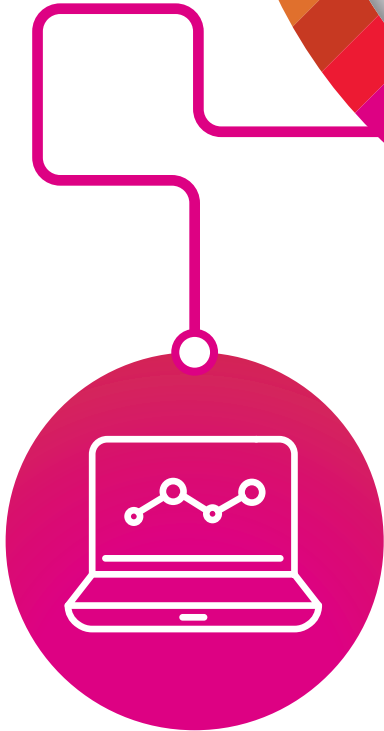




**THE WELSH  
LANGUAGE  
STANDARDS  
ANNUAL REPORT  
1 AUGUST 2020 -  
31 JULY 2021**



# Introduction



**Coleg Cambria is fully committed to promoting the Welsh language.**

**This report demonstrates how we have implemented the standards and strived to improve our Welsh language services during 2020/21.**

**During this period we:**

- achieved the targets in our strategic plan in relation to the Welsh language
- supported staff to develop an awareness of the requirements of the Welsh Language standards and provided bespoke training and Welsh-medium resources and materials for all college departments
- ensured that the Welsh language was fully considered in every aspect of college business through including it as a standard item on internal college meetings
- worked in partnership with departments across the college and external stakeholders to provide valuable opportunities for learners to develop and use their Welsh language skills within the curriculum and informally

## Background

The Welsh Language Standards set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011 were applied to Coleg Cambria on April 1 2018.

The standards are a set of legally binding requirements that aim to improve the bilingual service that the people of Wales can expect to receive from a number of public and statutory bodies, including Coleg Cambria. The standards clearly set out what our responsibilities are in terms of providing bilingual services, ensuring the Welsh language is not treated any less favourably than the English language.

A compliance notice was issued to Coleg Cambria on 29 September 2017 setting out which standards apply to the college.

**The Standards that we are required to comply with are in four categories:-**



### **Service Standards -**

the Welsh language services we provide to the public.



### **Policy Standards -**

ensuring that Welsh language forms part of the decision-making process to ensure that there is no adverse effect on the opportunities to use the Welsh language.



### **Operational Standards -**

promoting and facilitating the Welsh language in our internal processes.



### **Record Keeping Standards -**

keeping records for compliance with the requirements of the standards.

To support our staff work bilingually, we have developed a Welsh Language policy and guidance document which is available on our staff platforms and published on our website. The policy provides guidance for our staff on how to deal with and consider the Welsh language in their everyday work.

# Implementing and Monitoring

The Head of Corporate Communication and Welsh Language has overall responsibility for the implementation and monitoring of the Welsh Language Standards. She reports directly to the CEO and is a member of the college's Senior Management Team (SMT). This raises the status of the Welsh language throughout the college.

The Welsh Language is a standard item on the monthly SMT Curriculum and Quality and SMT People and Culture Group. This ensures that the Welsh Language is integrated into all college decision making.

Individual managers are responsible for implementing and reviewing those aspects of the Standards relevant to their own departments and functional areas.

The Welsh Department at the college fulfils a core function to promote the Welsh language, in line with Welsh Government policies and employs 37 members of staff.

## The Department includes:

- Welsh for Adults provision (Learn Welsh North East) delivered on behalf of the National Centre for Learning Welsh which delivers community and Work Welsh classes across north east Wales.
- A Welsh Skills Unit which supports staff and students to develop and use their Welsh language skills.
- A Translation Unit which also offers advice on bilingual document format/design, grammar and spelling to support the college's implementation of the Standards.

# Service Delivery Standards

This section relates to standards 1-93 and supplementary standards 163-168, which include all means of communication, documents, corporate identity and learning opportunities.

