



WELSH LANGUAGE SCHEME

Prepared under the Welsh Language Act 1993

This document was prepared on the basis of the guidelines contained in the following documents published by the Welsh Language Board:

‘Welsh Language Schemes’ (1996).

‘Appendix to the Handbook “Welsh Language Schemes” for Colleges of Further and Higher Education’ (1998).

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1. Introduction

1.1 This is a Welsh Language Scheme prepared under the Welsh Language Act 1993.

1.2 Coleg Morgannwg's Welsh Language Scheme received the approval of the Welsh Language Board under section 14 (1) of the Welsh Language Act on February 20th 2006

1.3 Coleg Morgannwg has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how the College will give effect to that principle when providing services to the public in Wales.

1.4 Background to Coleg Morgannwg

Aberdare and Pontypridd colleges merged to form the Corporation of Coleg Morgannwg from January 1st 2003. The newly merged and newly named College aims to be a unified, modern organisation that will provide, efficiently and effectively, the best possible learning opportunities to individuals, to communities and to industry on an equitable basis throughout Rhondda Cynon Taf. Pursuing this purpose entails working collaboratively. The College, therefore, will continue to be a partnership-seeking organisation and will plan with others so that, through considered and concerted action, the ambitious strategies of the National Council can be implemented successfully in the area.

The College will continue the policy of offering a total curriculum that incorporates both start-up learning chances and opportunities for the development of higher, technical and professional skills.

The College is spread across four sites, Aberdare, Pontypridd, Rhondda and Nantgarw, all covered by Rhondda Cynon Taff unitary authority, and in addition offers learning provision at more than 80 outreach centres within local communities. Many of the campuses also hold awards for good and outstanding practice. The College is an Accredited College of the University of Glamorgan. Road and rail links are good, with all of the four sites being close to the A470, thus offering easy access to Cardiff and the M4.

The College currently employs approximately 600 staff and enrolls 12000 students.

Location

Aberdare Campus:

The campus at Aberdare offers a wide range of courses at its main site in Cwmdare augmented by outreach centres in Aberdare. The campus has recently invested in new areas such as plumbing, hairdressing and beauty therapy, which complements the reputation this campus has for hospitality and catering. Nursery facilities are also available on site at the First Steps Nursery.

The campus is recognised for having a strong community focus, for offering opportunities for people in all areas of the Cynon Valley to re-engage in learning and offering programmes at all levels from pre-entry, through intermediate and advanced FE courses to higher education programmes. Approximately 50 pupils attend the campus from the Cynon Consortium.

Pontypridd Campus

The campus at Rhydyfelin is close to the busy A470 road link making it easily accessible. It offers a wide range of courses at all levels from pre-entry through intermediate and advanced FE courses to higher education programmes.

Rhondda Campus

Situated at Llwynypia, one mile outside Tonypany in the Rhondda Fawr and is easily accessible from the local train station. The campus offers a wide range of further and higher education courses and has recently invested in new media and performing arts facilities. This campus also boasts a high reputation for Care & Childcare, Vocational Access and Hairdressing and has recently up-graded a hairdressing salon. It has a friendly environment and is full of opportunity for those living in the local community, to re-engage in learning and offering programmes at all levels from pre-entry, through intermediate and advanced FE courses to higher education programmes in Child Care. Approximately 30 school students attend this campus for vocational options from the Rhondda Consortium.

Nantgarw Campus

This state of the art campus situated at Nantgarw, adjacent to the Showcase Cinema offers excellent facilities in aerospace, construction, engineering and Higher Education courses in Beauty & Complementary Therapies training. In October 2008, a new building was completed for Creative Industries. In addition to the other campuses this centre offers extensive facilities for employers.

1.5 Social Context

Rhondda Cynon Taf

Rhondda Cynon Taf County Borough Council was formed in 1996 and is the second largest unitary authority in Wales in population terms with a total of 241,000 people living in the area. The County Borough Council stretches from the Brecon Beacons in the North to Cardiff in the South. The major areas of population are Pontypridd, Aberdare, Tonypany, Porth, Mountain Ash and Tonyrefail.

The three geographical districts that make up Rhondda Cynon Taf share a range of common socio-economic and cultural characteristics with high levels of relative poverty and social exclusion, particularly in the north of the valleys that have some of the highest deprivation indicators in the United Kingdom.

Until the current economic downturn the economy compared favorably with other parts of Wales. However, Rhondda Cynon Taf has significantly fewer people with high level qualifications: 12% of adults in Wales have higher level qualifications; in RCT the figure is close to 8%; in the Penywaun ward in the Cynon Valley the figure is as low as 1.7%. RCT also has the poorest rate in Wales of non-qualified adults; this represents about 35,000 adults without qualifications.

RCT communities are at different stages of development; some areas have high levels of participation in lifelong learning (e.g. Penywaun) while others score poorly in this respect. (e.g. Glyncoch).

RCT does not compare favorably with the rest of the UK or Wales when considering activity rates of the working population.

