



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

**1 April 2018 – 31 July 2018**

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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 initial report covers the period from 1<sup>st</sup> April 2018 to 31<sup>st</sup> July 2018 with subsequent reports covering a period of one year.

This report includes:

- how CSG / CC have 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 CSG and CC 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

The team comprises of

- Assistant Principal (AP) Quality, Teaching & Learning – strategic lead for Welsh Language
- Welsh Language Manager (WLM), Anna Vivian Jones – in post since August 2018
- Library Services Manager (LSM), Jan Morgan, responsible for monitoring compliance with the Welsh Language Standards - in post since September 2018
- Two Welsh Language Activities Co-ordinators (WLAC)
  - Gwyndaf Lewis based in Coleg Sir Gâr in post since February 2018
  - Anna ap Robert based in Coleg Ceredigion in post since 2012

The AP, WLM and LSM have responsibility for the seven campuses.

As a new team we are currently revising our roles and renewing our strategy to advance the Welsh language in the College, which includes the Welsh Language Standards.

### **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. In order to raise staff awareness of the Welsh Language Standards and their duty to comply with them, the previous Welsh Language Manager organised a series of training events during Staff Development days in July and October 2017 delivered by:

- a) Huw Thomas, Sglein – A million Welsh Speakers
- b) Non Davies, Welsh Language Manager – Welsh Language Standards which provided staff with guidance on their role in complying with certain standards.

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

The previous WLM developed Helpsheets that were distributed to staff and uploaded onto the Welsh Language Moodle 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 speaking 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.

Front of house staff underwent bilingual meeting and greeting training in July 2018. This will be repeated on a regular basis.

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 used for generating correspondence and planning for Welsh medium support and provision. 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 using the Cymraeg speech bubble.

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

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.

A mystery shopper activity was carried out by members of the Welsh language team who visited all seven campuses and made telephone calls to the main phone numbers to monitor compliance with the WLS with recommendations for improvement.

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.

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. Learners are kept up to date by daily tweets from the WLAC.

### **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.

The LSM and WLM both deliver presentations at New Staff Inductions in order to disseminate information on the Standards and Welsh language support across the College. The WLM also delivers in-class skills sessions to learners and staff which refer to the WLS and their rights to a bilingual service.

Wording is available on the College's bilingualism Moodle for staff to include on their e-mail footer indicating that they can communicate in Welsh.

The Welsh Language Team is currently developing a Welsh Language Strategy and a policy on using the Welsh language internally for the purpose of promoting and facilitating the use of the language.

### **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 will be made available in writing in Welsh and English. These are currently being revised and translated.

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 Moodle site for the Welsh language that includes:

- National policies and strategies
- The Welsh Language Standards
- Resources and links to on-line courses to learn Welsh
- Subject specific terminology and resources
- Information and resources about work-based learning
- Bilingual teaching methodology
- Urdd competitions

40 members of staff at varying proficiency levels participated in the Cymraeg Gwaith programme to further develop their language skills.

#### **4. Complaints**

An appendix has been added to the Complaints procedure to reflect 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**

**Coleg Sir Gâr – July 2018**

Staff are asked at the beginning of each academic year to complete or update an ongoing online self-assessment on the level of their Welsh language skills (see Appendix 1). These are the results from July 2018. The total number of staff is 736, which includes teaching, managerial and support staff.

	High	Intermediate	Basic	Entry	None
<b>Speaking</b>	148 - 20.1%	111 – 15%	141- 19.1%	212 – 28.8%	122- 16.4%
<b>Reading</b>	124 – 16.8%	116 – 15.7%	134 – 18.2%	187 – 25.4%	172 – 23.3%
<b>Writing</b>	88 – 11.9%	115 – 15.6%	122 – 16.5%	169 – 22.9%	239 – 32.4%

This information is also available according to curricular areas and is included in the Welsh language profile of each department.

As well as identifying their skill level, staff are also required to assess their confidence to use the language. The results are as follows:

<b>Are you confident to....</b>	<b>Yes</b>
teach in Welsh?	120 – 16.3%
assess in Welsh?	114 – 15.4%
work in Welsh?	212 – 28.8%
meet and greet in Welsh?	434 – 58.9%
answer the phone in Welsh?	412 – 55.9%

### **Coleg Ceredigion: Staff Welsh Language Skills 2017-18**

Procedures for obtaining information have been different to Coleg Sir Gâr however from September 2018 Ceredigion staff have now adopted the same self-assessment system as Coleg Sir Gâr.

	<b>Aberystwyth</b>	<b>Cardigan</b>	<b>Total</b>
<b>Non-Welsh</b>	61	36	97
Business support	25	22	47
Teaching staff	33	12	45
Managers	3	2	5
<b>Welsh</b>	39	36	75
Business support	26	19	45
Teaching staff	11	16	27
Managers	2	1	3
<b>TOTAL</b>			<b>172</b>

Across all seven campuses 55.9% stated that they would like to learn Welsh or improve their existing skills. 40 members of staff took part in the Cymraeg Gwaith pilot and are consequently increasing their use of the language at work.

