais agus deachleachtas riaracháin a nglactar go ginearálta leo.

### COMHAIRLIÚCHÁN AGUS MEASÚNÚ

Déanfaidh an tÚdarás forbairt ar chaidreamh éifeachtach leis na príomhghníomhairí eile i réimse an ardoideachais. Déanfaidh an tÚdarás bainistiú ar an gcaidreamh seo trí aighneachtaí a do na gníomhaireachtaí/páirtithe leasmhara sin agus trí dul i gcomhairle leo maidir le ceisteanna ar leith a bhainfeadh leo féin agus leis an Údarás araon.

### ROGHA

Tá an tÚdarás tiomanta do rogha a sholáthar, nuair is féidir é, i soláthar seirbhíse. Bainfimid úsáid as teicneolaíochtaí atá ann agus atá ag teacht chun cinn le uasmhéid rochtana agus rogha, agus ardchaighdeán soláthair a chinntiú.

### Is féidir leis an bpobal teagmháil a dhéanamh leis an ÚAO mar seo a leanas:

- **Teileafón:** + 353 (1) 661 2748 **Lóghlao:** 1890 200637

Oibríonn lasc-chlár an ÚAO ó 9.15 r.n.-12.45 i.n. agus 2.00 i.n.-5.30 i.n. (5.15 i.n. ar an Aoine) ó Luan go hAoine. Lasmuigh de na huaireanta sin is féidir teachtaireacht a fhágáil ar an seirbhís fhreagartha. Cuirfear do theachttaireacht in iúl gan mhoill don duine cuí.

Chomh maith le dul i dteagmháil leis an ÚAO trína phríomhlasc, is féidir leis an bpobal teagmháil a dhéanamh le rannóga ar leith trí dhéileáil díreach. Cuirfear uimhir déileála díreach ar fáil ar shuíomh gréasáin an ÚAO agus ar chomhfhreagras a eisíonn an ÚAO.

- **Trí Fhacs:** Teach na Mara: + 353 (1) 661 0492  
Teach Plasóg an tSrutháin: + 353 (1) 4392 172 agus + 353 (1) 4392 173
- **Trí r-phost:** [info@hea.ie](mailto:info@hea.ie), tá seolta eile r-phoist ar fáil ar shuíomh gréasáin an ÚAO. Leanann seolta r-phoist an leagan amach seo a leanas: [céad-ainm.sloinne@hea.ie](mailto:céad-ainm.sloinne@hea.ie)
- **Tríd an bpost:** An tÚdarás um Ard-Oideachas

### APPEALS

If a person is unhappy with a decision which has been made he/she may write to the Chief Executive who will investigate the matter. He/she will examine whether the decision made was in accordance with existing laws, rules, practice or policy of the Authority or the generally accepted principles of equity and good administrative practice.

### CONSULTATION AND EVALUATION

The Authority will develop an effective relationship and engage with the other major actors in the higher education domain. The Authority will manage such relationships through making submissions to these agencies/stakeholders and consulting them on specific issues of mutual concern.

### CHOICE

The Authority is committed to providing choice, where feasible, in service delivery. We will use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

#### **The public may contact the HEA as follows;**

- **Telephone:** + 353 (1) 661 2748 **Lo-call:** 1890 200637

The HEA switchboard operates from 9.15 am-12.45 pm and 2.00 pm-5.30 pm (5.15 pm on Friday) from Monday to Friday. Outside of those hours you may leave a message on the answering service. Your message will be conveyed to the appropriate person without delay.

In addition to contacting the HEA through its main switchboard, the public may contact individual sections through direct dial-in. A direct dial-in number for each section will be provided on the HEA website and in correspondence issued by the HEA.

