



WELSH LANGUAGE SCHEME

Prepared under the Welsh Language Act 1993

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

1.) INTRODUCTION

College Position and Context

- Predominantly rural county
- Agriculture and tourism are the main industries. Some pockets of manufacturing.
- Low skills
- Basic skills needs amongst the population predicted at 13% only 6% take up.
- Women underrepresented in the work place
- Inward migration higher than national average. Also about 25 of young people aged between 15 – 24 leave the county to live and work.
- Coleg Powys remains one of the ten largest employers in the county.

1.2 Language Statistics

- 18% of post 16 population of Powys has Welsh language skills at a level accepted for the purpose of 1991 Census
- Increasing number studying the language at secondary school level although this might not lead to significant increase in usage.
- Secondary schools (not all) have specific responsibilities for secondary education delivered through the medium of Welsh to age 16
- Range of curriculum offered is very small
- Pupils gain first or second language GCSE qualifications
- Formal qualifications will lead to an increasing number of young people who have the required competences for further study through the Welsh language.
- Some pockets of very high Welsh language capability within the county e.g Ystadgynlais, some with very low capability e.g Crickhowell
- Language capability will be taken into account when planning priorities for the delivery of services in community locations.
- Future Skills Survey for Mid Wales- employers gave low priority to Welsh language skills as a requirement. Other studies suggest that circa 33% of employers recognize that they need staff with Welsh language skills

1.3 Analysis of staff and student skills

- Staff survey indicates that although some staff has some Welsh skills it is only a small percentage that is fluent. Majority of staff have no Welsh skills.
- Few fluent Welsh speakers amongst the students but a large percentage of the student population has a qualification GCSE (various grades) at GCSE level.

1.3 Current Welsh Language provision within the College

- No whole course provision is available in the Welsh language. Modules are being taught bilingually within the School of Travel and Tourism.
- Other curriculum areas are being identified for Welsh language provision/delivery
- Welsh is a medium of instruction at Ystradgynlais

2.) PLANNING AND DELIVERY OF COLLEGE SERVICES

New Policies and Initiatives

- As each policy is due for review the linguistic consequences will be assessed against a language framework that
 - a) will facilitate the use of the language preferred by the service client
 - b) make progress towards achievement of the principle of equality between the two official languages of Wales
 - c) will ensure consistency with the College's Welsh Language Scheme.
- All new policies, procedures and initiatives will be assessed against the framework outlined above.

Planning and Management

- The College has an internal planning cycle that results in the production of a three year strategic plan. All programme Areas contribute to the plan and the Programme Area co ordinators are responsible for producing these development proposals against a standard framework

- Each programme area will have an action plan for the development of bilingual provision

Delivery

- The aim of the scheme is to treat both official languages of Wales with equality and hence increase access to bilingual college services
- As part of its formal induction procedures the college will include a language awareness element
- Tutorials will be available bilingually wherever there is an existing member of full time staff with the required level of skill
- Data base of potential part –time staff with the appropriate abilities will be maintained
- The college library will keep catalogues of both printed and electronic resources that are available to support the education and training services of the College in both English and Welsh. Materials /resources will be translated where necessary
- In selecting the programme of support for each student, the college will have regard for language preference
- The College will add Welsh Language to the list of criteria to be considered in matching student to work experience placement.
- The College will work with Careers Wales in ensuring that students are informed of the benefits of bilingual skills in the workplace.

Collaboration and Partnership

- **The College is committed to work with CCET partners, including schools, training providers and voluntary sector organizations in ensuring equality of treatment for both languages.**

2.5 Promotion and Publicity

- The availability of services will be identified in the prospectus, student handbook and other information points.
- A member of staff will be identified on each site to whom a student can refer for assistance and support with language issues.

