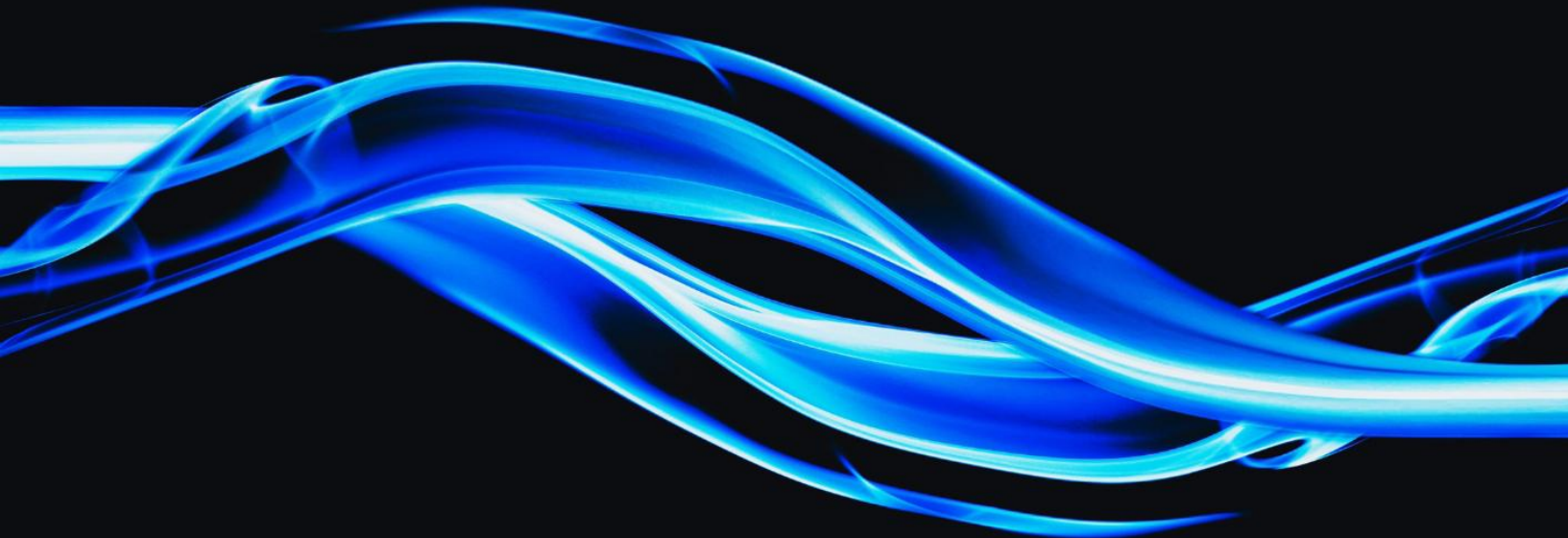


Welsh Language
Standards Compliance

**Report to the
Welsh Language
Commissioner**

1 August 2021 – 31 July 2022



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1 | Introduction

The Welsh Language Standards came into force on 1st 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 31st as set out in the Welsh Language Standards, this report covers the period from 1st August 2021 to 31st July 2022.

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 were 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 the staff team overseeing this work comprises of:

- Vice Principal Learner Experience and Partnerships (AP) – Vanessa Cashmore, 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)
 - Menna Jones – responsibility for Graig, Ammanford and Gelli Aur campuses
 - Heledd Dafis – responsibility for Pibwrlwyd, Job's Well, Cardigan and Aberystwyth campuses

The AP, 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.

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
- Email footers and automatic replies
- Translation services

Checklist posters are displayed in all staff workrooms explaining the minimum requirements the service delivery Welsh Language Standards that staff must adhere to.

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.

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 they are unable to personally provide a Welsh language service.

Wording is available on the Cymraeg Google site for staff to include on their email footer indicating that they can communicate in and welcome communication in Welsh. All emails sent from the College include a footer that contains 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 websites are available in both Welsh and English.

Computer software is available for checking spelling and grammar 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 and Cymraeg Google site.

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 and Gar I databases that hold all student information and are 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 learners who attended Welsh medium schools or have a GCSE first language Welsh qualification are identified on the internal monitoring, tracking and communication system.

All learners who have identified themselves as having any Welsh language skills are automatically issued with a lanyard identifying them as having skills in the Welsh language.

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. Welsh medium activities that would normally be held face to face were adapted to suit on-line delivery when learners were required to remain off campus due to Covid restrictions. Many activities were also delivered on site during the year when restrictions were eased.

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 and to develop skills to enable them to teach bilingually.

The College offers teaching staff the opportunity to partake in a staff development programme specifically for developing bilingualism teaching skills.

A College wide teaching programme, namely “Basic, Better, Best”, has been developed and delivered to teaching staff. This supports them to progressively improve their bilingual teaching skills. The skills learnt through this delivery programme have now been introduced into classrooms and the teaching staff are scrutinised on their implementation of the criteria during their formal teaching observations.

As part of the College induction process new staff are required to self-assess and complete a brief questionnaire indicating their level of Welsh skills along with completing the Welsh Language Awareness compulsory online course.

Welsh language skills courses delivered during the 2021-2022 Academic Year:

Cymraeg Gwaith face-to-face course delivered internally	17 staff members
Cymraeg Gwaith online course	15 staff members
Welsh Language 1 week Residential Course (Nant Gwrtheyrn) June 2022	4 staff members
MA Module in Bilingualism – external course	1 staff member
Sgiliaith one-to-one mentoring programme	12 staff members
Bilingual Pathway – Internal Welsh programme	18 staff members

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 as at 31.07.2022 was 844, which includes teaching, managerial and support staff. 81 members of staff did not complete the assessment, many of these being fractional staff or guest lecturers who may only be contracted for one day. The data on these has not been included in the information below.

	High	Intermediate	Basic	Entry	None
Speaking	19.40%	14.68%	25.43%	24.51%	15.99%
Reading	14.94%	16.51%	23.72%	23.46%	21.36%
Writing	11.53%	14.68%	20.71%	23.46%	29.62%

6 | Training

The human resource department has reported that no training was offered in the following areas during the period August 2021 to July 2022.

- recruitment and interviewing;
- performance management;
- complaints and disciplinary procedures;
- dealing with the public;

Induction training was delivered on 5 separate occasions to a total of 49 people. 2 have requested to attend in Welsh and are awaiting a suitable date.

The following Health and Safety courses were delivered during the year:

Safeguarding (online)	259 completed the course, 1 person completing the Welsh version
Data protection (online)	288 completed the course, 5 people completing the Welsh version
Information security (online)	261 completed the course, 2 people completing the Welsh version
First aid at work	19 attendees - all opted to attend in English
Risk assessment training	14 attendees - bilingual session was delivered as 50% opted for the course to be delivered in Welsh and 50% opted for English
Manual handling training	2 attendees - both opted to attend in English
Evacuation chair training	3 attendees - all opted to attend in English

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).

a	Welsh language skills are essential	20
b	Welsh language skills need to be learnt when appointed to the post	3
c	Welsh language skills are desirable	29
d	Welsh language skills are not necessary	75

8 | Further information

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

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Responsible for Monitoring Compliance with the Welsh Language Standards

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