

Welsh Language Standards Annual Report Reporting Period 01.08.2020 – 31.07.2021

CONTENTS	PAGE
1.0 Introduction and Overview	2
2.0 Developing Welsh Language and Bilingualism and Monitoring Compliance	2
3.0 Welsh Medium and Bilingual Provision	3
4.0 Compliance with Service Delivery Standards	4
4.1 Translation	4
4.2 Complaints	4
4.3 Correspondence and Telephone Calls	5
4.4 Meetings	5
4.5 Social Media	6
4.6 Promoting Welsh Language Services	6
5.0 Compliance with Policy Making Standards	6
6.0 Compliance with Operational Standards	6
6.1 Staff Training	6
6.2 Welsh Language Skills of Staff	7
6.3 New and Vacant Posts	7
7.0 Conclusion	8
8.0 Further Information/ Contact Details	9

1.0 Introduction and Overview

Since April 2018, Addysg Oedolion Cymru | Adult Learning Wales has been legally required to comply with Welsh Language Standards, as established by the Welsh Government under the Welsh Language (Wales) Measure 2011. The Welsh Language Standards set out how the Welsh Language should be used and treated in different situations, and establish equal rights for Welsh speakers and English speakers, based on two principles:

- 'In Wales, the Welsh language should be treated no less favourably than the English language'
- 'Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so'

Our aim is to exceed the requirements of the standards wherever possible and to become an exemplary provider of Welsh language services and delivery. Alongside this, our Strategic Plan sets out our vision for 'delivering equal access to Welsh medium provision' along with our goal to 'deliver the highest quality learning programmes, prioritising those who are hardest to reach and providing equal access to Welsh medium provision.'

This is Addysg Oedolion Cymru | Adult Learning Wales' third annual report on our compliance with the Welsh Language Standards listed in our Statutory Compliance Notice. The report covers the period 1st August 2020 to the 31st July 2021. Part of this reporting period coincides with the Covid-19 pandemic, which has had a significant impact on the organisation and the services we provide. Despite the inevitable impact on development activity, our commitment to the principles of the Welsh Language Standards has continued, and we have endeavoured to maintain compliance with the Standards during this time.

2.0 Developing Welsh Language and Bilingualism and Monitoring Compliance

In order to mainstream activity, key issues on Welsh language and bilingualism are discussed and ideas developed at regular Operational Management Team (OMT) meetings.

Progress in relation to all aspects of the Welsh language, including the Welsh Language Standards, is reported to and monitored and scrutinised by our Learner Experience Committee and Council.

There is a clear commitment to and advocacy of the Welsh language amongst the Senior Leadership Team and AOC | ALW's Council (our governing body), as demonstrated by our organisational requirement that all Council meetings are bilingual. Our Chief Executive has continued to progress with Welsh language training at Intermediate level during 2020/21 and now regularly leads and participates in bilingual meetings.

We continue to work in partnership with Welsh language organisations such as Y Ganolfan Dysgu Cymraeg Genedlaethol / the National Centre for Learning Welsh and Coleg Cymraeg Cenedlaethol to support strategic and operational developments relating to Welsh and bilingualism.

During the 2020/21 academic year, we worked on a collaborative project “Understanding the importance of the Welsh culture and language in an online environment” with Grŵp Llandrillo Menai, Grŵp Neath Port Talbot College and Coleg Gwent. This project was funded by the Welsh Government’s Professional Development Fund.

The project has developed online e-learning packages for practitioners and case studies of best practice to share across the sector, along with establishing a professional learning community and providing continuing professional development (CPD) opportunities for staff.

As part of the project, we also work closely with Sgiliaith. Sgiliaith have a consultancy role within the project, in order to support the learning providers with the development of a Welsh Language Skills Staff Training Plan. During 2020/21, Sgiliaith colleagues delivered Welsh Language Awareness workshops to our Operational Management Team and some delivery staff.

3.0 Welsh Medium and Bilingual Provision

One of our key challenges is to increase our levels of Welsh medium and bilingual provision, in line with our strategic aims, and for 2020/21 the organisation set a target of 2% of provision to be delivered through the medium of Welsh. This target was underpinned by our Welsh Medium and Bilingual Provision Action Plan, which aligns with the national ‘Further Education & Apprenticeships Action Plan’, in support of ‘Tuag Cymraeg 2050’

Due to various challenges, not least the impact of Covid-19, we were unable to meet this target. However, our progress has been significant in the introduction of new Welsh medium courses on a national level. This is being developed further and the recruitment of tutors is not as limiting as it has been in previous years due to the removal of geographical barriers and the increase of an online offer.