1.6 Provision

- 1.6.1 Coleg Morgannwg offers a wide range of provision of full-time, part-time and open learning courses. All of the DCELLS funded curriculum areas except land based industries are offered between the different centres. The range of provision

goes from Entry level courses to those at level 4 with a significant amount of work in Higher Education particularly in Art and Design, Beauty & Complementary Therapies, Child Care, Technology and Teacher Training. The fastest growing area since 2000/2001 has been in Entry level and level 2 enrolments.

25% of current enrolments are of students under 19 years. The College offers full time General Education provision at Rhydyfelin although all of the local secondary schools have sixth forms. There are collaborative programmes in vocational and general educational courses with all of the secondary schools in Rhondda Cynon Taf which cater for students from 14 to 19 years old. The College is a member of a number of networks concerned with this provision.

The College gives a high level of support to students through its Learning Centres and through its Vocational Access team. The support available covers learning support for students in mainstream courses, language support, basic skills programmes and support for students with physical/sensory impairments and other special needs.

1.6.3 Partnerships

The College is involved in a range of partnerships that enhance and help to develop provision. Bro Dysg (Community of Learning) is the strategic partnership responsible for pre and post 16 learning in Rhondda Cynon Taf. The aim of the partnership is to develop an effective life-long learning framework in RCT. Bro Dysg is developing partnerships, raising expectations; promoting the integrity of provision and better responses to local needs, whilst securing genuine parity of esteem and treatment for academic, vocational and workplace training. This partnership has now taken on responsibility for all pre and post 16 learning and will work to create more learning partnerships for people to enter at different stages of their lives. Bro Dysg has assisted in improving links between Coleg Morgannwg and other providers in RCT.

1.6.4 Community Based Provision

The provision of Welsh in the community is delivered by the University of Glamorgan and some courses are held at the College's Rhondda Campus.

1.6.5 The Welsh Dimension

According to the 1991 census data, 91.1% of the Rhondda Cynon Taf population were born in Wales and 9.0% were Welsh speaking (compared to an all Wales figure of 18.7%). The 2001 census records that 89.9% of the population of Rhondda Cynon Taf were born in Wales and that 12.3% were Welsh speaking (compared to all Wales figure of 20.8%). This is an increase of 3.3 percentage

points (compared to an All Wales increase of 2.1%. 18.9% of RCT county statutory age children attend Welsh medium schools.

In Coleg Morgannwg 50% of the academic staff have some knowledge of the Welsh language. We are undertaking a new staff survey for 2008/2009.

The only current course that is delivered through the medium of Welsh is an NVQ in Business Administration that is delivered within the Welsh Medium 14-19 Consortium.

Whilst the College can provide teaching materials in Welsh and support for those students, it cannot provide teaching through the medium of Welsh. This is a result of low demand. The Welsh Baccalaureate provision however promotes Welsh culture within its delivery. A Bilingualism staff group is responsible for developing a College response under the Welsh Language Act and reports directly to the Senior Management Team. The College also actively supports the Welsh Language Sabbatical Scheme.

The College currently has links with the following organisations concerned with the development of the Welsh language:

- a) SE Wales Welsh Language Group – formed from the 7 South East Wales colleges to work together on Welsh language issues
- b) RCT Community Education (WfA)
- c) Welsh Medium Schools (Gwefr Gwaith)
- d) Menter Iaith
- e) Sgiliaith – responsible for promoting Welsh medium and bilingual provision in the Further Education sector
- f) MYM – Welsh pre-school Playgroups
- g) Welsh for Adults Consortium

1.7 **Welsh Language Aims and Objectives**

The current Strategic Plan includes objectives relating to Welsh Language provision

- a) To implement Welsh Language Scheme curriculum targets (*Objective 1.3*)
- b) To establish the college as a centre for bilingual vocational education
(*Objective 5.3*)
- c) Secure a cadre of staff to meet the needs of the Welsh Language Scheme
(*Objective 7.6*)

- 1.8 For further information on this scheme please contact:
Mr Hywel Vaughan
Nantgarw Campus
Heol yr Odyn, Parc Nantgarw, Cardiff, CF15 7QX

Email: h.vaughan@morgannwg.ac.uk
01443 663566

2. Implementing the Principle of Equality

- 2.1 As the Welsh Language Scheme is implemented the College will ensure that it keeps to the principle of equality contained in the requirements of the Language Act of 1993.
- 2.2 The current services available in Welsh include the student handbook and enrolment and grant application forms

3. Assessing the Linguistic Impact of New Developments

- 3.1 The College will consult with the Welsh Language Board concerning any new developments likely to affect the Scheme, and will not amend the contents of the Scheme without the prior agreement of the Board. All new policies and initiatives will be consistent with the Scheme and will not undermine it.
- 3.2 The College will ensure that new developments will move the College closer to implementing the principle of equality at every opportunity.
- 3.3 The College will assess the linguistic consequences of any new policies or ventures with a view to promoting and facilitating the use of Welsh wherever possible.