## During the reporting period we:

- Ensured that all staff understood and adhered to the requirements of the service delivery standards.
- Continued to support all departments across the college to ensure consistency and compliance e.g. proofreading publications, advertising material, to maintain the college's bilingual identity.
- Supported teaching staff to embed the Welsh language into their practices.
- Gave students additional support and guidance to enable them to complete their work through the medium of Welsh/bilingually.
- Provided opportunities for students to use Welsh in a social and informal context.
- Carried out termly Mystery Shopper exercises to test compliance in relation to the college website, emails, telephone calls and social media and to identify and address any areas for improvement which led to additional training and support to strengthen our practices.

## Case study 1 - Translation Unit

The Translation Unit supports the facilitation of bilingual learning and services and has 3 full time and 2 part time translators. During the reporting period the Unit translated 1,448,930 words which was an increase of 25% on the previous year. This demonstrates an increased awareness of the requirements of the standards. The work includes all corporate and digital publications as well as teaching resources. Requests for translating resources for learners were received from Agriculture, Traineeships, A Level Geography, Performing Arts, Creative Industries, Music, Applied Science, Childhood Studies and Hair and Beauty.

## Case study 2 - Welsh Curriculum Development

Two cross college task and finish groups were established during the year focussing on reviewing current processes and planning and developing bilingual curriculum opportunities to meet learner and employer needs in line with the targets in the strategic plan and Cymraeg 2050.

**These enabled useful discussions leading to a series of actions including:**

- planning provision that will allow all learners to develop their language skills
- planning support for all learners who wish to be assessed in Welsh
- developing processes to ensure that all Welsh speaking students can have access to a Welsh speaking Progress Coaches/support services in Welsh

Over 500 learners were supported to develop their skills by following tailored Welsh language units within English medium vocational programmes with particular focus on Welsh Government priority areas. In Care and Early Years, nearly all learners completed a short online course to improve their skills for future employment within the sector in Wales. In Public Services, a majority of learners followed Welsh language units to develop their skills with a few undertaking a Police Welsh Language qualification which gives them the necessary skills for employment with the North Wales Police.

## Case study 3 - Virtual Social Activities for Learners

A programme of virtual Welsh / bilingual activities was delivered aimed at giving learners the opportunity to use their Welsh language skills in a social setting. Welsh Ambassadors were appointed on every site to promote the Welsh language with their peers, and encouraged staff and students to start conversations in Welsh. These included quizzes, workshops and competitions and gave learners the opportunity to keep in touch as well as support their well being. Social websites were utilised to communicate and resources and support activities were regularly posted in Google Classroom.

Grant funding was received by the Coleg Cymraeg Cenedlaethol to produce bilingual Mental Health Awareness videos with local S4C actor Tara Bethan. The college also worked in partnership with the Urdd to deliver sessions on Equality for Women for young people.

## Actions for 2021/22

- Continue to deliver a programme of activities for staff and students to practise and use the Welsh language across all college sites.
- Increase opportunities for learners to use and develop their Welsh language skills.
- Continue to test compliance through Mystery Shopper exercises and offer feedback and support for areas to ensure compliance.
- Tailor guidance and provide training for individual areas e.g. Admin., Marketing.
- Ensure that the new college website is fully bilingual and that tools are used to attract users to the Welsh language version.

# Policy Making Standards

This section relates to standards 94-104 and supplementary standards 169-174. These include considering the Welsh language when formulating any new policies and awarding grants/financial assistance.

## During the year we:

- Conducted an Impact Assessment on every new/revised policy
- Through the college's Communications and Culture Group we continued to ensure that our responsibility to comply with the Welsh Language Standards was included in the monitoring and review of all college policies and procedures

## Case study 1 - Strategic Plan 2020-23

One of the nine key aims in the college's Strategic Plan is 'National' which highlights a commitment to ensuring that "the college maximises the opportunities of being a key educational provider in Wales, supporting its language and culture and responding to national policies innovatively and collaboratively". Within this there are a number of KPIs in relation to the Welsh language which are reviewed and monitored through the college's quality processes. This has ensured that the Welsh language is fully considered in all aspects of college life and included in the review and monitoring of all college policies and processes.

## Actions for 2021/22

- Continue to ensure that the Welsh language is considered and given equal status to the English language in the formation and review of all college policies

# Operational Standards

This section relates to standards 105-153 and supplementary standards 175-180 which involve promoting and facilitating the Welsh language in our internal processes and encouraging more staff to use the language internally.

