



Welsh Language Standards Annual Report August 2022 – July 2023

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

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1. Introduction

This annual report has been prepared in accordance with the requirements of the Welsh Language Standards which were established under the Welsh language (Wales) Measure 2011.

The Welsh Language Standards explain how the College is expected to provide specific services through the medium of Welsh, ensuring that the Welsh language is not treated less favourably than the English language and that language choice is actively offered. The annual report notes how the College has complied with the Welsh Language Standards, in line with the Welsh Language Commissioner reporting requirements.

The report also includes a summary of key curriculum activity, developments and achievements during 2022/23, which we believe reflect the College's commitment to continuously provide and develop Welsh language provision for its learners, staff, members of the public and other stakeholders.

This report has been compiled by the Welsh Language Development Team. It has been published on the College website and is available in both Welsh and English, under Welsh Language Standards. A full version of the College's Welsh Language Standards is also located on this site, under Compliance Notice (Section 44 Welsh Language (Wales) Measure 2011).

2. Executive Summary

This is the fourth year of implementing the Standards and during this period the College has strived year on year to develop and increase its Welsh language service and curriculum provision in order to achieve compliance and also to contribute towards fulfilling the aspirations of 'Cymraeg 2050: A million Welsh speakers'.

As in previous academic years, monitoring and reviewing Standards compliance continued in 2022/23 which led to further developmental work being undertaken in areas identified as requiring attention. These are noted under Section 3 Monitoring below.

Key developments and achievements in 2022/23 which have impacted positively on the College's culture and its ability to increase Welsh language/bilingual provision and opportunities have included:

- ♣ Increased support for in-house translation service. In order to formalise translation requests, the College's Information Systems Development Team created a bilingual translation ticketing system. This system has made prioritising translation work much easier. It has its own Dashboard which has enabled the College to quantify translation work and identify type of work, periods of high demand and faculty/department usage. It has been well received by staff and is proving to be very efficient and user-friendly app.
- ♣ Continued Welsh language support for staff. Welsh language was featured in the College's Aspire staff development programme throughout the year which included:
 - Cymraeg Gwaith/Work Welsh a nationally funded scheme aimed at developing the Welsh language skills of staff. A total of 28 staff signed up to the scheme in September 2022, compared to 24 in the previous year, receiving weekly classroom based and/or one-to-one mentoring sessions by the Cymraeg Gwaith Tutor. Cymraeg Gwaith continues to be vital in developing staff Welsh language skills in order to be able to increase the College's capacity to deliver Welsh language/bilingual provision.
 - Welsh language/bilingual learning and teaching methodologies workshops were delivered by Sgiliaith and Y Coleg Cymraeg Cenedlaethol as part of the Aspire training days. PGCE learners also received Sgiliaith training, raising awareness and providing useful resources on how to include bilingual provision/opportunities in their delivery.
 - The Welsh Language Development Team delivered staff training which included: (i)

follow-on briefing sessions on the Welsh Language Standards and how to be adopt a more proactive approach; (ii) how to use technology to support Welsh language, delivered within the 'Have a go' element of Aspire's Digifest Conference.

- Aspire's 'Thrive' initiative included Welsh language as one of its teaching and learning communities, entitled 'Y Sgŵp Iaith, which focused on sharing methods of including Welsh in classroom activity.
- Staff were also encouraged and supported to attend external 'Learn Welsh' events and residential courses and the College hosted Pembrokeshire Learn Welsh Easter courses.

♣ Increased funding by Y Coleg Cymraeg Cenedlaethol, enabling the College to:

- Continue to deploy Bilingual Support Tutors in the priority areas of Health, Childcare, Public Services, WBL Health & Childcare, with Sport and Animal Care added in 22/23. These roles provided increased Welsh-medium/bilingual opportunities for learners within the classroom environment. Fluent Welsh speaking learners were encouraged and supported to complete elements of their learning programme in Welsh, providing them with linguistic continuity and progression. Non-fluent learners were also provided with opportunities to upskill their Welsh language skills for the workplace and improve awareness and understanding of bilingualism in the workplace. Bilingual Support Tutors also facilitated Welsh-medium/bilingual tutorials with Welsh speaking learners; were able to provide pastoral support and also support teaching teams to develop bilingual materials for their learners.
- Appoint a Branch Officer, focusing on increasing less formal Welsh language and culture opportunities for learners and supporting learner engagement in Y Coleg Cymraeg's activity and events. Welsh speaking learners participated in Y Coleg's series of webinars focusing on employability, enterprise and the Welsh language, which included a visit to the National Museum of Wales and a behind-the-scenes tour of BBC Cymru Wales tv and radio studios in Cardiff.
- Continue to implement the Learner Welsh Language Ambassadors scheme to promote Welsh language opportunities within the priority areas. There were five Ambassadors in total three were funded by Y Coleg Cymraeg and two funded by the College. Ambassadors produced blogs on their use of Welsh; assisting in open evenings and transition events; creating a video for 'Mae gen i hawl Welsh Rights Day' and the <u>Urdd's Peace and Good Will message</u>. One of the work based learning Ambassadors featured in the <u>press</u> and on S4C's 'Prynhawn Da' tv programme and another Ambassador featured in an article in Y Coleg Cymraeg's newsletter entitled '<u>Using a little Welsh on the ward goes a long way</u>', highlighting how both use the Welsh Language in their workplaces.
- Organise Welsh language events under the Hybu a Hyrwyddo Welsh language promotion grant e.g. Diwrnod Shwmae, Diwrnod Hawliau'r Gymraeg Welsh Rights Day, Dydd Santes Dwynwen, Dydd Miwsig Cymru and the Clwb Cymraeg. Dydd Gŵyl Dewi was extended to a week of Welsh language and culture activity and was incorporated into the Tutorial Programme's Heritage and Culture Focus Week. Activity included Y Fari Lwyd workshops, upcycling workshop by Welsh craftsperson, Dydd Gŵyl Dewi Craft Fair, quizzes and competitions, culminating in a mini-

Eisteddfod with the crowning of the artist and <u>chairing of the bard</u>. Educational visits included trips to S4C's headquarters Yr Egin, Tinopolis, Y Senedd and the Millennium Centre, allowing both learners and staff to engage with the language and culture of Wales.

- ♣ Continued integration of Welsh language into the LAPs cross-College. A total of 70 FEFT courses received the 10-15 hour 'Dwyieithrwydd ar gyfer y Gweithle Bilingualism in the Workplace' programme. As a result, 899 learners completed either the 'Dwyieithrwydd' programme or elements of their main qualification through the medium of Welsh. Out of this total, 859 were coded on LLWR LA26 as B3; 16 as B2 and 24 as B1/C1.
- **★ Expansion of Welsh-medium/bilingual provision**. Within the Faculty of A-Levels, an increased number of Welsh speaking learners opted to undertake the Welsh Baccalaureate Qualification either in Welsh or bilingually and several received the Tutorial Programme through the medium of Welsh. The 14-16 vocational collaboration with Ysgol Caer Elen grew in 22/23, with the College delivering a Welsh-medium/bilingual GCSE Engineering course to 38 Year 10 and 11 pupils as a vocational option (see <u>'Ysgol Caer Elen pupils shine a light on their futures'</u> case study). Plans are underway to offer another Welsh-medium/bilingual vocational option for Ysgol Caer Elen pupils in 2023/34.
- ♣ Continued Welsh Language success. The Level 3 Creative Media Year 2 learners were successful yet again in the 2023 National Urdd Eisteddfod's Creating an App competition, sweeping the board in both the Under 19 and Under 25 categories, winning two Golds, two Silvers and two Bronze medals. Carpentry learner won two national awards for his commitment to learning Welsh and actively using Welsh on a daily basis: Y Coleg Cymraeg's William Salesbury Further Education and Apprenticeship Award and Medal Bobi Jones Learner of the Year for the age group 19-25 in the 2023 National Urdd Eisteddfod. The College's own Welsh Language Award was presented to the same learner, to recognise their Welsh language achievements and also to an NHS apprentice who completed their Clinical Health qualification through the medium of Welsh. This apprentice was also a runner up in the B-wbl Welsh Language Apprenticeship Awards in 2023.
- **Collaboration with Menter laith Sir Benfro** provided learners with additional extracurricular opportunities which included:
 - Welsh language musician and producer <u>Mei Gwynedd delivering workshops</u> to Level
 3 Music Performance and Production learners
 - bilingual beat-boxer and live looping artist <u>Mr Phormula</u> performing to various learner groups in the Theatre
 - upcycling/refashioning clothing workshop delivered to Level 3 Sustainable Design learners
 - Y Fari Lwyd workshops delivered to various learner groups, followed by 'Y Fari Lwyd' parade around the College campus

The activity and development work outlined above, with a large proportion currently supported by Y Coleg Cymraeg Cenedlaethol funding, has enabled the College to grow its Welsh language/bilingual provision, resulting in very positive outcomes, in line with Y Coleg

Cymraeg's Strategic Plan 2020/21 – 2024/25, the College's own Bilingual Provision Development Strategy and indeed the Welsh Language Standards, ensuring equality, inclusion and language choice in all aspects of College provision.

