



Coleg Gŵyr Abertawe
Gower College Swansea

**Welsh Language Standards Compliance
Report to the Welsh Language Commissioner**

1 August 2018 – 31 July 2019

**Prepared in accordance with the requirements of the
Welsh Language (Wales) Measure 2011**

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1. Introduction

Gower College Swansea received its Final Compliance Notice from the Welsh Language Commissioner in September 2017. The Notice outlined the College's duty to meet 178 of the statutory Welsh language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011, and imposed by the Welsh Language Commissioner's Office.

The purpose of the Standards is to:

- Ensure establishments are aware of what their responsibilities and expectations are in relation to the Welsh language
- Ensure Welsh speakers are aware of what their rights are in relation to the services and opportunities they can expect to receive in Welsh
- Ensure Welsh language services become more consistent and robust, and improved in quality, across establishments

The College has a responsibility to ensure that the Welsh language is treated no less favourably than the English language. There is a requirement, as part of the Standards, to promote and facilitate the increased use of the Welsh language, making it easier for people to use and improve their Welsh language skills in work and during everyday life.

The College was required to produce its first annual report by January 31st 2019, as set out by the Welsh Language Commissioner's Office. The initial report covered the period from 1st April 2018 to 31st July 2018 while subsequent reports will cover a period of one year, August 1st to July 31st annually.

This report includes details on:

- how Gower College Swansea have complied with the Standards with which we were under a duty to comply during the specified period (per class of Standards – Service Delivery, Policy Making, Operational);
- the number of Complaints received and how these were dealt with (per class of Standards – Service Delivery, Policy Making, Operational);
- the number of employees who have varying degrees of Welsh language skills at the end of the period in question (as collated for records under Standard 158);
- the number of members of staff who attended training courses offered in Welsh during the period in question (as collated for records under Standard 159);
- the percentage of the total number of staff attending the course who attended a Welsh-medium version of the course (as collated for records under Standard 159);

- the number of members of staff who wear a badge and/or lanyard indicating their Welsh language skills, at the end of the financial year (as collated for records under standard 160);
- the number of new and vacant posts advertised by the College during the specified period which were categorised according to various requirements in respect of Welsh language skills (as collated for records under Standard 162).

2. Welsh Language Responsibilities

Day-to-day responsibility for monitoring and managing compliance with the Welsh Language Standards is within the remit of the Welsh Language Officer. The Welsh Language Officer is directly line-managed by the Vice Principal, and they meet regularly on a fortnightly basis. The overall responsibility for the Welsh Language Standards lies with the Vice Principal and, ultimately, the College Principal.

It is the Welsh Language Officer's responsibility to:

- Promote the Welsh language and inform learners and all staff of its importance in the bilingual Wales of the future
- Encourage and support learners and staff to develop and improve their Welsh language skills
- Create opportunities for learners and all staff to practise, use and further develop their Welsh language skills
- Monitor the College's compliance with the Welsh Language Standards Regulations
- Facilitate mainstreaming and 'normalisation' of the Welsh language in all aspects of college life

In addition to the Welsh Language Officer, the College employs a Bilingual Champion with responsibility for developing and promoting Welsh-medium and bilingual curricular delivery. There is inevitably some cross-over between the responsibilities of the two roles.

The Bilingual Champion line-manages the two full-time college translator posts as well as the full-time 'Welsh as an Employability Skill' lecturing post.

Both the Welsh Language Officer (Neris Morris) and Bilingual Champion (Anna Davies) have responsibility for the College's six campuses.

Their work is overseen by the Vice Principal, Kay Morgan. The work is also supported by the Welsh Language Steering Group, consisting of managers from a range of functional and curricular areas across all college campuses. This group meets 3 times per academic year, 1 meeting per term, and is chaired by the College Principal, Mark Jones.

We are continuously revising our roles and renewing our strategy to advance the use of the Welsh language in the College, and reinforcing compliance with the Welsh Language Standards in particular.