3.) DEALING WITH THE WELSH SPEAKING PUBLIC

3.1 Written communication

- 3.1.1 The college will welcome correspondence in Welsh as well as in English.
- 3.1.2 Correspondence with individuals shall be in the language preferred by the external correspondent.
- 3.1.3 The college will apply the same standards of speed of response to both Welsh and English correspondence
- 3.1.4 Correspondence initiated from the college following a telephone communication will be in the language of the telephone communication.
- 3.1.5 Circular and standard letters to the public in Wales will be issued bilingually

3.2 Telephone communication

- 3.2.1 The college will welcome telephone calls in Welsh as well as English
- 3.2.2 Telephone operators at each site will be recruited or trained to a level that enables them to answer external calls with a bilingual greeting and to initiate a transfer to an appropriate extension
- 3.2.3 Callers that wish to conduct the telephone call in Welsh will be transferred to an officer that is Welsh speaking although that officer may not have the specialist expertise relating to the subject of the call. If required, the college officer will have to arrange for an appropriate specialist with the necessary language skills to return the call.
- 3.2.4 The college answer machines or initial voice-mail messages will be bilingual

3.3 Public meetings

- 3.3.1 At public meetings organised by the college, contributions will be welcomed in either Welsh or English
- 3.3.2 Notices, invitations and papers for such public meetings will contain an invitation to those proposing to attend to notify the college beforehand if they wish to speak in Welsh.
- 3.3.3 From the responses received, an assessment will be made in advance of the need for simultaneous translation services which will be commissioned from an external agency if required. This assessment will also be used to determine whether it is appropriate to ensure the presence of Welsh speaking reception staff
- 3.3.4 If a participant wishes to speak in Welsh without having given prior notification to the college, a Welsh speaker will be commissioned at short notice, wherever possible,

to provide consecutive translation.

3.4 Non-public **meetings**

- 3.4.1 Invitations to members of the public to attend a face-to-face meeting with college representatives will invite them to notify the college beforehand if they wish all or part of the meeting to be conducted in Welsh. This includes invitations to interview for a college place or discussions concerning the progress of a student
- 3.4.2 From the response received and the Welsh language skills of the college representative to be involved in the meeting, an assessment will be made of the need for a translator to be present.
- 3.4.3 Each Programme Area within the college is developing its expertise and ability to conduct tutorials and interviews through the medium of Welsh (2.3.5 above). Consequently, there is an emerging basis for each Programme Area to have speaking members of staff who can conduct non-public meetings through the medium of Welsh if required

3.5 **Other dealings with the public**

- 3.5.1 As the college interacts with the public and other agencies increasingly through electronic means, the college will remain sensitive to the language preferences of the other participants. Two current examples are as follows:
- 3.5.2 Emails will receive a response, if any, in the same language as that of the initiator.
- 3.5.3 Meetings held by video-conference techniques will be subject to the same considerations as in other public or non-public meetings as in 3.3 and 3.4 above.

4.) **THE PUBLIC FACE OF THE COLLEGE**

4.1 **Corporate identity**

- 4.1.1 The public face and corporate identity of the college shall be fully bilingual
- 4.1.2 The name and logo of the college shall be in Welsh only but its letterhead, fax cover sheets, compliments slips and other corporate stationery shall be bilingual.
- 4.1.3 The college will develop its website in bilingual format

4.2 Signage

- 4.2.1 The college shall use unworded signs wherever possible in accordance with international standards.
- 4.2.2 All worded signs erected by the college or on its behalf shall be bilingual.
- 4.2.3 Wherever possible, the Welsh and English words shall appear together on the one sign with equal form and size.
- 4.2.4 Where it is necessary for separate Welsh and English signs to be used, they will be equal in terms of size, form, legibility, shape and prominence.

4.3 Publishing and printing materials aimed at the public in Wales

- 4.3.1 Official general correspondence and publications aimed at the general public in Wales shall be produced bilingually, usually within a single document.
- 4.3.2 Where Welsh and English versions are published separately, they will be issued simultaneously, distributed together and be equally accessible. If a document is priced, then the price of each version will be the same.

