



NEATH PORT TALBOT COLLEGE
COLEG CASTELL NEDD PORT TALBOT

NPTC

WELSH LANGUAGE SCHEME

Prepared under
the Welsh Language Act 1993

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**This is a Welsh Language Scheme prepared
under the Welsh Language Act 1993**

**Neath Port Talbot College's Welsh Language Scheme
received the approval of the Welsh Language Board
under section 14(1) of the Welsh Language Act on
13 December 2004.**

Neath Port Talbot College has adopted the principle that, in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how the College will give effect to that principle when providing services to the public in Wales

SECTION 1:

INTRODUCTION

1.1 The College and its Location

Neath Port Talbot College came into existence in January 1999 as a result of the merger of the former Afan and Neath Colleges. In 2004 the college is now one of the largest colleges in Wales in terms of student numbers and has an annual turnover of over £20 million. A tertiary college in its constitution, it provides post 16 education and training for the great majority of pupils from the local schools, delivers bespoke training for industry and business in the region and plays a leading role in the provision of community based learning.

The college operates on the main Neath and Afan campuses, at Adult and Community centres in Pontardawe (Coleg Cwmtawe) and in the Neath town centre (Queen Street Centre), at the Building Trades Centre in Llansamlet and at its Professional Development Centre in Margam Park (Twyn-yr-Hydd).

At the time of merger there was strong recruitment to programmes at the Neath campus but there was some concern about declining numbers at the Afan campus. However, over the past four years there has been a considerable investment in marketing and equipping the campus, while a clear strategy for incremental growth has been implemented. A focus upon developing stronger partnerships with local schools and with higher education establishments has resulted in a steady increase in student numbers and the incorporation of several new programmes at FE and HE levels within the Afan portfolio.

The Neath campus is currently witnessing the second phase of a major estates building and reconfiguration programme. The first phase was completed in 1997 with the opening of a large new teaching block and this is to be complemented by the opening in May 2004 of a £6million Electronic Learning Centre which will accommodate the programme areas of General Education, Art & Design, Media & Performing Arts, Computing and Engineering along with vast multi-purpose learning resource centres on three floors. The development of a sports complex at Llandarcy Park is underway.

1.2 Provision and Culture

The college enrolls over 15000 students annually, more than 3000 of whom are full time learners. It has a staffing profile of over 600 academic and support staff directly employed by the college. The turnover in 2002 was £20.8 million.

The curriculum portfolio features over 40 subjects at AS/A Level and a comprehensive programme of vocational courses from entry level to level 4. The college also offers a broad range of higher education programmes which it delivers mainly on a franchise basis from a variety of Higher Education partners. Provision of learning within the community is extensive and it comprises courses delivered by the college itself and those which are delivered via a franchise operation in conjunction with the local education authority. These are based currently at over 70 outreach locations. Training both for people seeking work and in work is provided by the Pathways Training Unit and by the college's commercial wing 'trainingwales.com'. A significant and growing involvement in Ufi/Learndirect programmes has become a recent feature of the college's provision. The college has a strong commitment to developing the bilingual aspects of its portfolio as is evident from the Welsh Language Development section of its Institutional Plans produced over the last five years.

The college has a good reputation for: academic results; the overall quality of teaching and learning; its support for students; its work with industry and its work in the community. It is also renowned nationally for the sporting success of its current and past students and for the achievements of its catering students in winning national competitions.

The college pursues an active 'inclusive college' policy and provides for students with disabilities or learning difficulties of all ages on appropriate pre-vocational programmes or in mainstream courses. It is proactive in ensuring that learners have appropriate access to their preferred programmes of study. This approach is extended to the college's recruitment and employment strategy and led to the college winning the Remploy Wales Award for companies employing people with disabilities. An extensive student guidance and support service operates at both main campuses and at various community locations. This has been reinforced recently by an Objective 1 funded project to address 'Action for Retention & Success'.

The college is committed to working through real and effective partnership with other organisations. It has a very strong working relationship with Neath Port Talbot County Borough Council and with the local voluntary sector. The Principal is currently Vice-Chair of the local CCET, having served as Chair during its main developmental phase. The college is a leading partner in a major community learning project, the 'New Learning Network', supported by Objective 1 funding.

1.3 Organisational Structure

The college is led by a Senior Management Team, supported by the Clerk to the Corporation/College Secretary. The senior managers have always operated to a strong team ethic being mutually supportive and taking both individual and collective responsibility for the strategic development and general operation of the college. The team has been recently reconfigured, following the retirement of the previous Vice Principal, to include two managers upgraded from the College Management Board for the period 2003-2004 to take on work relinquished by the former Assistant Principals. The Senior Team, therefore, comprises the Principal, the two Vice Principals, the Director of Finance, the Director of Curriculum and Learning, the Director of Resources and Services for Learning and the College Secretary. The Principal, the Vice Principals and the Director of Curriculum and Learning are fluent Welsh speakers. The work of the senior managers is supported by a group of senior middle managers who are members of the College Management Board. These individuals are key academic and functional unit managers who act at the interface between the strategic and operational domains.

The majority of provision is located within five main Faculties and this provision is delivered by staff who belong to twelve Divisions. The Faculty Managers and their respective Division Managers are responsible for the range and scope of provision within their areas and for the means and quality of its delivery. Two of the Faculty Managers and six of the Division Managers are Welsh speakers. Over half of the members of the College Management Board are Welsh speakers. The most recent audit of the bilingual skills of staff (Bilingual Unit Questionnaire, 2003) indicated that, of the respondents, 56% (16.6% of all staff) expressed an ability to communicate in Welsh. 3.5% professed to be fluent, 1.5 % claimed to speak Welsh quite well, 1.6% regarded themselves to have moderate proficiency, while 10% described themselves as being able to speak Welsh 'a little'.

1.4 Catchment Area

The college is the main post-16 educational provider within the unitary authority of Neath Port Talbot. It provides a progression route for pupils from four secondary schools in Port Talbot and six secondary schools in Neath. There is also a Roman Catholic 11-18 school and a Welsh medium 11-18 school within the local education authority. A number of students come from outside this catchment area to study on learning programmes particular to the college. The college also provides extensively for the learning needs of adults within the unitary authority area in relation to Higher Education, community based education and training programmes for local industry and business.

Neath Port Talbot has a varied geographic, industrial, and socio-linguistic profile. The communities of Port Talbot, apart from a few enclaves in the Afan valley are essentially monoglot English speakers. This position is replicated in the urban communities of Neath but the Neath and Dulais valleys do have a higher proportion of Welsh speakers, albeit amongst the older generation. The main Welsh speaking areas within the authority are in the Swansea valley from Pontardawe to Ystradgynlais and in the communities of Gwaun-cae-Gurwen, Cwmgors, Tairgwaith and Brynamman. The Government census of 2001 indicated that 71.18% of the population of Neath Port Talbot had no knowledge of Welsh. Of those who did, 12.83% claimed to be competent in speaking, reading and writing Welsh. Amongst the pre-16 Welsh speaking learning population, well over 90% of pupils attend Ysgol Gyfun Ystalyfera (Neath Port Talbot Community Plan, 2003) and choose to continue their post-16 education at the school. Of those who opt to attend the college at the post 16 stage, the numbers are spread thinly over a wide range of programme areas. An analysis of current enrolment data shows that, of full-time students, 2.1% regard Welsh to be their first language of communication, 6.7% claim to speak Welsh and 0.44% indicate Welsh to be their preferred language for communication. (NPTC enrolment data, 2003-04)

The measures which the College has already taken, and commits itself to undertake within the remit and terms of this Welsh Language Scheme should, therefore, be viewed against the socio-linguistic, cultural and demographic profile indicated above.

The senior post-holder responsible for the College's Welsh Language Scheme is the Vice Principal. The current holder of this position at the College, to whom queries regarding the Scheme should be directed is:

Mr. Rob Fowler
Vice Principal
Neath Port Talbot College
Dwr-y-Felin Road
Neath
SA10 7RF

Tel: (01639) 648000
e-mail: rob.fowler@nptc.ac.uk

SECTION 2

IMPLEMENTING THE PRINCIPLE OF EQUALITY

Neath Port Talbot College espouses a policy of equality of opportunity for all its learners and staff and strives to manage effectively the rich diversity which manifests itself in the community which the College serves. The College's approach to the Welsh language is to be viewed in this context.