The College will ensure that any consultants or members of staff responsible for the formation of policy will be aware of the Language Scheme and the College's responsibilities under the Welsh Language Act. All staff will receive briefing sessions to raise their awareness of the Scheme and inform them of their responsibilities. Information on the scheme will be placed on the staff intranet pages:

(Target: 2008/09)

The College will also ensure that every measure contained in the Scheme will be applied to new policies and initiatives when they are implemented.

(Target: 2008/09)

4. Providing a Service through the medium of Welsh

- 4.1 The College will hold a language survey to create a list of bilingual staff which will be made known to staff and students alike. **(Target: 2008/09)**
- 4.2 The College will note in its publications those departments where Welsh speakers are available **(Target: 2008/09)**
- 4.3 Following the survey of bilingual staff, the College will identify those members of staff who feel confident enough to join a team to provide services for Welsh speakers.
- 4.4 Staff with existing language skills will be offered the opportunity to gain credits via NVQ language unit assessment. Those with some knowledge of Welsh but lacking the confidence to work bilingually will be offered the opportunity to improve their existing skills by applying for and attending the Welsh Sabbatical Scheme.

Timetable for Staff Survey and Development

Year	Language Awareness	Complete Survey	Produce Staff List	Publicise Internally	Publicise Externally	Provide Services	Accredit Staff
2008/09	X	X	X	X		X	X
2009/10				X	X	X	X
2010/11				X	X	X	X

- 4.5 The College will offer an element of Welsh medium provision to any student who wishes it by offering the following wherever possible within College constraints:
- 4.5.1 written work accepted in Welsh
- 4.5.2 specific course elements or modules offered in Welsh
- 4.5.3 work experience in a Welsh speaking environment
- 4.5.4 the provision of bilingual notes, including terminology
- 4.5.5 language classes offered in Welsh to support subjects taught in English
- 4.5.6 Welsh medium assessments, entry interviews and tutorial support.

Mr Hywel Vaughan, Assistant Principal will monitor the above.

- 4.10 The College will work together with Sgiliaith and members of the South East Wales Welsh Language Policy Group to facilitate and promote bilingual and Welsh medium provision by, wherever possible:
- 4.10.1 Offering guidance in Welsh to Welsh speaking students studying courses in English
- 4.10.2 Contributing towards the production of Welsh medium assessment tasks

- 4.10.3 Encouraging and supporting the training needs of staff in the Welsh Language by offering Welsh Language courses as part of a staff development programme. Staff who have contact with the general public will be actively encouraged to take advantage of these opportunities
- 4.10.4 Offering Student Services advice in Welsh
- 4.10.5 Sharing students on courses where individual College enrolments are low
- 4.10.6 Providing Welsh medium work experience by forming links with the local Welsh language business world (e.g. Cwlwm) and careers agencies

- 4.11 The College will ensure that Welsh speaking students with special educational needs are able to access all the services offered in 4.8 above by extending the College's Equal Opportunities Policy, Disability Statement and Student Charter to this Scheme.
- 4.12 The College will ensure that all students are made aware of the need for bilingual skills and any advantages arising from them by actively publicising the services offered by the College and Sgiliaith, and by producing a language awareness presentation to be given via induction or tutorial sessions.

5. Quality Standards

- 5.1 The College is committed to providing an equally high quality service in Welsh and English. When assessing and measuring the standards and effectiveness of services and provisions in Welsh, the College will employ exactly the same 'performance indicators' as those utilised with regards to its services and provisions in English.

- 5.2 The College will declare its commitment to ensuring equal linguistic standards between its Welsh and English provisions in its corporate plans, annual report, prospectuses and all promotional literature.

- 5.3 The College is committed to setting specific standards for the use of Welsh across all its sites when providing services dealing with the public and will review the standards and their implementation. It will be the responsibility of the Bilingual Team to carry out the review. This team will be responsible for developing, implementing and monitoring services for Welsh speakers. They will ensure that College staff are kept informed of developments. Curriculum managers and functional managers will be responsible for actively encouraging the development of the Welsh language skills of their staff.

6. Communicating with the Public

6.1 Written correspondence.

- 6.1.1 The College welcomes correspondence in Welsh or English.
- 6.1.2 The College will respond in Welsh to letters written in Welsh. Responses in Welsh will be subject to the same performance indicators as those written in English.
- 6.1.3 Corresponding in Welsh will not in itself lead to delay.
- 6.1.4 Letters from the College following a Welsh language conversation (either face to face or via the telephone) will be written in Welsh.
- 6.1.5 The College will correspond in Welsh with those who would prefer to do so.
- 6.1.6 The College will ensure that standard letters produced centrally for the public in Wales will be published bilingually. All areas of the College will be issued with guidelines indicating the requirements for such letters.

Newsletters, such as the Marketing newsletter, may not be fully bilingual. However, in such circumstances, sections in Welsh outlining the College's Welsh language services will be included.

