

# **Welsh Language Standards**

**Annual Report  
2020-2021**

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## 1. Introduction

The Welsh Language Commissioner issued a Compliance Notice to Learning and Work Institute (formerly NIACE Cymru) on 25 July 2016.

This Compliance Notice outlined Learning and Work's duty to meet the statutory Welsh Language Standards established by Welsh Government under the Welsh Language (Wales) Measure 2011. This Measure awarded official status to the Welsh language, with an aim for the Welsh language to not be treated less favourably than the English language.

The introduction of the Welsh Language Standards, which is a list of what organisations must do and deliver in Welsh, ensures that those in Wales who wish to live their lives in Welsh can do so. These Standards create Welsh language linguistic freedom to use for individuals in Wales.

As part of the compliance process, the Welsh Language Standards require Learning and Work to present an Annual Report each financial year that reflects on adhering to the demands of the Service Delivery, Policy Making, Operational Standards and Record Keeping. This report sets out the progress of the organisation towards complying with the Standards between 1 April 2020 – 31 March 2021.

Learning and Work believes it is responding to the Standards in a positive manner and currently has 100% compliance - this is demonstrated in the Action Timetable (Appendix A).

## 2. Background

The Standards are a set of legally binding requirements that aim to improve the bilingual service that the people of Wales can expect to receive. Learning and Work has a responsibility to provide bilingual services to ensure that the Welsh language is not treated any less favourably than the English language.

Learning and Work is required to comply with the following Standards:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

## 3. Welsh Language Responsibility

The Wales Office Manager and Wales Project Officer lead on this work across the organisation supported by the Director for Wales to ensure procedures are in place to help staff understand their role in assisting Learning and Work to meet the Standards. Day to day Welsh language compliance matters are managed by the Wales Office Manager and Wales Project officer.

The Director for Wales reports to L&W's Wales Strategy Group on the Standards during the year and presents them with the annual report before it is published. The group meet three times a year – February, June and October.

Guidance is available to all staff to assist with compliance (Annex B) which deals with the practical day to day implications of meeting the Standards, such as how to answer the telephone, how to arrange meetings/conferences and taking participants' language choice into consideration.

Promotion of our compliance with our Standards can be found on L&W's Wales [website](#).

Learning and Work monitor all incoming communications through the medium of Welsh. The spreadsheet also records through which language a response was made (Annex C).

## 4. Complaints

No complaints have been received relating to compliance with the Service, Policy Making or Operational Standards.

## 5. Welsh language skills and learning

Due to a restructure of Learning and Work Institute (as NIACE) in 2014 some posts were made redundant, and some members of staff retired (including a Welsh Speaker). The subsequent loss of staff and no recruitment of staff for the Wales Office since this, means Learning and Work Cymru no longer has a fluent Welsh language member of staff. Learning and Work Cymru has committed that in future where posts are advertised, Learning and Work Cymru will specify that Welsh language skills are essential.

Due to organisational restructuring, there are only 5 members of staff in Wales and it is not cost effective to fund external Welsh language training or awareness raising sessions. Learning and Work Cymru continues to investigate the opportunity for collaborative training with other 3<sup>rd</sup> sector organisations in our field to reduce the costs.

Learning and Work Cymru use a highly experienced translator, who checks current usage of terms and conditions regularly with the Welsh Government requirements and the Cysgliad grammar and spellchecker are used. We currently do not have a formal contract or service level agreement for this Welsh Language Service, but do have a preferred supplier list for all 3<sup>rd</sup> party suppliers of work to Learning and Work Institute which is regularly reviewed and updated. Internal proof reading of any Welsh language services would be completed by a fluent Welsh language member of staff, but currently Learning and Work Institute does not have a fluent Welsh language staff member and currently utilises the translator for all proof reading of Welsh language services.

Learning and Work Cymru has 5 members of staff in Wales with the following Welsh Language skill levels:

80% (4 members of staff) have no Welsh language skills.

20% (1 members of staff) have basic understanding.

## **6. Performance**

Performance against action timescales is good with 100% of current actions being met consistently. This is evidenced with all our correspondence and events paperwork being produced bilingually and the continued monitoring of correspondence that is received and sent out in Welsh.

One of the risks we are faced with is a lack of Welsh Language skills within the current staff members. This means that in the short term, and without external collaboration we are unable to consistently check the quality and attention to detail of our Welsh Language literature and lack the ability for verbal communication with those service users wishing to use the Welsh language.

## **7. Recruitment**

There were no new posts recruited or advertised for Wales during the period of this monitoring report. In the event of future recruitment, all posts for Wales will be advertised as Welsh language skills essential.

This document is available in Welsh.

