

Welsh Language Scheme

2014

prepared under the Welsh Language Act 1993

**This scheme received approval from the Welsh
Language Commissioner on 30 October 2014**

Foreword by the Chief Executive

I am pleased to introduce ColegauCymru / CollegesWales' Welsh Language Scheme. ColegauCymru / CollegesWales (referred to as ColegauCymru throughout this document) is the member-led national organisation that represents all 15 further education colleges and institutions in Wales.

ColegauCymru has adopted the principle that in the conduct of its public business in Wales, it will not treat the Welsh language less favourably than the English language, and I am proud to say that ColegauCymru has strengthened its commitment to developing Welsh language services over recent years.

The importance of offering Welsh medium education was emphasised in the Governments Welsh Medium Education Strategy 2010, and continuously remains a key priority for the sector as supported by the Minister for Education and Skills in his key priority statement for FE in 2015/16. The Welsh medium education strategy identifies the important role that the education system plays in increasing the number of Welsh speakers. This involves providing opportunities for children and young people to learn Welsh as a first or second language in schools or colleges or for adults through the Welsh for Adults program.

As a result ColegauCymru developed a Strategy for Bilingualism in Further Education in 2010 which has been agreed and adopted by all of its member colleges.

As part of this strategy on bilingualism our vision is 'that colleges be full and pro-active partners in the planning and delivery of a post-14 education and training system that provides appropriate opportunities for learners to study and learn through the language of their choice, thereby preparing them for work and life in a bilingual Wales'.

This Scheme sets out how ColegauCymru will give effect to the equality principle of the use of Welsh and English when providing services to the public in Wales.

Dr Greg Walker
Chief Executive

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1.0 Introduction

ColegauCymru / CollegesWales is the national organisation that represents all 15 further education (FE) colleges and institutions in Wales.

ColegauCymru's mission is:

'to lead the FE sector in raising the performance of further education with key decision-makers to improve opportunities for learners in Wales'

On behalf of the colleges, ColegauCymru works with a wide range of organisations and the Welsh Government in post-16 education and training to help influence and shape education and lifelong learning policies.

ColegauCymru also provides a range of services to its members including networks, seminars and conferences, research and consultancy as well as general advice and support.

ColegauCymru, in support of the legislative context outlined below, has adopted the principle that in the conduct of its public business in Wales, it will treat the Welsh language no less favourably than the English language.

1.1 Legislative context: Welsh Language Act 1993

The Act establishes the principle that in the conduct of public business and the administration of justice on Wales, the Welsh and English languages should be treated on the basis of equality.

The Welsh Language Board was established by the Act to promote and facilitate the use of the Welsh language, and to make provision for the preparation and approval of Welsh language schemes. The Board was dissolved on 31 March 2012, and a number of the Act's powers were transferred to the Welsh Language Commissioner.

1.2 Welsh Language (Wales) Measure 2011

The aim of the 2011 Measure is to offer greater clarity and consistency for Welsh speakers regarding the services they can expect to receive in Welsh. As a result of this Measure, which came into effect in February 2011, Welsh is now an official language in Wales. ColegauCymru is committed to act positively to engage with the requirements of the new Welsh Language Measure.

The Welsh Language Commissioner announced in January 2014 the intention to undertake a standards investigation on Welsh colleges. Potentially applicable standards for colleges are listed as:

- Service delivery Standards
- Policy making Standards
- Operational Standards
- Record keeping Standards

This scheme sets out how ColegauCymru will give effect to that principle when providing services to the public in Wales.

2.0 Service Planning and Delivery

2.1 Responsibility for implementation and monitoring

This Scheme has been prepared by the Director of Bilingualism who will report on progress and issues to the Chief Executive who has overall responsibility for the monitoring of the scheme.

A training session will be provided to staff on the requirements of the scheme. Any new developments relating to Welsh and bilingual initiatives and policies will be clearly communicated to staff and appropriate training provided. New members of staff will receive a detailed induction on the relevance of the scheme and their responsibilities relating to it.

2.2 New policies and initiatives

When ColegauCymru plans and formulates new policies or initiatives it will assess the linguistic consequences to ensure that they meet the commitments given in the Welsh Language Scheme. ColegauCymru will ensure that the

measures contained in this scheme are applied to new policies and initiatives when they are implemented.