4.4 Forms and associated explanatory material

- 4.4.1 Forms and associated explanatory material shall be produced bilingually, usually within a single document
- 4.4.2 Where separate forms are produced in English and Welsh, each will include a statement that a form is available in the other language.
- 4.4.3 Where Welsh and English versions are published separately, they will be issued simultaneously, distributed together and be equally accessible.

4.5 Press notices

- 4.5.1 Press releases will be sent out in accordance with the receptors language choice. Press releases sent to all schools, colleges and education establishments will be bilingual, regardless of the subject matter. Press releases on the College website will also be bilingual. Press releases in the Welsh language press will be issued bilingually or in Welsh only. Press releases in the non-Welsh medium press will be in English.

4.6 Advertising and publicity activities

- 4.6.1 All forms of college advertising to appear only in Wales shall be bilingual. This applies to advertisements for students, staff and other college services.
- 4.6.2 All forms of college publicity, including displays, marketing campaigns and public surveys, to appear only in Wales shall be bilingual.
- 4.6.3 Advertisements and publicity to be placed in media that circulates throughout the U.K. e.g. Times Educational Supplement, Sunday Times, will be in English only. Advertisements to be placed in Welsh language media shall be in Welsh only.
- 4.6.4 Where members of the public respond to a bilingual advertisement requesting further information, this will be provided either bilingually or in the language of their response.

4.7 Official notices

- 4.7.1 Official and public notices shall appear in Wales with Welsh and English versions shown together, equal in terms of size, format, legibility and prominence.

5.) IMPLEMENTATION AND MONITORING

5.1 Human resources strategy

- 5.1.1 The college is committed to increasing the number of Welsh speakers who possess the appropriate skills to provide college services through the medium of Welsh.
- 5.1.2 The college will identify the workplaces that have contact with the public in Wales and through recruitment, staff development or other appropriate arrangement, ensure that a full service can be provided in the preferred language of the member of the public.
- 5.1.3 From the analysis in 5.1.2, it will be possible to identify the level of proficiency that is either required or is desirable within each post or within a staff team and to take appropriate action to achieve this as part of the overall college human resource strategy.
- 5.1.4 In order to give practical effect to the strategy as early as possible, consideration will be given in each case to whether it is appropriate to reassign staff duties, to recruit

additional staff or to provide further staff development.

- 5.1.5 The human resource strategy will identify the priorities for action and identify the budgetary consequences. It will also contain monitoring and evaluation systems that provide information at college Board level.

5.2 Staff development

- 5.2.1 The college will continue its programme of Welsh language classes for staff. These may be accessed without charge by both teaching and support staff and staff are encouraged to attend by their line managers.

- 5.2.2 The distributed nature of the college means that it is not possible to provide bespoke training programmes for different job roles although as much role specific support will be given within generic programmes.

- 5.2.3 The Welsh Language Scheme will be incorporated within the College's staff induction programme.

- 5.2.4 A Welsh language tutor will be commissioned to provide some consultancy support to staff who have individual queries.

- 5.2.5 A budget will be identified annually for a Welsh language staff development and support programme.

5.3 Recruitment

- 5.3.1 For all posts for which Welsh language ability is considered either essential or desirable, the advertisement and personnel specification will state this explicitly.

- 5.3.2 The human resources strategy will contain specific reference to the bilingual policy and that both English and Welsh speakers are welcome as members of the college staff. The staff handbook will also make this clear.

- 5.3.3 If it is necessary to appoint a non-Welsh speaker to a post for which Welsh language is an essential requirement, it will be a condition of appointment that a defined standard of Welsh is attained within a specified timescale. Support will be provided to the post holder to achieve this and formative and well as summative monitoring will

take place.

5.4 Vocational training

5.4.1 The college will assess the need for vocational training for its staff through the medium of Welsh.

5.4.2 In those subjects where there is vocational training provided through the medium of Welsh to the public staff will also have access to this provision.

A Copy of the complete Coleg Powys Language Scheme is obtainable from David Jones the Welsh Language Development Officer.

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