

Cynllun Iaith Gymraeg Welsh Language Scheme

of the

Learning and Work Institute

Revised March 2019

This voluntary scheme was prepared in accordance with Welsh Language Board Guidelines under the Welsh Language Act 1993.

This Welsh Language Scheme was approved by the Welsh Language Board on 22nd August 2011

Learning and Work Institute Welsh Language Scheme – revised March 2019

1. Introduction

Learning and Work Institute is a independent policy and research organisation dedicated to lifelong learning, full employment and inclusion. We bring together over 90 years of combined history and heritage from the 'National Institute of Adult Continuing Education' and the 'Centre for Economic & Social Inclusion'.

We want everyone to have an opportunity to realise their ambitions and potential in learning, work and throughout life.

We believe a better skilled workforce, in better paid jobs, is good for business, good for the economy, and good for society.

We want learning and work to count.

Learning and Work Institute's Equal Opportunities Policy sets out how Learning and Work Institute intends to promote equality of opportunity, to celebrate diversity and to develop anti-discriminatory practices in its work. A copy of the full Equal Opportunities Policy is available on request.

The organisation's explicit and public declaration of intent is:

“To ensure that the work of Learning and Work Institute promotes equality of opportunity, social justice, inclusion and celebration of diversity – especially in respect of people's gender, disability, learning difficulty, age, race, colour, nationality, ethnicity, economic or marital status, HIV/AIDs status, trade union membership, sexuality, family circumstances, political or religious beliefs, language or culture”

Learning and Work Institute's Welsh Language Scheme is an expression of this intent with regard to the use of the Welsh Language within the organisation in its dealings with all members, users of services, stakeholders and members of the public in Wales.

Within Wales, Learning and Work Institute has for some years been successfully providing many services bilingually. It has sought the views of its members on the use of Welsh within the organisation regularly. Revising this scheme is a means of reviewing both practice and the formal documentation that supports practice.

In 1998 Learning and Work Institute (as NIACE Cymru) adopted a bilingual strategy that described the use of Welsh within NIACE. In 2005 a Welsh Language Scheme was adopted and this revision of that document sets out a

scheme in a form suitable for approval by the Welsh Language Board. This revision is a commitment by Learning and Work Institute to provide a clear statement of principles and practice concerning the use of Welsh. It is intended for members of Learning and Work Institute, other users of its services, stakeholders in Learning and Work Institute and staff alike.

2. Statement

Learning and Work Institute has adopted the principle that in the delivery of its services in Wales, it will treat the English and Welsh languages on the principle of equality as set out in the Welsh Language Act 1993 and so far as is both appropriate in the circumstances and reasonably practical. Accordingly it undertakes to ensure that all who contact the organisation and use its services in Wales can receive those services in Welsh or English where appropriate and practicable. In its recognition of the two languages of Wales Learning and Work Institute will present English and Welsh as of equal status within budget constraints.

Learning and Work Institute provides services in English and Welsh in recognition that:-

- Individuals can express their opinions and convey their needs better in their preferred language
- Enabling individuals to use their preferred language is an important part of good practice
- Denying individuals the right to use their preferred language could put them at a disadvantage.

As part of its work, and in the promotion of equality of access to adult continuing education, Learning and Work Institute will promote opportunities to learn Welsh and, in Wales, promote the provision of opportunities for adults to learn through the medium of Welsh.

Most of the work that Learning and Work Institute undertakes in Wales is carried out by the staff of our Cardiff office and the measures included in this scheme will be largely implemented by them. Responsibility for compliance with the scheme will lie with the Learning and Work Institute Director for Wales who will report on its implementation to the Wales Strategy Group of Learning and Work Institute and through the Chief Executive of Learning and Work Institute to Board members.

In order to successfully implement this Welsh Language Scheme all the staff of Learning and Work Institute working in Wales will have a part to play and staff training, development, support and guidance documentation will be offered to enable them to do so.

When other members of Learning and Work Institute staff work in Wales they should seek guidance from the Director for Wales, or other appropriate members of staff on how to conform to the requirements of the scheme.

