

## Welsh Language Standards Implementation Action Plan 2017/2018

**March 2018**

Standard/s	NO/S	Task	Who	Delivery Date	Tracking Not yet started Started Done
Service Delivery Standards	1-93	Develop staff guidance and resources	CG/GG	Jan 2018	On-going
		Develop branch guidance and resources	CG	Jan 2018	On-going
		Establish Implementation Group - Grŵp Gweithredu (GG)	CG	Oct 2017	
Correspondence	1,4,5,6	Identify capacity / skills gaps in teams to produce bilingual correspondence and reply to Welsh correspondence	SMT / OMT	Jan 2018	
	5	Develop process for capturing and recording language preferences for contacts	JG/CG	March 2018	
	7	Ensure we use the 'active offer' statement in all correspondence, publications and official notices.	JG/CG	Feb 2018	
Correspondence with registered learners	2,3	Include question on language choice for correspondence on enrolment form	AH	Sept 2017	
Out of Office Messages	4	Ensure all external out of office messages are bilingual	CG/GG	Feb 2018	
Phone calls	8, 9, 11, 16, 17	Create and recruit to bilingual receptionist post	SMT/CG	March 2018	
	12, 13, 14	Put in place use of organisational main telephone number where required and	MB/CG	March 2018	

		consider back up and arrangements for each team / office			
		Advertise main telephone number stating that calls are welcomed in Welsh	JG	March 2018	
	20	Provide pronunciation guide for 'Addysg Oedolion Cymru   Adult Learning Wales'	CG	Sept 2017	
	21	Establish system for capturing and recording contacts' language preferences.	JG	Nov 2017	
Answer phone messages	16, 22	Ensure all answer phone messages and any automated system messages are bilingual	GG/CG	March 2018	
Organising & chairing meetings	24, 26, 27, 27d, 29, 30-34.	Develop templates and resources	CG	March 2018	On-going
		Provide training on chairing and running bilingual meetings	CG / JJ	March 2018	
Public events, publicity and advertising, displaying material in public	35, 36, 37,38	Create bilingual signs / display material / templates / publicity and advertising	JG	Sept 2017	
Organising public lectures	40	Create an assessment flowchart for deciding if simultaneous translation is necessary	CG	March 2018	
Award ceremonies	41,42	Develop bilingual material, signs and invitations	JG/CG/	April 2018	
Simultaneous translation	24a, 26a, 27a, 29a, 32, 33, 40, 40a, 42, 121, 125	Create booking process for simultaneous translation	CG	Feb 2018	
Documents & forms	43,51,52, 53, 53a, 53b, 54	Provide guidance on design of bilingual documents and forms	JG	Dec 2017	

Website	55,58, 59	Develop pages, interface and menus in Welsh and English	JG	Oct 2018	
Software	60, 127	Provide computer software for checking spelling and grammar in Welsh	MB	Mar 2018	On Moodle
Social media	62,63	Review and plan our use of social media for 'corporate and departmental accounts'	JG	Jan 2018	
Signs & notices	65,66,67,73,74, 150,151,152	Ensure all new organisational signs are bilingual	JG	Sept 2017	
		Ensure all new H&S notices are bilingual	DA	Mar 2018	
		Audit permanent and temporary office signs for bilingualism and accuracy	OMT/GG/GR	Dec 2017	
Receiving visitors	69, 69a	Clarify process for receiving visitors in each office	CG/GG	Feb 2017	
Providing financial assistance	75,76,76a 78,79	Ensure all FCF paperwork and processes are fully bilingual	CG	Feb 2018	
Invitations to tender	80,81a,83,84	Ensure tender documents and processes are compliant	MB / CG	Sept 2017	
Raising awareness about Welsh language services	85,86	Plan promotion and advertising of the availability of Welsh language services	JG	March 2018	
Corporate identity	87	Communicate that Addysg Oedolion Cymru   Adult Learning Wales needs to be	SMT/OMT/GG	Dec 2017	

		presented bilingually (verbally and in writing) across the organisation			
Learning opportunities	88	Identify the 'learning opportunities' that do not require learners to be registered that fall under the Standard	OMT	Dec 2017	
Submitting written work in Welsh	90, 90a	Identify qualifications / units not currently available in Welsh	Quality Manager / Regional Managers	Jan 2018	On-going
		Set up Embedding Bilingualism project to develop an organisational taxonomy and tutor guidance	CG / Regional Managers	Feb 2018	
Policy	94, 95, 96	Include effects on Welsh language and opportunities to use language in equality impact assessment	VK/CG	Sept 2017	
	97, 98, 99	Include effects on Welsh language and opportunities to use language in policy consultation	VK /CG	Sept 2017	
	100	Review Financial Contingency Fund policy and process for compliance	CG	Dec 2017	
	101, 102, 103	Ensure effects on Welsh language and opportunities to use language are addressed when we undertake / commission research to assist in a policy decision	MB	Nov 2017	
Courses	104	Adapt IV1 to include the impact on the Welsh language of developing or revising a course	JF/Regional Managers	Mar 2018	

