Welsh Language Standards Annual Report for 2020-2021

1 August 2020 – 31 July 2021

Contents

1.   Introduction

This annual report has been prepared in accordance with the requirements of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards Regulations 2016. It provides an overview of Pembrokeshire College's compliance with its Welsh Language Standards for academic year 2020 – 2021 and reports on the following areas, in accordance with the Welsh Language Commissioner reporting requirements:

- how the College has complied with its Service Delivery, Policy Making and Operational Standards during the reporting period
- number of employees with Welsh language skills
- number and percentage of staff who attended specific training in Welsh
- number of new and vacant posts assessed as Welsh language skills essential, desirable, not essential, and the need to learn Welsh
- number of complaints received in relation to the Standards

This report was compiled by the Welsh Language Development Team and has been published on the College website and is available in both Welsh and English, under [Welsh Language Standards](#).

A full version of the College's Welsh Language Standards is also located on this site, under [Compliance Notice](#) (Section 44 Welsh Language (Wales) Measure 2011).

2.   Executive Summary

As in the previous year, academic year 2020-21 was also a very difficult year, with the Covid-19 pandemic continuing to present significant challenges. The College continued with the blended learning approach in its curriculum delivery, i.e. a mix of face-to-face and online delivery; a hybrid approach to staff working patterns with remote working/on-campus rotas in place in order to restrict numbers on site. Covid cases increased rapidly towards the end of Term 1 leading to another national lockdown from December into the latter part of Term 2, and the College was forced to operate remotely during this period.

Restrictions imposed by the pandemic impacted enormously on the College's learner/staff enrichment events. Its annual Welsh language and cultural events, such as Diwrnod Shwmae, Dydd Santes Dwynwen and Dydd Gŵyl Dewi were not able to go ahead and it was not possible to invite external Welsh-medium/Welsh language guest speakers in as part of its usual Welsh language promotion activity. Urdd activity came to a halt with learners not able to compete in the 2021 Urdd Eisteddfod competitions. However, the College received some good news in October 2020 that the 19/20 cohort of Creative Media learners had swept the board yet again in the 2020 National Urdd Eisteddfod Creating an App competition for both the U19s and U25 categories, winning 2 Gold medals, 1 Silver medal and 2 Bronze medals.

Covid restrictions and lockdowns certainly impacted on the momentum Welsh language promotional activity normally generates. It is hoped that these events will be able to go ahead in 21/22. The College fully recognizes the positive impact these events can have on learner and staff Welsh language engagement and very often leads to a renewed interest in the language and culture of Wales and boosts confidence in using the language.

Throughout 20/21, the College applied a "business as usual" approach. Staff were reminded to continue to comply with the Welsh Language Standards and offer language choice in all aspects of College provision. It continued to raise awareness of the Standards through updates provided in the Principal's digital communications; in management team meetings; departmental team meetings and by including Welsh language requirements in the College's corporate Aspire staff training sessions and new staff induction sessions. The Welsh Language Development Team, consisting of the Bilingual Champion, the Welsh Language Development Officer (WLDO) and the Bilingual Support Tutor continued to provide on-line and on-campus Welsh language support to faculties and departmental teams. The Bilingual Champion and the WLDO attended Curriculum Cluster; WBL Cluster and FMT management meetings on a regular basis, providing updates on matters relating to either the Welsh Language Standards or Welsh-medium/bilingual curriculum developments.

Monitoring and an evaluation of the College's performance against its Welsh Language Standards is included in Section 3 [page 5].

Despite another incredibly challenging year, there were several noteworthy outcomes in relation to the Welsh language, as summarized below:

- **Curriculum delivery**

  - Through the College's continued strategy of integrating Welsh Language into Learner Area Programmes (LAPs), 77 groups received either 5/8/10/15-hour Welsh language inputs (52 groups in 19/20), totaling 615.25 hours of Welsh language (380 hours in 19/20); 44 groups received 5-hour inputs; 33 groups received between 8 – 15-hour inputs. Teaching and learning took on a blended approach, with some elements and groups being taught face-to-face and some delivered on the College's BBB online teaching platform. This activity resulted in 907 learners completing assessments in Welsh or bilingually; a significant increase on last year's 584 and the highest number to date. This included 158 completing work in the main qualification and 749 completing Bilingualism for the Workplace units. Raising Welsh language awareness, Welsh language promotion, providing learners with the opportunity to use their Welsh was very much part of all this learning activity.
  - 14 – 16 curriculum development: through partnership working, plans were agreed to deliver Welsh-medium provision in Engineering to Year 10 Ysgol Caer Elen pupils on College campus. Numbers have exceeded expectations, with 20 pupils signing up to this 2-year vocational programme which will commence in September 2021.