Once the revised scheme has been approved by Learning and Work Institute and by the Welsh Language Board it may only be changed with the approval of the Learning and Work Institute Wales Strategy Group, the Chief Executive of Learning and Work Institute

3 Planning and Delivery of Services

3.1 Planning Services

In the planning of all aspects of its work, delivering services to Learning and Work Institute members and members of the public in Wales and in its management and governance Learning and Work Institute will consider the use of the Welsh language with the aim of providing equal services in English and Welsh as indicated below.

3.2 Delivering Services

Learning and Work Institute's aim is to provide a consistent and reliable service for Welsh speakers throughout Wales. In accordance with the implementation plan and guidelines below, we will work towards this goal by:-

- encouraging Learning and Work Institute service users in Wales to feel comfortable using Welsh if they wish to do so
- ensuring that all Learning and Work Institute staff working in Wales are confident and comfortable that they know how to respond to service users speaking Welsh
- ensuring that all Learning and Work Institute staff in working in Wales know how to refer individuals to Welsh language services
- Using reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably
- Regularly assess the effectiveness of the scheme by reviewing the percentages of enquirers or participants who use Welsh within Learning and Work Institutes services or activities in Wales compared with the expected demographic breakdown.

The principles of practice for the Welsh language scheme are set out below with an action plan giving examples and more detailed interpretation in Appendices A and B.

4 Communications

Learning and Work Institute welcomes communications with members, other groups and individuals in both Welsh and English and aims to treat both languages on the basis of equality.

4.1 Written and text based electronic correspondence

Written and text based electronic correspondence received will be answered in Welsh or English according to the language of the original. Originators of Welsh language correspondence may elect to receive a reply in English.

Written correspondence from Learning and Work Institute to its members in Wales will normally be in English and Welsh. In certain circumstances detailed in guidelines below correspondence will be in either English or Welsh.

4.2 Telephone communication

Telephone communication with Learning and Work Institute in Wales will be welcomed in English or Welsh and every effort will be made to provide a response in the chosen language.

4.3 Conferences and events

Speakers and workshop leaders at Learning and Work Institute's conferences, seminars and events in Wales will normally be able to make their contribution in either English or Welsh according to their preference (see guidelines).

Further guidance on the use of Welsh within conferences and events is given in Appendix B

4.4 Other Meetings

Learning and Work Institute facilitates a number of meetings of groups in Wales. These meetings will be run in English, Welsh or bilingually according to the linguistic preference of the group provided that appropriate resources have been allocated to the group. The linguistic preference of each group will be ascertained annually.

5 *Learning and Work Institute's Public Image*

The public image and corporate identity of Learning and Work Institute in Wales including its address, logo, visual identity, website and any other standard information will be bilingual. This will include headed paper, compliment slips, fax sheets, business cards, name badges, exhibitions and publications, signage, vehicles and premises.

Both languages will be equal in terms of size, format, quality, clarity and prominence.

In Wales, all external and internal signage in public places at the premises of Learning and Work Institute will be bilingual and equal in terms of form, size, quality and prominence. Where it is necessary to use separate English and Welsh signage, they will be equal.

6 *Publications*

6.1 Written publications

Printed public material created by Learning and Work Institute and whose intended audience is the public and/or the membership of Learning and Work Institute or its service users in Wales will be produced in English and Welsh. This will include posters, forms, handbooks, annual reports, statements, discussion papers, information papers, newsletters and all short or medium length publications. Where practical the documents will be published bilingually and if separate versions are created every effort will be made to ensure simultaneous publication.

For longer publications, produced by Learning and Work Institute e.g. books, training packs and toolkits guidance has been developed to reflect the appropriate publication in both languages.

6.2 Audio/visual publications

Learning and Work Institute produces films and digital stories that are interpretations of individual learners' stories, the majority of which is expressed in their own voices and those of their friends. By allowing them to use the language of their choice it is seldom possible to produce a bilingual film. Some are created

in English and some in Welsh, with English subtitles. We seek to reflect the linguistic demography of Wales within the balance of numbers of English and Welsh films. All films produced for an audience in Wales will have bilingual captions.