- 6.1.7 Electronic mail will be treated in the same manner as traditional mail.
- 6.1.8 The College will establish a database of those people or organisations wishing to communicate through the medium of Welsh.
- 6.1.9 The College will open formal communications bilingually with those whose preferred language is not known.

6.2 Communicating via the Telephone

- 6.2.1 Anyone telephoning Coleg Morgannwg is welcome to speak Welsh or English according to his/her choice. As a matter of courtesy, and in order to indicate to telephone callers that a choice of language is being offered, staff (both administrative and academic) will respond to all external calls with a short bilingual greeting:

‘Bore da / Good morning’

‘Prynhawn da / Good afternoon’

- 6.2.2 If the telephone caller speaks in Welsh and the responding staff member is unable to speak Welsh, he/she will explain that they are unable to communicate in Welsh and will offer the caller the choice of: transferring the call to a Welsh speaking member of staff, continuing with the call in English or submitting the query in written form in Welsh and receiving a written reply in Welsh. To achieve this the College intends to pilot an OCN “Welsh for Work” staff development event for frontline staff initially, in 2008/09.
- 6.2.3 In order to facilitate the arrangements above, the College will compile a list of members of both administrative and academic staff who are able to deal with telephone enquiries in Welsh. This list will be included in centrally produced publications and in the College’s internal telephone directory.
- 6.2.4 All recorded messages on the College’s telephone answering machines will be bilingual, and the time target will be the same for replying to Welsh telephone enquiries as for English ones.

6.3 Public Meetings

- 6.3.1 The College will publicise that members of the public are welcome to communicate with the College in Welsh or English although opportunities to hold fully bilingual meetings are limited at present and are applicable to Annual General meetings only. However, this will be resolved through the implementation of the Scheme.
- 6.3.2 Every agenda, invitation, summons or advertisement for such meetings shall be bilingual and shall include a note informing the public that they will be welcome to use Welsh or English at the meeting, and requesting them to inform the organiser beforehand which language they wish to use at the meeting.
- 6.3.3 Staff who are able to communicate in Welsh will be encouraged to do so at public meetings in order to make those in attendance who may wish to use Welsh feel at ease, and in order to promote natural bilingualism at such meetings. In order to facilitate this, the above officers will wear ‘Working Welsh’ badges to indicate that they can communicate in Welsh or are learning Welsh.

6.4 Other Meetings

- 6.4.1 The College will encourage members of staff who are able to converse in Welsh to wear a badge stating so in meetings open to the public (for example open evenings or parents’ evenings). The College will give advance notice that bilingual members of staff are available to hold face-to-face discussions
- 6.4.2 Any person who wishes to conduct private or one-to-one meetings with the College is welcome to do so in either Welsh or English. The College will

therefore take every step practically possible to offer a language choice each time a meeting is arranged.

- 6.4.3 Where Welsh is the requested medium, arrangements will be made with an appropriate Welsh-speaking member of staff. If there are no Welsh-speaking members of staff in the appropriate department, the situation will be explained to the individual who will then be offered the choice of: conducting the meeting in English or submitting a written enquiry in Welsh and receiving a written reply in Welsh.
- 6.4.4 By offering a language choice, the college recognises that individuals can express their views and needs better in their preferred language, that enabling individuals to use their preferred language is a matter of good practice, not a concession and that denying them the right to use their preferred language could place individuals at a real disadvantage

The above measures are applicable to all kinds of non-public meetings

6.5 Dealing with the Public in Other Ways

- 6.5.1 The College will follow the same guidelines as those in 6.3.1 and 6.4.1 above in situations where other means of spoken communication, such as video links or public address systems, are used.
- 6.5.2 The College will ensure that Welsh language pages are added to its website. The home page and any pages referring to Welsh language provision will be available from the outset of the Scheme. Remaining pages dealing with College-wide services will then be made available bilingually on an ongoing basis, starting with the most frequently used. Pages describing individual courses taught solely through the medium of English may remain in English only.

7. The Corporate Identity of the College

7.1 General

- 7.1.1 The College's corporate identity and public image will be bilingual. Therefore a bilingual format will be utilised to convey its corporate identity on signage and in publications and the names of its services; the addresses of its offices; its logo; its corporate slogan; its letter headings; its business cards, fax paper, identity badges, greetings slips, e-mail 'signatures' and all corporate writing on its premises.
- 7.1.2 Other standard materials containing the College name and logo, such as letters, vehicles, fax paper, business cards and badges, will also be bilingual.

7.2 **Information Signs within College Boundaries**

- 7.2.1 All new or replacement information signs within the boundaries of College property will be bilingual in all places where members of the public have access.
- 7.2.2 The size, quality, legibility and prominence of the words in both languages will respect the principle of equality.
- 7.2.3 Where Welsh and English signs are displayed separately, the size, quality, legibility and prominence of the words in both languages will also respect the principle of equality.
- 7.2.4 Where signs are being produced outside of the College, the contents will be sent in word-processed format to ensure correct spelling.