## To build on established good practices during the reporting period we:

- Carried out an assessment regarding Welsh language skills in relation to every new or vacant post with every post being advertised as Welsh essential or desirable. In the reporting period 22 posts were advertised as Welsh essential and 226 as Welsh desirable.
- Continued to deliver our **Developing a Bilingual Workforce** strategy by further developing our Welsh Language Staff Training Programme to meet the needs of both academic and business support staff. This involved **Buying Welsh Skills** (assessing the language requirements for new/vacant posts) and **Building Welsh Skills** (further developing our Welsh language Staff Training Programme).
- Ensured that staff language skills and their language preference is recorded on the internal HR system which facilitates the recording and authorisation of holidays and absences from work through the medium of Welsh.
- Introduced KPIs in the new HR Strategy in relation to the Welsh Language Skills of staff - 16 of the workforce to speak Welsh fluently and 85% with some oracy skills by 2023.
- Encouraged Welsh speaking staff to use the Welsh versions of the appraisal and career plan documents.
- Ensured that Welsh speaking staff and students can be easily identified by including the Work Welsh badge on our lanyards.

## Case study 1 - Developing a Bilingual Workforce

We continued to successfully deliver our 'Developing a Bilingual Workforce' strategy (in line with Welsh Language Standards 138, 139, 145 and 162). This involved a policy of Buying Welsh Skills, including assessing the language requirements for new/vacant posts, and Building Welsh Language Skills involving further developing the Welsh language Staff Training Programme.

Grant funding was secured to deliver the Work Welsh in FE programme to upskill the language skills of college staff. The college's Welsh for Adults provision was able to fulfil a key and core function to support this and the expertise and experience of Welsh for Adults tutors was utilised to underpin the Welsh Language Staff Training programme.

Bespoke training was provided for teaching staff on embedding the Welsh language in English medium sessions. Welsh awareness sessions on student rights were delivered to support teams such as Student Services and HR. Awareness sessions signposting staff to support services available were delivered in new staff induction days.

Staff with no Welsh language skills were asked to follow one of the National Centre for Learning Welsh's 10 hour on-line taster courses

## Case study 2 - New staff induction process

We introduced a new staff induction process during the year which involved a training day for all staff who were new to the organisation. The training day included a session on Welsh language awareness and signposted staff to Welsh language skills development. During the reporting period 67 new members of staff received training on the college's Welsh language policy and how the college responds to the requirements of the Welsh Language Standards as per standard 141.

## Actions for 2021/22

- Review our Developing a Bilingual Workforce Strategy to ensure that the impact assessment for new or vacant post meets the language needs of the organisation
- Review the way in which we advertise Welsh essential roles taking into consideration the guidance provided in the WLC's Recruitment document so that we can attract more fluent Welsh speakers.
- Deliver Staff Training Programme in order to meet the KPIs in the HR strategy as well as meeting the requirements of Cymraeg 2050..
- Continue to deliver Welsh Language Awareness training for all staff.

## Record Keeping Standards

This section covers our response to standards 154-162 and supplementary standards 181-182.

### We kept records of:

- the number of complaints, and copies of any written complaints we received regarding our compliance with the standards, and the Welsh language
- the steps taken to ensure compliance with the policy making standards
- the number of staff with Welsh language skills, and the levels of those skills
- the number of staff which attended training courses provided in Welsh
- every assessment that was made regarding Welsh language skills in relation to a new or vacant post
- the number of posts advertised with the Welsh language skills being essential, desirable and the need to learn Welsh when appointed.

## Complaints

No complaints were received in the reporting period

## Policy Making

Every new policy or policy being reviewed/revised received an Equality Impact Assessment which included the effect on opportunities for people to use the Welsh language. The Welsh Team offered an expert voice when assessing the effects of changes to policies or restructuring services.

## Staff Welsh Language Skills

The total figure for fluent Welsh speakers over the last three years remains static as seen in the table below:

Fluency			
	Oracy	Writing	Reading
2019/20	13%	12%	12%
2020/21	13%	11%	13%

However the number of staff with basis skills has increased considerably due to the successful delivery of our Welsh Language Staff Training programme and designating all new roles as 'Welsh desirable'

Basic			
	Oracy	Writing	Reading
2019/20	44%	32%	35%
2020/21	52%	39%	43%

During the year the HR Department worked with college directorates and departments to ensure that we captured and assessed the language skills of every member of staff. This was monitored on a monthly basis by the college's Senior Management Team and resulted in almost full compliance - there were only 3 members of staff out of a total of 1266 without Welsh language skills information.