Since the production of its first Institutional Plan for FEFC(W), now ELWa, the college has regarded it to be right and proper that a section of the Plan be devoted to the development of the Welsh language. Since 1996, the College has produced and implemented its own Welsh Language Policy which took cognisance of the terms of the Welsh Language Act 1993 and which has underpinned the compilation of the strategic aims and operational plan for the Welsh language. Within the policy is enshrined the underpinning principle of *'embedding equality for both the English and Welsh languages within the ethos and corporate identity of the institution'* and this principle is reflected in the two main Strategic Aims for the Welsh Language Development section of the College's Institutional Plan, unchanged since 1996:

- ◆ to implement incrementally the College's Welsh Language Scheme in relation to the delivery of appropriate Neath Port Talbot College services;
- ◆ to promote the most effective and efficient ways for students to learn and use Welsh as an adjunct to living in a bilingual society.

(NPTC Institutional Plans 1996-2003)

All sections of the Plan are, therefore, subject to this over-riding aim.

2.1 Policy and Planning

2.1.1 All new policies and initiatives are engendered and formulated within the college's framework for institutional planning. Controls exist within the remit of the College Management Board and the Bilingual Unit to ensure that the linguistic consequences of all new policies and initiatives are assessed and are addressed in terms of promoting and facilitating the use of the Welsh language, wherever possible, and thereby moving the College closer to implementing the principle of equality at every opportunity.

2.1.2 The institutional planning framework includes a commitment to ensure that any new policy developments are consistent with the College's Welsh Language Scheme and will not serve to countermand or undermine the Scheme.

- 2.1.3 The Welsh Language Board will be consulted in advance with respect to any proposals which materially affect the Scheme or its operation at the College or the Schemes of other organisations. The Scheme will not be altered without the agreement of the Welsh Language Board.
- 2.1.4 All members of staff will be made aware of the measures contained within the Welsh Language Scheme and the College's obligations and responsibilities under the terms of the Welsh Language Act, 1993. Each member of staff will receive a copy of the Scheme. The Scheme will be placed on the College's website and on the staff intranet. A hard copy of the Scheme will be placed in the College libraries and at the various Reception areas. The contents of the Scheme will feature regularly within the College's annual staff development programme, in staff induction events and in termly staff briefings.
- 2.1.5 The College will ensure that the measures within the Welsh Language Scheme are applied appositely and consistently with regard to the implementation of any new policies and initiatives.
- 2.1.6 The College's management infrastructure is such that policy decisions are submitted to the Academic Board for ratification and on for final approval by the Corporation Board. The implementation of these decisions is devolved to the Senior Management Team and to the College Management Board, which consists of all the senior middle managers at the College and the remit of which covers every aspect of the college's operation.
- 2.1.7 Within its Institutional Plan the College has a series of Headline Priorities, one of which is the Welsh Language Scheme. These priorities are reviewed twice-yearly by the College Management Board and any issues relating to the Scheme or to its impact on any other Headline Priorities are discussed, recorded and highlighted for future monitoring.
- 2.1.8 The current Principalship of the College consists of the Principal and two Vice Principals, all three of whom are fluent Welsh speakers and who are fully committed to transforming the College incrementally into becoming more of a bilingual educational institution.

SECTION 3

ASSESSING THE IMPACT OF NEW DEVELOPMENTS

3.1 Linguistic Impact

- 3.1.1 The College has had in existence a Welsh Language Policy since 1996 and this policy has been articulated through the college's normal channels of communication. The implementation of any new developments and concomitant Welsh language issues emanating from this policy is monitored by the relevant college committees and management groups. The College's Welsh Language Scheme will be subject to the same monitoring and reviewing procedures to ensure that the measures expounded are indeed implemented as per the Scheme and that there will be consistency in the standard of service in Welsh provided by the College from its various campuses/locations. **(Target: 2004-05)**
- 3.1.2 The Welsh Language Scheme will be accorded 'standing agenda item' status on all college committees along with the current 'Quality' and 'Health & Safety' standing agenda items. In this way, all staff at the college will engage regularly with the linguistic implications of the Scheme in relation to any new developments under consideration. **(Target: 2004-05)**

3.2 Communicating Implications

- 3.2.1 The Human Resources Unit will include regular training for staff on the contents of the college's Welsh Language Scheme within its annual staff development programme. Managers responsible for implementing particular aspects of the scheme will be given additional specific training. **(Target: 2004-05)**
- 3.2.2 The Welsh Language Scheme will be placed on the College's website as well as on the staff and student intranets (VLE) to enable maximum access. A hard copy of the Scheme will be placed in the College libraries and at the various Reception areas. The contents of the Scheme will feature regularly within the College's annual staff development programme, in staff induction events and in termly staff briefings. **(Target: 2004-05)**
- 3.2.3 Whenever a new policy or initiative is implemented, those measures contained within the Scheme which are apposite to that policy or initiative will be communicated to staff via all the College's normal communication channels. **(Target: 2004-05)**

SECTION 4

PROVIDING A SERVICE THROUGH THE MEDIUM OF WELSH

Since the creation of the College in 1999, following the merger of the former Neath and Afan Colleges, concerted efforts have been made to extend the provision of learning experiences through the medium of Welsh, either exclusively or as an element of a mainly English medium course for those students who wished to, and could benefit from, such an experience. These efforts are evidenced and documented in the College's Strategic and Operational Plans and in the targets contained within the related Action Plans. Such provision has only been possible either when delivered by a generic Welsh Language lecturer or when the fortunate coincidence of staff subject and vocational expertise, bilingual competence and viable student groupings obtained. The appointment of a full-time Welsh Language Officer in 2001, however, has helped to accelerate the development of Welsh-medium services.

4.1 Provision Over The Last Five Years

In summary, provision over the last five years has consisted of:

- ◆ Welsh for Adults programmes in the community;
- ◆ Adult conversation classes;
- ◆ Sadwrn Siarad at the Queen Street Centre, Neath town centre;
- ◆ Welsh-medium weekly tutorials for A-Level students;
- ◆ Bilingual Induction Module for all students;
- ◆ Modules delivered bilingually in the Business programme area;
- ◆ Welsh-medium Key Skills Communications offered and delivered at level 2;
- ◆ Key Skills level 2 Improving Own Learning & Performance developed and assessed through the medium of Welsh;
- ◆ Bilingual CACHE level 2 programme in partnership with Ysgol Gyfun Ystalyfera;
- ◆ Welsh-medium module for HND Broadcast Media;
- ◆ Basic Skills in Welsh for parents in local Welsh medium primary schools (Fflam Scheme);
- ◆ Bespoke Welsh classes for College front-line administrative and support staff;
- ◆ Informal teaching in Welsh with students in programme areas where staff feel confident with respect to their oral competence – Health & Social Care; Business Studies; Catering; Performing Arts; Engineering; Sport; Computing;
- ◆ Application interviews in Welsh, on request;
- ◆ Students' ability to communicate in Welsh and their preferred language for learning being recorded at enrolment and appropriate provision being made, where possible.

4.2 Current Provision

- 4.2.1 The current provision comprises most of the provision indicated above, apart from the withdrawal of units in the Business programme area due to lack of take up and the present non-delivery of classes for administrative support staff where the demand and need is cyclical.
- 4.2.2 An additional dimension in 2003-04 has been the arrangement of Welsh-medium work experience placements for students who make such a request. The most popular programme area for students to access this facility has been in Health, Social, and Child Care.