- **By Fax:** Marine House: + 353 (1) 661 0492  
Brooklawn House: + 353 (1) 4392 172 or + 353 (1) 4392 173
- **By e-mail:** [info@hea.ie](mailto:info@hea.ie), other e-mail addresses are available on the HEA website. HEA e-mail addresses follow the following format: first name.[initialsurname@hea.ie](mailto:initialsurname@hea.ie)
- **By post:** Higher Education Authority

## PLEAN SEIRBHÍSE ARDCHAIGHDEÁIN CUSTAIMÉIRÍ

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Oifig an Chathaoirligh, Príomhfheidhmeannach, Rannóg Deontas Timthriallach, Rannóg Pearsanra & Cuntais, Aonad Caidrimh Tionscail, Rannóg Polasaí agus Pleanála, Rannóg Clár Taighde, Clár Eorpacha, Aonad Saorála Faisnéise.

**Urlár 3,  
Teach na Mara,  
Cúirt Clan Mhic Liam,  
Baile Átha Cliath 2.**

Oifig Náisiúnta do Chothromas Rochtana ar Ard-Oideachas, Eolas agus Gnóthaí Pobail, Clár Minerva an AE, Rannóg Forbartha Fisiciúil, Rannóg Staitisticí, agus Rannóg (IT) Techneolaíochta Ríomhaíre.

**Urlár 1,  
Teach Plasóg an tSrutháin,  
Ascaill Crampton,  
Bóthar Síol mBrain,  
Baile Átha Cliath 4.**

Is féidir le Cliant/baill den phobal glaoch ar oifigí an ÚAO. Toisc go n-oibríonn an ÚAO ó dhá láthair bheadh sé inmholta glaoch roimh ré.

Tabharfaidh an tÚdarás cabhair do bhaill den phobal le riachtanais speisialta.

### COMHIONANNAS NA dTEANGACHA OIFIGIÚLA

Tá an tÚdarás tiomanta a n-oibleagáidí a chomhlíonadh faoi Acht na dTeangacha Oifigiúla, 2003. Go háirithe déanfaimid:

- Freagairt i nGaeilge ar chomhfhreagras a fuarthas i nGaeilge
- Ár dtuarascáil bhliantúil agus príomhcháipéisí polasaí a fhoilsiú i nGaeilge agus i mBéarla
- An oiread ábhair agus is féidir é a fhoilsiú i nGaeilge ar ár suíomh gréasán

Éascóidh an tÚdarás um Ard-Oideachas gnóitha daoine a sheoladh trí mheán na Gaeilge más mian leo. Beidh oibrithe dátheangacha ar fáil chun comhfhreagras a dhéanamh nó glaonna gutháin a fhreagairt i nGaeilge. Oifigeach Gaeilge an Údaráis: Gearóid Ó Súilleabháin.

## HEA QUALITY CUSTOMER SERVICE PLAN

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Office of Chairman, Chief Executive, Recurrent Grants Section, Personnel and Accounts Section, Industrial Relations Unit, Policy and Planning Section, Research Programmes Section, European Programmes, Freedom of Information Unit.

**Floor 3,  
Marine House,  
Clanwilliam Court,  
Dublin 2.**

National Office for Equity of Access to Higher Education, Information and Public Affairs, EU Minerva Programme, Physical Development Section, Statistics Section and Information Technology Unit.

**Floor 1,  
Brooklawn House,  
Crampton Avenue,  
Shelbourne Road,  
Dublin 4.**

Clients/members of the public may call to HEA's offices. As the HEA operates from two locations it would be advisable to call in advance.

The Authority will assist members of the public with special needs.

### OFFICIAL LANGUAGES EQUALITY

The Authority is committed to meeting its obligations under the Official Languages Act, 2003. We will in particular;

- Reply in Irish to correspondence received in Irish
- Publish our annual report and key policy documents in Irish and English
- Publish as much material as possible on our website in Irish

The Authority will facilitate people in the conduct of their business through the medium of Irish on request. Bilingual staff will be available to respond in Irish to correspondence or telephone enquiries. Irish Language Officer : Gerard O'Sullivan.



### COMHORDÚ NÍOS FEARR

Leanfaidh an tÚdarás ag oibriú leis an Roinn Oideachais agus Eolaíochta agus le príomhpháirtithe eile leasmhara i réimse an ardoideachais i ndúil go mbainfear amach cur chuige níos comhordaithe agus níos comhtháite i soláthar seirbhísí.

