

COLEG Y CYMOEDD

(Mae'r ddogfen hon ar gael yn y Gymraeg / This document is available in Welsh)

**Welsh Language Standards Compliance Report to the
Welsh Language Commissioner
31 July 2021– 31 July 2022
Prepared in accordance with the requirements of the
Welsh Language (Wales) Measure 2011**

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Introduction

It has been four years since the implementation of the first Welsh Language Standards at Coleg y Cymoedd. While the work of introducing these new regulations across the College life has been demanding; not letting our foot of the pedal in terms of ensuring compliance, has been equally challenging. But, armed with continued support and scrutiny from the

Welsh Language Commissioner's Office, Coleg y Cymoedd has taking strides in becoming a space where both languages are equally valued and learners, staff and the public are encouraged to use their Welsh language skills.

There have been many changes in terms of the way we operate and engage with our learners and staff, with huge technological developments driven in no small part by the Covid-19 pandemic. In this ever-changing landscape, we continue to work hard to ensure that the Welsh language is at the heart of all those developments and that Welsh language rights are considered from the very start.

Background

Coleg y Cymoedd received its Final Compliance Notice from the Welsh Language Commissioner in September 2017, which outlined the College's duty to meet 177 of the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011.

The College submitted an application to the Commissioner to challenge 25 of the Standards in March 2018. Following further consultation, the Welsh Language Commissioner determined that no changes should be made to 10 of the Standards and a circumstance should be applied to 15 of the Standards. The amended Compliance Notice was presented to Coleg y Cymoedd on 18 October 2018.

The imposition date for 195 of the Standards was 1 April 2018; the imposition date for three Standards was 1 October 2018; the imposition date for eight Standards was 1 April 2019 and the imposition date for the remaining seven Standards was 1 October 2019.

The College submitted an application to challenge two Standards on 6 November 2019. The Welsh Language Commissioner determined that a circumstance should be applied to one of these Standards; an extension until 1 September 2020 given to the other and that three additional Standards should be imposed upon the College. The amended Compliance Notice was presented to Coleg y Cymoedd on 12 March 2020.

The Welsh Language Development Team

Compliance with the Welsh Language Standards is the responsibility of all Coleg y Cymoedd staff, however this work is facilitated and monitored by the Welsh Language Team. The Welsh Language Team includes the Welsh Language Manager – Lois Roberts, and Welsh tutors – Alison Kitson and Gethin Gwyn. In 2021-22, the Vice Principal / Chief Operating Officer – Jonathan Morgan, oversaw the team's work.

The role of the Welsh Language Team at Coleg y Cymoedd is to:

- Monitor the College' compliance with the Welsh Language Standards Regulations
- Develop the Welsh-language curriculum within the College

- Create informal opportunities for learners to use and improve their Welsh-language skills
- Encourage staff to take advantage of opportunities to use and improve their Welsh-language skills.
- Facilitate the mainstreaming of the Welsh-language in all aspects of college life.
- Provide an internal translation service for the College.

In 2021-2022, the College's Compliance Group oversaw compliance with legislation related to Data Protection/GDPR; the Welsh language; Finance; Health and Safety and Human Resources. The group meets once a term and the Welsh Language Manager reports to the group on matters related to compliance with the Welsh Language Standards.

The Welsh Language Manager manages a full Welsh-English and English-Welsh translation service for the College (using external translation companies as required). The Welsh Language Manager also offers a proofreading service and mentoring scheme (*Give It A Go*) for those wishing to draft their own bilingual documents.

Following an initial internal audit by TIAA in February 2011, a follow-up meeting was held in May 2022 to address any outstanding actions from the initial audit. The Standards related to the telephone system and the application/enrolment form were found still to be outstanding and a second follow-up meeting will be held in 2022-23.