4.3 Future Provision

Each of the College's Faculties has produced a Provision Development Plan to align with that of the main Institutional Plan. In these Provision Development Plans one of the requirements is to indicate any Welsh language or bilingual provision for the period 2004-2007. The provision, containing a Welsh language dimension, planned within the Faculties for this three year period is as follows:

- ◆ Key Skills Communication Level 3; **(Target: 2004-05)**
- ◆ CACHE Level 2 Certificate in Early Years Care and Education; **(Target: 2004-05)**
- ◆ Wales, Europe and the World unit within the Welsh Baccalaureate pilot; **(Target: 2004-05)**
- ◆ Bilingual sports coaching sessions; **(Target: 2004-05)**
- ◆ GCSE Mathematics; **(Target: 2005-06)**
- ◆ IT for the Terrified; **(Target: 2005-06)**
- ◆ CACHE Level 3 Diploma in Early Years Care and Education; **(Target: 2005-06)**
- ◆ Welsh medium work experience placements on the CACHE Level 3 Diploma in Early Years Care and Education; **(Target: 2005-06)**
- ◆ Expansion of Welsh medium tutorial provision as indicated in Welsh Language Services 2004 – 2007 Matrix overleaf **(Target: 2005-06)**
- ◆ Welcome Host; **(Target: 2005-06)**
- ◆ Utilisation of e-learning to meet the Welsh language needs of learners; **(Target: 2005-06)**
- ◆ NVQ welsh language units for students and staff; **(Target: 2006-07)**
- ◆ OCN modules in Cake Decoration; **(Target: 2006-07)**

4.4 Timetable for the Introduction of Welsh Language Services

The proposed timetable for rolling out provision in the various programme areas is depicted overleaf:

Introduction of Welsh Language Services 2004 - 2007

| Curriculum Area | Information & Guidance# | Entry Interview | Language Awareness | Tutorials | Learning Resources## | Delivery | Work Experience | Assessment |
|---------------------------------|-------------------------|-----------------|--------------------|-----------|----------------------|----------|-----------------|------------|
| Art & Design | 04-05 | 04-05 | 05-06 | 06-07* | 06-07 | E | 06-07 | 06-07 |
| Performing Arts | 04-05 | 04-05 | 05-06 | 04-05* | 05-06 | 06-07 | 06-07 | 06-07 |
| Applied Science | 04-05 | 04-05 | 05-06 | 04-05 | 04-05 | 05-06 | 06-07 | 05-06 |
| Business/Management | 04-05 | 04-05 | 05-06 | 04-05* | 06-07 | 06-07 | 06-07 | 06-07 |
| Catering | 04-05 | 04-05 | 05-06 | 05-06* | 06-07 | 06-07 | 06-07 | 06-07 |
| Caring & Health | 04-05 | 04-05 | 04-05 | 04-05* | 04-05 | 04-05 | 04-05 | 04-05 |
| Computing | 04-05 | 04-05 | 05-06 | 04-05* | 04-05 | 05-06 | 06-07 | 05-06 |
| Construction | 04-05 | 04-05 | 05-06 | 04-05* | 06-07 | 06-07 | 06-07 | 06-07 |
| Engineering | 04-05 | 04-05 | 05-06 | 04-05* | 06-07 | 06-07 | 06-07 | 06-07 |
| General Education | 04-05 | 04-05 | 05-06 | 04-05 | 06-07 | E | 06-07 | E |
| Hair & Beauty | 04-05 | 04-05 | 04-05 | 05-06* | 06-07 | 06-07 | 06-07 | 06-07 |
| Landbased | 04-05 | 04-05 | 05-06 | 06-07* | 06-07 | E | 06-07 | E |
| Secretarial & Office Technology | 04-05 | 04-05 | 05-06 | 05-06* | 06-07 | 06-07 | 06-07 | 06-07 |
| Tourism & Leisure (incl sport) | 04-05 | 04-05 | 04-05 | 04-05* | 05-06 | 05-06 | 06-07 | 05-06 |
| Pre-vocational Studies | 04-05 | 04-05 | 05-06 | 04-05* | 06-07 | 06-07 | N/A | 06-07 |
| Key & Basic Skills | 04-05 | 04-05 | N/A | N/A | 04-05 | 04-05 | N/A | 04-05 |
| Community Education | 04-05 | 04-05 | 06-07 | N/A | 05-06 | 06-07 | N/A | 06-07 |
| Student Services | 04-05 | 04-05 | N/A | N/A | 05-06 | N/A | N/A | N/A |
| Pathways Training | 05-06 | 05-06 | 06-07 | 06-07* | 06-07 | E | 06-07 | 06-07 |
| Training Wales | 06-07 | 06-07 | 06-07 | N/A | 06-07 | 06-07 | N/A | 06-07 |

Key

| | | |
|--|-----------------------------------|---------------------------------|
| # Verbal written and Guidance | ## Elements of learning resources | E English medium delivery |
| * Welsh medium one to one element in response to | Bilingual | Bilingual in response to demand |

4.5 Support Mechanisms

4.5.1 In order to support the developments outlined above over the three year period 2004-07 the College will undertake to provide any learner expressing a desire to engage in learning through the Welsh language the opportunity to:

- ◆ receive guidance in Welsh regarding aspects of courses studied in English; **(Target: 2004-05)**
- ◆ undertake assessments, entry interviews, tutorials or mentoring activities in Welsh; **(Target: 2004-05)**
- ◆ access work experience in a Welsh speaking environment; **(Target: 2004-05)**
- ◆ attend additional language classes in Welsh to support subjects being delivered in English; **(Target: 2005-06)**
- ◆ access Welsh medium learning materials, where they exist, for subjects being delivered in English; **(Target: 2005-06)**
- ◆ engage with specific elements of a course where it has been possible for it to be delivered in Welsh; **(Target: 2006-07)**
- ◆ submit work written in Welsh; **(Target: 2006-07)**

4.5.2 The above support mechanisms will be co-ordinated, and in part delivered, by the Welsh Language Officer who will be the recognised initial point of reference for all staff regarding support for learning through the Welsh language. **(Target: 2004-05)**

4.5.3 The Bilingual Unit will play a central role in promoting, addressing and monitoring the operation of these support mechanisms. **(Target: 2004-05)**

4.5.4 The particular support mechanisms required by Welsh speaking students with special educational learning needs and disabilities will be addressed by ensuring that all the services identified in 4.5.1 above are brought within the aegis of the College's Equal Opportunities Policy, the Disability Statement and Student Learning Agreement. **(Target: 2006-07)**

4.5.5 Attention will be drawn to the support mechanisms available for students wishing to study through the medium of Welsh in the Student Handbook, in the Induction Programme and in tutorial sessions. **(Target: 2004-05)**

SECTION 5

QUALITY STANDARDS

The college has a well established system for quality control and quality assurance. All academic and functional units are subject to its requirements and procedures. Quality control resides with line managers responsible for the delivery of the particular learning programmes or college services, while quality assurance is centred upon the work of the college's Quality Review Group (QUARG) which ensures that standards of performance and delivery are maintained to a consistent level. All learning provision and services through the medium of Welsh will fall within the remit of the College's quality systems.

5.1 Monitoring Procedures

5.1.1 The College will ensure that implementation of the Welsh Language Scheme is monitored via the college's quality assurance system i.e. within the monthly meetings of the Quality Review Group (QUARG), at the College Management Board (CMB) and in the structured Quality Review Days. Consistency in the maintenance of standards will also be addressed within this monitoring process. **(Target: 2004-05)**

5.2 Review and Evaluation

5.2.1 The quality and standards pertaining to all of the College's English medium provision and operations will be expected equally in the Welsh language. Identical performance criteria will be utilised in evaluating quality and standards. The college will declare its commitment to ensuring equal linguistic standards for both languages in its strategic plans, annual report, prospectuses and all promotional literature. **(Target: 2004-05)**

5.2.2 The College will make every endeavour to avail itself of the services of Welsh speaking personnel when such a requirement is necessary for quality control and quality assurance procedures. **(Target: 2004-05)**

5.2.3 The Bilingual Unit will operate as an independent and neutral body to assess and report on the quality of the experience of those receiving the service, i.e. the public and the learners. **(Target: 2004-05)**

5.3 Outcentre Provision

5.3.1 Where the College operates at centres or localities beyond its main campuses it will take every step to ensure that whatever service is provided at those centres through the medium of Welsh will be subject to the same quality expectations as that provided on the main campuses. **(Target: 2005-06)**