All new policies and initiatives will promote and facilitate the use of Welsh wherever possible and move the organisation closer to implementing the principle of equality at every opportunity.

Where any new policies or initiatives are proposed which may affect ColegauCymru's Welsh Language Scheme, the Welsh Language Commissioner will be consulted. Agreement will be sought from the Commissioner prior to the Scheme being altered.

These responsibilities will be undertaken by ensuring that all of the ColegauCymru staff are made aware of the scheme by:

- ❖ organising meetings with all staff to explain how the scheme will affect their work
- ❖ including the Welsh Language Scheme as part of the induction training for each new member of staff and consultant appointed to ColegauCymru
- ❖ conducting an annual review of the scheme
- ❖ publishing the Scheme on relevant ColegauCymru online platforms and circulating it among the staff

2.3 Contractual arrangements

Where services are provided on behalf of ColegauCymru by agencies or bodies operating under contract to ColegauCymru, the requirements of the Scheme will be stated clearly in all relevant sections of the contract. Contractors' adherence to the terms of the contract will be monitored as appropriate

2.4 Partnerships

ColegauCymru works in partnership with public bodies, organisations from the voluntary sector and other agencies. In these partnerships, ColegauCymru works on three broad levels.

- ❖ When ColegauCymru is the strategic and financial leader within a partnership in Wales it will ensure that the public service provision is compliant with the Welsh Language Scheme
- ❖ When ColegauCymru works with other organisations in Wales in which another body is leading, ColegauCymru's input to the partnership will

comply with its Welsh Language Scheme and it will encourage other parties to comply e.g. Lloyds Banking Group under guidance from ColegauCymru has adopted a Welsh project name for use in Wales – Money for Life /Arian am Oes

- When ColegauCymru is a partner in a consortium in Wales, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, ColegauCymru will act in accordance with its Welsh Language Scheme

When ColegauCymru joins or forms a partnership, it will ask prospective partners about their Welsh Language Schemes, language policies or the means by which they will operate bilingually in Wales. Within any partnership, ColegauCymru will offer advice and support to the other partner organisations.

2.5 Translators & Simultaneous translation

ColegauCymru recruit professional accredited external translators to carry out the translation of documents when required.

Where any input to a ColegauCymru-organised event is in Welsh only, simultaneous translation will be provided.

Where a chair / presenter speaks both Welsh and English, s/he will be encouraged to carry out the role bilingually.

2.6 Standard of Service

One of the aims of this Welsh Language Scheme is to ensure a service of equality for Welsh and English. ColegauCymru will:

- provide services of the same quality in Welsh and English and ensure that a consistent standard is maintained in both languages.
- provide information on ColegauCymru's commitment to linguistic equality and provision of services of equal standard in the two languages. This will be published in all relevant internal and external documents.

3.0 Customer Facing ServicesService

ColegauCymru has two types of customer:

- its members (the colleges) and stakeholders and
- the public and other non-member colleagues

3.1 Written communication

ColegauCymru will take specific measures to give effect to the principle of equality in relation to corresponding with the public. It welcomes correspondence from the public in the language of their choice, be it Welsh or English.

ColegauCymru will ensure that the public is aware that they correspondence is welcomed in Welsh or English and will include a statement on the website, on official letter heads and e-mail footers. The message will read 'ColegauCymru welcomes correspondence in Welsh and English'.

In addition, ColegauCymru will ensure that:

- All letters received in Welsh will receive a signed reply in Welsh whenever a reply is required.
- Upon initial contact, ColegauCymru will discuss language preference with the organisation or individual and once a specified preference for Welsh has been expressed, orally or in writing, formal correspondence will be in Welsh. In the cases where preference is not known, all future formal correspondence will be bilingual.
- In order to respond to customer needs the database will be updated to include language preference information.
- All circulars or standard letters to the public in Wales will be issued bilingually.
- ColegauCymru uses a generic email address on general information literature: hello@collegeswales.ac.uk and helo@colegaucymru.ac.uk or the name of the author of the publication. Members of the public can email in Welsh or English, as noted on ColegauCymru email footers.