3. Monitoring

During 2022/23 the College's Welsh Language Steering Group – Standards continued to oversee compliance monitoring of the Welsh Language Standards. Membership of the Group comprised of senior and middle management and officers from both academic and business support departments and meetings were chaired by the Principal. Compliance matters and developmental work were addressed in these meetings as well as sharing solutions and good practice.

Faculties and business support departments continued to implement their Welsh Language action plans and were required to provide updates on progress in the WLSG – Standards meetings.

The College participated in the Welsh Language Commissioner's evidence gathering exercise in January 2023. This exercise proved very beneficial in identifying areas requiring further attention to ensure compliance. These areas included:

- ♣ Improving direct access to a Welsh language telephone service for Welsh speaking callers. Interim arrangements have been put in place whereby Welsh calls are diverted to the Welsh Language Development Team. Long-term solutions are currently being explored to ensure that callers who wish to conduct their business in Welsh can do so from the outset.
- ♣ Ensuring that all College promotional videos are in both Welsh and English. This was taken on board by the Marketing team and included in its departmental Welsh Language action plan for implementation with immediate effect.
- ♣ Ensuring that all published documentation on the College website e.g. forms, policies and strategies are available in Welsh. A compliance check was undertaken following the evidence gathering exercise and documents identified without a Welsh version were sent for translation. In addition, the Information Systems Development Team implemented an automated prompt on the 'Document Centre', as a reminder for staff to upload a Welsh version of the document onto the website. This is proving to be effective to ensure compliance with the Standards.
- ♣ Ensuring that a Welsh language service is available at Main Reception at all times. The current receptionists are on the Cymraeg Gwaith/Work Welsh programme to upskill their Welsh language skills and are very proactive in their approach in offering a Welsh language service. Welsh speaking staff in other departments are to hand to assist with Welsh speaking visitors at Reception.
- ↓ Improvements have been made to the College's bilingual digital corporate identity on social media with @colegsirbenfro on X (previously Twitter); Coleg Sir Benfro on Facebook and e-mail addresses with @colegsirbenfro as well as @pembrokeshire.ac.uk e.g. derbyniadau@colegsirbenfro.ac.uk for Admissions.
- The need to have an Awarding Grants policy in place as a requirement of the Standards.

 This is in the process of being finalised and approved.

The above areas for improvement have been included in the revised faculty and departmental Welsh language action plans for 2023/24 and will be further monitored in the WLSG Standards meetings.

During this reporting period the ongoing day-to-day promotion and development of the Welsh language continued to be undertaken by the Welsh Language Development Team. The Team comprised of the Welsh Language Development Officer (WLDO), the Bilingual Support Tutors, the College Translator and the Cymraeg Gwaith Tutor, line managed by the Faculty Head of Health Care and Commercial Enterprises (HCCE). The Team's focus was primarily on developing Welsh-medium/bilingual curriculum provision, delivery and support, also supporting the Welsh Language Standards, providing faculties and departments with a translation service.

The College has maintained a good working relationship with the Welsh Language Commissioner's Office, ensuring attendance in the Commissioner's events such as the Policy Making webinar. Best practice gathered from this activity will be further embedded into implementation of the Standards as the College continues to improve its Welsh services.

3.1 Compliance with the Service Delivery Standards

During 2022/23 staff awareness of the Standards requirements continued to be raised through staff briefings and team meetings; via the Aspire staff development programme relating to Welsh language and within the new staff induction programme. The requirement to be proactive in offering language choice was emphasised. Staff were encouraged to wear the laith Gwaith - Work Welsh lanyards or badges if Welsh speaking or learning Welsh and to display the 'Siarad Cymraeg' or 'Dysgu Cymraeg' logo in their e-mails. Staff were also reminded to set up bilingual e-signatures on their e-mails, bilingual auto-reply out-of-office messages and answerphones messages.

College Welsh language and culture promotional events were also an opportunity to raise Welsh language awareness and also through the Principal's weekly blog. Staff were also reminded of the College's Welsh language support available through the Welsh Language Development Team.

In relation to the Standards relating to telephone calls, the College's main automated switchboard offers language choice and answerphone messages are bilingual. In 2022/23 the College's Receptionists continued to develop their Welsh language skills under the Cymraeg Gwaith scheme, enabling them to provide an initial bilingual service and offering Welsh speaking callers to be transferred to a Welsh speaking member of staff. Calls to other College telephone numbers were also answered with a bilingual greeting, again providing Welsh speaking callers with the Active Offer. Staff were able to access guidance in relation to dealing with telephone calls in the College's Internal Use of the Welsh Language Policy and was included in Welsh Language staff development activity.