7.3 **Other Public Information Signs**

- 7.3.1 Information signs in Wales lying outside of the boundaries of the College but remaining under the College's responsibility will also be bilingual.

8. Publishing and Printing Material

- 8.1 Due to the nature of College resources, a selective approach will be taken as to which documentation will be produced in bilingual format. However, generic information aimed at the public will be published bilingually, either as a single bilingual document or in separate Welsh and English versions, with a presumption in favour of a single bilingual document. Where separate versions are produced, the College will ensure that both are publicised in the same way, and that a supply of both is equally available. The College will also work on the principle that the Welsh language should be used to advertise all those services which the College can provide in Welsh, and that such services should be noted in all major publications, such as the College prospectus, regardless of the main language used. Details of individual courses will be advertised in the same language as the medium of instruction. **(Target: 2008/09)**
- 8.2 The price of a Welsh version of a document will not be greater than the price of an English version. Also, each version will carry a message that the document is also available in the other language. **(Target: 2008/09)**
 - 8.2.1 Whenever priced bilingual documents are published, the price will be no higher than a monolingual version of the same document. **(Target: 2008/09)**
 - 8.2.2 Whenever Welsh language versions of documents are published, they will be charged at the same price as the English version. **(Target: 2008/09)**

8.3 The College will ensure that staff, consultants, designers and printers receive written instructions on how to deal with bilingual publications. This will include the Welsh Language Board's Guide to Bilingual Design. **(Target: 2008/09)**

8.4 The College will provide bilingually other types of printed materials, e.g: posters, cards, timetables, invoices and cheques. **(Target: 2008/09)**

8.5 **Forms and Explanatory Materials**

8.5.1 The College will provide bilingual forms and explanatory materials for the public.

8.5.2 The following categories will have separate Welsh and English versions:

- Staff job application forms
- Staff job general information leaflet
- Equal opportunities and race equality policy
- No vacancy letters
- Conditions of appointment
- Contracts of employment
- Acknowledgement letters
- Student application forms
- Student enrolment forms
- General student handbooks

8.5.3 The College will ensure that whenever Welsh and English forms and explanatory materials are published separately, they will be published and distributed simultaneously with equal availability of both, and a message confirming availability in the other language.

8.5.4 The College will keep a database of Welsh speaking customers, and open communications bilingually with those whose preferred language is not known.

8.6 **Notices to the Press**

8.6.1 In order to maximise current resources, press releases to the Welsh language press may be issued bilingually or in Welsh only, while press releases to the non-Welsh medium press may be issued bilingually or in English only. News releases that have a specific relevance to the Welsh language will be targeted at both the Welsh and English medium media in Wales.

8.7 **Publicity Materials**

8.7.1 Arrangements for the above will be considered on their merits in keeping with the principles outlined in 8.6.1.

8.8 Advertising Campaigns and Exhibition Materials

8.8.1 Arrangements for the above will be considered on their merits in keeping with the principles outlined in 8.6.1.

8.9 Direct Marketing Campaigns

8.9.1 Arrangements for the above will be considered on their merits in keeping with the principles outlined in 8.6.1.

8.10 Responding to Publicity Materials

8.10.1 Response mechanisms linked to the College's advertising and publicity activities in Wales will enable contact through the medium of Welsh. The College will issue named contacts for this purpose.

8.11 Official Notices and Recruitment

8.11.1 Staff recruitment notices will be bilingual whenever Welsh is considered desirable, regardless of whether they are advertised in the Welsh language media or not. Staff recruitment notices for positions where Welsh is essential will be in Welsh only (with a footnote in English) and those where Welsh is not considered necessary may be in English only.

8.11.2 The English and Welsh versions of the bilingual notices in 8.11.1 above will be equal in size, quality, legibility and prominence.

9. Enabling the workforce to provide a complete service through the medium of Welsh

9.1 In order to ensure over a period of time that the College is able to deliver its services in Welsh to a high quality, effectively and efficiently, it will adopt a Linguistic Skills Strategy as part of its human resource planning. This Strategy will enable the College to maintain an overview of its linguistic skills needs and resources, and co-ordinate training and recruitment activities to facilitate the Scheme's objectives. The measures that follow will form part of that strategy:

9.1.1. The College will hold an audit of the Welsh language skills of its staff. By doing so, it will identify those workplaces where the ability to speak Welsh is essential and those where it is desirable, to identify the level of proficiency required in each case, and to formulate team descriptions and job descriptions accordingly.

(Target: 2008/09)

9.1.2 The College will also form a Bilingual Working Group to note how many services and courses can be held through the medium of Welsh.

