

**Welsh Language Standards Compliance  
Report to the  
Welsh Language Commissioner**

**1 August 2019 – 31 July 2020**

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## **1. Introduction**

The Welsh Language Standards came into force on 1<sup>st</sup> April 2018 for Further Education colleges in Wales.

The Standards aim to:

- Make it clear to organisations what their duties are in relation to the Welsh language
- Make it clearer to Welsh speakers about the services they can expect to receive in Welsh
- Make Welsh language services more consistent and improve their quality

The College, made up of Coleg Sir Gâr (CSG) and Coleg Ceredigion (CC), has a responsibility to ensure that the Welsh language is not treated less favourably than the English language. There is also a requirement to promote and facilitate the use of the Welsh language, making it easier for people to use and improve their Welsh language skills in the world of work and everyday life.

The College is required to produce an annual report by January 31<sup>st</sup> as set out in the Welsh Language Standards, this report covers the period from 1<sup>st</sup> August 2019 to 31<sup>st</sup> July 2020.

This report includes:

- how the College has complied with the standards with which we were under a duty to comply during the year (per class of standards – service delivery, policy making, operational);
- the number of complaints received (per class of standards – service delivery, policy making, operational);
- the number of employees who have Welsh language skills at the end of the year in question (on the basis of records under standard 158);
- the number of members of staff who attended training courses we offered in Welsh during the year (on the basis of records under standard 159);
- the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of records under standard 159);
- the number of new and vacant posts that you advertised during the year which were categorised according to various requirements in respect of Welsh language skills (on the basis of records under standard 162).

## **2. The Welsh Language Team**

The role of the Welsh Language Team at the College is to:

- Promote the Welsh language and inform learners and all staff of its importance in the bilingual Wales of the future
- To create a Welsh culture and ethos across the whole College
- Encourage and support learners and staff to develop and improve their Welsh Language skills
- Create opportunities for learners and all staff to practise and use their Welsh Language skills
- Monitor the College's compliance with the Welsh Language Standards

In order to ensure a greater focus on meeting the requirements of the Welsh Language Act and further developing the college as a fully bilingual institution, from 1<sup>st</sup> September 2019 the staff team overseeing this work has been restructured and now comprises of:

- Vice Principal Learners and Partnerships (VP) – Matt Morden, strategic lead for Welsh Language
- Director of Bilingualism (DB)- Helen Griffith, lead for Welsh Language
- Library Services Manager (LSM) - Jan Morgan, responsible for monitoring compliance with the Welsh Language Standards
- Two Welsh Language Officers (WLO)
  - Gwyndaf Lewis – responsibility for Pibwrlwyd, Job's Well, Cardigan and Aberystwyth campuses
  - Menna Jones – responsibility for Graig, Ammanford and Gelli Aur campuses

The VP, DB and LSM have responsibility for the seven campuses of the college.

### **3. Compliance with Standards**

All Further Education Colleges in Wales were to comply with some of the Welsh Language Standards from April 2018 with full compliance required by September 2018.

An internal Google site has been created specifically for the promotion of the Welsh language, a portal for resources and information on Welsh language training opportunities. There is a dedicated section on the site for the Welsh Language Standards which all staff can access. This includes the compliance notices served on the Colleges and self-help guides and information to support staff to meet the standards within their specific job roles.

The Commissioners office carried out compliance monitoring activities early in 2020 on Coleg Ceredigion and the results were very positive with only a very few minor issues which have since been addressed.

#### **3.1 Service Delivery Standards**

The College has developed Helpsheets that are available on the Cymraeg Google Site to inform users of the requirements of the WLS for Service Delivery. These included guidance on:

- Answering the telephone
- Correspondence
- Displays of public materials at events/exhibitions
- Documents

- Learning opportunities
- Public lectures
- Meetings
- Graduations and award ceremonies
- Service promotion
- Checking spelling and grammar in Welsh
- E-mail footers and automatic replies
- Translation services

Staff with Welsh language skills wear lanyards identifying themselves as Welsh speakers or learners. There are also notices at all reception desks encouraging the use of the Welsh language.

All members of staff are aware of the need to answer the phone with a bilingual greeting using Welsh first and how to transfer the call to a Welsh speaker if the customer requires a Welsh language service.

Wording is available on the Cymraeg Google site for staff to include on their e-mail footer indicating that they can communicate and welcome communication in Welsh. All email footers sent from the College contain the necessary information regarding welcoming correspondence in Welsh and English and stipulating that there will be no delay in responding to correspondence in Welsh.

The College website is available in both Welsh and English.

There is computer software available for checking spelling and grammar available on all College computers.

The LSM also manages the translation team who provide a full English to Welsh translation service for all members of staff. This service is accessible via the College Gateway.

