



## Welsh Language Policy

---

<b>Version &amp; Notes</b>	<b>Submitted to F&amp;HR</b>	<b>Outcome</b>	<b>Submitted to TB</b>	<b>Outcome</b>	<b>Review Date</b>
Version I July 2006					
Version II December 2010					
Version III January 2014	21.2.14	Approved	12.3.14	Approved	June 2014



## Welsh Language Policy

---

### **1.0 General Statement**

1.1 Children in Wales is committed to the promotion of Welsh language and culture. Children in Wales operates a statutory Welsh Language Scheme, approved by the Welsh Language Board, in accordance with the Welsh Language Act 1993.

### **2.0 Principles**

2.1 Children in Wales, through the implementation of its Welsh Language Scheme aims:

2.1.1 To treat both the Welsh and English language on an equal basis and continue to provide and develop high quality services and communications through both mediums.

2.1.2 To ensure that our members and other members of the public have the opportunity and the right to choose the language they would like to use when conducting business and corresponding with the organisation.

2.1.3 To publicise, promote and further develop a bilingual ethos within Children in Wales, demonstrating its commitment to the Welsh Language Act 1993.

### **3.0 Scope of Policy**

3.1 This Policy relates to all staff, trustees, associates and volunteers of Children in Wales. It also applies to Assessors, Tutors, Trainers, Internal Verifiers, learners and Quality Assurance Managers of awarding bodies in relation to the delivery of accredited training.

3.2 This policy and procedures accompanying it will apply to any accredited training course provided by Children in Wales or its Associates.

### **4.0 Related Policies**

4.1 This Policy should be read in conjunction with the following:

- Children in Wales Accredited Training Policy Series
- Children in Wales Equality Policy

### **5.0 Guidance**

5.1 The guidance, at Appendix 1, sets out Children in Wales' Welsh Language Scheme as it relates to the whole organisation.

5.2 As part of its recognition as a Centre for Accredited Training and as an accredited training provider, Children in Wales has in place systems and procedures to

ensure that learners are assessed in the language of their choice (either English or Welsh).

- 5.2.1 This policy reflects the needs of individual learners and is designed to ensure equality for all learners who attend accredited training courses provided by Children in Wales.
- 5.2.2 This policy ensures that assessment continues to enable a valid, reliable and consistent judgement to be made about achievement of all learning outcomes in both English and Welsh. A lack of proficiency in English and Welsh does not prevent the candidate achieving the unit/qualification. Where more than one language is used for assessment, mechanisms must be in place to ensure comparability of assessment, verification and award.
- 5.3 The guidance, at Appendix 2, sets out:
- The principles which should be followed when making decisions about language of assessments
  - The procedures that should be followed when making adjustments to language of assessments

## **6.0 Appendices**

6.1 Appendix 1: Welsh Language Scheme

6.2 Appendix 2: Guidance, Principles & Procedures to be followed in relation to Adjustments to Language Assessments

Appendix 1

**Cynllun Iaith Gymraeg**  
**Welsh Language Scheme**

**This voluntary scheme was prepared in accordance with the Welsh Language Board's Guidelines, pursuant to the Welsh Language Act 1993.**



## **1 Introduction**

Children in Wales is the national umbrella organisation for those who work with children and young people in Wales. Our aims are to promote the interests of these groups and to operate to meet their needs. We are a registered charity and an independent non-governmental organisation.

We are a membership body and our members include individuals and organisations from a wide variety of fields with different interests. They come from the voluntary, statutory and private sectors.

The main aims of the organisation are -

- ◆ Making each and every Article of the United Nations Convention on the Rights of the Child a reality in Wales;
- ◆ Fighting for quality sustainable services and fair shares for children and young people living in Wales;
- ◆ Ensuring special attention and treatment for children in need;
- ◆ Giving a voice to children and young people in the most appropriate way to them.

The work of Children in Wales is broad in its nature, and it is vitally important for the organisation that every aspect of our work reflects the bilingual nature of Wales and respects the speakers of our country's two official languages.