(Target: 2008/09)

9.2 Learning Welsh

9.2.1 The College will support members of staff who wish to learn or improve their Welsh by:

- a) Identifying and encouraging staff who wish to learn or improve their Welsh
- b) Circulating information regarding Welsh Language courses in the College to all staff
- c) Providing Welsh Language courses to staff free of charge and within working hours where determined that this is an essential requirement for the job.
- d) Raising staff awareness of courses via the Bilingual Working Group and the Welsh Language Champions.

(Target: 2008/09)

9.2.2 The College will use the National Language Standards as a means of establishing the level of both Welsh speaking staff and staff learning Welsh, with a view to accrediting staff members with a qualification indicating their linguistic ability. The College will also provide its own internal training, which will be linked to the staff members' own field.

(Target: 2009/10)

9.3 Recruitment

9.3.1 The College will note those positions where the ability to speak Welsh is essential, and those where it is desirable. Priority will be given to those positions with the greatest amount of contact with the public.

(Target: 2009/10)

9.3.2 The College will announce the linguistic requirements of the posts in 9.3.1 above in recruitment advertisements, including the level of ability required in each case. Should a non-Welsh speaker be appointed to a post where Welsh is considered essential, it will be on condition that the holder learns the language to an agreed standard by an agreed time, with the College's full support. All recruiting advertisements for any posts requiring Welsh language skills, together with the relevant job description or details, will be drafted in such a way as to identify clearly the linguistic requirements of each post, in accordance with measure 9.1.

(Target: 2009/10)

9.3.3 When the ability to communicate in Welsh is an essential qualification for a post, this will be clearly stated in the advertisement and the job details. If there is a shortage of potential Welsh speaking applicants in any specific field, the College will advertise the post and state in the advertisement that applications from non-Welsh speakers will be welcomed on the firm condition that if a non-Welsh speaker is appointed, he/she will learn Welsh to the standard required for fulfilling the post, and will do so within a specified period. All arrangements of this nature will be treated as a fair and constructive partnership between employer

and employee, with the employer for his part providing strong encouragement and practical support for the employee, and the employee in turn making a fair effort to gain the necessary skills.

By acting in such a manner, the College will treat linguistic skills in exactly the same manner as any other Professional skill required to fulfil the responsibilities of a post and subject to review within a certain period. This condition of employment must therefore be respected and implemented as strictly as any other condition of employment for the post, and the employee's manager will review the standard of achievement reached by the end of the specified period following the appointment. **(Target: 2009/10)**

9.4 Vocational Training

9.4.1 The College will assess the need for vocational training through the medium of Welsh as part of the audit in Paragraph 9.1 above, and ensure that those responsible for recruitment and staff development implement a programme to fulfil that need. These may include various circumstances from the learning of face-to-face communication skills for a reception area etc, to skills required for discussing the personal circumstances of individual students. **(Target: 2009/10)**

9.4.2 The College will monitor the number of Welsh speaking staff members required and take action if that number falls below the required level. **(Target: 2009/10)**

10. Administrative Arrangements for Facilitating the Scheme

10.1 Authority

The College will ensure that the arrangements noted in the Scheme are approved at the highest level, and carry the full authority of the College.

10.2 Responsibility

The Assistant Principal identified will be responsible for implementing the scheme on behalf of the College and the Bilingual Group will recommend action for the College to consider by the SMT.

10.3 Instruction and Guidance

10.3.1 The College will ensure that its staff are familiar with the scheme, in addition to those responsibilities which form part of its implementation, by providing verbal and written instructions to staff via staff briefing sessions undertaken by the Welsh Language

10.3.2 The College will integrate administrative functions related to the Welsh Language Scheme into its standard administrative procedures, including specifications for

- new or modified computer programs. Where current computer systems cannot be modified the College will consider cost-effective alternative systems
- 10.3.3 Wherever external translation work is required, the College will make use of translators with valid qualifications, or acknowledged translation agencies.

11. Third Party Arrangements

- 11.1 The College works in partnership with public bodies, organisations from the voluntary sector and other agencies. The College works on many levels when working with others:
- 11.2 When the College is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Welsh Language Scheme.
- 11.3 When the College joins a partnership in which any other body is leading, the College's input will comply with the Welsh Language Scheme and the College will encourage other parties to comply.
- 11.4 When the College is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the College will act in accordance with its Welsh Language Scheme.
- 11.5 When the College 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. Within any partnership, the College will offer advice and support to the other partner organisations:
- 11.6 Various services provided on behalf of the College may be operated by other organisations such as contractors, consultants, agencies, firms and individuals. All agreements and arrangements for external organisations of this nature to undertake the provision of services to the public in Wales on its behalf will comply fully with the term and requirements of this Scheme.
- 11.7 The chief officer responsible for the Scheme will supervise and facilitate the implementation of these commitments by:
- 11.7.1 Providing written procedures to staff for dealing with agents and contractors, and processes for ensuring staff are dealing with them appropriately
- 11.7.2 Specifying the requirements as to the use of the Welsh language in tendering documents, contracts and grant or loan conditions