On 14 December 2021, the Welsh Language Commissioner's Office called an evidence-gathering meeting with the Welsh Language Manager and the Vice Principal/Chief Operating Officer. It was an opportunity for the Imposition and Compliance Officer assigned to Coleg y Cymoedd to gather evidence related to compliance with the requirements of the Standards. The evidence gathered in the meeting (alongside other evidence such as spot-checking services and written evidence) was used to assess the organisation's compliance and identify any action needed to ensure compliance going forward. Following this meeting, the Welsh Language Manager produced a short-term action plan to address the issues raised by the Imposition and Compliance Officer. This action plan has formed the basis for efforts to ensure compliance between January and July 2022, was scrutinised at the meetings of the College's Compliance Group and fed into the College's Quality Improvement Action Plan.

Compliance with Service Delivery Standards

The College challenged two Service Delivery Standards on 6 November 2019 – Standard 11 which relates to answering queries in Welsh over the telephone and Standard 68 which relates to providing a Welsh-language reception service.

The Welsh Language Commissioner issued an extension to Standard 11 until September 2020, giving the College time to implement a new telephone system that will be able to direct all Welsh queries to a Welsh speaker. During 2020-2021 Coleg y Cymoedd introduced the new telephone system, but some aspects of the new system were delayed due to internal restructure of the business support areas and the COVID-19 pandemic. During 2021-22, the internal structure of diverting calls was found to be failing, which in turn affected the

College's ability to provide training on the new telephone system. The College worked with the telephone system provider ATOS to find a more permanent solution during the spring and summer terms of 2021-22 and the matter has now been resolved. Callers are given the option to proceed in Welsh or English and Welsh calls are transferred to the Nantgarw Campus. The answerphone message provided for the main telephone line of each campus is bilingual and notifies callers that they are welcome to leave a message in Welsh.

To promote and facilitate compliance with the Service Delivery Standards, the College has distributed a guidance document for staff entitled '*Welsh Language Standards: What you need to know.*' The document provides detailed instructions on how to use the language in the following contexts: signs and notices; publications and documents; social media; correspondence; telephone calls; voice messages; out and about and meetings. This document was shared electronically with all staff in September 2021. An electronic copy is available in the designated 'Welsh in the College' section of the Staff Life Portal. All new staff were asked to complete an online CPD (Continuous Professional Development) course entitled '*Welsh Language Standards: What you need to know.*' (Current staff attended briefing sessions in March 2018.)

This year, the College introduced a new online registration and enrolment system for prospective learners, provided by Prospect. Throughout 2021-22, this system was only partially bilingual and was therefore added to the compliance short-term action plan. As of July 2022, this new system is fully bilingual, and users can toggle between the two languages. The automated emails generated by the new system are also bilingual. The enrolment system asks and records learners' language choice and the language choice of their parents/guardians for communication from the College (English, Welsh or bilingual). The College's internal student record system EBS/Ontrack captures this information and members of staff can refer to these records as required.

All correspondence, documents and forms provided for learners (not part of the content of a course) is sent bilingually or in the desired language of the learner. The Welsh Language Manager spot-checked this area in April 2022 and no issues were raised. 4 learners responded to an email from the Welsh Language Manager to note that they were receiving correspondence from the College in English and Welsh.

All members of staff are required to answer the phone with a bilingual greeting. If the caller wishes to continue with the call in Welsh, but the member of staff is unable to speak Welsh; the call is transferred to a Welsh speaker.

The College held a series of open events throughout the academic year; all face-to-face (03/11/21; 02/12/21; 29/01/22; 26/04/22; 15/06/22; 19/08/22). All publicity material, signs and notices and documentation for these events were produced bilingually and a Welsh speaking member of staff was on hand to answer Welsh queries.

The College website was spot-checked in November 2021 and was found to be bilingual apart from minor issues that were quickly resolved. The College launched a new website in December 2021. During the evidence gathering work carried out by the Welsh Language Commissioner's evidence gathering in December 2021 a list of issues was presented to the College. These issues were added to the compliance short-term action plan, and all were

resolved by May 2022. The Career Coach function, found not to be fully bilingual in previous audits, was removed from the website.