- All staff involved in processing correspondence will be made aware of the requirements of the Scheme and ColegauCymru's responsibilities under it. These will include, for example, when and how to obtain translations to ensure equally prompt and accurate responses to correspondence whether in Welsh or English.

3.2 Telephone Communication

ColegauCymru welcomes telephone calls in Welsh and English, and will ensure that callers are greeted bilingually. ColegauCymru will implement the following procedures:

- Calls to ColegauCymru's switchboard will be answered with a bilingual greeting. If the caller responds in Welsh and if the operator is not a Welsh-speaker, the operator will explain that s/he is not a Welsh speaker and the caller will be given the choice of transferring to a Welsh speaker. If a Welsh speaker isn't available at the time, they will be offered the option of a Welsh speaker returning their call at a later date or continuing the call in English. Alternatively, the caller will be given the option of submitting their enquiry in written form in Welsh in order that they can receive a written response in Welsh.
- All ColegauCymru staff will answer their external calls with a bilingual greeting.
- All recorded telephone messages are bilingual with the Welsh language leading.

3.3 Meetings, conferences and events that are open to the public

Where ColegauCymru organises meetings that are open to the public, pre-event communications will be issued bilingually (e.g. invitations, advertisements, promotional materials, booking forms). Booking forms will invite those registering to attend to note their preferred language.

Subject to the demand identified through the booking forms, ColegauCymru will provide simultaneous translation service from Welsh to English at events.

Where possible, a Welsh-speaking ColegauCymru representative will greet arrivals to such meetings and delegates/participants will be invited to participate in Welsh or in English.

Where ColegauCymru provides name badges, delegates/participants who have noted Welsh to be their preferred language, the badges will be marked appropriately, e.g. through inclusion of the Iaith Gwaith logo.

ColegauCymru may require prior notice of the delegates' language preference in order to provide appropriate translation facilities.

Operational guidelines on making arrangements for the use of Welsh will be prepared for staff involved in organising meetings and events that are open to the public.

3.4 Welcoming visitors to the ColegauCymru office

For all visits, pre-planned or ad-hoc meetings, those who wish to deal with ColegauCymru directly in Welsh are welcome to do so and wherever possible Welsh-speaking staff will be made available to respond to personal enquiries. If there are no appropriate Welsh-speaking officers available, the attendees will be offered:

- ❶ the opportunity to converse with a Welsh speaker who is not an expert in the field, but is able to pass the matter on
- ❷ the opportunity to discuss the matter in English
- ❸ to send their enquiry in written form in Welsh in order that they can receive a written response in Welsh.

3.5 Professional Networks led by ColegauCymru

The Director of Bilingualism will consult with all of the networks that are coordinated by ColegauCymru on an annual basis to discuss opportunities and options on further developing the Welsh language as it pertains to the field of work covered by each network's terms of reference. All agendas and programmes for seminars and conferences will be bilingual.

3.6 The role of the Director of Bilingualism in respect of FE colleges

ColegauCymru has a role to play in the promotion and facilitation of the Welsh language both within the organisation and among its member colleges.

In its Welsh Medium Education Strategy, the Welsh Government has set targets for further education colleges to increase Welsh-medium and bilingual provision. ColegauCymru has invested in the role of a Director of Bilingualism to assist colleges in their journey.

The main purposes of the Director of Bilingualism's post are to:

- drive forward ColegauCymru's National Strategy for Bilingualism in Further Education and monitor its progress.
- lead on a strategic level and represent Wales' FE sector on bilingual issues

The vision of the Strategy for Bilingualism in FE is: 'that colleges be full and proactive partners in the planning and delivery of a post-14 education and training system that provides appropriate opportunities for learners to study and learn through the language of their choice, thereby preparing them for work and life in a bilingual Wales'.

The Strategy has 3 key strands:

Strand 1: The development of a Welsh ethos at colleges

Strand 2: The development of learners' bilingual communication skills

Strand 3: The development of Welsh-medium or bilingual provision for post-14 learners

The Director of Bilingualism raises awareness of the importance of the Welsh language to ColegauCymru-led networks and reports to the ColegauCymru Board of Directors on progress and activity.