## Action Timetable

Service	Action	Implementation Date	Progress update
Enquiries	Written enquiries will be answered in English or Welsh according to the language of the enquiry	Current practice	Met and continues as 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	Current practice	Met and continues as current practice.  <i>To further monitor this action, regular reminders will be undertaken with staff</i>
	Where the nature of a Welsh language enquiry requires a complex answer that depends on the expertise of a non-Welsh speaking members 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	Met and continues as current practice
Provision of information	Information documents created by Learning and Work Cymru for public consumption will be bilingual. Internal communication will be forwarded as appropriate	Current practice	Met and continues as current practice
	Information documents circulated on behalf of other organisations will be included as they are presented to Learning and Work Cymru	Current practice	Met and continues as current practice

<b>Learning and Work Cymru conferences and events</b>	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	Current practice	Met and continues as current practice
	All paperwork and booking forms for conferences will be bilingual and booking forms will contain a question about linguistic preference	Current practice	Met and continues as current practice
	Learning and Work Cymru staff at conferences and events will include someone who can use spoken Welsh, where practicable	Current practice	Met and continues as current practice.
	Welsh speaking Learning and Work Cymru staff and management group members who prefer to use Welsh and are contributing to an event on Learning and Work Cymru's behalf are encouraged to do so in Welsh, as appropriate	Current practice	Met and continues as current practice
<b>Learning and Work Cymru staff presentations at conferences hosted by other organisations</b>	PowerPoint presentations and handouts provided to accompany presentations will be bilingual, where practicable	Current practice	Met and continues as current practice.
	A bilingual greeting and introduction will be made		
	Staff preferring to present in Welsh are encouraged to do so where simultaneous translation facilities exist	Current practice	Met but currently N/A as L&W has no fluent Welsh language staff members
	Staff confident and prepared to present in Welsh should establish which language the hosting organizations would prefer	Current practice	Met but currently N/A as L&W has no fluent Welsh language staff members

<b>Groups and networks serviced by Learning and Work Cymru including the strategy group and any sub committees, project advisory groups</b>	<p>Once a year each group, network, committee or sub-committee must consider the linguistic preferences of its members and decide whether the group will:-</p> <ul style="list-style-type: none"> <li>• Operate in English or Welsh</li> <li>• Require simultaneous translation equipment</li> <li>• Will require English, Welsh or bilingual paperwork</li> </ul> <p>These decisions will be informed by budgetary considerations</p>	<p>At the first meeting of each group after April 1<sup>st</sup> each year</p>	<p>Met and remains current practice for the following Groups:</p> <ul style="list-style-type: none"> <li>• <i>Wales Strategy Group</i></li> <li>• <i>Adult Learning Partnership Wales</i></li> <li>• <i>ESOL Network</i></li> </ul>
<b>Learning and Work Cymru publications</b>	<p>When project funding is sought that includes the publication of Books, Guidelines, Information Packs, CDs and any other publications, costings should be included to produce bilingual publications where possible. Where separate English and Welsh publications are required the two versions should:-</p> <ul style="list-style-type: none"> <li>• Be published at the same time</li> <li>• Be of similar quality and a very similar content</li> <li>• Contain a statement that the other language version is available</li> </ul> <p>When requested a Welsh and an English copy should be provided for the same cost as a single language copy.</p>	<p>Current practice</p>	<p>Met and remains current practice</p>



<b>Communication method:</b>			
<b>Telephone</b>	Answer phone or voicemail messages will be bilingual	Current practice	Met and continues as current practice
	The post of front line telephone receptionist will be designated as a Welsh speaker essential	Currently n/a	
	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	Met and current practice
<b>Written communication- this includes email</b>	Responses to letters or emails 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	Met and continues as current practice
	Letters, emails and circulars sent by Learning and Work Cymru to the general membership, groups, networks or to individual who preference is unknown will usually be sent bilingually.	Current practice	Met and continues as current practice in Wales.
	Letters sent to individuals from an individual member of staff will be in the usual language of communications between them	Current practice	Met and continues as current practice
	Newsletters, briefing sheets, information sheets, consultation documents, flyers, forms or any other form of general written material produced by Learning and Work Cymru will be bilingual	Current practice	Met and continues as current practice.
<b>Public Image</b>			
<b>Logo</b>	Learning and Work Cymru has a bilingual logo	Current practice	Met and continues as current practice