The Welsh Language Manager and the Marketing Manager have produced an online CPD course related entitled '*The Welsh Language and Social Media*.' This explains Standards 62 and 63 and gives advice on how to comply with these Standards and how to create effective bilingual content on social media. Staff must attain 100% in a quiz at the end of the course to earn a '*The Welsh Language and Social Media*' badge. The Welsh Language Manager spot-checked this area extensively in February 2022 and there were high levels of compliance throughout. Staff from departments found not to be fully compliant were notified and support offered to ensure full compliance going forward. The Vocational Access team won the 'Welsh Language Award' at the 2022 Staff Awards in July 2022 for their commitment to publishing bilingual content on their social media accounts.

Procurement at Coleg y Cymoedd has been devolved to a departmental level. All documentation related to procurement and tenders reflects the College's obligations under the Welsh Language Standards (Standard 80-84) and is published bilingually on the procurement section of the website and is also available on the Staff Life Portal.

A phased plan has been in-place over the past two years to ensure the installation of bilingual audio messages in all Coleg y Cymoedd lifts that have an audio facility. This was another issue included in the compliance short-term action plan. As of January 2022, all lifts with an audio facility on all campuses have bilingual announcements.

Standard 93 notes that the College must offer a Welsh-speaking personal tutor to those that require it. The College's definition (approved by the Commissioner) of a 'personal tutor' as "a member of staff, whose role is to provide support to 'A' with personal issues which may be affecting A's ability to continue and succeed in 'A's studies". The College believes that this definition describes its Welfare Officers and Learning Coaches. Currently, the College has two Welfare and Well-being Officer able to deliver services in Welsh.

The Welsh Language team published a booklet in 2021 entitled '*Cymraeg yn y Coleg*'. This booklet includes a section on students' rights under the Welsh Language Standards i.e., the right to a Welsh speaking personal tutor; the right to Welsh correspondence; the right to submit work in Welsh (with the approval of the awarding body) etc. This booklet was sent to all students who previously attended Welsh-medium education and those who have requested Welsh/bilingual correspondence. This booklet is also available at all reception areas and on the Student Life section of the website.

The College's course handbook also includes a section on 'Welsh in the College' which outlines opportunities to use Welsh in the College and rights under the Welsh Language Standards. Every student received this handbook at the beginning of their course in September 2021.

Between 31 July 2021 and 31 July 2022, approximately 20 learners had asked for resources/support in Welsh, such as:

- bilingual terminology (Mathematics mostly)

- translations of resources/assessments
- the opportunity to attend a Welsh-medium GCSE Mathematics class
- the opportunity to submit work in Welsh
- the opportunity to develop Welsh skills - through the Dragon Bites Club and sessions during Welsh Week.

In 2021/22, the Welsh-medium customer care unit qualification *Cymraeg Gwaith* was delivered in 11 vocational subject areas. 582 learners from successfully completed and attained at levels Entry 3 to Level 1.

- Health and Social Care
- Childcare
- Business
- Catering
- Travel and Tourism
- Hairdressing and Beauty
- Engineering
- Construction
- The Creative Industries
- Sport
- Public Services

The A Level Centre delivered courses through the medium of Welsh in 2021-22. 5 learners followed the bilingual option of the Welsh Baccalaureate at AS-level and 6 followed the bilingual option of the Welsh Baccalaureate at A-level in 2021-22; 2 learners completed the A Level in Welsh (second language) and 3 completed the AS Level in Welsh (second language).

In 2021-22, 13 learners followed the Welsh-medium Maths GCSE resit course delivered by the School of Skills. All learners were given the option to sit their Wales Essential Skills tests through the medium of Welsh.

Since the Covid-19 crisis, and the subsequent development of online platforms, formal meetings are still held virtually. In May 2020, the Welsh Language Commissioner published guidance for bodies on '*Holding Bilingual Meetings*'. A guidance document for staff on holding virtual meetings bilingually at Coleg y Cymoedd is available on the Staff Life portal.