Learning and Work Institute also produces promotional films in Wales and these are created bilingually, with bilingual captions, a balance of English and Welsh where speech is included and subtitles where Welsh is spoken. .

7 Work with the press and other media

We are committed to working with media organisations in Wales working in both languages.

Every press release will be created in both languages and either issued bilingually or to the appropriate media in their respective language at the same time

Contacts details of representatives given in press releases will either be Welsh speakers or a member of staff who can contact a Welsh speaker prepared to speak on behalf of Learning and Work Institute where practical.

8 Website and ICT

Learning and Work Institute maintains a separate website for Wales which is a fully bilingual website and has its own domain name. A clear link to this site is also shown on the home page of the England Learning and Work Institute website and at other places within the site.

The use of electronic networks - - where appropriate contributions to them from Learning and Work Institute will be bilingual, where this is not appropriate every effort will be made to reflect the linguistic demography of Wales.

Guidelines will be created as part of the current development.

9. Implementing and Monitoring the Scheme

The Learning and Work Institute Director for Wales, a senior officer of Learning and Work Institute, has the responsibility for implementing the scheme, ensuring that monitoring and evaluation of the scheme is undertaken and reported to the Director of Learning and Work Institute and the Wales Strategy Group.

9.1 Staffing

In order to ensure that appropriate levels of expertise in the Welsh language are available within the staff in Wales, Learning and Work Institute will:-

- Review each post at appointment, assess the desirability and level of Welsh required in order to fulfil its function, advertise that requirement and assess the requirement at appointment
- Ensure that at least one of the senior members of staff is able to speak Welsh fluently
- Review the language capability of the Wales based staff of Learning and Work Institute, assess if the overall capacity is sufficient and in the event of a deficit make specific recruitment and training decisions
- Offer Welsh language training to staff to increase capacity and as a personal development opportunity and encourage the take up of such training

Guidelines will be produced for staff to assist them in consistent implementation of the scheme (Appendices A and B).

An understanding of the scheme will be an essential part of the induction of new Learning and Work Institute staff in Wales. Staff of Learning and Work Institute, who usually work in England, when working in Wales will be expected to seek guidance on actions they need to take in supporting the implementation of the scheme

9.2 Resources

Appropriate resources will be sought and committed to the implementation of the scheme and Learning and Work Institute will ensure that those resources are used to maximum effect through good planning and management of the implementation of the scheme.

9.3 Monitoring

The responsibility for ensuring that monitoring of the scheme is undertaken lies with the Director for Wales.

Monitoring methods will include:-

- Review of complaints and measures taken to address them
- Sample monitoring of communication from Learning and Work Institute in to others in Wales
- Sample monitoring of responses to incoming communication
- Oversight of promotional and display materials
- Monitoring of requests for services through the medium of Welsh

- An assessment of the linguistic balance of users of services or participants in activities compared with that in the relevant population

The Wales Strategy group as service receiving members of Learning and Work Institute will also be able to undertake monitoring activity.

A report on the scheme should be provided for the Wales Strategy group of Learning and Work Institute annually. This report will be copied to the Welsh Language Commissioner.

9.4 Evaluation

Every three years a survey of members and service users will be carried out to ensure their satisfaction with the implementation of the scheme and with the level of services available through the medium of Welsh.

A report on the survey and the scheme will be made to the Learning and Work Institute Board. A copy of this report will be sent to the Welsh Language Board.

An assessment will be made of the percentage of users of Learning and Work Institute services that are Welsh speakers and measured against the percentage of the population that are Welsh speakers. This assessment would take into account geographical variations in the percentage of Welsh speakers.

A similar assessment would be made of members of Learning and Work Institute in Wales.

Any shortfall in the expected percentage of Welsh speakers will be investigated and appropriate changes to the scheme made in consultation with the Welsh Language Board.