In order to identify learners with Welsh language skills and collate evidence, since September 2017 the College application form requires learners to specify:

- a. their first language
- b. whether they are fluent, non-fluent Welsh speakers or not Welsh speakers.
- c. whether they would like to receive correspondence through the medium of Welsh
- d. whether they would like to study bilingually
- e. what is their highest Welsh language qualification

This information is uploaded onto EBS which holds all student information and is used for generating correspondence and planning for Welsh medium support and provision. Learners who are first language Welsh speakers are identified on the system with the orange Welsh speech bubble against their name.

All students who attended Welsh medium schools or have a GCSE first language Welsh qualification are identified on the internal monitoring, tracking and communication system.

All generic forms and documents related to the College are provided for learners bilingually.

Learners attend induction sessions about Welsh medium support, activities and opportunities available to them during their time in College, enabling them to enhance, practise and enjoy their Welsh language skills.

WLOs provide support to learners to improve Welsh language skills within the curriculum as well as creating opportunities for learners and staff to use the Welsh language socially and in extra curricular activities.

Learners rights are promoted and celebrated across the college during “Mae Gen i Hawl” day during December. This day was developed by the Commissioners office to increase awareness of learners rights during their time in College in relation to the Welsh language.

### **3.2 Policy Making Standards**

Equality impact assessments are undertaken on all new, reviewed and revised policies to ensure the following:

- that opportunities for persons to use the Welsh language are provided
- that the Welsh language is treated no less favourably than the English
- all opportunities to promote the Welsh language are considered
- all policies consider and comply with the Welsh Language Standards

Effects of all consultation documents will be considered and views sought with regard to the Welsh language. Following this, appropriate amendments will be made before publication.

Any research undertaken in the College and any new course introduced will be subject to the same considerations.

### **3.3 Operational Standards**

All employees are asked whether they wish to receive communication through the medium of Welsh or English. The information is collated by HR and correspondence provided accordingly.

All policies issued by HR regarding recruitment and employment in the College are available in writing in Welsh and English.

Policies relating to staff complaints and disciplinary procedures have been subject to a Welsh Language Impact Assessment and allow staff to use the Welsh language throughout the processes.

The College has a dedicated Cymraeg Google site for the Welsh language that includes:

- The Welsh Language Standards
- Resources and links to on-line courses to learn Welsh
- Subject specific terminology and resources

All staff are encouraged to attend courses to improve their Welsh language skills.

**Internal Courses Delivered During the 2019-2020 Academic Year:**

30 Day Welsh Challenge - 68 members of staff participated

Welsh Language Standards awareness - 12 members of staff participated

Tutor's Bilingualism Toolkit - Sgiliaith - 12 members of staff participated

**External Courses Undertaken During the 2019-2020 Academic Year:**

Work Welsh - varying levels of proficiency to develop their language skills - 44 members of staff participated

Cwrs TAQA cyfrwng Cymraeg i asseswyr - 1 member of staff participated

Bilingual teaching methodology MA module Sgiliaith - 2 members of staff participated

Croeso for Beginners - 1 member of staff participated

Gwyliaith - 1 member of staff participated

#### **4. Complaints**

The Complaints procedure is available on the web-site and reflects the requirements of the Welsh Language Standards related to Complaints

**a. Complaints in relation to Service Delivery Standards**

No complaints received.

**b. Complaints in relation to Policy Making Standards**

No complaints received.

**c. Complaints in relation to Operational Standards**

No complaints received.

#### **5. Staff Welsh Language Skills**

Staff are asked to complete or update an ongoing online self-assessment on the level of their Welsh language skills. The total number of staff is 862, which includes teaching, managerial and support staff.

	High	Intermediate	Basic	Entry	None
Speaking	21%	17%	23%	25%	13%
Reading	16%	19%	22%	23%	19%
Writing	10%	18%	21%	22%	29%

## 6. Training

The total number of staff who attended training courses during the year:

The percentage of the total number of staff attending the course who attended the Welsh version:

- |  |                              |
|--|------------------------------|
| a. recruitment and interviewing;           | no training offered          |
| b. performance management;                 | no training offered          |
| c. complaints and disciplinary procedures; | no training offered          |
| d. induction;                              | 20 people attended training  |
| e. dealing with the public;                | no training offered          |
| f. health and safety;                      | 141 people attended training |

None requested training through the medium of Welsh.

## 7. Recruitment

The number of new and vacant posts that you advertised during the year which were categorised according to various requirements in respect of Welsh Language skills (on the basis of records under standard 162).

		Coleg Sir Gâr	Coleg Ceredigion
a	Welsh language skills are essential	11	9
b	Welsh language skills need to be learnt when appointed to the post	0	0
c	Welsh language skills are desirable	15	14
d	Welsh language skills are not necessary	0	0

## 8. Further information

If you require any further information regarding this report please contact:

**Helen Griffith** – Director of Bilingualism - strategic lead for Welsh Language  
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**Jan Morgan** - Library Services Manager, responsible for monitoring compliance with the Welsh Language Standards  
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