3. Compliance with Standards

All Further Education Colleges in Wales have been expected to comply with specified Welsh Language Standards from April 2018 with full compliance with individual Compliance Notices required by October 2018. In order to raise staff awareness of the Welsh Language Standards and their duty to comply with them, the Welsh Language Officer has met individually with each Functional Area Manager and produced a series of Guides for all staff in relation to specific Standards, which are kept on the newly-created College staff portal under the dedicated section, named "Using Welsh at Work". Compliance with the Standards is a regular item on the agendas of all functional-area team meetings, as well as in learning-area managers' meetings. The Welsh Language Officer has produced an evaluation and action-planning document for functional-areas, to be used in assessing the level and effectiveness of compliance as well as in discussions for further developments.

3.1 Service Delivery Standards

The Welsh Language Officer has developed Guides that were distributed to staff and uploaded onto the Staff Portal under "Using Welsh at Work" to inform users of the requirements of the WLS for Service Delivery. They included guidance on:

- Answering the telephone and managing Welsh-medium telephone calls.
- Correspondence
- Displays of public materials at events/exhibitions
- Documents and Publications
- Meetings Signs and Notices
- Service promotion
- E-mail footers and automatic replies
- Translation services

Staff with Welsh speaking skills are encouraged to wear lanyards and/or "Work Welsh" badges, identifying themselves as Welsh speakers or learners. These staff members have been contacted individually, and permission has been received from each individual to identify them by name, role and campus-location as Welsh speakers, and for any requests in Welsh regarding subject or service information to be forwarded to them, in order to be responded to in Welsh.

In order to identify learners with Welsh language skills, the College application form requires learners to specify:

- a. their first language
- b. if they are fluent, non-fluent Welsh speakers or are not Welsh speaking.
- c. whether they would like to receive correspondence through the medium of Welsh
- d. whether they would like to study bilingually or in Welsh if/where possible
- e. what is their highest Welsh language qualification

This information is collated and kept centrally at Faculty Offices, in order to ensure Welsh-medium or bilingual correspondence as requested, and to assist in planning for Welsh-medium support and provision. (It does not include correspondence relating to the content of a course, unless it is a course that has an element of Welsh-medium or bilingual delivery, as this is not a requirement of the Welsh Language Standards).

All generic forms and documents relating to the College are provided for learners in bilingual format. The College was audited by the Welsh Language Commissioner's Office in relation to this on three separate occasions in 2018-19, and all forms audited were found to be available in Welsh and English.

All members of staff are aware of the requirement to answer the phone with a bilingual greeting, using Welsh first and of the protocol and processes in relation to transferring the call to a Welsh speaker if the caller requires a Welsh language service.

The Welsh Language Officer delivers training to front-of-house and other key functional-area staff, on bilingual telephone protocol, and will continue to reinforce this during college CPD sessions. The Welsh Language Steering Group will introduce a "mystery shopper" system in 2019-20 to monitor the efficiency of this service.

The College website is available in Welsh and in English. The College was audited by the Welsh Language Commissioner's Office in relation to this on three separate occasions in 2018-19 when it was found that some 'course-cards' were not available in Welsh on the website, though the situation was improving throughout the year.

The College has computer software for checking Welsh spelling and grammar, which was made available on all College computers during 2019.

The College has a long-established translation service, which is available to all staff via "Translation Manager" in the "Using Welsh at Work" section of the Staff Portal. Translation is available from English to Welsh and Welsh to English, while college translators can also provide a proof-reading service in both languages.

Learners are made aware of their specific rights in relation to the Welsh language Standards (e.g. the right to receive correspondence in Welsh, Welsh certificates, Welsh counselling sessions and a Welsh speaking personal tutor). This information is made available on the College website and in College prospectuses, at Open Evenings and during the Enrolment process, as well as at Induction. The College uses the Welsh language Commissioner's "Mae Gen Ti Hawl" posters to reinforce this. There were three dedicated weekly tutorial sessions undertaken in Welsh/bilingually by a Welsh-speaking personal tutor during 2018-19. Three students asked for assessment-briefs to be translated into Welsh. One student submitted work in Welsh, and one student accessed a Welsh-medium counselling service provided by a 3rd party organisation. All corporate College social media posts are presented in Welsh and English simultaneously; the College was audited by the Welsh language Commissioner's Office in relation to this on three separate occasions in 2018-19, and all corporate social media posts were found to be available in Welsh and English.