## 6. Training

The number of staff who attended training courses offered in Welsh during the year:  
The percentage of the total number of staff attending the course who attended the Welsh version:

- a. recruitment and interviewing;
- b. performance management;
- c. complaints and disciplinary procedures;
- d. induction;
- e. dealing with the public;
- f. health and safety;

### Coleg Sir Gâr

During the period in question training was provided for induction. There were 8 attendees. All attendees were offered the opportunity to have this conducted through the medium of Welsh although there was no requests to attend a Welsh version of the course.

Basic Welsh language training for front line staff was delivered with 6 attendees. This course was delivered bilingually.

### Coleg Ceredigion

No training courses on the above topics were offered in either language.

**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

a.	Welsh language skills are essential	7
b.	Welsh language skills need to be learnt when appointed to the post	0
c.	Welsh language skills are desirable	30
d.	Welsh language skills are not necessary	0

### Coleg Ceredigion

a.	Welsh language skills are essential	3
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b.	Welsh language skills need to be learnt when appointed to the post	0
c.	Welsh language skills are desirable	16
d.	Welsh language skills are not necessary	0

## 7. Further information

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

Amanda Daniels – Assistant Principal Quality, Teaching & Learning – strategic lead for Welsh Language

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Anna Vivian Jones - Welsh Language Manager

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Jan Morgan - Library Services Manager, responsible for monitoring compliance with the Welsh Language Standards

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Appendix 1

LANGUAGE LEVEL DESCRIPTORS

	LEVELS	ORACY	LITERACY		APPLICATION FORM
		Listening/Speaking	Writing	Reading	
Welsh essential	Level 4 High	<ul style="list-style-type: none"> <li>CAN lead and contribute effectively to lectures/meetings and seminars/tutorials</li> <li>CAN handle complex or contentious issues with specialist knowledge.</li> <li>CAN understand idiomatic expressions and colloquialisms.</li> <li>CAN present a clear, smoothly flowing descriptions or argument</li> </ul>	<ul style="list-style-type: none"> <li>CAN make full and accurate notes (inc. PowerPoint) and continue to participate in a lecture/meeting or seminar</li> <li>CAN write clear, smoothly flowing text in an appropriate style</li> <li>CAN write complex letters, reports or articles</li> <li>CAN write summaries and reviews on professional matters</li> </ul>	<ul style="list-style-type: none"> <li>CAN understand correspondence expressed in non-standard language</li> <li>CAN understand reports and articles, including complex ideas expressed in complex language</li> <li>CAN read all forms of written language including specialised texts such as handbooks, course work, assessments, assignments and dissertation papers.</li> </ul>	Fluent
	Level 3 Intermediate	<ul style="list-style-type: none"> <li>CAN contribute to lectures and meetings</li> <li>CAN argue for or against a case</li> <li>CAN take and pass on most messages</li> <li>CAN understand extended speech &amp; lectures</li> <li>CAN follow complex lines of argument</li> <li>CAN interact with a degree of fluency and spontaneity that makes interaction with first language speakers possible.</li> <li>CAN present clear, detailed descriptions on a wide range of subjects</li> </ul>	<ul style="list-style-type: none"> <li>CAN deal with all routine requests for information or services.</li> <li>CAN write clear, detailed text on a wide range of subjects related to his/her subject/interests.</li> <li>CAN write an essay or report, passing on information or giving reasons in support of or against a particular point of view.</li> </ul>	<ul style="list-style-type: none"> <li>CAN understand most correspondence, reports and factual product literature</li> <li>CAN read articles/reports</li> </ul>	Good
	Level 2 Basic	<ul style="list-style-type: none"> <li>CAN describe simple experiences and events</li> <li>CAN give simple opinions and plans</li> <li>CAN state simple requirements</li> <li>CAN ask/answer simple questions</li> <li>CAN offer simple advice to clients</li> <li>CAN understand main points of discussion</li> <li>CAN enter unprepared into conversation</li> </ul>	<ul style="list-style-type: none"> <li>CAN make simple notes at a meeting or seminar where the subject matter is familiar and predictable.</li> <li>CAN write simple connected texts on familiar topics</li> <li>CAN exchange information on familiar topics and activities</li> </ul>	<ul style="list-style-type: none"> <li>CAN understand non-routine letters and reports/articles</li> <li>CAN understand text that consist mainly of high frequency everyday work related language</li> <li>CAN understand simple short reports or product descriptions on familiar matters</li> </ul>	Fair
Welsh desirable	Level 1 Entry	<ul style="list-style-type: none"> <li>CAN use and recognise simple phrases and sentences</li> <li>CAN handle very short interactive exchanges but not enough to keep the conversation going</li> <li>CAN take and pass on simple messages</li> </ul>	<ul style="list-style-type: none"> <li>CAN write a simple routine request to a colleague</li> <li>CAN write a short note to a colleague</li> <li>CAN write short, simple notes and messages</li> <li>CAN fill in forms with simple details</li> </ul>	<ul style="list-style-type: none"> <li>CAN understand and read very short, simple texts</li> <li>CAN find specific, predictable information in simple everyday material such as advertisements, prospectuses and timetables</li> </ul>	A little
	Level 0	<ul style="list-style-type: none"> <li>No Welsh language skills at all</li> </ul>	<ul style="list-style-type: none"> <li>No Welsh language skills at all</li> </ul>	<ul style="list-style-type: none"> <li>No Welsh language skills at all</li> </ul>	None