SECTION 6

COMMUNICATION WITH THE PUBLIC

6.1 Written Communication

- 6.1.1 Neath Port Talbot College welcomes all forms of communication in Welsh and in English. The College is committed to responding in Welsh following a face-to-face meeting or receipt of written e-mail correspondence. **(Target: 2004-05)**
- 6.1.2 All correspondence in Welsh will receive a signed reply in Welsh. The College will record the preferred language of communication and act accordingly. **(Target: 2004-05)**
- 6.1.3 The College is committed to ensuring that correspondence through the medium of Welsh will not in itself lead to a delay. **(Target: 2004-05)**
- 6.1.4 Letters from the College referring to issues previously discussed in Welsh will be written in Welsh. **(Target: 2004-05)**
- 6.1.5 All official correspondence issued by the Principal to institutions and public bodies in Wales will be bilingual. This provision will include circulars distributed to the public in Wales during the lifetime of the Scheme. **(Target: 2006-07)**
- 6.1.6 Staff will receive written communications through staff briefings regarding the scheme. Particular emphasis will be placed on the responsibilities of front-line staff in this respect. **(Target: 2004-05)**
- 6.1.7 The College will establish a database of people and organisations where the preferred medium of communication is the Welsh language. **(Target: 2006-07)**

6.2 Telephone communications

- 6.2.1 The College welcomes telephone communications in Welsh or in English. Non-Welsh speaking staff have received training regarding dealing with the Welsh speaking public to the extent that a short bilingual greeting can be offered and a caller can be directed to an appropriate Welsh speaker.
- 6.2.2 All staff will be provided with guidance on dealing with telephone calls in Welsh. **(Target: 2004-05)**
- 6.2.3 When a caller wishes to speak to a Welsh speaker and the member of staff receiving the call is unable to respond in Welsh, this will be made clear to the caller who will be given the option of
- ◆ being transferred to a Welsh speaker;
 - ◆ continuing the call in English;
 - ◆ submitting the communication in written form in Welsh.
- (Target: 2004-05)**

- 6.2.4 The College will compile an internal directory of Welsh speakers to whom calls can be transferred. This provision will be extended to naming staff able to speak Welsh in college-produced literature. This directory will be issued to all College staff and will be available on the College intranet. **(Target: 2005-06)**
- 6.2.5 Recorded messages on the College's answering machines will be bilingual and the response time set for replying to a communication in Welsh will be the same as for that in English. **(Target: 2005-06)**

6.3 Public meetings

- 6.3.1 Participants in public meetings organised by the College will have the right to speak in Welsh or English and will be informed accordingly prior to the event. All written communication relating to the meeting will be in bilingual format with a supplementary note asking attendees to state language preference beforehand. **(Target: 2005-06)**
- 6.3.2 If Welsh is indicated to be the preferred medium of communication, appropriate translation arrangements will then be organised accordingly. **(Target: 2005-06)**
- 6.3.3 Staff who are able to communicate in Welsh will be encouraged so to do in order to indicate to those in attendance that bilingual interchange is accepted and encouraged. These staff will be requested to wear 'Working Welsh' badges to indicate bilingual competence. **(Target: 2004-05)**

6.4 Non-Public Meetings

- 6.4.1 At internal meetings in the College, staff will be able to use their preferred language of communication where circumstances, such as the presence of someone able and prepared to translate, enables the business of the meeting to proceed with participants' full understanding. **(Target: 2005-06)**
- 6.4.2 Any person who wishes, or is requested, to conduct private or one-to-one meetings with the College is welcome to do so in either Welsh or English. A language choice will be offered when arranging the meeting and the College will take every step practically possible to accede to such a request and arrangements will be made with an appropriate Welsh speaking member of staff. If the Section concerned does not contain an appropriate Welsh speaker, the person will be given the option of
- ◆ continuing with the meeting in English;
 - ◆ submitting information relevant to the meeting in Welsh.
- (Target: 2004-05)**

In so doing, the College acknowledges that individuals are able to express their views and requirements better in their preferred language and could be placed at a disadvantage were such a facility not to be available as an entitlement as opposed to a concession.

6.5 Other Modes of Communication

6.5.1 The principles outlined in Section 6.1 will also be employed when communicating electronically. **(Target: 2004-05)**

6.5.2 The College will adopt the same procedures as indicated in 6.3 when communication with the public happens via other modes of oral communication, such as video-conferencing. **(Target: 2005-06)**

6.5.3 The College will ensure that Welsh language pages are added to its website. The home page and any pages referring to Welsh language provision will be available from the outset of the Scheme.
(Target: 2004-05)

Remaining pages dealing with College-wide services will then be made available bilingually on an ongoing basis, starting with the most frequently used services. Pages describing individual courses taught solely through the medium of English may remain in English only.
(Target: 2005-07)

SECTION 7

THE COLLEGE'S PUBLIC FACE

The College is committed to presenting a bilingual corporate identity. All formal means of conveying this identity publicly will, therefore, adopt a bilingual format.

7.1. The College's Corporate Identity

7.1.1 The College's name is Neath Port Talbot College/Coleg Castell Nedd Port Talbot.

7.1.2 The College's name is incorporated into the College logo. Any amendments to the logo will ensure equal treatment for both the Welsh and English languages in terms of format, size, quality, legibility and prominence.

7.1.3 The following will appear bilingually with a commitment to equality:

- Name*
- Logo*
- Letterheads*
- Business cards*
- Compliment slips*
- Identity badges*
- Building signage*
- Corporate slogan
- Fax paper

- Publications
- Vehicle signage
- E-mail nomenclature
- Standard College produced materials

The items annotated with an asterisk are already produced bilingually. The College is committed to producing the remainder of the items bilingually during the implementation of the scheme. **(Target: 2006-07)**

7.2 Signs

- 7.2.1 All public and information signs within the College, including those within internal areas, will be bilingual and will be equal in format, size, quality, legibility and prominence. **(Target: 2006-07)**
- 7.2.2 When the two languages appear on the same sign, English will be placed uppermost. If both languages are side-by-side, the English version will be placed on the left. If separate signs are used, the both languages will appear together and be equal in all of the respects already mentioned. **(Target: 2006-07)**
- 7.2.3 All new and replacement signs erected at the College will be fully bilingual with the two languages equal in all of the respects already mentioned. **(Target: 2004-05)**
- 7.2.4 Where signs are produced, on behalf of the College, by an outside agency, the contents will be conveyed in word-processed format to ensure correct spelling as well as compliance with the commitments in this section. **(Target: 2004-05)**
- 7.2.5 Information signs erected outside the boundaries of the College, but remaining the College's responsibility, will also be bilingual and will conform with the commitments in this section. **(Target: 2006-07)**

7.3 Publishing and Printing Material

- 7.3.1 Availability of resources dictates that the College will have to be selective with respect to which documentation is to be produced in bilingual format. However, generic information in all official documents and publications will be presented bilingually with a presumption in favour of single bilingual documents during the lifetime of the Scheme. **(Target: 2006-07)**
- 7.3.2 When Welsh and English versions of a document are produced separately they will be issued simultaneously, distributed together and be equally accessible. Each version will indicate that the document is available in the other language. **(Target: 2006-07)**

- 7.3.3 All those services which the College can provide through the medium of Welsh will be advertised in Welsh in all its major publications regardless of the main language used in the remainder of the publication. Details of provision will be advertised in the same language as the medium of instruction used for the delivery of the provision.
(Target: 2006-07)
- 7.3.4 The College will ensure that the price of a Welsh version document will not exceed the cost of the English version. **(Target: 2006-07)**
- 7.3.5 The College will ensure that staff, consultants, designers and printers receive written instructions on how to deal with bilingual publications. Particular reference will be made to the Welsh Language Board's *Guide to Bilingual Design*. **(Target: 2005-06)**
- 7.3.6 The College will produce the following official public documentation in a bilingual format:
- ◆ Annual Report; **(Achieved)**
 - ◆ Menus; **(Achieved)**
 - ◆ Certificates;
 - ◆ Invoices;
 - ◆ Charters;
 - ◆ Public consultation documents;
 - ◆ Posters;
 - ◆ Service Level Agreements with public bodies.
- (Target: 2006-07)**