Learners receive induction sessions which include information about Welsh medium support, as well as Welsh-medium activities and opportunities available to them during their time in College thus enabling them to practise, develop and enjoy their Welsh language skills. Some tutorial sessions are dedicated to raising students' awareness of the Welsh language and Welsh culture, as well as informing students of particular Welsh holidays and celebrations. A strong Welsh ethos is developed and reinforced by the numerous activities organised by the Bilingual Champion throughout the academic year.

All documentation relating to tenders reflects the College's obligations under the Welsh Language Standards (Standards 80-84).

3.2 Policy Making Standards

Equality impact assessments are undertaken on all new, reviewed and revised policies to ensure, amongst other equality issues, that:

- a. the Welsh language is treated no less favourably than the English language in any aspect of College life
- b. opportunities are provided for learners, staff members and the wider College community to use the Welsh language
- c. every effort is made to actively encourage more or better use of the Welsh language in the College's day-today activities

The results of all such Equality impact assessments and any other consultation documents will be considered in relation to the Welsh language. Following this, amendments will be made as appropriate to best meet the requirements of the Welsh language Standards.

The College's Complaints Policy reflects the College's obligations under the Welsh Language Standards. The Bilingual Champion and Welsh Language Officer deliver an interactive session at New Staff Inductions in order to disseminate information on the Standards and Welsh language opportunities, support across the College. These sessions are also aimed at challenging some possible stereotypical views and attitudes towards the Welsh language and culture in today's society. The Bilingual Champion is also available to deliver in-class tutorial sessions to learners, expanding on issues relating to Welsh language and culture, and the increasing emphasis on Welsh as an attractive employability skill.

3.3 Operational Standards

The College is developing a policy on using the Welsh language internally for the purpose of promoting and facilitating the use of the language. The policy is currently in draft form.

All employees are asked whether they wish to receive communication through the medium of Welsh or English. Employees express their language-choice on the college's "All About Me" section of the Staff Portal. This information is collated by HR and correspondence is provided in accordance to individuals' choice.

The following table records the responses for 2018-19:

I wish to receive correspondence from HR in:

Welsh	6	0.5%
English	490	47%
No preference	17	1.5%
Not answered	530	51%
	1043	100%

All policies issued by HR in relation to recruitment and employment at the College are made available in Welsh and English. All documentation relating to the recruitment process is provided bilingually, including job adverts, job descriptions, person specifications and application forms.

Policies relating to staff complaints and disciplinary procedures have been considered in relation to the Welsh Language Standards, and provision has been made to allow staff to use the Welsh language throughout the processes if so required, albeit mostly via simultaneous translation.

The College has dedicated online information for Welsh language services and provision, which is available to all staff via the College intranet, and includes:

- The Welsh Language Standards
- The College's Compliance Notice from the Welsh Language Commissioner
- Resources and links to on-line courses to learn Welsh
- Subject specific terminology and resources
- Information and resources about work-based learning
- Bilingual teaching methodology

All College policies that come under the Standards have been translated and are available on the College Staff Intranet. Policies that are relevant to students or the general public are available on the College website.

The College's Complaints Procedure reflects the requirements of the Welsh language Standards relating to Complaints (Standards 119-122). Software for checking Spelling and Grammar in Welsh ("Cysgliad") is available on all College Computers. All members of staff have been provided with guidance material to ensure the use of bilingual e-mail signatures and out-of-office messages; these guides are available in the "Using Welsh at Work" section of the staff intranet.

The Welsh Language Steering Group will introduce a "mystery shopper" exercise in 2019-20 to monitor compliance with these expectations.

The Welsh Language Officer is preparing a self-evaluation and action-planning document which will be introduced across all College functional-areas, leading to further discussions between the Welsh Language Officer and individual Managers to initiate future development in relation to Welsh language services.

38 members of staff commenced "Cymraeg Gwaith" classes during college hours in 2018-19 to further develop their language skills and confidence in using the Welsh language, and 33 of these participated for the duration of the academic year. An additional 61 members of staff have enrolled on the 10-hour online course, while 25 Business Support staff members have attended bespoke Beginners' Welsh classes delivered by 'Academi Hywel Teifi' Welsh-for Adults Centre based at Swansea University.