ColegauCymru is committed to working with external partners where appropriate in order to ensure the effective and efficient use of experience, expertise and joined-up services.

ColegauCymru and Coleg Cymraeg Cenedlaethol signed a Memorandum of Understanding in August 2013 with the key aim of improving Welsh-medium and bilingual progression routes from further to higher education.

ColegauCymru and the Urdd signed a Memorandum of Understanding in May 2014 with the key aim of strengthening and formalising the development of Welsh language opportunities and activities for young people in Wales.

4.0 Brand and Identity

4.1 Corporate Identity

ColegauCymru is committed to a fully bilingual corporate identity and to equal status for Welsh and English. Where both languages appear side by side, Welsh is given primacy of position and the Welsh and English languages are afforded equal size, prominence and legibility. The same parameters apply to printed and digital materials.

- Example materials where the corporate identity appears: company logos, official stationery, exhibition/display banners, business cards, email signatures and key documents and publications.
- Designers and printers contracted to produce such materials are given appropriate guidance and detailed specifications.
- Staff are given training on the appropriate use of the corporate identity.

4.2 Website

Members of the public are able to access information via ColegauCymru's website in both English and Welsh. A dedicated section on how ColegauCymru is developing its own Welsh services and how it supports colleges' Welsh language services is due for launch in November 2014. The Welsh Language Scheme, once adopted, will be published on the website.

The website provides a language toggle button on the top of each page.

ColegauCymru's will revise and update all Welsh and English pages at the same time.

On implementation of this Scheme, all ColegauCymru-produced materials that are published on its website will be available bilingually. The Welsh and English versions will be equally accessible.

4.3 Moodle

The ColegauCymru Moodle is an online platform for sharing resources and best practice. Its key audiences are ColegauCymru members and the professional college networks it services. The majority of the content is accessed via a password issued by ColegauCymru and is not accessible by the public. ColegauCymru's Moodle has a bilingual interface. Users can choose to use Welsh or English. Bilingual resources are signposted on Moodle.

4.4 Social Media

ColegauCymru has two corporate Twitter accounts: @colegaucymru - which is mainly in Welsh, and @collegeswales – which is mainly in English. Where social media users start a conversation in Welsh or English with either account, ColegauCymru responds in the same language used by the originator.

ColegauCymru's Facebook page provides updates in Welsh and in English, and the terms of use published on the page clearly state that contributions are welcome in both Welsh and English.

4.5 Signs

Any signage, permanent or temporary will be displayed in both Welsh and English. Each language will be equal in size and legibility, with Welsh given primacy of position where both languages appear side by side.

4.6 Forms and Associated Explanatory Material

ColegauCymru is committed to providing bilingual forms and explanatory material for the public in Wales.

4.7 Publishing and Printing Material

- ❶ All key corporate publications that are public facing, such as annual reports, award booklets and pamphlets, will be produced bilingually in single documents.
- ❷ Sometimes, for practical reasons (such as the size and distribution of the document), separate Welsh and English versions will be issued. Where two monolingual documents are published, ColegauCymru will ensure that both versions are equally accessible to the public. ColegauCymru monolingual publications will contain a message stating that the publication

is also available in the other language. Any cost to the user will be the same for documents in English and Welsh.

- ❶ Guidance for internal staff, publishers and designers in relation to this work is distributed and advice will be sought from the officer responsible for this Scheme where necessary.

4.8 Marketing

Where we produce briefing papers, advertisements, posters or public displays for the public in Wales these will be available in both languages.

Where ColegauCymru runs any campaign in the media in Wales, it will be conducted in Welsh and English. ColegauCymru will treat the Welsh language no less favourably than the English language.

4.9 Press Releases and Press Enquiries

- ❶ Press notices issued by ColegauCymru are published in Welsh and English.
- ❷ ColegauCymru will provide tailored information to different media outlets and individual journalists and the language of communication is targeted accordingly.
- ❸ All press enquiries in Wales will be dealt with in the preferred language of the recipient and the language of the broadcast/publication being targeted. Where preferred language is unknown, correspondence will be bilingual.