With regard to Standards relating to meetings, public meetings and events, there were no requests for Welsh-medium meetings during 22/23 and no public meetings or public lectures were held. The College's open evenings included a bilingual ethos, a Welsh Language

Promotion stand and Welsh speaking members of staff were present to undertake discussions with prospective learners in Welsh. Meetings with Welsh-speaking organisations such as Y Coleg Cymraeg Cenedlaethol, Sgiliaith, Menter Iaith Sir Benfro, PCC's Dysgu Cymraeg Sir Benfro, Mudiad Meithrin and the Urdd were all conducted in Welsh. The Welsh Language Development Team's internal meetings and their meetings with other Welsh speaking staff were also conducted in Welsh.

Standards relating to marketing materials and corporate publicity documents were reviewed alongside the Welsh Language Commissioner's evidence gathering exercise, and improvements were made to ensure all published documents were available in Welsh and English. The College website was reviewed, following extensive development work undertaken in the previous year and again further progress was made to ensure translations were accurate and that all pages were available in Welsh. In addition, a Welsh-Language in the College page was produced promoting the College's Welsh-medium and bilingual provision, opportunities and support.

As noted above, developments were also made to the College's social media accounts with the creation of @colegsirbenfro on X and Coleg Sir Benfro on Facebook in order to encourage Welsh digital interaction. The Welsh Language Development Team's Facebook page, 'Cymraeg — Coleg Sir Benfro', is an additional platform to promote the College's Welsh language activities.

The College's bilingual signage was compliant and information on the College 'big' screens were bilingual. It was recognised that bilingual content displayed on departmental noticeboards remains an issue and this has been included as an action for all faculties and departments in their 23/24 action plans.

The College's Aspire training programme for staff included Welsh language/bilingual learning training sessions. Sgiliaith delivered training sessions focusing on inclusion and Welsh in the Curriculum. Y Coleg Cymraeg Cenedlaethol also delivered sessions on how to identify and access bilingual resources on national platforms to enhance bilingual learning. Aspire's Digifest included sessions on demonstrating translation capabilities within Microsoft Office and other applications. As noted in Section 1, Cymraeg Gwaith was very popular with increased number of staff registered on the programme. Welsh language training was also delivered by members of the Welsh Language Development Team which included Standards awareness raising.

Promotion of the Welsh Language Standards and the Welsh language in general has been continuous. Learner Welsh language rights and Welsh provision were promoted in College events, i.e. open days/evenings; within the application and interview process, enrolment and the induction programme; on the 'Cymraeg – Coleg Sir Benfro' Facebook page. The Standards and learner rights were also promoted via the Welsh Language Commissioner's 'Mae Gen i Hawl' national campaign held on 7th December 2022. Welsh Language Ambassadors produced a video entitled 'Hawliau'r Gymraeg – Welsh Rights', promoting the College's Welsh services and opportunities to use Welsh, which was uploaded onto social media.

Reminders were issued to staff before the start of the new academic year, advising teams to have conversation with Welsh speaking learners regarding undertaking tutorials, assessment

and extra-curricular opportunities in Welsh or bilingually. Welsh speaking tutors conducted Welsh/bilingual tutorials with their Welsh speaking learners. Welsh-medium tutorials were also facilitated and supported by Bilingual Support Tutors.

3.2 Compliance with the Policy Making Standards

Between 1st August 2022 and 31st July 2023, 29 policies were presented to SMT for approval. Managers responsible for these policies were required to review and complete the College's Equality Impact Assessment form which included the Welsh language, to ensure: that the policy did not have any negative impact on the Welsh language; that the Welsh language would not be treated less favourably than the English language and that opportunities for persons to use the Welsh language are included. All policies included a corporate Welsh language section confirming the College's commitment to provide language choice within the services it provides.

3.3 Compliance with the Operational Standards

Operational Standards relate to matters affecting the relationship between the College and its staff (including during recruitment and appointment). These Standards include encouraging and assisting staff to use their Welsh language skills as part of their day-to-day work and providing support for staff to improve and develop their Welsh language.

As noted above, staff were reminded of their responsibilities under the Standards in communications/briefings, team meetings and in Welsh language training, as per the College's Internal Use of the Welsh Language Policy. This policy is accessible via the Staff Portal (the College's intranet). It provides guidance on use and facilitating use of the Welsh language within the organisation, including active encouragement to use the language in everyday activity. It also includes standard Welsh language promotion wording for inclusion in various types of communications. Staff can access Welsh language support, guidance and translation from the Welsh Language Development Team.