10. Publicising the scheme

Members of Learning and Work Institute and other users of its services will be made aware of the existence of the scheme and its contents.

Anyone who feels that the service they have received does not comply with the scheme may submit their comment to the Learning and Work Institute Director for Wales in writing or verbally in English or Welsh. Within ten days of receipt of their comment, they will receive a written response in the language of their comment. These comments, together with the response will be recorded and filed for monitoring.

David Hagedyck

Director for Wales

March 2019

Stephen Evans

Chief Executive March 2019

Next Review Scheduled March 2022

Appendix A

Action Timetable

Service	Action	Implementation date
Enquiries	Written enquiries will be answered in English or Welsh according to the language of the enquiry	Current practice
	Telephone enquiries will be answered in English or Welsh according to the preference of the enquirer. Guidelines have been produced to assist non -Welsh speakers in complying with this action (See Appendix B)	Current practice
	Where the nature of a Welsh language enquiry requires a complex answer that depends on the expertise of a non Welsh speaking member of staff the enquirer will be offered the choice of a verbal or written response in English or a written response in Welsh	Current practice
Provision of information		
	Information documents created by Learning and Work Institute for public consumption will be bilingual. Internal communication will be forwarded, as appropriate	Current practice
	Information documents circulated on behalf of other organisations will be included as they are presented to Learning and Work Institute	Current practice
Wales Conferences and events	A set of guidelines has been developed to ensure that every reasonable effort is made to ensure that people attending events can participate in the conference in English or Welsh according to their choice (see appendix B)	Current practice
	All paperwork and booking forms for conferences will be bilingual and booking forms will include a question about linguistic preference	Current practice
	Learning and Work Institute staff at conferences and events in Wales will include someone who can use spoken Welsh, where practicable	Current practice
	Welsh speaking Learning and Work Institute staff and Strategy group members who prefer to use Welsh and are contributing to an event on Learning and Work Institute's behalf are encouraged to do so in Welsh, as appropriate	Current practice

Learning and Work Institute staff presentations at conferences hosted by other organisations	Powerpoint presentations and handouts provided to accompany presentations will be bilingual, where practicable A bilingual greeting and introduction will be made	Current practice
	Staff preferring to present in Welsh are encouraged to do so where simultaneous translation facilities exist.	Current practice
	Staff confident and prepared to present in Welsh should establish which language the hosting organisation would prefer	Current practice
Groups and networks serviced by Learning and Work Institute including the management group and any subcommittees, project advisory groups	Once a year each group, network, committee or sub committee in Wales must consider the linguistic preferences of its members and decide whether the group will:- <ul style="list-style-type: none"> • operate in English or Welsh • require simultaneous translation equipment • will require English, Welsh or bilingual paperwork <p>These decisions will be informed by budgetary considerations</p>	At the first meeting of each group after April 1 st each year
Learning and Work Institute Publications	When project funding is sought in Wales that includes the publication of Books, Guidelines, Information packs, CDs and any other publications, costings should be included to produce bilingual publications if possible. Where separate English and Welsh publications are required the two versions should:- <ul style="list-style-type: none"> • be published at the same time • be of similar quality and very similar content • contain a statement that the other language version is available <p>When requested a Welsh and an English copy should be provided for the same cost as a single language copy.</p>	Current practice