Compliance with Policy Making Standards

All new and amended policies are impact assessed with regards to diversity, sustainability, and the Welsh language. An impact assessment form on the Welsh language is completed by the policy author and approved by the Welsh Language Manager. The form requires the

policy author to answer the following questions and includes a guidance document to support policy authors in doing so.

What effects, if any (whether positive or adverse), would the policy have on opportunities for persons to use the Welsh language?

How could the policy be revised so that it would have a positive effect or increased positive effect on opportunities for persons to use the Welsh language?

How could the policy be revised so that it would have a positive effect or increased positive effect on treating the Welsh language no less favourably than the English language?

How could the policy be revised so that it would not have an adverse effect or so that it would have decreased adverse effect on opportunities for persons to use the Welsh language?

How could the policy be revised so that it would not have an adverse effect or so that it would have decreased adverse effect on treating the Welsh language no less favourably than the English language?

The College's Financial Contingency Fund Policy includes an appendix that reflect the College's obligations under the Welsh Language Standards with regards to application for grants and financial assistance. This appendix has recently been updated and approved by the Welsh Language Commissioner's Office. The rest of the policy is currently under review and will include the revised appendix going forward.

The College has chosen to incorporate the Welsh language into its Strategic Development Equality Plan 2020-2024. Although not a protected characteristic under the Equality Act 2010, the Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on public organisations to comply with standards of conduct on the Welsh Language. This means that Welsh must be treated no less favourably than English. Together, the Equality and Welsh Language policy agendas complement and inform one another.

Compliance with Operational Standards

The College has developed a policy on using the Welsh language internally for the purpose of promoting and facilitating the use of the language. This policy was revised and approved by the Senior Leadership Team; the College Management Team and the Governors in 2022. This policy is now published on the College website and the Staff Life Document Centre.

The Welsh Language Standards require all policies relating to behaviour; health and well-being; salaries and workplace benefits; performance management; absence from work; working conditions and work patterns to be available bilingually. All College policies related to these areas are either published in both languages on the Staff Life Document Centre or are currently in the process of being translated into Welsh.

All documentation related to the recruitment process including job adverts; job descriptions; person specifications; application forms is provided bilingually. In 2021-22, separate documents related to recruitment were replaced by a comprehensive, newly designed, bilingual recruitment pack.

In 2021-22, the College introduced a new Human Resources system, provided by iTrent. This new system has replaced the Team Spirit (HR) and Passport to Success (Learning and Development) systems. This system is bilingual, and staff are asked to note in which language they would like to receive correspondence from the College. 4 members of staff have noted they would like to receive Welsh or bilingual correspondence from the College. This new system offers staff the opportunity to do the following through the medium of Welsh:

- Book annual leave
- Book learning activity
- Update personal details
- Report absences
- View payslips and P60
- View documentation related to PDR (Performance Development Review) and Career Development

Software for checking spelling and grammar in Welsh (Cysgliad) is available on all College personal computers and laptops. The College also offers a Welsh proof-reading for staff.

The College's Staff Life Portal has a splash page requiring users to select English or Welsh. By choosing Welsh, staff have access to a Welsh version of all documentation and information covered by the Welsh Language Standards. The College's Staff Life portal has a page entitled '*Welsh at Coleg y Cymoedd*.' This page is used to promote the Welsh services available in the College and houses resources to help staff in using the Welsh language in their role. The page has been updated in 2021-22 and is now more user-friendly, giving staff ease of access to useful information related to their own area.

The Welsh Language Manager spot-checked signage and notices on all campuses in Marcg 2022. The level of compliance was extremely high with only minor changes needed on each campus. A list of issues was shared with relevant Campus Services and Site-Services staff. Managers are asked to note whether their signs and notices are bilingual in their compliance monitoring surveys.