- 11.7.3 Monitoring the implementation of the Scheme by agents and contractors
- 11.7.4 Encouraging those contractors with their own Welsh Language Scheme to implement relevant aspects
- 11.7.5 Obtaining regular performance reports from contractors and agents

12. Reviewing the Implementation of the Scheme

- 12.1 The College will prepare internal progress reports regarding the implementation of the Scheme and submit them to the senior management team every term.
- 12.2 The Board of Governors will receive an annual compliance report that will achieve the following aims:
 - 12.2.1 Measure whether the College is complying with the Scheme;
 - 12.2.2 Measure if the Scheme is being appropriately managed;
 - 12.2.3 Analyse its performance on a departmental and corporate basis, in order to ensure consistency;
 - 12.2.4 Assess and consider key themes in scheme implementation including Welsh medium/bilingual curriculum development;
 - 12.2.5 Recognise any fundamental weaknesses, and set up an action plan, which will include a timetable to deal with them. A copy of this will be sent to the Welsh Language Board.
- 12.3 In the third year of the Scheme's implementation the College will prepare a comprehensive evaluation report that will assess and evaluate performance in implementing the Scheme since its inception. This report will: provide an overview and thematic analysis of compliance and performance over the first three years of the Scheme, from two perspectives service delivery and Scheme management; and outline priorities for the following three years, together with a revised timetable for implementing the measures in the scheme.

At this time, the College will revise and update the Welsh Language Scheme.

- 12.4 The College will review the implementation of the Scheme on a continuous basis via its Bilingual Group. All aspects of the Scheme will be examined.
- 12.5 The College will monitor the opinion of Welsh speakers, and non-Welsh speakers where relevant, as well as monitoring the numbers of complaints received.
(Target: 2009/10)
- 12.6 The College will welcome and record suggestions on how to improve the Scheme.

12.7 Scheme Implementation Targets

- 12.7.1 Although all aspects of the Scheme are timetabled, the following represent the major targets aimed for over the three academic years:

2008/09

To complete a comprehensive survey of staff competence in the Welsh language with a view to establishing a development plan for accreditation and information for the public.

12.8 Comparing Performance against Standards

- 12.8.1 The College's annual report on the Scheme will compare its performance against the standards included in the Scheme. This will include statistical details of Welsh medium communications conducted throughout the year and the progress of the staff development plan. The full contents of the annual report will be placed on the College website.

12.9 Contact Details

The Assistant Principal identified shall continually monitor and review the implementation of this Welsh Language Scheme, and that monitoring function shall have a definite structure. Their details are as follows:

Mr Hywel Vaughan
Nantgarw Campus
Heol yr Odyn, Parc Nantgarw, Cardiff. CF15 7QX
Email: h.vaughan@morgannwg.ac.uk
01443 663566

13. Ensuring Publicity for the Scheme

- 13.1 The College will ensure publicity for its Welsh Language Scheme amongst the public in order to ensure that, on the one hand, the public and students who come into contact with the College are aware of its Welsh medium services and provisions, and that on the other hand, the College's employees, agents and contractors are aware of the need to operate in accordance with the requirements of the Scheme.

13.2 The College will adopt the following means of publicising its Welsh Language Scheme:

13.2.1 Posters and leaflets advertising the College's activities to include reference to the Welsh Language Scheme

13.2.2 Statements and articles to the press and other media

13.2.3 Distribution of summarised electronic/hard copies of the Scheme to both administrative and academic staff

13.2.4 Distribution of copies of the Scheme to other organisations and individuals interested in the College's Welsh Language provisions

13.2.5 Place the Scheme on the College's website

14. Complaints

14.1 Any complaints regarding implementation of the Scheme should be referred to the Executive Director Curriculum and Quality. They will be dealt with in accordance with the College's general complaints procedure.