5.0 Staff & Recruitment

5.1 Staffing

ColegauCymru is committed to maintaining - and developing where necessary - an appropriate level of staffing in order to provide a bilingual service in those areas where regular contact with members of the public can be expected. As part of its human resource planning, this commitment will enable the organisation to maintain an overview of its linguistic skill needs and resources, and co-ordinate training and recruitment activities to facilitate the Scheme's objectives. The measures that follow will support these objectives;

- ❶ identifying those posts where the ability to speak Welsh is essential or desirable and to include this in relevant job descriptions

- annual monitoring of staffing requirements to ensure that the number of Welsh speakers in post is always sufficient to fulfil ColegauCymru's Welsh language service commitments. Action will be taken should the numbers of Welsh speakers in Scheme-related posts begin to decrease.

5.2 Language & Awareness Training

ColegauCymru:

- encourages all staff members to acquire enough Welsh to enable them to greet callers and visitors and deal with straightforward enquiries in Welsh.
- supports those who show an interest in improving their Welsh language skills and encourages them to use Welsh in the workplace where appropriate.
- facilitates training for post holders who have been appointed to job roles where Welsh has been identified as essential. This training will be suitable to the needs of the individual and the organisation. Financial resources will be identified within the training budget.
- staff will all have a Welsh language awareness session as part of their personal development or induction training with either an external provider and/or by the Director of Bilingualism.

5.3 Recruitment

When recruiting staff, ColegauCymru will adhere to the following arrangements:

- For new and replacement posts, ColegauCymru will assess the Welsh language needs of the job role and use the following criteria to determine whether Welsh language skills are 'essential' or 'desirable';
 1. Existing skills levels within teams
 2. Nature and frequency of the contact with the public
 3. The key purposes of the job role (e.g. whether the post involves the development of bilingual resources)
- The method used for advertising vacant or new posts will vary according to the nature of the job. Jobs are advertised in Welsh and English on the ColegauCymru website. Where jobs are advertised online on third party websites or in the press, the advertisements will appear in the language of

the publication (e.g. Welsh only in Lleol.net and Golwg, and English only in the TES and the Guardian).

- The job specification will note clearly the Welsh language requirements of the post holder – whether Welsh language skills are ‘essential’ or ‘desirable’ and the level of oral/written fluency that the post holder needs to demonstrate or achieve within a specific period of time following appointment.
- The Director of Bilingualism will be consulted on the language requirements to be contained in person specifications whenever posts are advertised.

The assessment tool www.workplacewelsh.org.uk may be consulted in order to help identify posts for which Welsh language skills are required.

ColegauCymru welcomes Welsh speakers to apply for any advertised vacancy. ColegauCymru provides a bilingual application pack, job description, person specification and application form for all posts that are advertised as based in Wales.

The Welsh language skills of each advertised post are clearly identified in the person specification, together with any requirements relating to achieving the required level of competence within a defined period of time.

Where the skills of a non-Welsh speaking applicant far outweigh the skills of Welsh speaking applicants, where the vacancy did not attract any applications from Welsh speakers, it may be necessary to appoint a non-Welsh speaker to a post where the ability to speak Welsh is deemed essential. In such cases, a commitment to learn Welsh will form part of the condition of employment. Suitable training will be facilitated by ColegauCymru. Attainment of the required level of competence will be monitored during the probationary period and subsequent to the post holder meeting the terms of the probationary period, through the staff appraisal process.

6.0 Implementation & Monitoring

6.1 Translation

ColegauCymru is committed to provide the highest quality service to all of its customers in Welsh as well as in English.

Translation is a time-consuming skill that is best undertaken by suitably qualified professionals. Welsh speaking staff may be called upon to assist in translating short texts, e.g. signage in the workplace, but ColegauCymru does not require Welsh-speaking staff to undertake any translation tasks of significance where such tasks are not identified in their job description.

ColegauCymru maintains a list of translators that it has quality assured. The process for commissioning translations is communicated to the appropriate staff.

It is a requirement that all translations are proofread by a competent member of staff in order to check for accuracy, appropriate register and conformity with the ColegauCymru corporate communications style. This role is currently undertaken by the Head Public Affairs and PR.

6.2 Administrative Arrangements

When approved, this Scheme will carry the full authority of ColegauCymru's Board of Directors in its implementation.