## **2 Statement**

Children in Wales has adopted the principle that while conducting activities in Wales it will treat English and Welsh on the basis that they are equal as is appropriate under the circumstances and reasonably practicable.

A substantial amount of Children in Wales' finance stems from public money. It is our duty therefore to provide bilingually for our members in accordance with the guidelines of those who finance us. More importantly than this, Children in Wales believe that offering services to our members and the public in accordance with the language choice of the individual is a matter of good practice. This scheme outlines how Children in Wales will be doing that while providing services to our members in Wales.

Children in Wales will be promoting the Welsh language through their activities and their services. We try to develop services with the individual at their heart, where that individual will feel comfortable using Welsh or English on each occasion.

## **3 Planning and delivering services**

### **3.1 New Policies and Initiatives**

In planning new and revised policies or initiatives, Children in Wales will be assessing the linguistic implications in order to adhere to the conditions of this scheme. We will be using new policies and initiatives to facilitate the use of Welsh wherever possible, and move the organisation nearer to implementing the principle of equality at every opportunity.

By designing the staff handbook, staff who are drawing up and implementing new policies and initiatives will be aware of this Welsh Language Scheme, as well as contractual requirements placed on the organisation through agreements with other bodies and the Welsh Language Act 1993. A check-list will be available to staff, identifying things to be considered in developing new policies and initiatives.

Children in Wales's Welsh language Working Group, under the chairmanship of a senior manager, will be monitoring the implementation of the Scheme.

This Language Scheme will not be amended without the agreement of the Welsh Language Board.

### **3.2 Providing Services**

The aim of Children in Wales is to provide a consistent and reliable service for Welsh speakers throughout Wales. As is specified in the schedule, we will be working towards providing a comprehensive service to the same high standard in English and Welsh by:

Making sure that every member of staff knows how to refer individuals to Welsh services;

Making sure that users are aware which staff members speak Welsh by using badges and 'Iaith Gwaith' posters;

Providing training and guidance for staff / volunteers to facilitate the process of implementing the scheme. Training packs and language awareness DVDs are available free of charge from the Welsh Language Board.

Finding quality and reliable translation services to ensure that all the relevant material is translated quickly and in a reliable manner.

## **Forums and Networks**

An important part of the work of Children in Wales is co-ordinating and administering many networks and forums. The majority of these operate through the medium of English. Children in Wales will be carrying out a test on three of our networks over the next three years to offer a language choice to the members.

## **4. Communicating with our members and the public who speak Welsh**

### **4.1 Written Communication**

Members and the public will be welcome to send correspondence in Welsh to Children in Wales and, those who write in Welsh will receive a Welsh reply on signed bilingual official notepaper.

Corresponding through the medium of Welsh will not in itself result in a delay.

Letters received in Welsh will be answered in Welsh.

If it is known that a member or a member of the public would prefer to receive correspondence in Welsh, wherever it is practical, we will be corresponding with that person in Welsh.

Children in Wales will be storing a database of those who prefer to receive correspondence in Welsh, in English or bilingually, when practicable.

In order to facilitate communication in Welsh, Children in Wales will be maintaining and providing a list of translators for staff members.

Where an individual choice is not known, Children in Wales will be communicating bilingually.

A Children in Wales letterhead and e-mail signature will include a note welcoming correspondence in Welsh or English.

#### **4.2 Telephone Communication**

Callers will be welcome to conduct a telephone conversation with us in Welsh or English.

Guidelines will be introduced to staff on the steps to be followed when answering the telephone. Every external call will be received with a standard bilingual greeting, namely:

“Bore da, Plant yng Nghymru, Good Morning, Children in Wales”

or “P’awn da, Plant yng Nghymru, Good afternoon, Children in Wales”

If a member of staff is not able to present a bilingual service, he/she will hand the call over to someone who can continue in Welsh. If no-one is available, the worker can offer the option of getting someone to return the call in Welsh or to continue in English. Children in Wales will be providing an internal directory of Welsh speakers in the organisation to whom calls can be transferred.