At July 2021, Welsh medium provision stands at 0.6% with a further 9% of delivery including an element of Welsh language within the course. These figures are lower than the previous year, however, we have seen a reduction across the board for reasons relating to the pandemic.

The target of 13% of delivery to include an element of Welsh medium has been set for the academic year 2021/2022.

During the 2020/21 academic year, 16.6% of learners identified as either a fluent Welsh speaker or Welsh speaker but not fluent. Amongst our Welsh speaking learners, successful completion was good at 83.4%, which is just slightly below the successful completion national comparator of 86%.

All areas of delivery have targets for Welsh medium and bilingual curriculum provision which align with the overarching Curriculum Plan and Welsh Medium and Bilingual Provision Action Plan. Actions for the development of Welsh medium and bilingual provision and increased

opportunities for our learners to use and develop their Welsh language skills are included in our Quality Development Plan.

We continue to appoint delivery staff who can deliver courses bilingually and through the medium of Welsh. Delivery staff continue to use our Embedding Bilingualism Toolkit, which was developed to support the embedding of bilingualism and the Welsh dimension into the curriculum.

Following a successful application to Coleg Cymraeg Cenedlaethol's Post-16 Sector Development Grant, we have also appointed to the full-time role of Welsh Medium and Bilingual Provision Champion. The Champion will support the development and implementation of all aspects of the Welsh Medium and Bilingual Provision Action Plan and the outcomes of relevant Welsh Medium and Bilingual projects. The post holder will also carry out Welsh Medium and Bilingual teaching in accordance with the Curriculum Plan and support the achievement of organisational targets relating to Welsh Medium and Bilingual delivery.

4.0 Compliance with Service Delivery Standards

4.1 Translation

Efficient and effective translation underpins the quality of our internal and external communication, and we currently draw upon a combination of internal and external translation services. Covid-19 has compounded the need to respond quickly to external events with our communications; despite this we have established appropriate arrangements to ensure that all messages continue to be sent bilingually.

During the reporting period we introduced a post of "Translator" to our staffing structure. This part-time post provides an effective and efficient translation service for the organisation, whilst also reviewing our Welsh language communications, particularly those in the public domain such as the website and social media, to ensure accuracy.

We allocate as many strategic and public documents to our internal translator as possible to develop a consistent Welsh voice and have created a bilingual organisational glossary of terms to ensure consistency in the use of Welsh.

4.2 Complaints

During the reporting period there have been no complaints received relating to compliance with the Welsh Language Standards.

There have been no written complaints received relating to our compliance with the service delivery, policy or operational standards imposed.

4.3 Correspondence and Telephone Calls

Language preference for contact has been recorded to date using a link in the email signatures for all staff. However, a new contacts management system is currently being developed which will enable individuals to record their preferred language for correspondence in a more centralised location.

All documents and forms for learners and the public continue to be produced bilingually wherever possible or are produced in both Welsh and English if a bilingual version is not feasible.

The post of National Bilingual Receptionist continues as the key feature in our 'active offer' of a national bilingual telephone service where all callers are greeted bilingually and asked to hold the line to speak in Welsh or bilingually.

The National Bilingual Receptionist is also the administrator for the translation service providing access to translation, advice and information and has developed excellent working relationships with staff in each of the regional offices.

Challenges to our national bilingual reception service were presented by Covid-19 and the requirement for staff to work at home, however, a solution has been established to enable the service to continue while staff are working remotely.

4.4 Meetings

With the move to online meetings, simultaneous translation during our Council meetings presented an initial challenge for us in terms of the functionality available within Microsoft Teams. As such, a transition was made to using Zoom for our Council meetings to enable us to continue to provide a simultaneous translation service.

We are also pleased to have introduced a further development for our key public meetings, such as our Annual General Meeting and various conferences, whereby the entire meeting is conducted in both Welsh and English, giving attendees the ability to hear the full content and participate in the meeting in the language of their choice. This development is facilitated by the use of 2 translators- one translating from Welsh to English and the other from English to Welsh.

We continue to use as much Welsh as possible during internal meetings. Many meetings are carried out in Welsh or bilingually naturally without the need for translation services, especially in our Bangor office where the majority of staff are Welsh speakers.

Simultaneous translation is provided during our Regional Forum meetings and attendees are encouraged to use the Welsh language should they wish.

4.5 Social media

We have continued to monitor our social media to ensure compliance and have considered readability, register and tone to develop the quality of all our course advertising during 2020/2021. Additional arrangements have been established for checking the accuracy of translation in respect of our social media posts and website.

4.6 Promoting Welsh language services

We continue to promote our Welsh language services through including our 'active offer' message in correspondence and marketing.

Our plans to attend the Eisteddfod this year were disrupted by Covid-19, however, we plan to attend the next Eisteddfod to promote the organisation and the Welsh language services we offer.