4. Complaints

4.1 Complaints in relation to Service Delivery Standards

No complaints received

4.2 Complaints in relation to Policy Making Standards

One complaint was received by the Welsh Language Commissioner's Office in June 2019, in relation to the College policy on transport costs to and from college. The Commissioner found the complaint to be valid,

according to section 93 of the Welsh Language (Wales) Measure 2011; however, the Commissioner decided against Undertaking an investigation, on the basis that the college policy which dictated the circumstances was formulated in 1982 and reviewed in 2010, prior to the Commissioner's Policy-Making Standards being imposed; Welsh Language Standards cannot be imposed retrospectively.

4.3 Complaints in relation to Operational Standards

No complaints received

Any Complaints which the College will receive in relation to the Welsh Language Standards will be dealt with in the same way as any other complaint, using the College's Complaints Procedure. Any complaint should be directed to The Assistant Principal in the first instance, who will ensure that College procedures will be adhered to. Copies are kept of all written complaints to the College.

5. Staff Skills

The number of employees who have Welsh language skills at the end of the year in question:

76 fluent Welsh speakers – proficiency Level 3 or 4 (7% of all College staff)

67 Welsh speakers – proficiency Level 1 or 2 (6% of all College staff)

251 Welsh speakers – Entry Level (24% of all College staff)

1 August 2018 -31 July 2019

6. Training

The number of staff who attended training courses offered in Welsh during the year, and the % of the total number of staff attending the course who attended the Welsh version re:

- a. Recruitment and Interviewing
- b. Performance Management
- c. Complaints and Disciplinary Procedures
- d. Induction
- e. Dealing with the Public
- f. Health and Safety

None. for: a,b,c,f.

For: d – Induction, all new staff attend a "Welsh Language and Culture" 45-minute session delivered by the Welsh Language Officer and Bilingual Champion. This is delivered mainly in English, with some Welsh input, depending on the linguistic skills of attendees.

For: e – Dealing with the Public, the Welsh Language Officer has conducted bespoke ‘bilingual’ sessions for some functional teams in order to ensure best practice in relation to the Welsh Standards and Dealing with the Public.

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The number of members of staff who wear a badge at the end of the financial year:

All staff members are made aware of the badges and lanyards to denote Welsh-speakers, which are readily available from the Welsh Language Officer or the Bilingual Champion. The College actively encourages use of these via the “Using Welsh at Work” section of the Staff Portal though, as per Standard 178, there is no requirement to report on definitive numbers.

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7. Recruiting to Vacant Posts

The number of new and vacant posts that you advertised 1 August 2018 – 31 July 2019 which were categorised according to various requirements in respect of Welsh Language skills:

The College advertised for a total of 173 positions between 1 August 2018 and 31 July 2019.

No appointment was made on 56 occasions, leaving a total of 117 new appointments.

Posts advertised as Welsh Essential:

	Advertised as:	Welsh language skills of appointee:
Management	1 x L4	1 x L4
Teaching and Learning	2 x L4 1 x L3 6 x L1	2 x L4 1 x L2 1 x L3 2 x L1 2 x Entry 1 x no Welsh
Business Support	4 x L4 1 x L 3 1 x L2 1 x L1	3 x L4 1 x L1 1 x L 4 1 x L4 1 x Entry

Posts advertised as Welsh Desirable:

	Advertised as :	Welsh language skills of appointee:
Management	1 x L4 4 x L2 5 x Entry	1 x no Welsh 1 x L2 1 x L1-2 1 x Entry 1 x no Welsh 1 x L4 2 x Entry 2 x no Welsh
Teaching and Learning	2 x L4 9 x L3 1 x L1 29 x Entry	1 x L4 1 x Entry 1 x L4 1 x L3 1 x Entry 6 x no Welsh 1 x L3 1 x L4 1 x L3 1 x L1-2 5 x L1 8 x Entry 14 x no Welsh
Business Support	6 x L4 3 x L3 2 x L2 7 x L1 31 x Entry	1 x L1 1 x Entry 4 x no Welsh 2 x Entry 1 x no Welsh 2 x Entry 1 x L3 6 x no Welsh 2 x L4 1 x L2-3 1 x L2 4 x L1 6 x Entry

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8. Contact Details

If you require any further information regarding this report, please contact:

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