Welsh language policy	105	Develop and agree a Welsh Language Policy on using Welsh internally	CH / VK / CG	Mar 2018	
HR policy	Operational standards	Check that all HR policies are compliant with the content of the Standards	CG / VK	Nov 2017	
		Publish policies in Welsh and English	VK	Sept 2017	
Correspondence about employment	107	Survey staff to establish language preferences	NP/CG	Mar 2018	
Complaints and discipline HR	119, 119a, 121, 122, 123,123a,126	Develop arrangements to ensure employees can make and respond to complaints and allegations in Welsh and use Welsh in complaint and disciplinary meetings	CH / VK	Mar 2018	
	176	Update Complaints Procedure in relation to operational standards including how we will provide training to staff in dealing with those complaints and publish on intranet.			
Moodle	127	Provide Welsh language interfaces for software (where an interface exists)		Feb 2018	
	128 – 131, 133	Develop pages, interface and menus in Welsh and English	RhW/SKJ	Feb 2018	
	1-93 132	Create Website / Moodle / Tsfarm areas with guidance and resources for staff / tutors / members / learners to promote and assist the use of Welsh	RhW/SKJ CG/JG	Feb 2018	On-going
Assess staff Welsh language skills	134	Complete core staff Welsh Language Skills Survey	CG	Sept 2017	
		Complete tutor Welsh Language Skills Survey	CG	April 2018	

Staff training	135	Plan Welsh medium induction training from 1 <sup>st</sup> October 2018	VK/CG	June 2018	
		Plan arrangements for Welsh medium equivalents of any health and safety training being delivered from 1 <sup>st</sup> October 2018	DA	June 2018	
		Plan arrangements for Welsh medium equivalents of any internal staff training developed in the following areas from 1 <sup>st</sup> October 2018: <ul style="list-style-type: none"> <li>recruitment and interviewing</li> <li>performance management</li> <li>complaints and disciplinary procedures</li> <li>dealing with the public</li> </ul>	VK/JJ	June 2018	
	136	Plan training in Welsh and in English on using Welsh effectively in meetings, interviews and complaints & disciplinary procedures from 1 <sup>st</sup> April 2018	VK/CG	Jan 2018	
	140	Plan Welsh Language Awareness training for staff who have not yet attended	CG/MH	May 2018	
	141	Include Welsh Language Awareness in induction information	VK/CG		
	164, 170, 176	Plan training on dealing with complaints in relation to WLS	VK/CG		
Email	142	Provide a language skills logo for staff	JG/CG	Sept 2017	
	143	Provide wording for staff for Welsh language versions of contact details and out of office messages	JG	Jan 2018	

ID badges	144, 144a	Include level of ability to speak Welsh	JG/AH	Jan 2018	
Business cards			JG/AH	Jan 2018	
Recruitment	145, 145a, 146, 146a, 146b, 148, 149	Monitor implementation of revised recruitment policy and Welsh Medium Provision and Skills Strategy.	VK/CG	Feb 2018	
Welsh Language Standards Compliance Notice	163, 169, 175, 181	Put a copy on the website	JG	Oct 2017	
		Ensure a hard copy is displayed in each office open to the public	CG/GG	Nov 2017	
Welsh Language Standards Complaints	164, 170	Update complaints policy & procedure	VK/CG	Feb 2018	
		Put a copy on the website	JG	Mar 2018	
		Put a hard copy in each office	GG	Mar 2018	
Overseeing Compliance	165, 171	Establish Welsh and Bilingualism Group to feed into Council to oversee compliance and development of Welsh medium and bilingual provision	CG	April 2018	
Implementation plan	165, 167, 171, 173, 177, 179	Put a copy of the WLS implementation plan on website	JG	Mar 2018	
		Ensure a hard copy is displayed in each office open to the public	GG/CG	Mar 2018	
Welsh Language Charter		Develop a Welsh Language Charter	CG / Grŵp Cymraeg	June 2018	
Reporting on the Standards	154, 155, 156, 157, 158, 159,	Submit first Welsh Language Standards Annual Report	CG	31 <sup>st</sup> Jan 2019	

	161, 162, 168, 174, 180, 182	Ensure that systems are set up to capture and report the data required	AH/JG/CG	April 2018	