WELSH LANGUAGE SCHEME ACTION PLAN

REF	ACTION	RESPONSIBILITY	TARGET DATE
3.4	1. Raise awareness of scheme with staff	Departmental Managers/Staff Development	Achieved (08/09) and continuing
3.5	2. Apply scheme to new initiatives	Executive	Continuing
4.1	3. Hold staff language survey	Human Resources	Achieved 09
4.2	4. Note in publications availability of Welsh speaking staff	Marketing	To be implemented
4.4	5. Provide services and increase staff skills	Welsh Advisory Board	Ongoing
4.8	6. Develop Welsh medium provision	Assistant Principals and Curriculum Area Managers	Subject to demand and resources, but regularly reviewed
4.9	7. Offer Welsh medium course elements	Assistant Principals and Curriculum Area Managers	Reviewed in annual curriculum planning process
4.10	8. Work jointly with external bodies	Strategic Management Team	Member of Sgiliaith and SE Wales FE Colleges group
4.11	9. Apply equal opportunities to scheme	Equal Opportunities Committee	Monitored by staff group
4.12	10. Publicize Welsh language services	Student Services/Governance	Partially achieved in student sessions during induction week (Sep.09)
5.2	11. Provide equal linguistic standards	Strategic Management Team	Working towards via staff group and SMT
5.3	12. Set standards for use of Welsh	Welsh Advisory Board	
6.1.2	13. Respond in Welsh to letters in Welsh	Department Managers	Existing
6.1.3	14. Ensure equal response time	Managers	Subject to translator availability
6.1.4	15. Written response to Welsh conversation	Managers	Not achieved to date
6.1.5	16. Correspond in Welsh where preferred	Managers	Existing
6.1.6	17. Produce bilingual standard letters	Managers	Not comprehensively implemented (09/10)
6.1.7	18. Apply mail standards to e-mail	Managers	Existing
6.1.8	19. Create database of Welsh contacts	Business Development	Not implemented to date
6.1.9	20. Open communications bilingually	Campus Services	Achieved subject to skills and individual confidence
6.2.1	21. Answer phone calls bilingually	Campus Services	"Iaith Ar Waith" training for front line staff Sep. 09
6.2.1	22. Answer phone calls bilingually	Campus Services	See above for front line staff
6.2.2	23. Offer options to Welsh-speaking callers	Campus Services	See above
6.2.2	24. Offer options to Welsh-speaking callers	Campus Services	See above
6.2.3	25. List bilingual staff for phone-calls	Campus Services	Not yet implemented (09/10)
6.2.4	26. Produce bilingual answer messages	Campus Services	Not yet implemented (09/10)
6.3.1	27. Hold bilingual public meetings	Governance unit	Not yet implemented (09/10)
6.3.2	28. Issue meeting invitations bilingually	Governance unit	Not yet achieved (09/10)
6.4.2	30. Offer private meeting language choice	Campus Services	Not implemented
6.5.1	31. Offer PA or video link language choice	Managers	Not implemented
6.5.2	32. Add Welsh language website pages	Marketing	Sep. 09
7.1.1	33. Provide bilingual corporate identity	Marketing	09/10

7.1.2	34. Provide bilingual standard materials	Marketing	09/10
7.2.1	35. Produce new signs bilingually	Estates	Survey and amendments undertaken in 08/09
7.2.2/3	36. Give equal prominence on new signs	Estates	Achieved
7.2.4	37. Ensure correct spelling on new signs	Estates	Achieved
7.3.1	38. Produce outlying signs bilingually	Estates	Achieved
8.1	39. Publish bilingual generic information	Marketing/Learner Services	Achieved
8.2	40. Price Welsh/English documents equally	Marketing/Learner Services	Achieved
8.3	41. Issue instructions on publishing	Marketing/Learner Services	Achieved
8.4	42. Provide printed materials bilingually	Marketing/Learner Services	Selectively achieved (09/10)
8.5	43. Provide forms and explanatory material	Marketing/Learner Services	Selectively achieved (09/10)
8.5.3	44. Ensure equal availability of materials	Marketing/Learner Services	Available on request
8.5.4	45. Note Welsh speakers on database	Marketing/Business Development	Achieved
8.5.4	46. Open communications bilingually	Student Services/Marketing/ Business Development	Subject to individual skills and confidences
8.6.1	47. Issue releases to Welsh-medium press	Marketing	Not implemented (09/10)
8.7	48. Publicity materials in Welsh	Marketing	Selectively achieved (09/10)
8.8	49. Advertising materials	Marketing	Selectively achieved (09/10)
8.9	50. Direct marketing	Marketing	When deemed appropriate
8.10	51. Responses to publicity	Marketing	On request
8.11	52. Recruit staff in accordance with scheme	Human Resources	Achieved
8.11.1	53. Ensure parity on bilingual notices	Human Resources	For action in 09/10
9.1	54. Audit staff Welsh language skills	Human Resources	Achieved 09
9.1.2	55. Establish Welsh Working Group	Brenig Davies	Achieved and operating
9.2.1	56. Support staff wishing to learn Welsh	Human Resources	Achieved and ongoing
9.2.2	57. Accredite staff Welsh language skills	Human Resources	Internal training actively promoted
9.3.1	58. Note jobs requiring Welsh skills	Human Resources	Implemented
9.3.2	59. Note language requirements of posts	Human Resources	Implemented
9.3.3	60. Specify Welsh essential conditions	Human Resources	Implemented
9.4.1	61. Assess need for vocational training	Business Development	On request
9.4.2	62. Monitor Welsh speaking staff numbers	Business development	For action 09/10
10.1	63. Ensure authority of scheme	Strategic Management Team	Achieved and ongoing
10.3.1	64. Provide briefing sessions for staff	Hywel Vaughan and Human Resources	Achieved
10.3.2	65. Integrate scheme-related administration	Department Managers	Not achieved (09/10)
10.3.3	66. Use acknowledged external translators	Welsh Advisory Board	Achieved
11	67. Ensure partnership compliance	Welsh Advisory Board /Managers	Achieved
12	68. Monitor public opinion and complaints	Welsh Advisory Board /Campus Services	Implemented