Messages on answering machines will be bilingual in our offices.

#### **4.3 Face-to-face Communication**

People who visit Children in Wales' offices will be welcome to discuss their issues in Welsh. Children in Wales will endeavour to make sure that Welsh speakers are present in offices to deal with enquiries in Welsh. If the person in reception is unable to deal with the situation properly, every effort will be made to find someone else in the building who is able to help.

#### **4.4 Meetings and public events**

##### **Conferences, Seminars and Workshops**

When Children in Wales will be organising conferences and events, the following procedure is followed:

The notification of every conference will be bilingual.

When organising a conference, every effort will be made to ensure that the event will be planned bilingually, that is, presentations in Welsh will be arranged or a workshop in Welsh. In these circumstances, a simultaneous translation service will always be provided.

When this happens, the booking form should state:

'A part of this Conference will be held through the medium of Welsh, and contributions in Welsh will be welcome'.

If there will not be a presentation or workshop in Welsh, a Welsh-speaking Chair may be used. If the Chair is going to chair in Welsh or bilingually, a simultaneous translation service should be arranged.

When this happens, the booking form should state:

'A part of this Conference will be held through the medium of Welsh, and contributions in Welsh will be welcome'.

When this is not possible and no part of the day is conducted in Welsh but THERE WILL BE time to ask questions or to hold a discussion, then the booking form should state:

"This conference will be in English but contributions through the medium of Welsh will be welcome. If you would like to contribute in Welsh, please tick here."

Then, depending on how many affirmative responses that are received, we could invite a Simultaneous Translator to the question and answer session, or ask a staff member to translate.

A simultaneous translator will not be available if no part of the day has been designed to be in Welsh and there will be no opportunity for anyone in the audience to ask questions.

'Iaith Gwaith' badges will be worn, which identify Welsh speakers in order to show which staff members or volunteers speak Welsh.

## **Corporate Image**

### **5.1 Corporate Identity**

Children in Wales and its sub-contractors will be adopting a fully bilingual corporate image in Wales.

Written materials, logos and slogans will be bilingual. Headed notepaper, and compliment slips will be bilingual, with both languages equal in terms of format, size, clarity and prominence.

Every general notice and job advertisement that is sent out to the media in Wales will be bilingual. Every display material and information to be used in exhibitions and information and events in Wales will be bilingual.

## **5.2 Signs**

Children in Wales is committed to providing information bilingually, including within their offices. The signs will respect the principle of equality. New signs in the future will be fully bilingual, with both languages equal and given equal prominence.

## **Publications**

### **6.1 Documents**

In printing and publishing material for the public, Children in Wales will be following the usual procedure of doing so bilingually. Documents will include those that are distributed or provided to the public in general, and will:

- Provide information on Children in Wales' services.

- Explain and advise on new policies, initiatives, developments and services.
- Ask the opinions of the public by consultation.

Bilingual publications will include pamphlets, booklets, circulars, corporate publications and general published material for customers in Wales by Children in Wales or on their behalf.

Customers will be able to choose to receive the information in Welsh or in English. Welsh text used will be of high quality and in the appropriate tone in addressing the target audience.

If it will not be possible or suitable to produce bilingual material, Welsh and English versions will be produced separately. At that time, both versions will be of the same standard and will be published and distributed at the same time, and including a message that a Welsh / English version is available.

## **6.2 Press Releases**

Children in Wales is committed to publishing bilingual releases and notices to the press and the media in Wales.

- Press releases for the media in Wales will be bilingual most of the time. It is understood that there are occasions, in an emergency, when statements will have to be made in English only, but in every other situation, the translation process will have been incorporated into the planning schedule.
- When possible press releases will give, contact details of a Children in Wales representative will be given who speaks Welsh. That person will have authority to represent Children in Wales fully within the boundary of their knowledge.

## **7. Websites and Information Technology**

Children in Wales' website will be fully bilingual, and every English page will have the same corresponding page in Welsh. Both languages will be shown separately, and the user will be able to switch from the one language to the other on any page by using a prominent language switcher.