Communication Method	Action	
Telephone	Answerphone or voicemail messages will be bilingual	Current practice
	The post of front line telephone receptionist will be designated as Welsh speaker essential	Currently we don't have such a post
	Telephone calls will be answered with a bilingual greeting by all staff (see appendix)	Current practice
	For non-Welsh speaking staff required to answer the phone guidelines have been prepared on bilingual greetings and how to deal with a caller wanting to use Welsh	Current practice
Written communication - this includes e-mail	Responses to letters or e-mails received in Welsh will be answered in Welsh. The recipient of the response may opt for a response in English if an immediate response is required.	Current practice
	Letters, e-mails and circulars sent by Learning and Work Institute staff in Wales to the general membership, groups, networks or to individuals whose language preference is unknown will normally be sent bilingually	Current practice
	Letters sent to individuals from an individual member of staff will be in the usual language of communication between them.	Current practice
	Newsletters, briefing sheets, information sheets, consultation documents, flyers, forms or any other form of general written material produced in Wales by Learning and Work Institution will be bilingual.	Current practice
Public Image	Action	
Logo	Learning and Work Institute has a bilingual logo	Current practice
Signs	All Learning and Work Institute signs at offices in Wales or at conferences, events or meetings held in Wales will be bilingual	Current practice
Paper and electronic proformas	All letter headed paper, compliment slips, fax headers, e-mails headers and any other proforma materials that contribute to the public image in Wales will be bilingual	Current practice
Posters	Posters created for use in Wales by Learning and Work Institute will normally be bilingual. Where other considerations prevent this separate English and Welsh version of a poster may be created but guidelines for its use must recommend that both posters be displayed.	Current practice

Promotional leaflets	Leaflets created for use in Wales by Learning and Work Institute will be bilingual unless specifically created for a target audience whose main language is neither English nor Welsh.	Current practice
Exhibitions and Displays	Any exhibitions or displays, including videos, used to advertise Learning and Work Institute and its services and activities in Wales will be bilingual or in both languages which will both be displayed	Current practice
Advertisements		
In print	Paid advertisements for staff posts, contracts, services provided etc in Wales will normally be bilingual. In Welsh language publications, advertisements for positions where Welsh is essential may be placed in Welsh only, however an explanatory note in English is required.	Current practice
TV or Radio	Advertisements will be in the language appropriate to the channel. The balance of amount of English/Welsh advertising will reflect the linguistic profile of the audience targeted.	Current practice
Media work		
	Press releases will be issued to the appropriate media in both languages at the same time	Current practice
	Arrangements will be made to provide competent spokespeople to respond to press enquiries in either language	Current practice
Promotional events	All promotional events in Wales will be bilingual (see Guidelines)	Current practice
Staff presentation	Any member of Learning and Work Institute staff or member of the Wales Strategy group representing Learning and Work Institute at any meeting, conference etc will, when introducing themselves, use a bilingual greeting and use the full name of Learning and Work Institute	Current practice
Websites	Every effort will be made to ensure that the Wales website for Learning and Work Institute is fully bilingual and follows the guidelines for design set down by the Welsh Language Board. However it is recognised that items might occasionally be uploaded in one language and not the other in which case a message will be uploaded in the appropriate language giving the timescale expected for the translation to be available if appropriate	Current Practice

Social Networking	<p>Learning and Work Institute is currently developing a Communications Strategy which includes the use of social media such as Facebook, Twitter, You Tube, Blogs etc.</p> <p>It is not envisaged that it will be possible for all these communications each to be bilingual or replicated in both languages. The aim will be to reflect the demographic balance of Welsh and English across the nation and, where relevant, in particular areas of Wales. Guidelines will be developed as part of the implementation of the Learning and Work Institutes Communication Strategy in Wales.</p>	Current Practice
Staffing	<p>The Welsh language capability of the staff of Learning and Work Institute, will be reviewed every two years to assess if the overall capacity is sufficient and in the event of a deficit make specific recruitment or training decisions in Wales</p>	Current Practice

Appendix B

Implementing Learning and Work Institute Welsh Language Scheme

Guidelines for Staff

It is the responsibility of ALL staff to promote the bilingual image of Learning and Work Institute in Wales whether they are Welsh speaking or not.

Answering the phone

Staff who are Welsh speaking are asked to support those who aren't fluent in providing a good service to Welsh speakers. Staff who are Welsh speaking are encouraged to help learners with pronunciation and appropriate responses.

ALL staff in Wales answering an outside line will give a bilingual greeting:-

In the morning:-

"Bore da, Sefydliad Dysgu a Gwaith. Good Morning, Learning and Work Institute."