7.4 Forms and Explanatory Material

- 7.4.1 All forms and explanatory material produced by the College, listed below, will be bilingual with the Welsh and English versions appearing together on the same document:
- ◆ Equal Opportunities Policy; **(Achieved)**
 - ◆ Disability Statement (+Braille/Pictorial Versions); **(Achieved)**
 - ◆ College Annual Report; **(Achieved)**
 - ◆ Student Initial Assessment Pack; **(Achieved)**
 - ◆ Student Diaries; **(Achieved)**
 - ◆ ESF Beneficiary Evaluation Form; **(Achieved)**
 - ◆ ESF Eligibility Form; **(Achieved)**
 - ◆ ESF Objective 1 Reference Card; **(Achieved)**
 - ◆ Appointment Form for Corporation Board members. **(Achieved)**
 - ◆ Student Application forms; **(Target: 2004-05)**
 - ◆ Individual Student Learning Agreements (ISLAs); **(Target: 2004-05)**
 - ◆ Access Fund Application Forms; **(Target: 2004-05)**
 - ◆ Student Parental Consent Forms; **(Target: 2004-05)**

7.4.2 When it is necessary to provide Welsh and English versions separately they will be issued simultaneously, equally available, distributed together and will carry a message confirming the form is also available in the other language. English and Welsh versions of the following will be made available separately:

- ◆ Student Enrolment Forms; (Target: 2004-05)
- ◆ Staff Job Application Forms; (Target: 2004-05)
- ◆ Staff letters of appointment; (Target: 2004-05)
- ◆ Staff Conditions of Service; (Target: 2005-06)
- ◆ Staff Contracts of Employment; (Target: 2005-06)

7.5 Press Notices

7.5.1 Press releases to the Welsh medium press may be issued bilingually or in Welsh only and press releases to the English medium press mainly circulating within Wales may be issued bilingually or in English only. Information which is deemed to have specific relevance to the Welsh language will be targeted at both the Welsh and English media. (Target: 2006-07)

7.5.2 For all notices and advertisements in the press which are bilingual the Welsh and English versions will be equal in format, size, and prominence. (Target: 2006-07)

7.6 Publicity Activities

7.6.1 Generic publicity and marketing campaigns through the medium of television, radio and cinema will be bilingual and maintain equality for both languages. (Target: 2006-07)

7.6.2 The system for dealing with responses to publicity and marketing events will include the facility to communicate in the Welsh language. Named contacts will be identified for this purpose by the College. (Target: 2006-07)

7.6.3 Any corporate exhibition or public information stands, conference or seminar literature will be presented bilingually. (Target: 2006-07)

7.6.4 Survey material for the purpose of promotional literature will be produced in bilingual format. (Target: 2006-07)

7.7 Official and Public Notices

7.7.1 All College-generated official and public notices, which appear in Wales, will be bilingual. Both languages will be treated equally in terms of size, format, quality, legibility, and prominence. (Target: 2006-07)

7.8 Recruitment Notices

7.8.1 Notices for staff recruitment will be bilingual for positions where Welsh is deemed to be desirable. For positions where Welsh is considered as essential the notice will be in Welsh only, with an explanatory footnote in English. For positions where there is no linguistic requirement, the notice may be in English only. **(Target: 2006-07)**

SECTION 8

IMPLEMENTING AND MONITORING THE SCHEME

8.1 Staffing

8.1.1 In order to ensure, over a period of time, that the College is able to deliver its services in Welsh to a high quality, both effectively and efficiently, it will adopt a Linguistic Skills Strategy as part of its human resources planning process. This Strategy will enable the College to maintain an overview of its linguistic skill needs and resources and to co-ordinate training and recruitment activities in order to facilitate the Scheme's objectives. The measures that follow will form part of that Strategy. **(Target: 2004-05)**

8.1.2 The College will identify those workplaces where there is regular contact with the public to enable access to appropriately skilled Welsh speakers to ensure the delivery of a full Welsh medium service. **(Target: 2004-05)**

8.1.3 The College will identify posts for which Welsh is essential or desirable and will formulate job specifications accordingly. **(Target: 2004-05)**

8.1.4 The College will refer regularly to the audit of academic and administrative staff to identify the linguistic needs of staff responsible for delivery in target areas. Where staffing is non-existent in such areas the College will aim to recruit staff with the appropriate language skills. **(Target: 2004-05)**

8.1.5 The College will implement the above programme through its managers and staff responsible for recruitment, training and supervision. **(Target: 2004-05)**

8.1.6 The College will monitor the progress of the implementation of this programme and will take appropriate remedial action in the event of a decline in Scheme-related posts. **(Target: 2004-05)**

8.2 Learning Welsh

8.2.1 Members of staff will be encouraged to attend the appropriate courses to improve or acquire Welsh speaking skills in accordance with their job requirements. **(Target: 2004-05)**

- 8.2.2 The College is committed to providing learning and training programmes for members of staff in target areas essential to the implementation of the Scheme. **(Target: 2004-05)**
- 8.2.3 Staff who wish, or have a need, to learn Welsh or to improve current Welsh language competence will be supported in this by:
- ◆ receiving regular information from the Human Resource Unit regarding Welsh language courses
 - ◆ receiving free tuition for such courses and access to these courses within working hours, when the skills are deemed an essential job requirement
 - ◆ having access to the College 'Welsh Learners Staff Support Group' Network
- (Target: 2004-05)**
- 8.2.4 The National Language Standards will be used as a means of establishing the requisite level of competence both for Welsh speaking staff and for staff learning Welsh. Those staff wishing to gain accreditation for their skills will be encouraged to avail themselves of this service free of charge. The College will further seek to engage with Sgiliaith and Canolfan Bedwyr to arrange vocationally-specific training for teaching and non-teaching staff. **(Target: 2005-06)**
- 8.3 Recruitment**
- 8.3.1 The College will identify within its staffing structure those positions which require the ability to speak Welsh to varying degrees and will ensure that, where the ability to speak Welsh is essential or desirable for any post, this will be specified when recruiting to that post. **(Target: 2004-05)**
- 8.3.2 The college will determine the linguistic requirements of the posts referred to above and will delineate these requirements in recruitment advertisements, in job descriptions and in person specifications. **(Target: 2004-05)**
- 8.3.3 The College will encourage Welsh speakers to join the workforce by ensuring that advertisements, job descriptions, person specifications, job related literature and interviews are framed, presented and implemented in a bilingual format, in accordance with measure 7.8.1. **(Target: 2004-05)**
- 8.3.4 In cases where a non-Welsh speaker is appointed to a post for which Welsh is considered essential or desirable due to a lack of Welsh speaking applicants, a condition of employment will be that the person appointed will be required to learn the language to the level of skill identified as necessary to undertake the duties assigned to the post within an agreed timescale. The College, for its part, will provide support in this respect as identified in 8.2.3 above. This requirement will feature equally alongside all other performance criteria used to assess the appointee during the induction and probationary period. **(Target: 2004-05)**

- 8.3.5 The College will assess the linguistic skills and needs of all newly appointed staff in accordance with the implementation of the Scheme.
(Target: 2004-05)

8.4 Vocational Training

- 8.4.1 The College will assess the need for vocational training through the medium of Welsh to facilitate the implementation of the Scheme and will provide the requisite training through the means identified in 8.2.3 and 8.2.4 above. (Target: 2004-05)
- 8.4.2 Training and re-training for front line staff will be accorded initial priority in order to maintain and improve services to the public. A parallel programme of training in bilingual delivery for staff engaged in programme areas which have been earmarked for enhancing learning opportunities in Welsh will be instituted in line with the provision matrix included in Section 4.3. (Target: 2004-05)