The material that will be published on Children in Wales' website will be in Welsh and English, and it will be posted at the same time, whenever possible.

If the Welsh and English content will not be appearing at the same time at any time, then the English content will appear with a note informing the user when the Welsh page will be available. The Welsh version will be available within 2 working days.

In designing or redeveloping websites or any other Information Technology service, we will be giving consideration to guidelines and bilingual software standards of the Welsh Language Board.

<http://www.byig-wlb.org.uk/Cymraeg/cyhoeddiadau/Cyhoeddiadau/3962.pdf>

<http://www.byig-wlb.org.uk/English/publications/Publications/3963.pdf>

In referring to a website in public documents or e-mail messages: a Welsh website address will be used for Welsh documents, and an English website address for English documents.

In order to assist staff and volunteers to work through the medium of Welsh, IT software, such as a dictionary and the Cysgliad spell checker, will be available on computers. Welsh versions of Microsoft Windows and Office will also be available to staff and volunteers who wish to use them.

## **Implementing the Scheme**

### **8.1 Staffing**

Children in Wales will be making every effort to ensure that staff and volunteers can provide a service for Welsh speakers in every office and every project which is linked to our members.

The jobs of every office and project will be inspected in order to identify where the need to speak Welsh orally and / or in writing is either essential or desirable. Any such requirements will be included in job descriptions and person specifications. Criteria are set for assessing the requirements, amongst which are the nature of the post and how often there will be contact with Children in Wales' members who speak Welsh.

Every year, a list of staff members will be provided who provide a service to the members in Wales and who can speak and write in Welsh. We will endeavour to recruit staff who speak Welsh to specific jobs when a vacancy occurs.

Support and training will be provided to staff and volunteers in the use of the Welsh language in order that they acquire skills and improve their existing skills. Allocating the resources of Children in Wales (that is, direct funding and time during working hours) will be dependent on an assessment of training needs and priorities regarding benefit to the service provision.

This scheme will be reviewed on an annual basis.

Training will be offered on awareness of the Welsh language to all the workers, directors and volunteers. Every new member of staff will receive a session on the Children in Wales Language Scheme as part of the induction procedure.

## **8.2 Learning Welsh**

Children in Wales will be motivating and supporting staff who want to learn or to improve their Welsh, and will be encouraging Welsh speakers to use the language on every practical occasion.

The organisation will carry out an assessment on the training needs of the workers in order to identify staff who could benefit from training programmes, financial support or from setting aside work-time from Children in Wales to:

- Help workers who speak Welsh who need to develop their language skills to fulfil their duties;
- Provide Welsh members of staff with the administrative, technical or operational skills to provide a Welsh service for customers;
- Provide specific information on aspects of the services;
- Develop the Welsh language skills of non-Welsh speaking members of staff.

Children in Wales will be introducing measures to monitor the people who develop and / or learn Welsh skills, and the organisation will maintain a register of Welsh speakers and learners.

## **8.3 Services by contractors on behalf of the Organisation**

Through their contracting arrangements, Children in Wales will be making sure that contractors will be implementing every relevant part of the scheme in dealing with our members and the public.

The Welsh language panel members will be monitoring compliance with this.

## **9. Implementing and Monitoring**

### **9.1 Monitoring**

Children in Wales will be appointing a Working Group to undertake the work of monitoring this scheme.

Children in Wales will be measuring the implementation of the scheme in accordance with the action plan and the schedule that is related to this scheme.

Every year, an annual report will be presented to the Chief Executive, the Trustee Board and the Welsh Language Board for feedback.

A section is included on compliance with this Scheme in the annual corporate report.

Children in Wales will be reviewing and revising the scheme every three years in conjunction with the Welsh Language Board.

## **9.2 Complaints and Feedback**

The existing complaints procedure covers any complaints made concerning implementing the Scheme or the Welsh service.

Children in Wales welcomes suggestions from the public, its staff and its members for improving its Scheme and its Welsh service. Any suggestions should be referred to the Chief Executive, and they will be considered during the monitoring phase.