Or in the afternoon:-

"Prynhawn da, Sefydliad Dysgu a Gwaith. Good afternoon, Learning and Work Institute."

If the caller continues in Welsh, then staff who speak only a little Welsh have a choice how to continue.

If you recognise that they are asking for a particular member of staff, and that person is in, you can say :-

Preferably

"Dalier ar y lein os gwelwch yn dda" and pass them on

OR

"Hold the line please" and pass them on.

If you don't understand them then there are a number of options:-

If there is a Welsh speaker available you could say

"Mae'n flin gennyf. Dw'i ddim yn siarad Cymraeg, yn dda. Would you like to speak to someone who does, or can I help?"

OR

"I'm sorry I don't speak Welsh. Would you like to speak to someone who does, or can I help?"

OR (without the apology)

"I don't speak Welsh. Would you like to speak to someone who does, or can I help you?"

If there is no Welsh speaker available then you should say:-

"I am sorry there is no Welsh speaker available at the moment would you like someone to ring you back or can I help you?"

Staff who are learning Welsh are encouraged to continue further with the conversation in Welsh and coaching on handling Welsh language phone calls can be given by Welsh speaking staff. Where any staff are keen to improve their use of Welsh prompt cards will be created to help them.

NB Welsh speakers are generally very encouraging with learners.

Staff answering the phone who are able to use Welsh are expected to respond to the linguistic preference of the caller.

Conferences and Events

All conferences and events form part of Learning and Work Institute's corporate image. It is rarely possible to provide a conference or event that is completely bilingual.

However much can be done to ensure that the presentation of the event reflects the bilingual nature of Wales and Learning and Work Institute's commitment to providing bilingual services and offer speakers of both languages the choice of which language they use in Wales.

Consideration should be given to the geographical location of the event in determining the extent of the Welsh language content. The aim should be to raise the Welsh language content in the areas where you could expect a higher proportion of Welsh speakers attending.

Programme

Staff developing the programme for a conference or event are encouraged to:-

- find a bilingual chairman or presenter
- provide some Welsh language input (speaker, video etc)
- offer presenters the choice of language they wish to use to present
- provide simultaneous translation as appropriate (see below)
- brief the chairman/presenter to encourage contributions from the floor in either language
- try to provide some conference workshop or small group opportunity to use Welsh

Administration

All paperwork for conferences and events in Wales should be bilingual
Booking forms should include a question about preferred language use
Signs used around the event should be bilingual

Where possible at least one member of reception staff should be bilingual. If there is no member of the reception staff who can use some spoken Welsh then other Welsh speaking staff attending the conference are asked to provide support.

Simultaneous translation

If there is any input to an event that is to be in Welsh only simultaneous translation (or subtitles for film/video) must be provided and costs covered in the event budget.

If the chairman/presenter is bilingual, and is willing to carry out their role bilingually, but no other presentation is to be made in Welsh then simultaneous translation should be provided if:-

More than 15% of the delegates or 10 people expressed a wish to use Welsh, as resources will allow

If simultaneous translation is not to be provided then delegates who have expressed a desire to use Welsh should be informed of this decision before the event. A bilingual chair/presenter can be asked to encourage participants making short inputs (like questions from the floor) who want to use Welsh, to do so, and they (or a Welsh speaking member of staff) will act as an interpreter.

The role of the Chair or Presenter

Where a Chair or Presenter is willing to act bilingually care must be taken not to take advantage of them and their ability. Consideration must be given to the amount of presentation to be done by the Chair/presenter, their ability to work completely bilingually and the additional stress this poses. Consideration also needs to be made of the additional time taken to present everything twice. It could be better to ask the Chair/presenter :-

- to do so in Welsh only and provide simultaneous translation,
- to introduce or present as appropriate to the part of the programme i.e. introduce English bits in English, and Welsh bits in Welsh

General background and environment

Bilingual posters, displays etc greatly assist the image and if there were occasion to use background music the inclusion of some Welsh language material is helpful. Any entertainment offered should seek to include a Welsh language element.