All members of staff have been issued with bilingual email signatures and out-of-office messages. New staff are issued with these as part of their induction to the College and manager are asked to note whether their staff have bilingual email signature in their compliance monitoring surveys. Welsh speakers and Welsh learners are provided with the appropriate logos to include in their email signatures and are offered lanyards to wear to show that they are Welsh speakers/Welsh learners. 19 members of staff wore a lanyard/badge to show their ability to speak Welsh (including those learning Welsh) in 2020-21.

Monitoring Compliance

In 2020-2021, the College revised its Welsh Language Standards Monitoring Procedure was as follows:

- Managers of certain areas (functional areas and academic schools) across the College are required to complete a survey, reporting on compliance with the Standards affecting them specifically. The survey asks managers to note their level of compliance (1 to 5) and offer supporting comments.
- Managers of certain areas (functional areas and academic schools) across the College are required to complete a 'General Welsh Language Standards Compliance' survey, reporting on compliance with general Standards affecting the College as a whole. The survey asks managers to note their level of compliance (1 to 5) and offer supporting comments. Descriptors have been added to each level to aid completion.
- All surveys are submitted to the Welsh Language Manager and discussed during meetings with the Vice Principal - Chief Operating Officer.
- The Welsh Language Manager prepares a paper on the results which is discussed at meetings of the College's Compliance Group.
- Feedback is given to each manager, with an opportunity to discuss and resolve issues with regards to compliance.

The procedure ensures the Welsh Language Manager has a broad view of the situation across the College and creates a high level of accountability amongst college staff. The procedure also ensures that any issues can be addressed promptly.

The Welsh Language Manager maintains a comprehensive spot-checking schedule giving an accurate view of the situation regarding compliance across the College. The results are shared with the College's Compliance Group and fed-back to the relevant departments. The schedule for 2021-22 was as follows:

| | |
|-----------|-----------------------------|
| September | Promotion of services |
| October | Reception areas |
| November | Website |
| December | Voicemail |
| January | Correspondence for staff |
| February | Social media |
| March | Signs and Notices |
| April | Correspondence for learners |
| May | Meetings/Events |
| June | Lanyards/Badges |
| July | Out of office messages |

Complaints

No complaints about any aspect of Welsh-language services were received between 31 July 2021 and 31 July 2022. The College's Complaints Policy has an appendix that deals specifically with complaints relating to the Welsh Language Standards and the Welsh language. Complaints relating to the Welsh Language Standards with which the College must comply are dealt with in the same way as any other complaint by using the College's complaints procedure. Any complaint should be directed to the Principal and copies are kept of all complaints. A College manager is appointed to review a complaint and discuss the issues with the appropriate parties under Stage 1 of the Complaints Procedure (Frontline Resolution) or to investigate under Stage 2 of the Complaints Procedure (Investigation).

Staff Welsh Language Skills

All staff must complete an online linguistic skills survey every two years. The latest survey was carried out in January 2021 and the next is due in January 2023. The survey includes questions on understanding spoken Welsh, speaking Welsh, reading Welsh, and writing Welsh and collects information on the Welsh-language qualifications held by staff.

Data is held in spreadsheet format and can be analysed by multiple variables including teaching/non-teaching, campus, faculty, school, role, and language level.

Language proficiency is analysed using the following descriptors:

| |
|--|
| Speaking Welsh |
| Level 0 - Cannot speak Welsh |
| Level 1 - Can pronounce the name of the College/campus/department, use simple greetings, say 'I can't speak Welsh' and 'One moment please' |
| Level 2 - Can convey basic information, ask simple questions and give simple directions to learners, staff and visitors |
| Level 3 - Can contribute to a simple conversation on a work-related topic. Can take and pass on messages to learners, staff and visitors during a normal working day |
| Level 4 - Can contribute in an informal work-related conversation with a degree of fluency. May revert to English or ask for clarification in English when complex or technical language is used |
| Level 5 - Completely fluent and confident in all situations. Can conduct and take part in job interviews and give media interviews. Can assess the linguistic level of others |
| Writing Welsh |
| Level 0 - Cannot write in Welsh |
| Level 1 - Can write down familiar words and short, basic phrases |
| Level 2 - Can write down simple phrases, questions and directions for learners, staff and visitors |
| Level 3 - Can write informal internal memos, e-mail messages and routine requests, checked by a Welsh speaker |
| Level 4 - Can prepare and respond to formal documents, with editorial support. Can take reasonably accurate notes in meetings and can write straightforward reports/documents relating to the job area |