Our learner induction processes and materials include the promotion of our Welsh language services. We include options for Welsh and bilingual services in our learner application and enrolment forms and have a section on learner rights to Welsh medium services in our learner handbook.

As part of our transition to online course delivery, a Welsh template for all courses was developed on our Moodle platform, to enable learners to access teaching and learning resources in Welsh.

5.0 Compliance with Policy Making Standards

All policies developed or updated during the reporting period have been assessed for equality impact assessment which includes assessment of the impact on the Welsh language.

6.0 Compliance with Operational Standards

6.1 Staff Training

During the reporting period and as part of the collaborative stream of the Professional Development Fund (see 2.0 above), we have developed our approach to Welsh language and culture awareness raising through our induction processes and ongoing continuing professional development (CPD) provision, drawing on support from our partner organisations as appropriate.

An online Welsh Language Awareness training resource was developed as part of the collaborative project, for completion by all staff and for continued use during the induction process. The resource was launched in December 2021, to mark Welsh Language Rights Day.

Induction training is provided on an individual basis and all organisational documents are bilingual. The Human Resources Officer responsible for induction provides individual guidance and support to Welsh speaking new employees in Welsh.

There were no training courses provided or requested internally in Welsh on the other areas listed in Standard 135 (recruitment and interviewing; performance management; complaints and disciplinary procedures; dealing with the public and health and safety). However, during this time a significant amount of information was provided to staff on Health and Safety matters in the form of briefing notes and guidance document; these were all provided bilingually.

6.2 Welsh Language Skills of Staff

According to the records held on 31 July 2021, staff were recorded as having Welsh language skills as shown in the table below.

Level	Understanding	Speaking	Reading	Writing
0 No Skills	33	23	43	56
1 Entry	65	69	48	46
2 Foundation	16	27	22	22
3 Intermediate	11	12	14	9
4 Advanced	10	5	8	7
5 Proficiency	10	9	10	5

However, we recognise that not all staff have completed the survey and that this information requires updating, and will work to improve our systems for capturing the information during 2021/22. The survey data will inform our Welsh Language Skills staff training plan that we are currently developing through our partnership with Sgiliaith.

6.3 New and vacant posts

There were 21 new and vacant posts during the reporting period which were assessed and categorised as follows:

Date	Post	Welsh Language Requirement	Level
September 2020	Project Manager (AMIF Project)	Desirable	3
September 2020	Curriculum Development Co-ordinator (AMIF Project)	Desirable	3
September 2020	Administrator (AMIF Project)	Desirable	3
November 2020	ALN Coordinator	Desirable	3

November 2020	Curriculum Development Co-ordinator (Swansea, ESOL)	Desirable	5
November 2020	Marketing and Communications Officer	Desirable	5
November 2020	ESOL Reach Assessor	Desirable	3
January 2021	Systems Programmer	Desirable	3
February 2021	IT Support Administrator	Desirable	3
March 2021	Translator	Essential	5
April 2021	Youth Work Tutor	Desirable	3
April 2021	Playwork Tutor	Desirable	3
May 2021	Regional Support Administrator	Desirable	3
May 2021	Qualifications and Quality Assurance Assistant	Desirable	4
May 2021	Health and Wellbeing Champion	Desirable	3
July 2021	Curriculum Development Co-ordinator (Pembrokeshire)	Essential	4
July 2021	Curriculum Development Co-ordinator (Ceredigion)	Essential	4
July 2021	Curriculum Development Co-ordinator (Ceredigion)	Desirable	3
July 2021	Carpentry Workshop Technician	Desirable	3
July 2021	Carpentry Tutor	Desirable	3
July 2021	HSE and Estates Manager	Desirable	3

7.0 Conclusion

The Covid-19 pandemic has had a significant impact on the organisation and the services provided during this reporting period. Despite the inevitable impact on development activity, our commitment to the principles of the Welsh Language Standards has continued, and we have endeavoured to maintain compliance with the Standards during this time.

We have continued to widen our focus to include areas outside the standards which link to other organisational drivers around the Welsh language, for example, the Estyn quality indicators for Welsh and 'Cymraeg 2050', by further developing our Welsh medium curriculum and continuing to embed Welsh and the Welsh dimension in teaching and learning.

Overall, the staff response to the Welsh Language Standards continues to be very positive, and we have embraced the opportunity to work towards becoming a fully bilingual organisation.

8.0 Further Information/ Contact Details

If you have any queries regarding this report or any aspect of Addysg Oedolion Cymru | Adult Learning Wales' compliance with the Welsh Language Standards, please contact Cath Hicks, Head of Learner Services and Resources: cath.hicks@adultlearning.wales