8.5 Administration Arrangements

- 8.5.1 The Welsh Language Scheme will be implemented with the full authority of the Corporation Board.
- 8.5.2 The Principal will have full responsibility for the implementation of the scheme. He or she will ensure that a Senior Manager is accountable for the Scheme's progress. The Middle Managers will be accountable for implementing those aspects of the Scheme relevant to their areas of responsibility and for providing feedback on compliance in those areas with respect to the Scheme's requirements. The Bilingual Unit, of which the Welsh Language Officer is a core member, will continue to steer, oversee and monitor implementation of the Scheme prior to compiling a compliance report. (Target: 2004-05)
- 8.5.3 All members of staff will receive a copy of the Scheme. Briefings for all staff will be undertaken to ensure that everyone in the organisation is familiar with the Scheme, that they are aware of what is expected of them and of how the Scheme will be implemented. (Target: 2004-05)
- 8.5.4 Written instructions and guidance with respect to the College's expectations of how the Scheme should be implemented will be issued to all staff. (Target: 2004-05)
- 8.5.5 The College will ensure that measures to which it is committed within the Welsh Language Scheme will be integrated into all aspects of College services and within its administrative processes.
(Target: 2006-07)
- 8.5.6 The services of the Welsh Language Officer will be used for translation purposes. Occasionally, recourse to the services of approved external translation agencies may be required.
(Target: 2006-07)

8.5.7 Where the current information technology systems are unable to be adapted to facilitate the implementation of the Scheme, interim measures will be established as a pre-cursor to a system which will not impede the implementation of the Welsh Language Scheme.
(Target: 2006-07)

8.6 Services delivered on behalf of the College by other parties

The College works in partnership with public bodies, organisations from the voluntary sector and other agencies. The College works on many levels when working with others:

8.6.1 When the College is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Welsh Language Scheme. (Target: 2006-07)

8.6.2 When the College joins a partnership in which any other body is leading, the College's input will comply with the Welsh Language Scheme and the College will encourage other parties to comply.
(Target: 2006-07)

8.6.3 When the College is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the College will act in accordance with its Welsh Language Scheme. (Target: 2006-07)

8.6.4 When the College joins or forms a partnership, it will ask prospective partners about their Welsh Language Schemes, language policies or the means by which they will operate bilingually. Within any partnership, the College will offer advice and support to the other partner organisations. (Target: 2006-07)

8.6.5 Various services provided on behalf of the College may be operated by other organisations such as contractors, consultants, agencies, firms and individuals. All agreements and arrangements for external organisations of this nature to undertake the provision of services to the public in Wales on the College's behalf will comply fully with the terms and requirements of the Welsh Language Scheme.
(Target: 2006-07)

8.6.6 A senior post-holder responsible for the Scheme, the Vice Principal, will oversee the implementation of these commitments by:

- ◆ producing written procedures for staff dealing with agents and contractors, and systems to ensure that staff are dealing with them;
- ◆ specifying the requirements as to the use of the Welsh language in tendering documents, contracts and grant or loan conditions;
- ◆ monitoring the implementation of the Scheme by agents and contractors;
- ◆ encouraging those contractors with their own Welsh Language Scheme to implement relevant aspects;
- ◆ obtaining regular performance reports.

(Target: 2006-07)

8.7 Monitoring the Scheme

- 8.7.1 The responsibility for monitoring and reviewing the Scheme will be held by the Vice Principal, whose name will be made known to staff, agents or contractors employed by the College as well as to the public. (Target: 2004-05)
- 8.7.2 The College will establish an appropriate complaints procedure relating to grievances regarding the Welsh Language Scheme. This will be integrated within the College's general complaints procedure. (Target: 2004-05)
- 8.7.3 As well as monitoring the complaints received, the College will monitor the opinion of Welsh speakers and non-Welsh speakers with regard to the implementation of the Scheme. (Target: 2004-05)
- 8.7.4 The implementation of the Scheme will be monitored within the College's framework for monitoring all of its operations and will feature within this monitoring process to the same degree as any other aspect of the College's operations. (Target: 2004-05)
- 8.7.5 The College will welcome and record suggestions on how to improve the Scheme. (Target: 2004-05)

8.8 Reviewing the Scheme

- 8.8.1 The Scheme will be formally reviewed via progress reports submitted to the College Management Board on a twice-yearly basis. (Target: 2004-05)
- 8.8.2 An annual compliance report will be submitted to Board members of the Corporation. This compliance report will provide information to the College Governors on the following:
- ◆ whether the College is complying with the Scheme;
 - ◆ the degree to which it is achieving compliance;
 - ◆ the degree to which the implementation of the Scheme is being appropriately managed;
 - ◆ the performance of all Faculties and Functional Units in achieving the outcomes ascribed in the Scheme in relation to the delivery of Welsh medium curricular and administrative services;
 - ◆ any aspects for improvement, which will be included in an Action Plan with a defined timetable for implementation.
- (Target: 2004-05)
- 8.8.3 A copy of this compliance report will be sent to the Welsh Language Board. (Target: 2004-05)

- 8.8.4 In the third year of the Scheme's implementation the College will prepare a comprehensive evaluation report which will assess and evaluate its performance in implementing the Scheme since its inception. This report will:
- ◆ provide an overview and thematic analysis of compliance and performance in implementing the Scheme over the first three years with respect to service delivery and Scheme management;
 - ◆ outline priorities for the following three years emanating from the evaluation, together with a revised timetable for implementing the measures in the Scheme. **(Target: 2006-07)**
- 8.8.5 In order to inform the compilation of this evaluation report the College will conduct a satisfaction survey with students, staff and the general public to ascertain their views on the scope and quality of its bilingual services. **(Target: 2006-07)**
- 8.8.6 During this period the College will revise and update its Welsh Language Scheme for the next cycle of implementation. **(Target: 2006-07)**

8.9 Scheme Implementation Targets

- 8.9.1 The College will measure the implementation of the Scheme against set performance indicators, the most significant of which over the period 2004-07 are:
- ◆ the response times for correspondence;
 - ◆ the percentage of bilingual signage;
 - ◆ the percentage of publications and forms issued bilingually;
 - ◆ the quality of bilingual signage and publications;
 - ◆ the number of students accessing Welsh medium learning;
 - ◆ the number of modules delivered through the medium of Welsh;
 - ◆ the number of Welsh speakers in posts where the ability to speak Welsh is desirable.
- (Target: 2006-07)**
- 8.9.2 The College will publish information comparing performance with the standards and targets contained in the Scheme in the Annual Report. Where standards are not realised, the College will explain the reasons for this and will seek to rectify the situation. The Annual Report will be placed on the College website. **(Target: 2004-05)**

8.10 Contact Details

The senior post-holder responsible for the College's Welsh Language Scheme is the Vice Principal. The current holder of this position at the College, to whom queries regarding the Scheme should be directed is:

Mr. Rob Fowler
Vice Principal
Neath Port Talbot College
Dwr-y-Felin Road
Neath. SA10 7RF

Tel: (01639) 648000; e-mail: rob.fowler@nptc.ac.uk

SECTION 9

PUBLICISING THE SCHEME

The College will endeavour to publicise its Welsh Language Scheme as widely as is possible to ensure that anyone seeking to avail him or herself of its services is aware of its Welsh medium provision and that the College's employees, agents and contractors are aware of the need to operate in accordance with the requirements of the Scheme.

