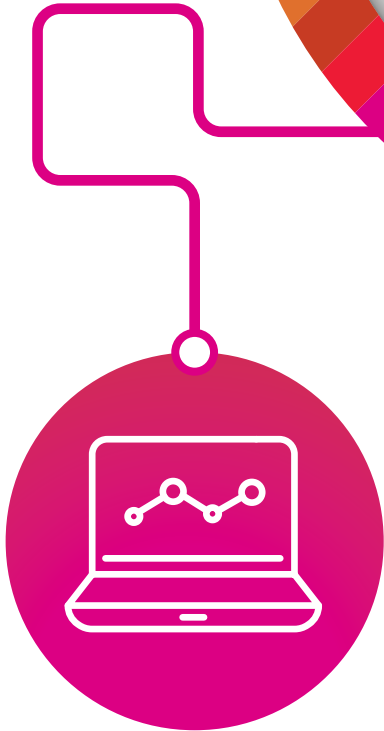




**THE WELSH
LANGUAGE
STANDARDS
ANNUAL REPORT
1 AUGUST 2022 -
31 JULY 2023**



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 2022/23.



During this period we:

- achieved the targets in our strategic plan in relation to the Welsh language
- continued to support 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
- 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 college's [Strategic Plan](#) includes an aim to:

“Ensure 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.”

The Welsh Language is also a standard item on the monthly Senior Management Team Curriculum and Quality and the People Experiences and Culture Groups. 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 45 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:

- 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.
- Continued to support curriculum teams to ensure that all learners have consistent access to opportunities to develop their Welsh language skills.
- Provided additional support and guidance for students to enable them to complete their work through the medium of Welsh/bilingually.
- Provided opportunities for students and staff to use Welsh in a social and informal context.
- Held monthly Strategic and Operational Bilingual Curriculum Development Group meetings to plan and develop opportunities to meet learner and employer needs in line with the targets in the strategic plan and Cymraeg 2050.
- Carried out termly mystery shopper exercises to test compliance of college 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.

- Developed a new mystery shopper exercises plan to include more areas for implementation in the next reporting year.
- Ensured that the new college website is fully bilingual and tested compliance through monthly sample audits and through mystery shopper exercises.

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 1,385,802 words words, which was a decrease of 10% on the previous year. However a great deal of translator time was dedicated during the year to translate the new website and we were not able to include this work in the final word count. The work includes all corporate and digital publications as well as teaching resources. Requests for translating resources for learners were received from Childcare, Health and Social Care, Beauty, Sports, Engineering, Art, Agriculture, Geography, Physics, Wellbeing, Equality and Diversity, and Academic Skills.

Case study 2 - Promoting opportunities to use the Welsh language

During the reporting period we continued to raise awareness of a range of opportunities for our learners to practise, develop and enjoy their Welsh language skills.

Our team of Welsh Skills lecturers, who specialise in Welsh Awareness and Culture, delivered Welsh short courses aimed at developing learners' skills for employment to over 600 learners across curriculum areas including Public Services and Health and Social Care.

The team produced a three minute [Learn Through the Medium of Welsh](#) video highlighting the advantages of using the Welsh language and emphasising the value of Welsh language as a valuable skill in the workplace. They also delivered a [Live Streamyard](#) to promote the benefits of studying in Welsh and to highlight our Welsh-medium and bilingual provision.

The college's Welsh student society, Cangen Cymraeg Cambria, maintained an active Instagram account to showcase Welsh/bilingual activities at the college, serving as a crucial channel for staying connected with learners. Additionally, Student Ambassadors engaged in Instagram takeovers on behalf of Coleg Cymraeg Cenedlaethol, promoting Welsh language events and opportunities at the college during open events which included:

- St David's Parade in Wrexham,
- taking part in the programme 'Pawb a'i Farn' for S4C,
- representing the college at the Coleg Cymraeg Cenedlaethol stand at the National Eisteddfod in Llŷn & Eifionydd in August 2023,
- a trip to the theatre to watch Y Sŵn,
- a trip to Bounce Below.

The team also visited Glan Llyn with Public Services students to encourage them to use the Welsh language in practical settings.

Case study 3 - Ap Chwaraeon Trwy'r Gymraeg

The team produced and developed an app [Sports through the medium of Welsh](#) which was launched in January 2023. The Ap Chwaraeon drwy'r Gymraeg, created in partnership with the Coleg Cymraeg Cenedlaethol, supports learners and apprentices to use their Welsh language skills in the classroom and in the workplace, whatever their current language skill level. The interactive app includes general vocabulary and phrases and specific themes for use by learners at further education colleges and ultimately by sports professionals.

Actions for 2023/24

- Continue to deliver a programme of activities for staff and students to practise and use the Welsh language across all college sites.
- Continue to support curriculum teams in priority areas to ensure that all learners have consistent access to opportunities to develop their Welsh language skills.
- Produce further videos to promote Welsh as a skill for employment in priority curriculum areas.
- Continue to implement a mystery shopper exercise plan to test compliance in all college areas, and monitor its effect.
- Conduct a full compliance audit of the website biannually as well as auditing samples on a monthly basis.

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.
- Ensured that the Welsh language was considered in all strategic decisions through the college's Senior Management Team Strategy Group.

Case study 1 - Welsh Language Impact assessment

We reviewed the college's Welsh Language Impact assessment in light of guidance produced by the Welsh Language Commissioner and the result of the Welsh Language Tribunal in the case of Swansea Council v Welsh Language Commissioner. Consequently robust Impact Assessments were carried out to ensure that all decisions and policies were scrutinised and suitably challenged if necessary.