Under the requirements of the Operational Standards, HR continued to record language preference in relation to staff receiving documents and correspondence personally directed to them. A handful of appraisals were undertaken through the medium of Welsh during 22/23. Several managers reported that they had discussed and identified Welsh language training needs and targets with their staff in order to support implementation of departmental and faculty Welsh language action plans.

3.4 Compliance with the Record Keeping Standards and Supplementary Standards

These Standards relate to ensuring that data is maintained and reported upon in line with the requirements of the Standards to demonstrate the College's compliances. This includes the production of this report. Records relating to the Welsh Language Standards are kept on College's central electronic systems and updated by the Welsh Language Development Officer and representatives of the Welsh Language Steering Group – Standards.

4. Staff Welsh Language Skills

In 2022/23 the College employed 535 members of staff out of which 6% of staff were either fluent Welsh speakers or with advanced Welsh language skills. The overall Welsh language skills profile for this reporting period is as follows:

- 11% of staff have no Welsh language skills (Level 00)
- 46% of staff are able to meet and greet in Welsh (Level 01)
- 23% of staff are at Entry level (Level 1)
- 11% of staff are at Foundation level (Level 2)
- 3% of staff are at Intermediate level (Level 3)
- 3% of staff are at Advanced level (Level 4)
- 3% of staff are proficient (Level 5)

The Skills self-assessment audit undertaken with Corporation Board members showed that 38% of its members had either Level 4 or Level 5 Welsh language skills which is very positive profile. A new Welsh language skills survey was issued to staff in June 2023. The data is currently being verified by HR to ensure all staff have completed. This data will then be fed into HR's central management reporting systems which will enable access to current data regarding staff Welsh language skills.

5. Training

In terms of delivering corporate training through the medium of Welsh to staff in the following areas: recruitment and interviewing, performance management, complaints/disciplinary procedures and dealing with the public, as specified in the Standards, no training was delivered during the reporting period in these areas.

6. Recruitment

In 2022/23 92 new or vacant posts were advertised bilingually, stating that candidates with Welsh language skills at all levels are particularly welcomed and that the College welcomes applications in Welsh. All recruitment related information was bilingual and the application forms asked individuals to confirm whether they wished to use Welsh at interview.

The requirement for managers to assess the need and level of Welsh language skills in a job vacancy is included in the job requisition form. Further guidance has been added to the job requisition form in order to support managers in their assessment.

The number of posts categorised as requiring Welsh language skills during 22/23 were as follows:

Welsh language skills essential	5
Welsh language skills desirable	55
Need to learn Welsh language skills	3
Welsh language skills not necessary	29

Whilst all new and vacant posts state that Welsh language skills are desirable, the College is looking at developing an improved method to assist managers to determine the level of

Welsh language skills required for posts, placing more focus on spoken Welsh rather than written Welsh, in its attempt to attract more Welsh speaking staff. Increasing the College's capacity to be able to deliver bilingually continues to be a challenge due to the national shortage of bilingual workers. This will require further discussion and planning in light of Ysgol Caer Elen's second cohort of Year 11 pupils entering post-16 education in September 2024 and looking at the College as a possible progression route.

7. Complaints

No complaints relating to the Welsh Language Standards were received during the reporting period.

8. Conclusion and Recommendations

To conclude, the College is continuously moving forward with its bilingual development, within both its curriculum and service delivery provision. It strives to comply with its Welsh Language Standards — it continues to make good progress with its bilingual marketing, ensuring that publicity materials are in both Welsh and English. Language choice is present in the learner application and enrolment process and also in the College staff recruitment process. The Coleg Cymraeg Cenedlaethol funding continues to be is essential in order to develop and maintain Welsh-medium/bilingual provision and opportunities for its learners as is the Cymraeg Gwaith funding to support the College to increase the Welsh language skills of its workforce.

The College knows where it is at in terms of compliance and has identified the following as areas for particular attention during 2023/24:

- Ensure that information on faculty and departmental noticeboards are bilingual
- ♣ Revisit the assessment of Welsh language needs in posts, focusing on spoken Welsh in order to attract applicants with Level 3 + Welsh language skills to enable the College to increase its bilingual capacity
- Continue to develop Welsh content on the College intranet, providing staff and learners increased language choice
- ♣ Increase promotion of the College's Welsh language services and encourage take-up by Welsh speakers

With the continued implementation of the faculty and departmental action plans and the Welsh Language Steering Group – Standards remit to review progress of these plans, the College believes it has a clear process in place. It will enable it to monitor compliance effectively and drive forward developments to ensure improved Welsh language services, with the effect of increased engagement in the Welsh language and growth of the language, in line with 'Cymraeg 2050'.