9.1 Post Approval

- 9.1.1 The College will ensure that copies of the Scheme are available to its staff and the public via the intranet and the internet. **(Target: 2004-05)**
- 9.1.2 Hard copies of the Scheme will be distributed to each member of academic and administrative staff. **(Target: 2004-05)**
- 9.1.3 The College will endeavour to promote to prospective students the advantages of acquiring, or improving upon, Welsh language skills for social or employment purposes. **(Target: 2004-05)**
- 9.1.4 Students will be informed of the College's commitment to the Welsh Language Scheme via the Induction Programme. The Scheme will be made available on-line and will be summarised in the Student Handbook. **(Target: 2004-05)**
- 9.1.5 A copy of the Scheme will be available in the Human Resources Unit, in Student Services and at main College Receptions. **(Target: 2004-05)**

9.2 Methodology

- 9.2.1 The College will use the following methods to publicise the Scheme:
- ◆ website;
 - ◆ press releases;
 - ◆ notices;
 - ◆ leaflets;
 - ◆ libraries;
 - ◆ careers evenings;
 - ◆ open evenings;
 - ◆ school visits;
 - ◆ prospectuses;
 - ◆ information circulated to offer guidance and support.
- (Target: 2004-05)**

SECTION 10

TIMETABLE FOR IMPLEMENTATION

The following table is a summary of all the measures to be taken in order to implement the Scheme over the period 2004-07. The exact wording of each measure can be found in the main body of the Scheme. This timetable, along with the timetable for the introduction of Welsh language services, will be used as the main vehicle for monitoring and reviewing progress in achieving the targets set for the implementation of each measure.

| REF. NO | MEASURE | TARGET DATE 2004-05 |
|---------|---|------------------------|
| 3.1.1. | Monitor the linguistic impact of new developments | |
| 3.1.2. | 'Standing Item' status for Scheme on College meetings agenda | |
| 3.2.1. | Staff development on contents of the Scheme | |
| 3.2.2. | Scheme to be placed on College website + on staff and student intranets (VLE) | |
| 3.2.3. | Communicate implications of Scheme on any new policy or initiative | |
| 4.5.1. | <ul style="list-style-type: none"> ▪ Learners to receive guidance in Welsh ▪ Learners to undertake assessments, entry interviews, tutorials and mentoring in Welsh ▪ Learners to access work experience in Welsh | |
| 4.5.2. | Welsh Language Officer to co-ordinate Welsh medium support mechanisms for learners | |
| 4.5.3. | Bilingual Unit to monitor operation of support mechanisms | |
| 4.5.5. | Promotion of support mechanisms in Student Handbook, Induction Programme and Tutorials | |
| 5.1.1. | Scheme to be monitored via College quality assurance system | |
| 5.2.1. | Utilisation of identical PIs in evaluating standards relating Welsh and English provision | |
| 5.2.2. | Use of Welsh speaking personnel for quality assurance purposes | |
| 5.2.3. | Bilingual Unit to operate independently in assessing the quality of service received | |
| 6.1.1. | Responses provided in Welsh to initial face to face, written or e-mail communication | |
| 6.1.2. | Record made of preferred language of communication | |
| 6.1.3. | Welsh medium correspondence not to lead to delay in response | |
| 6.1.6. | Provide staff with written instructions on implementing the Scheme, particularly front-line staff | |

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| 6.2.2. | Provide staff with guidance on dealing with telephone calls in Welsh | |
| 6.2.3. | Defined options to be given to callers using Welsh initially | |
| 6.3.3. | Welsh speaking staff to use Welsh at public meetings and to wear indicative badges | |
| 6.4.2. | Arrange, where possible, for meetings of a personal or private nature be held through the medium of Welsh | |
| 6.5.1. | Equality of approach to be used with respect to electronic communication | |
| 6.5.3. | Welsh Language pages to be included on College website | |
| 7.2.3. | All new and replacement signs to be in agreed bilingual format | |
| 7.2.4. | Information on signage produced externally to be conveyed in word-processed format | |
| 7.4.1. | Production of Welsh versions of: <ul style="list-style-type: none"> ▪ Student Application Forms ▪ Individual Student Learner Agreements ▪ Access Fund Application Forms ▪ Student Parental Consent Forms | |
| 7.4.2. | Production of Welsh versions of: <ul style="list-style-type: none"> ▪ Student Enrolment Forms ▪ Staff Job Application Forms ▪ Staff letters of appointment | |
| 8.1.1. | Develop a linguistic skills programme for staff | |
| 8.1.2. | Identify workplaces regularly in contact with the public to ensure Welsh medium coverage | |
| 8.1.3. | Identify posts for which Welsh is essential and formulate job specifications accordingly | |
| 8.1.4. | Use the audit of Welsh speaking skills to target deficit areas and inform recruitment strategy | |
| 8.1.5. | Managers to take account of the audit when planning recruitment and training | |
| 8.1.6. | Monitor staffing profile and act on any decline in Scheme-related posts | |
| 8.2.1. | Encourage staff to attend courses to improve or acquire Welsh speaking skills | |
| 8.2.2. | Provide staff development programmes for staff whose skills are deemed essential for the implementation of the Scheme | |
| 8.2.3. | Provide the requisite support for staff engaging with training programmes | |
| 8.3.1. | Identify positions requiring the ability to speak Welsh and ensure that this profile is acknowledged in recruitment strategy | |
| 8.3.2. | Ensure that linguistic requirements apposite to a post are reflected in advertisements, job descriptions and person specifications | |

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| 8.3.3. | Ensure that all documentation used for recruitment is presented in a bilingual format when a post falls within the terms of the Scheme | |
| 8.3.4. | Make explicit the requirement for any non-Welsh speaker appointed to a 'Welsh-essential' post to learn the language to the appropriate standard | |
| 8.3.5. | Assess the linguistic skills of all newly appointed staff | |
| 8.4.1. | Assess the need for vocational training amongst staff and provide the necessary staff development | |
| 8.4.2. | Prioritise training and re-training both for front-line and teaching staff in Welsh and bilingual delivery | |
| 8.5.2. | Establish accountability for Scheme implementation at senior and middle management level. | |
| 8.5.3. | Provide all staff with a copy of the Scheme together with a briefing session on expectations regarding implementation | |
| 8.5.4. | Issue written guidelines to staff on expectations regarding Scheme implementation | |
| 8.7.1. | Ensure that responsibility for monitoring and reviewing the Scheme is communicated to staff, agents or contractors | |
| 8.7.2. | Establish an appropriate complaints procedure with respect to the Scheme | |
| 8.7.3. | Monitor the opinions of Welsh and non-Welsh speakers with regard to the Scheme | |
| 8.7.4. | Ensure that the Scheme will be monitored via the normal College processes and to the same degree as any other policy/procedure | |
| 8.7.5. | Record suggestions for improving the Scheme | |
| 8.8.1. | Submit progress reports twice-yearly to the College Management Board | |
| 8.8.2. | Submit an annual compliance report to the Corporation Board | |
| 8.8.3. | Send a copy of the compliance report to the Welsh Language Board | |
| 8.9.2. | Publish performance data relating to the Scheme in the Annual Report | |
| 9.1.1. | Ensure that copies of the Scheme, when approved, are available to staff and the public via the intranet and internet | |
| 9.1.2. | Distribute hard copies of the Scheme to academic and administrative staff | |
| 9.1.3. | Communicate the terms of the scheme to students via the Induction Programme, the Student Handbook and Student Intranet | |
| 9.1.4. | Ensure availability of copies of the Scheme in the Human Resources Unit, in Student Services and at main College Receptions | |

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| 9.2.1. | Use the methods defined in 9.3.1. to publicise the Scheme | |
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| REF. NO | MEASURE | TARGET DATE 2005-06 |
|---------|---|------------------------|
| 4.5.1. | <ul style="list-style-type: none"> ▪ Provide additional language classes for Welsh speaking students studying subjects in English ▪ Provide Welsh medium learning materials for English medium subjects | |
| 5.3.1. | Ensure the same quality expectations for Welsh medium courses delivered at College out-centres | |
| 6.2.4. | Compile an internal directory of Welsh speakers for call transfers. Issue to all staff and place on College Intranet | |
| 6.2.5. | Recorded messages on College answering machines to be bilingual | |
| 6.3.1. | Participants in College public meetings to have the right to speak in Welsh or English | |
| 6.3.2. | Provide translation facilities at College public meetings | |
| 6.4.1. | Facilitate bilingual communication at internal college meetings | |
| 6.5.2. | Provide facilities to enable bilingual communication at on-line meetings, such as video-conferencing | |
| 6.5.2. | Welsh language pages to be available on College website | |
| 7.3.5. | Ensure that staff, consultants, designers and printers have written instructions on dealing with bilingual publications | |
| 8.2.4. | Use the National Language Standards to establish levels of competence for staff using the Welsh language | |

| REF. NO | MEASURE | TARGET DATE 2006-07 |
|---------|---|------------------------|
| 4.5.1. | <ul style="list-style-type: none"> ▪ Provide specific elements of courses through the medium of Welsh ▪ Enable students to submit written work in Welsh | |
| 4.5.4. | Bring the support mechanisms required by Welsh speaking SLDD students within the aegis of the College's Equal Opportunities Policy, The Disability Statement and Student Learning Agreement | |
| 6.1.5. | Official correspondence issued to public bodies to be bilingual | |
| 6.1.7. | Establish a database of people and organisations where Welsh is the preferred medium of communication | |
| 7.1.3. | Produce items relating to the College's corporate identity in bilingual format | |
| 7.2.1. | All public and information signs within the College to be bilingual | |
| 7.2.2. | The terms of the Scheme to be observed in the production of all College signage | |