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|---|
| Level 5 - Can write reports, letters and presentations confidently and make full and accurate notes in a meeting |
| Understanding Spoken Welsh |
| Level 0 - Cannot understand spoken Welsh |
| Level 1 - Can understand greetings and basic information. Understand basic requests such as 'May I speak to...' |
| Level 2 - Can understand simple questions and enquiries and the gist of simple conversations |
| Level 3 - Can understand most messages and understand much of what is said at work or in a meeting if the delivery is clear |
| Level 4 - Can understand informal and fairly formal spoken Welsh used at work |
| Level 5 - Can fully understand spoken Welsh in all situations and understand complex and specialist language |
| Reading Welsh |
| Level 0 - Cannot read Welsh |
| Level 1 - Can read familiar words relating to the role |
| Level 2 - Can read simple factual information in a message or document |
| Level 3 - Can read straightforward, job-related texts e.g., emails, letters, notes, with support of a dictionary |
| Level 4 - Can read most texts – related material which does not contain complex or technical information with the aid of a dictionary and checking with a Welsh speaker |
| Level 5 - Can read Welsh confidently and understand information and ideas expressed in complex or specialist language |

100% of staff completed the survey in January 2021, which provides the College with a comprehensive overview of the Welsh-language skills of staff (Understanding Spoken Welsh; Speaking Welsh; Reading Welsh; Writing Welsh).

The main findings are as follows (arrows indicate comparison with the 2019 survey):

| | Speaking | Writing | Understanding | Reading |
|----------------|---------------------|----------------|----------------------|----------------|
| Level 5 | 17 (↓8) 2.41% | 14 (↓2) | 25 (↓5) | 19 (↓12) |
| Level 4 | 37 (↑26) 5.26% | 16 (↑6) | 24 (↑4) | 34 (↑14) |
| Level 3 | 15 (↑3) 2.13% | 28 (↓1) | 17 (↓32) | 26 (↓5) |
| Level 2 | 91 (↑35) 12.93% | 50 (↑19) | 92 (↑18) | 67 (↑7) |
| Level 1 | 339 (↓29) 48.15% | 252 (↓27) | 300 (↓20) | 281 (↓4) |
| Level 0 | 205 (↓20) 29.12% | 346 (↑12) | 246 (↑39) | 227 (↓50) |

Welsh Speakers

The two categories which identify whether they have skills which could be developed to enable them to enhance Welsh-medium delivery/services at the College are; -

Level 4 - Can contribute in an informal work-related conversation with a degree of fluency. May revert to English or ask for clarification in English when complex or technical language is used

Level 5 - Completely fluent and confident in all situations. Can conduct and take part in job interviews and give media interviews. Can assess the linguistic level of others

Adding the 17 members of staff (2.41%) who identify themselves as fluent Welsh speakers and the 37 staff (5.26%) who identify themselves as being able to speak confidently in Welsh in most situations, gives a total of 7.67% (54 staff). This is below the percentage of Welsh speakers within the county boroughs of Caerphilly and Rhondda Cynon Taf (11.2% and 12.3% respectively).

Training

As well as the face-to-face CPD provision, in 2021-22, College staff were given access to the Centre for Learning Welsh's online courses – *The Welcome Course*, *The Welcome Back Course* and *The Improving Your Welsh Course*.

The College also took part in the *Work Welsh* FE project. The project is funded by the National Centre for Learning Welsh through the Coleg Cymraeg Cenedlaethol and coordinated by Colegau Cymru and its aim is to support lecturers in FE colleges to use the Welsh language confidently in the classroom. 14 members of staff from a range of subject areas completed the course (and 1 completed the online version of the course). The programme consisted of 120 hours of training and was based on a combination of teaching sessions, 1-1 mentoring sessions, observation of lecturer's teaching and independent study. The training was delivered by the College's Welsh Language Tutor.