ColegauCymru's Chief Executive will have responsibility for the overall management of the scheme's implementation. ColegauCymru is committed to ensuring that its staff are:

- ❖ familiar with the content of the scheme
- ❖ aware of how to implement the Scheme's requirements

These commitments will be met through:

- ❖ providing detailed guidelines and instructions to all members of staff as to how to implement the Scheme (as in ColegauCymru Welsh Language Scheme Summary Sheet)
- ❖ providing training on the Scheme as the need arises
- ❖ ensuring that translations are of high quality
- ❖ installing facilitating technology on ColegauCymru computers where available and appropriate e.g. Microsoft Office in Welsh and Cysill/Cysgair.

Online dictionaries and translation tools are freely available to all where there is an internet connection.

6.3 Monitoring the Scheme

- The Director of Bilingualism will prepare and submit internal progress reports on the implementation of the Scheme to the Management Team once per academic term.
- As part of its annual consideration of the risk register, the Board of Directors will receive an annual compliance report pertaining to the Scheme that will:
 - i) measure compliance with the Scheme
 - ii) measure the effectiveness of the management procedures of the Scheme
 - iii) identify any weaknesses and submit an action plan and timetable to remedy the situation.

A copy of the compliance report, once approved by the Board of Directors, will be sent to the Welsh Language Commissioner.

- In the third year of Scheme's implementation, the Chief Executive will prepare a comprehensive evaluation report which will assess and evaluate performance in implementing the Scheme over the first three years. This report will:
 - i) provide an overview and thematic analysis of performance and compliance with the Scheme over the three years, both in terms of service delivery and scheme management
 - ii) set out ColegauCymru's priorities for the following three years along with a revised updated timetable for the implementation of the measures in the Scheme
 - iii) review and update the Scheme

6.4 Targets

Implementation of the Scheme will be measured against targets defined in the detailed timetable. Where ColegauCymru considers that targets need to be reviewed or amended, the agreement of the Welsh Language Commissioner will be sought.

7.0 Publication of Information

ColegauCymru's commitment to the principles of the Welsh Language Act and of this Scheme will be highlighted in its strategic objectives and Business Plan.

ColegauCymru will publicise the Scheme on an initial and continuing basis by:

- publishing the Scheme online
- raising awareness of the Scheme in the workplace by organising presentations and distributing guides to staff.
- providing the hyperlink to the Scheme to ColegauCymru staff, member colleges and contracted parties, and to the public and interested parties upon request.
- making use of the Iaith Gwaith logo as appropriate online and in email signatures, welcoming correspondence in Welsh and English.
- publishing its commitment to and progress on the Scheme in its annual report.

8.0 Complaints Procedure

ColegauCymru hopes that it will not give grounds for complaint. The Company will monitor closely how it meets the Scheme's commitments as part of its internal management procedures. If it falls short of these commitments it is hoped that information will be forthcoming from members of the public.

Stage 1: Director of Bilingualism

Complainants should approach the Director of Bilingualism in the first instance. The Director of Bilingualism will reply to the complainant on behalf of the ColegauCymru.

Should a complainant complain directly to the Welsh Language Commissioner without first approaching ColegauCymru, the Welsh Language Commissioner will wish to ensure that ColegauCymru has a reasonable opportunity to respond. In such circumstances, the Welsh Language Commissioner will forward the complaint to the Director of Bilingualism who will respond on behalf of ColegauCymru, copying the reply to the Welsh Language Commissioner.

Stage 2: Chief Executive/Board of Directors

If the complainant is not satisfied with the response, the Chief Executive will consider the merits of the case, in consultation if necessary with the Chair of the ColegauCymru Board of Directors. The Chief Executive will advise the complainant of the decision.

Stage 3: The Welsh Language Commissioner

Where a complainant is not content with the response provided by ColegauCymru s/he may refer the matter to the Welsh Language Commissioner, who will consider whether to investigate the case or not.

Any complaint about ColegauCymru's adherence to this Scheme should be addressed to:

Director of Bilingualism
ColegauCymru, Unit 7 Cae Gwyrdd, Greenmeadow Springs Business Park
Tongwynlais, Cardiff CF15 7AB
T: 029 2052 2500 E: helo@colegaucymru.ac.uk

9.0 Suggestions for Improvement

ColegauCymru welcomes suggestions for improvements to its Welsh-medium services.