**Data for the Welsh language skills of staff within the college directorates / support areas as follows:**

<b>Oracy</b>				
<b>Directorate/Department</b>	<b>Fluent Level 3 &amp; 4</b>	<b>Basic Level 1 &amp; 2</b>	<b>No Skills Level 0</b>	<b>No information</b>
CEO	0	3	1	0
Corporate and Commercial Operations (Estates, Finance, Info Systems, Quality, Tech IT)	17	116	128	1
People Experiences and Culture (HR, Learner services, Library Services, Marketing & Admissions)	16	89	62	0
Work Based Learning	11	76	33	0
Academic Studies	14	56	25	0
Institute of Technology	18	91	93	0
Life Skills and Adult Learning	14	111	35	0
Technical Studies	31	101	56	2
Corporate Comms and Welsh	39	0	0	0
Admin.	7	17	2	0
Governance	1	0	0	0
<b>TOTAL</b>	<b>168</b>	<b>660</b>	<b>435</b>	<b>3</b>
<b>PERCENTAGE</b>	<b>13%</b>	<b>52%</b>	<b>35%</b>	<b>0%</b>

<b>Literacy - Writing</b>				
<b>Directorate/Department</b>	<b>Fluent</b>	<b>Basic</b>	<b>No Skills</b>	<b>No information</b>
CEO	0	1	3	0
Corporate and Commercial Operations	15	91	155	1
People Experiences and Culture	10	68	89	0
Work Based Learning	9	52	59	0
Academic Studies	9	47	39	0
Institute of Technology	15	66	121	0
Life Skills and Adult Learning	13	83	64	2
Technical Studies	25	69	94	0
Corporate Comms and Welsh	39	0	0	0
Admin.	7	13	6	0
Governance	1	0	0	0
<b>TOTAL</b>	<b>143</b>	<b>490</b>	<b>630</b>	<b>3</b>
<b>PERCENTAGE</b>	<b>11%</b>	<b>39%</b>	<b>50%</b>	<b>0%</b>



<b>Literacy - Reading</b>				
<b>Directorate/Department</b>	<b>Fluent</b>	<b>Basic</b>	<b>No Skills</b>	<b>No information</b>
CEO	0	1	3	0
Corporate and Commercial Operations	16	104	141	1
People Experiences and Culture	13	72	82	0
Work Based Learning	10	59	51	0
Academic Studies	14	45	36	0
Institute of Technology	15	75	112	0
Life Skills and Adult Learning	14	92	54	2
Technical Studies	29	81	78	0
Corporate Comms and Welsh	39	0	0	0
Admin.	7	14	5	0
Governance	1	0	0	0
<b>TOTAL</b>	<b>158</b>	<b>543</b>	<b>562</b>	<b>3</b>
<b>PERCENTAGE</b>	<b>13%</b>	<b>43%</b>	<b>44%</b>	<b>0%</b>

## Welsh Medium Training

We recorded the number of staff who attended training courses provided in Welsh as well as the number of staff who followed Welsh language courses.

<b>Course</b>	<b>Date</b>	<b>Number</b>	<b>The number of staff who completed the course in Welsh</b>
Data Protection	August 2020 - July 2021	668	7
Equality and Diversity	August 2020 - July 2021	570	8
Safeguarding	August 2020 - July 2021	750	7
GDPR	August 2020 - July 2021	592	9

## Welsh Language Training

We implemented a staff training programme to include Welsh language skills development and language awareness.

<b>Course</b>	<b>Date</b>	<b>Number</b>
Learn Welsh mainstream courses - Entry to Proficiency	August 2020 - July 2021	18
FE Work Welsh Scheme	August 2020 - March 2021	41
FE Work Welsh Scheme	March 2021 - July 2021 (additional)	48
10 hour online course	August 2020 - July 2021	162
	<b>TOTAL</b>	<b>269</b>

## Language assessment for new or vacant posts

An assessment was made regarding Welsh language skills in relation to every new or vacant post.

### Welsh essential / desirable role

All posts were advertised as with Welsh language skills as essential or desirable as follows:

<b>Welsh Essential</b>	22
<b>Welsh Desirable</b>	226

We appointed fluent Welsh speakers to 20 of the Welsh essential roles. One role was closed down as it was no longer required and we appointed a Welsh learner to the other role and included a condition to learn Welsh within a specified period of time as part of her contract.



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