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| 7.2.5. | Information signs outside the College boundaries, but which remain the College's responsibility, to be bilingual | |
| 7.3.1. | Generic information in official documents to be presented bilingually, with a presumption in favour of single bilingual documents | |
| 7.3.2. | Separate versions of Welsh and English documents to be issued simultaneously | |
| 7.3.3. | Services provided through the medium of Welsh to be advertised in Welsh in all major publications | |
| 7.3.4. | Price of a Welsh version document to be the same as for an English version document | |
| 7.3.6. | Produce defined official public documentation in a bilingual format | |
| 7.5.1. | Press releases to be made in accordance with the terms of the Scheme | |
| 7.5.2. | Bilingual press releases to have Welsh and English versions equal in all respects | |
| 7.6.1. | Generic publicity and marketing campaigns via television, radio and cinema to be bilingual | |
| 7.6.2. | Responses to publicity and marketing events to include Welsh medium via named contacts | |
| 7.6.3. | Exhibitions and conference literature to be presented bilingually | |
| 7.6.4. | Survey material to be produced in bilingual format | |
| 7.7.1. | All College official and public notices, appearing in Wales, to be bilingual | |
| 7.8.1. | Staff recruitment notices to be in accordance with the terms of the Scheme | |
| 8.5.5. | Integrate all measures within the Scheme into all aspects of College services and administrative processes | |
| 8.5.6. | All translation to be undertaken by Welsh Language Officer | |
| 8.5.7. | Ensure that the information technology systems facilitate implementation of the Scheme | |
| 8.6.1. | Ensure that any public service provided by a third party on behalf of the College is compliant with the Scheme | |
| 8.6.2. | Ensure that the College will comply with the Scheme when operating as a third party provider | |
| 8.6.3. | Ensure that the College will comply with the Scheme when operating as a provider within a consortium arrangement | |
| 8.6.4. | Seek to influence other members of a partnership to operate bilingually | |
| 8.6.5. | Ensure that organisations delivering services on behalf of the College will comply fully with the terms of the Scheme | |
| 8.6.6. | Ensure that commitments made by parties operating services on behalf of the College are monitored and fulfilled | |

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| 8.8.4. | Prepare a comprehensive evaluation report of the operation of the Scheme over three years | |
| 8.8.5. | Conduct a satisfaction survey with students, staff and the general public on the scope and quality of the College's bilingual services | |
| 8.8.6. | Revise and update the Scheme for 2007-10 | |
| 8.9.1. | Assess the effectiveness of the implementation of the Scheme against set PIs | |

APPENDIX

Progress in Implementing the College's Welsh Language Policy

APPENDIX

Progress in Implementing the College's Welsh Language Policy

Since 1996, the College has made continued progress in enhancing its bilingual nature and ethos by undertaking the following measures:

Planning & Policy Formulation

- ◆ Including a section on Welsh Language Development within its Institutional Plan every year;
- ◆ Setting targets for implementing operational aspects of the Plan from year to year;
- ◆ Monitoring and evaluating progress regularly, via its quality systems, on implementation issues;
- ◆ Establishing Welsh Language Development as one of the main Headline Priorities of the College;
- ◆ Undertaking presentations to the Corporation Board, the Academic Board, the College Management Board and to various college committees on the Welsh Language Act 1993 and the College's Welsh Language Scheme;
- ◆ Establishing a 'Bilingual Unit' to operate alongside other Functional Units at the college;
- ◆ Undertaking an audit of the Welsh speaking and bilingual skills of staff;
- ◆ Undertaking audits annually of the language skills and delivery preferences of students;
- ◆ Appointing a Welsh Language Officer who has been in post since September 2001;
- ◆ Translating many College policies into Welsh;
- ◆ Playing the lead role in the CCET Bilingual Sub-Group (providing Chair and secretariat);
- ◆ Undertaking a regional survey and training needs analysis for Welsh speaking personnel in the Childcare sector on behalf of the local CCET;
- ◆ Engaging in collaborative curriculum planning with Ysgol Gyfun Ystalyfera.

Dealing with the Welsh Speaking Public

- ◆ Ensuring that a selection of senior and middle managers are available to respond in an appropriate and timely manner to enquiries from the public in verbal or written form;
- ◆ Producing the following bilingual documentation:
 - College Annual Report
 - Publicity Leaflets for College Outcentres
 - College Website
 - NAPTA Website
 - Restaurant Menus
 - Signs and Advertising Banners
 - Course Leaflets
 - Leaflets for College Nursery
 - Leaflets for College Businesses, e.g. Parcgro
 - Urdd Eisteddfod Publicity
 - Official College Invitations
 - Sections of Unofficial Welsh Language Scheme
- ◆ Amending the Person Specification documentation for all recruitment and selection procedures to include 'Ability to Speak Welsh' as *desirable*;
- ◆ Appointing a bilingual Personal Assistant to work with one of the Vice Principals and to service the bilingual administrative requirements of the other senior managers, when necessary;
- ◆ Translating the college's website into Welsh;

Delivery of Services (Functions)

- ◆ Undertaking a substantial training programme for administrative and support staff to enable them to maintain reasonable initial proficiency in dealing with communication in Welsh;
- ◆ Providing opportunities for all staff to upgrade their communication skills in Welsh;
- ◆ Ensuring that each functional area of the college has recourse to at least one Welsh speaker to support the delivery of that service, when required;
- ◆ Producing the following bilingual documentation:
 - Equal Opportunities Policy
 - Disability Statement + Braille and Pictorial Version
 - Induction Module
 - HE Welsh Language Module
 - Student Diaries

- Key Skills Portfolios
- Key Skills Documentation
- Staff Questionnaire
- Student Questionnaire
- Bilingual ESF Bid
- Application Forms
- Enrolment Forms
- College Website
- Institutional Plan Section
- Course Leaflets
- College Meetings File Note

Delivery of Services (Provision)

- ◆ Extending the 'Welsh for Adults' provision year on year and providing Basic Skills in Welsh for parents of Welsh medium primary school children;
- ◆ Delivering, in association with Ysgol Gyfun Ystalyfera, a bilingual CACHE Early Years programme;
- ◆ Providing Welsh-medium weekly tutorials for Welsh speaking students;
- ◆ Providing a bilingual Welsh medium Induction Module
- ◆ Providing Welsh-medium Key Skills Communication and some Wider Key Skills at level two;
- ◆ Delivering a communications module in Welsh for the HND Broadcast Media course;

Meetings with the Public

- ◆ Ensuring that, given the current balance of Welsh speakers amongst senior and middle managers, a bilingual dimension is promoted at any college-organised public event;
- ◆ Conducting initial introductions on public platforms or at formal meetings in Welsh to signal a preparedness to respond in Welsh should such a response be required;
- ◆ Producing signage relating to public events in bilingual format;
- ◆ Producing badges for those staff willing to use Welsh in any discourse with the public;

The College's Public Face

- ◆ Promoting a bilingual corporate identity;
- ◆ Displaying bilingual signage throughout the College;

Marketing and Publicity

- ◆ Deploying Welsh speaking staff at local, regional and national marketing events as well as for any broadcast media requests;
- ◆ Producing literature in bilingual format for specifically targeted groups, where costs allow;
- ◆ Producing course leaflets in bilingual format.