### CUSTAIMÉAR INMHEÁNACH

Is mór ag an Údarás dúthracht na foirne agus beidh sé gníomhach ina chaidreamh leo tríd an gCoiste Páirtíochta maidir le seirbhísí a sheachadadh. Díreoidh an tÚdarás ach go háirithe orthu seo a leanas:

**Cumarsáid Inmheánach:** Cuirfimid romhainn a chinntiú go gcuirtear an fhoireann ar an eolas go tráthúil agus go cruinn trí nuachtlitir na foirne, trí choircleáin foirne agus trí sheimineáir eolais foirne.

**Comhairliúchán agus Measúnú:** Rachfar i gcomhairle go hiomlán leis an bhfoireann maidir le forbairt ráitis straitéise an ÚAO, le pleananna gnó a bhaineann leis, leis an bplean seirbhíse custaiméara agus le forbairtí leanúnacha a bhaineann leis na seirbhísí poiblí a nua-aoisiú.

**Oiliúint agus Forbairt Foirne:** Déanfaidh an ÚAO deimhin de trína phlean forbartha foirne go gcuirtear na scileanna cuí lena gcuid oibre a dhéanamh ar fáil don fhoireann. Tá córas Feidhmíochta agus Forbartha bunaithe againn chun cabhrú leis an bhfoireann a ról san eagraíocht a thuiscint agus a thugann aiseolas maidir le feidhmíocht.

**Comhionannas agus ilíocht:** Déanfaimid deimhin de go ngéilleann na próisis agus na seirbhísí a bhaineann leis an bhfoireann do fhorálacha na reachtaíochta comhionannais. Cothóimid cultúr measa ar ilíocht i measc na foirne ar fad.

**Áiseanna:** Cuirfimid romhainn a chinntiú go n-oibríonn an fhoireann i dtimpeallacht taitneamhach agus slábháilte agus go gcuirtear na háiseanna cuí ar fáil don bhfoireann lena a ndualgais a chomhlíonadh.

## HEA QUALITY CUSTOMER SERVICE PLAN

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### BETTER CO-ORDINATION

The Authority will continue to work with the Department of Education and Science and other key stakeholders in the higher education domain with a view to achieving a more co-ordinated and integrated approach to the delivery of services.

### INTERNAL CUSTOMER

The Authority values the dedication of staff and will actively engage with them through its Partnership Committee in relation to the delivery of services. In particular the Authority will focus on the following;

***Internal Communications:*** We will undertake to ensure that staff receive timely and accurate briefings through the staff newsletter, staff circulars and staff briefing seminars.

***Consultation and Evaluation:*** Staff will be fully consulted in relation to the development of the HEA's strategy statement, associated business plans, customer service plan and ongoing developments relating to the modernisation of the public services.

***Staff Training and Development:*** The HEA through its staff development plan will ensure that staff are provided with the necessary skills to carry out their work. We have put in place a Performance and Development Management System that assists staff in understanding their role in the organisation and provides feedback in relation to performance.

***Equality and Diversity:*** We will ensure that the processes and services involving staff comply with the provisions of the equality legislation. We will promote a culture of respect for diversity among all staff.

***Facilities:*** We will seek to ensure that staff work in a pleasant and safe environment and that staff are provided with the facilities necessary to carry out their duties.



### **The Higher Education Authority**

Marine House, Clanwilliam Court, Dublin 2.

Tel: +353 1 661 2748 Fax: +353 1 661 0492

Lo-Call: 1890 200 637

e-mail: [info@hea.ie](mailto:info@hea.ie)

website: [www.hea.ie](http://www.hea.ie)

### **An tÚdarás um Ard-Oideachas**

Teach na Mara, Cúirt Clan Mhic Liam, Baile Átha Cliath 2.

Guthán: +353 1 661 2748 Faics: +353 1 661 0492

Lóghlo: 1890 200 637

ríomhphoist: [info@hea.ie](mailto:info@hea.ie)

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