Actions for 2023/24

- Continue to ensure that the Welsh language is considered in every policy decision.

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 18 posts were advertised as Welsh essential and 306 as Welsh desirable.
- 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.
- Continued to deliver a Staff Professional Learning Programme to increase the number of staff who have Welsh language skills in line with the Welsh Skills KPIs in the HR strategy as well as meeting the requirements of Cymraeg 2050 - progress can be seen in the data on page 7.
- Continued to request that all staff with no Welsh language skills follow one of the National Centre for Learning Welsh's 10 hour on-line taster courses.
- 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

The Work Welsh in FE programme was once again delivered successfully in the reporting period aimed at upskilling the language skills of college staff. The college's Learn Welsh provision continued to fulfil a key and core function to support this and the expertise and experience of Learn Welsh and Work Welsh tutors were utilised to underpin the Welsh Language Professional Learning programme. Nearly 500 members of staff were involved in Welsh language training including bespoke training for teaching staff on embedding the Welsh language in English medium sessions and Welsh awareness sessions on student rights for business support teams.

Case study 2 - Employee referral scheme

We introduced an Employee Referral Scheme where the college paid an introduction bonus to any colleague who referred a candidate appointed on a permanent basis to a 'hard to fill' post including Welsh essential posts. Since this scheme was introduced in February 2023, 8 posts have been filled through this scheme, with 4 of those being Welsh essential posts.

Actions for 2023/24

- Continue to target all staff with no Welsh language skills and actively encourage and support them to develop their Welsh language skills.
- Introduce a mentoring scheme to offer support for non confident Welsh speakers to deliver bilingually/ provide bilingual service.

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 was subject to a Welsh Language Impact Assessment. The Welsh Team supported this by providing an expert opinion when assessing the effects of changes to policies or restructuring services.

Staff Welsh Language Skills

The oracy skills of fluent Welsh speakers has increased over the last three years but the number fluent in reading and writing remains static as seen in the table below:

Fluency			
	Oracy	Writing	Reading
2020/21	13%	11%	13%
2021/22	14%	13%	14%
2022/23	16%	13%	14%

However the number of staff with basic 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
2020/21	52%	39%	43%
2021/22	56%	44%	47%
2022/23	60%	50%	52%

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 full compliance with data available for the 1382 members of staff employed by the college.

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

Oracy			
Directorate/Department	Fluent Level 3 & 4	Basic Level 1 & 2	No Skills Level 0
CEO & Governance	2	3	0
Corporate and Commercial Operations (Estates, Finance, Info Systems, Quality, Tech IT)	29	172	157
People Experiences and Culture (HR, Learner services, Library Services, Marketing & Admissions)	21	127	43
Work Based Learning	20	95	16
Academic Studies	17	58	11
Institute of Technology	22	108	81
Life Skills and Adult Learning	18	114	28
Technical Studies	36	117	9
Corporate Comms and Welsh	45	0	0
Customer Services and PAs	6	17	0
TOTAL	220	831	331
PERCENTAGE	16%	60%	24%

Literacy - Writing			
Directorate/Department	Fluent	Basic	No Skills
CEO & Governance	1	4	0
Corporate and Commercial Operations	25	148	184
People Experiences and Culture	13	99	79
Work Based Learning	15	71	40
Academic Studies	14	82	5
Institute of Technology	15	87	110
Life Skills and Adult Learning	12	99	49
Technical Studies	29	87	46
Corporate Comms and Welsh	45	0	0
Customer Services and PAs	6	15	2
TOTAL	175	692	515
PERCENTAGE	13%	50%	37%

Literacy - Reading			
Directorate/Department	Fluent	Basic	No Skills
CEO & Governance	1	4	0
Corporate and Commercial Operations	28	147	167
People Experiences and Culture	20	98	83
Work Based Learning	17	80	29
Academic Studies	14	78	5
Institute of Technology	17	97	97
Life Skills and Adult Learning	14	105	41
Technical Studies	32	99	41
Corporate Comms and Welsh	45	0	0
Customer Services and PAs	6	15	2
TOTAL	194	723	465
PERCENTAGE	14%	52%	34%

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.

Course	Date	Number	The number of staff who completed the course in Welsh
Data Protection	August 2022 - July 2023	603	13
Equality and Diversity	August 2022 - July 2023	610	8
Safeguarding	August 2022 - July 2023	1119	19
GDPR	August 2022 - July 2023	580	8

Welsh Language Training

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

Course	Date	Number
Assessment on Classroom Practice - GCSE, GCE, AS	August 2022 - July 2023	4
Welsh Awareness - additional sessions	August 2022 - July 2023	94
Mainstream courses Learning Welsh - Access to Proficiency, and Confidence Builder	August 2022 - July 2023	22
Welsh Culture - The Traditions and Customs in Wales	August 2022 - July 2023	4
FE Work Welsh Scheme	August 2022 - July 2023	40
Community Learn Welsh Courses	August 2022 - July 2023	14
10 Hour Online Course	August 2022 - July 2023	156
Sgiliaith - Language Awareness in the Context of Education in Wales	August 2022 - July 2023	13
Practicing Translating and Editing	August 2022 - July 2023	2
Embedding Welsh	August 2022 - July 2023	136
	TOTAL	485

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:

Welsh Essential	18
Welsh Desirable	306

Fluent Welsh speakers were appointed to all of the Welsh essential positions.



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