<b>Signs</b>	All Learning and Work Cymru signs at offices or at conferences, events or meetings will be bilingual	Current practice	Met and remains current practice
<b>Paper and electronic proformas</b>	All letter headed paper, compliments slips, fax headers, email headers and any other pro-forma materials that contribute to the public image will be bilingual	Current practice	Met and remains current practice
<b>Posters</b>	Posters created for use by Learning and Work Cymru 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	Met and remains current practice
<b>Promotional leaflets</b>	Leaflets created for use by Learning and Work Cymru will be bilingual unless specifically created for an audience whose main language is neither English or Welsh	Current practice	Met and remains as current practice
<b>Exhibitions and displays</b>	Any exhibitions or displays, including videos, used to advertise Learning and Work Cymru and its services and activities will be either bilingual or in both languages which will both be displayed	Current practice	Met and remains as current practice
<b>Advertisements</b>			
<b>In print</b>	Paid advertisements for staff posts, contracts, services provided etc. 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	Met and remains as current practice
<b>TV and Radio</b>	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	Met and remains as current practice
<b>Media Work</b>			
<b>Press releases</b>	Press releases will be issued to the appropriate media in both languages at the same time	Current practice	Met and remains as current practice

	<p>Arrangements will be made to provide competent spokespeople to respond to press enquiries in either language</p>	<p>Current practice</p>	<p>Met and remains as current practice</p> <p><i>In practice, media may wish to speak to a specialist who may not be a Welsh speaker. Where appropriate a Welsh speaker is always offered.</i></p>
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## Appendix B



### Learning and Work Institute - England and Wales

#### Welsh Language Standards

#### Guidance for Staff

It is the responsibility of ALL staff to promote the bilingual logo of L&W whether they are Welsh speaking or not.

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

Staff who wish to learn Welsh or improve their Welsh will be supported.

Staff who are learning are encouraged to use their Welsh in the work context.

#### Answering the phone

The standard greetings when answering the phone are:-

In the morning:- "Bore da. Sefydliad Dysgu a Gwaith | Learning and Work Institute, Good Morning"

Or in the afternoon:- "Prynhawn da. Sefydliad Dysgu a Gwaith | Learning and Work Institute, Good afternoon"

When the person answering the phone is not a Welsh speaker the conversation will usually continue in English.

However, 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?"

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

Prompt cards can be made available as a reminder of the proper responses.

## **Conferences and Events**

All conferences and events form part of L&W'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 L&W's commitment to providing bilingual services and offer speakers of both languages the choice of which language they use.

The aim should be to always have some Welsh language content and increase it when the event is to be held in the areas where you could expect a higher proportion of Welsh speakers attending.

### *Selecting the 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 make their presentation
- 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 administrative paperwork for conferences and events 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.

### *Presentations and information*

When a live presentation is delivered in Welsh there should be simultaneous translation into English.

Any filmed contribution to the programme in Welsh should have subtitles. If this contribution is being supplied by another organisation and it is not possible to add subtitles a synopsis of the content in English must be supplied.

If presentation notes are provided in Welsh they should be translated.

L&W presentations should preferably be bilingual, with any notes also bilingual.

Presentations made by representatives of other organisations in English need not be translated into Welsh.

### *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 occasions to use background music or entertainment the inclusion of some Welsh language material is very helpful.

## Training Courses

### *New Courses*

When L&W develops new training courses the capacity to deliver the course in Welsh should be included into the development plan. Access to any accreditation should be available in either language. In the delivery phase a number of courses should be offered in Welsh reflecting the population and maximizing accessibility for both Welsh and non Welsh speakers.

Example:

4 courses are being run across Wales

A Welsh language course in	Aberystwyth reasonably accessible to the areas where most Welsh is spoken
English language courses in	Llandudno for North Wales Abergavenny for South East and North East Carmarthen for West and Mid

### *Established Courses*

Often L&W is delivering or arranging the delivery of training that has been developed elsewhere (generally by L&W) or is facilitating training delivered by another organization. In these circumstances:

- the administration paperwork will be bilingual
- the booking form will include the question about language preference and percentages of individuals asking to use Welsh recorded for assessing future demand
- the training materials will be translated
- delegates expressing a preference for Welsh will be provided with Welsh language copies alongside the original materials
- training materials in both languages will be provided electronically
- trainers will be asked to offer an opportunity for Welsh speakers to work together in any small group activity if this is practical



## Appendix C

### Welsh Language Standards - monitoring communications

Communication received in Welsh only

Date	Organisation	Correspondence			Response			Subject
		Email	Phone	Letter	English	Welsh	Bilingual	
21/05/2020	Welsh Government							Correspondence about Tutor Awards
23/06/2020	Meithrin Cymru	✓				✓		Correspondence about campaigns events
15/09/2020	private email no org attached	✓				✓		ALW Masterclass events - enquiring whether any were in Welsh
22/09/2020	Adult Learning Wales	✓				✓		Requesting a place at Impact Forum
04/04/2020	private email no org attached	✓				✓		Enquiring whether we have a date for the postponed Health event
26/01/2021	Mudiad Meithrin Training	✓				✓		Responding to request for potentially running at workshop at our Adult Learning conference
31/1/2021	National Centre for Learning Welsh	✓				✓		Correspondence about Inspire! Awards
17/3/21	Urdd	✓				✓		Requesting agenda and papers for roundtable