## **10 Advertising the scheme and raising the public's awareness**

Children in Wales will be advertising their Welsh Language Scheme to its members, the Board, the staff and other agencies continuously. Efforts will be made to ensure that people who deal with Children in Wales are aware of the scheme and its contents. Copies of the scheme will be available in the form of a bilingual document, free of charge in our offices.

The following publicity methods will be used:

- Distributing information and guidelines among staff;
- Ensuring that copies of the scheme are available to the members of Children in Wales and the public in general by posting it on the organisation's website and distributing it on request;
- Workshops and presentations for Children in Wales' members.



## Appendix 1: Schedule and Action Plan

AREA OF ACTIVITY	ACTION	BY WHOM	SCHEDULE
3.1 New Policies and Initiatives  Language Rights	Handbook / guidelines to staff	Eleri Griffiths  Catriona Williams	
3.2 Providing Services	Handbook / guidelines for staff  Induction Procedure  Using Iaith Gwaith materials  Implementing the pilot scheme to 3 Forums	Language Working Group  Lian / Caroline  Lian / Caroline  Eleri Griffiths to co-ordinate	
4 Communicating with the members who speak Welsh	Handbook / guidelines for staff	Language Working Group	
4.1 Communicating in writing	Guidelines for Iaith Gwaith staff	Language Working Group	
4.2 Telephone contacts	Guidelines for Iaith Gwaith staff	Language Working Group	
4.3 Face-to-face contacts	Guidelines for Iaith Gwaith staff	Language Working Group	
4.4 Meetings and events	Updating events' guidelines	Caroline / Lian	
5 Corporate Image	Guidelines for staff	Language Working Group	
5.1 Corporate Identity		Administrative team	
5.2 Signs		Administrative team	
6. Publications		Information officers	

7. Website and Information Technology		Information Officer and IT Officer	
8. Implementing the Scheme	Organizing language-awareness training	Eleri Griffiths	
8.1 Staffing	Assessing the requirements of each job	Chief Executive	
8.2 Learning Welsh	Skills audit, Register of Welsh speakers Procedure to induct new staff	Language Working Group	

8.3 Services by contractors on behalf of the organisation	Staff Guidelines	Language Working Group	
9 Implementing and Monitoring	Establishing a Working Group; Programme of meetings; Setting a procedure to monitor correspondence, publications, staff, user satisfaction, calls.	Catriona Williams	
9.1 Monitoring and reviewing	Working Group to meet	Language Working Group	
9.2 Complaints and feedback	Working Group to discuss	Language Working Group	
10 Advertising the Scheme		Information Officers	

10.1 Promoting bilingualism among members	Training session for members	Eleri Griffiths	
---	------------------------------	-----------------	--

## **Appendix 2**

### **Guidance, Principles & Procedures to be followed in relation to Language of Assessments**

#### **1. Awarding organisation Welsh language service**

- 1.1 Procedures implemented by Children in Wales comply with current guidance relating to Welsh medium assessment and verification and complies with the requirements of the regulatory arrangements.
- 1.2 Children in Wales provides units and supporting material that are written in English and in Welsh. Welsh versions of CQFW units are provided where there is an identified demand for delivery and assessment through the medium of Welsh.
- 1.3 Children in Wales qualifications are available in Welsh and English, or Welsh only.
- 1.4 Children in Wales make every effort to provide a Welsh trainer, external verifier or quality reviewer where required. Where this cannot be achieved, the Training Officer should make alternative arrangements. If Children in Wales is unable to provide a Welsh speaking verifier/reviewer, arrangements are made for either the translation of assessed material from Welsh into English or for a translator to accompany an English medium external verifier/quality reviewer.
- 1.5 If the majority of learners within a group is learning through the medium of English and the centre can confirm it has an effective process to standardise across the two languages i.e. by the demonstration of internal standardisation of assessment; the external verification process could be based on a sample of the work completed in English only if no Welsh speaking EV is available.