Coleg y Cymoedd has a CPD Hub for employees, giving access to online CPD courses related to various aspects of their development. At the end of the course, the member of staff must complete a quiz to earn a badge proving completion of the course. This CPD Hub holds a suite of Welsh-related CPD courses.

1. *Welsh-Language Awareness – 45 staff completed in 2021-22
2. *Welsh Language Standards – what you need to know - 46 completed in 2021-22
3. The Welsh Language and social media – 61 completed in 2021-22
4. Requesting translation – 94 staff completed in 2021-22

* New staff must complete these courses as part of their induction.

The College is in the process of replacing The Welsh Language Awareness Course and the Welsh Language Standards Course with resources produced by Sgiliaith. This will be a mandatory course both new staff as part of their induction and all existing staff.

The College continued to offer the *Give It A Go* campaign. The campaign is aimed at those with Welsh-language skills who lack confidence when using the language in their work. Those taking part in the *Give It A Go* campaign are signposted to the *Creating Bilingual Documents Course* on the CPD Hub and are then asked to draft bilingual documents

themselves before sending them to the Welsh Language Manager to be checked rather than translated. Each term, the Welsh Language Manager offers feedback on their written Welsh-language skills during on-line and face-to-face drop-in sessions.

Sgiliaith delivered *Bilingualism Toolkit* training for all Learning Coaches in May 2022 and 4 tutors attended Sgiliaith's *Bilingual Pedagogy* course related to their subject area.

5 members of staff signed up to the project in 2021-22. The Welsh Language Manager held the three on-line and face to face drop-in sessions throughout the year. This was an opportunity for staff to:

- Have their documents checked
- Get feedback on their written documents
- Check terminology and grammatical points
- Get advice on formatting
- Learn about useful online tools to aid translation.

Standard 135 requires the College to provide training in Welsh in the following areas, if it provides such training in English -

- recruitment and interviewing;
- performance management;
- complaints and disciplinary procedures;
- induction;
- dealing with the public;
- health and safety.

All staff who attended training between 31 July 2020 and 31 July 2021 in these areas were asked to note whether they wished to receive the training in Welsh or in English. No members of staff asked to complete the training in Welsh. The College's CPD and training provision will be revised and relaunched in 2021-22.

Recruiting to Vacant Posts

In 2021-2022, all vacant posts (97 roles) were advertised as 'Welsh Desirable' and seven posts was advertised as 'Welsh Essential' - 2 Welsh Language Facilitators; Childcare Lecturer; Bilingual Development Officer; Learning Coach; Digital Content Producer, Business Partner for People and Culture. It is College policy that all posts are advertised as 'Welsh desirable' as a minimum. Copies are kept of all assessments carried out by the relevant manager in respect of the Welsh skills required for new and vacant posts.

In 2022, the College's Linguistics Skills Strategy was revised. Before advertising a vacant post, the recruiting manager completes a Staff Authorisation Form to determine the level of Welsh required for the role. Recruiting managers decide whether a higher level of proficiency than Level 1 (default) is an essential criterion for the role by answering the following questions. This assessment is then approved by the Welsh Language Manager:

- Is the post in one of the priority areas for bilingual development? Priority areas are Health and Social Care, Childcare, Public Services, Agriculture, Construction, Business, Sports and Leisure and the Creative Industries?
- Can your team provide a full/written oral service to Welsh speaking learners and/or members of the public?
- What level of proficiency is required for this role? (Levels 1-5)
- Branched question for those who answered Level 1 to the question above: If you believe that only Level 1 is needed for the role, please explain why.

Further Information

If you have any queries about this report or any aspect of Coleg y Cymoedd's compliance with the Welsh Language Standards, please contact:

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