Such suggestions should be addressed to the Director of Bilingualism in the first instance.

10.0 Timetable

The implementation of the Scheme will be measured against target dates. A three-year timetable will be set for implementation which will be reviewed periodically in the light of changing financial and other circumstances. Any proposed changes to the timetable will be communicated to the Welsh Language Commissioner and approval sought.

Appendix 1

Welsh Language Scheme: draft implementation timetable

Section	Activity	Target Date
2.	Service Planning & Delivery	
2.1	Responsibility for implementation and monitoring	To be covered in training in Oct 2014
2.2	New policies and initiatives	Scheme will be published on website when approved in Oct 2014
3.	Customer Facing Services	
3.1	Written communication – insert statement that says ‘ColegauCymru welcomes correspondence in both English & Welsh’. This statement will appear on email signatures, the website and headed paper.	To be completed by Nov 2014
3.3	Meetings, conferences and events that are open to the public – review of booking forms and process and operational guidelines.	To be completed by Nov 2014
3.5	Networks – ensure that all staff with network responsibility are aware of the need for seminar and conference agendas to be bilingual.	To start from Oct 2014 A budget for translation developments to improve ColegauCymru’s bilingual provision is in place for the financial year 2014/15

4.	Brand & Identity	
4.2	Website – A section relating to Welsh language developments will be introduced onto ColegauCymru website	To be implemented by Nov 2014
4.3	Moodle – staff are encouraged to use Welsh as well as English when possible on Moodle	To be implemented by Nov 2014
4.7	<p>Publishing & printing material</p> <ul style="list-style-type: none"> • When we publish corporate documents they will be available in Welsh. • Guidance to staff regarding the procedures for the production and publication of Welsh or bilingual versions of publications 	<p>Bilingual guidelines will be available on ColegauCymru server for all staff to refer to by end of Oct 2014</p>

6.	Implementing and monitoring the scheme	
6.2	Language & Awareness Training To identify the linguistic competencies of staff in order to draw up a policy on Welsh language training and recruitment	To be delivered in training sessions by Oct 2014
6.3	Recruitment Identification of posts where skills in the Welsh medium are considered desirable or essential through use of WJEC assessment tool	Best practice in this field delivered by Nov 2014
6.4	Provision of an explanation in job descriptions that the ability to communicate orally and/or to write in Welsh is essential or desirable in order for ColegauCymru to provide a complete service Translation An approved and accredited translator will be used at all times. For interpreter work, an approved interpreter will also be used.	List of approved translators is included in the ColegauCymru database. A budget for translation developments to improve ColegauCymru's bilingual provision is in place for the financial year 2014/15
6.5	Administrative arrangements to facilitate the Scheme Guidance to staff on administering the Scheme	To be implemented by Oct 2014.
9.0	Targets <ul style="list-style-type: none"> ● Monitor the implementation of the Scheme ● Prepare and submit routine monitoring report ● Review implementation of scheme and targets ● Publish information about the Scheme 	Continuously Annually from Oct 2014 Annually from Oct 2014 Annually from Oct

	Advise staff on publishing the Scheme	2014 On routine basis from Oct 2014
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Appendix 2

Guidelines for Staff

It is every staff member's responsibility to promote ColegauCymru's bilingual image, whatever your Welsh language ability. Here is some advice below that will help.

Answering the phone

Welsh speaking staff are asked to support those who aren't fluent by providing good service to Welsh speakers. Welsh speaking staff are encouraged to help learners with pronunciation and suitable responses.

For all members of staff who answer external lines, please use a bilingual greeting,

In the morning:

"Bore da. ColegauCymru. Good morning"

In the afternoon:

"Prynhawn da. ColegauCymru. Good afternoon"

If the caller continues in Welsh, then non-Welsh speaking staff can say;

"I'm sorry I don't speak Welsh, I can get a Welsh speaker (if one is available), or a Welsh speaker to call you back if you'd like?"

Staff learning Welsh are encouraged to continue with the conversation in Welsh

Welsh speaking staff will respond to the caller's language choice.