- **Welsh language initiatives**

  - Funding for 3 additional Bilingual Support Tutors in the priority areas of Public Services, Childcare and Work Based Learning Health and Childcare was secured from Y Coleg Cymraeg Cenedlaethol, for academic year 21/22. This followed on from the success of the role of Bilingual Support Tutor in Health & Social Care, which provided increased Welsh-medium/bilingual provision and support to Welsh speaking learners and the Welsh language skills development of all Health & Social Care learners. This initiative was acknowledged as good practice by Y Coleg Cymraeg Cenedlaethol and the Bilingual Support Tutor featured in its national newsletter, championing this bilingual teaching and learning model.
  - Continuation of the Welsh Language Learner Ambassadors initiative, with 3 funded by Y Coleg Cymraeg Cenedlaethol and 1 funded by the College, supporting the promotion of Welsh language digitally and on campus.
  - Welsh Language Learner Incentive Awards, supported by Y Coleg Cymraeg Cenedlaethol funding, enabled the College to set up incentive awards for learners completing 50% of their qualification in Welsh. The 20/21 £150 award was presented to a Level 3 Health & Social Care learner and an incentive award was also presented to a work-based learning Health Care learner.
  - The College received funding from the Coleg Cymraeg Cenedlaethol to develop, pilot and create a new digital course 'Sgiliau Proffesiynol: Dwyieithrwydd ar gyfer y Gweithle'.
  - The digital e-badge scheme continued to prove effective with learners. The scheme has been adopted by Y Coleg Cymraeg Cenedlaethol as its preferred method of acknowledging Welsh language skill development and is being rolled out to all FE colleges in Wales, with the Bilingual Champion providing support and advice to other colleges as they adopt the scheme.
  - The Bilingual Champion contributed to a national webinar run by Y Coleg Cymraeg Cenedlaethol, focusing on the theme 'Trosi Myfyrwyr' – how to ensure learners continue with Welsh-medium education post-16.

Clearly, the College has continued to maximise opportunities presented by Y Coleg Cymraeg Cenedlaethol, particularly their funding opportunities. This funding is both critical and greatly valued as the College strives to develop its bilingual curriculum provision and increase the Welsh-medium offer to its Welsh speaking learners. The College also values the strategic direction, advice and guidance the Coleg Cymraeg provides and regards it as one of its key partners.

- **Cymraeg Gwaith**

The College secured funding from Colegau Cymru to continue with the Cymraeg Gwaith national scheme. This funding enabled the College to provide comprehensive Welsh language training for its staff and was able to employ a Cymraeg Gwaith Tutor 3 days per week, through a sub-contractual arrangement with Pembrokeshire County Council's Dysgu Cymraeg Sir Benfro. A total of 18 staff members with direct contact with learners signed up to Cymraeg Gwaith, which is a drop from 25 during the previous year. These staff received weekly one-to-one mentoring sessions via digital platforms, achieving over 120 hours of Welsh language training, focusing on developing their Welsh within their roles in the learning environment.

Examples of Cymraeg Gwaith success includes the main College receptionist being able to provide Welsh customer service; lecturers using Welsh in the classroom on a regular basis; Cymraeg Gwaith participants actively using their Welsh to meet and greet/having extended Welsh conversations with learners and colleagues. The 'Pump mewn Pump – Five in Five' series of You Tube video clips produced by the Cymraeg Gwaith Tutor were recognized as good practice by the national Cymraeg Gwaith project, demonstrating the College's effort to extend the impact of the project beyond staff attending Cymraeg Gwaith and experiment with new ways of engaging with staff.

Cymraeg Gwaith is now in its fifth year. It has been and continues to be vital in the College's work of developing the Welsh language skills of its staff. It is proving to be very popular with over 30+ staff signing up for 21/22.

- **Welsh Language Support**

Staff were supported by the Welsh Language Development Team to increase Welsh-medium/bilingual provision, opportunities and teaching and learning materials for learners. The Welsh Language Development Team have embraced digital technology to support staff and learners, sharing information via a Facebook page, creating a YouTube channel and starting to deliver some of the 5-15-hour Welsh inputs via iPads.

This activity and development work has contributed significantly towards expanding the College's Welsh language/bilingual provision and opportunities. At the core of this development work are the underlying principles of the Standards which ensure that:

- the Welsh language is treated no less favourably than the English language in its services and operations and;
- that members of the public, learners and staff are able to interact with the College in the language of their choice.

3.   Monitoring and Evaluation

The College's Welsh Language Steering Group – Standards oversees compliance monitoring of the Welsh language Standards with termly meetings chaired by the Principal. Membership includes representation from all the functional departments, including: the Principal; Assistant Principal – Commercial & Client Services; Director of Resources; HR; Marketing; Estates; Quality; MIS; Commercial; Faculty representation; the Bilingual Champion and WLDO. Issues and developments are reported in these meetings and action agreed upon. They also allow for the sharing of solutions and good practice regarding compliance and Welsh language promotion.

Since 2019/20, faculties and business support departments have been issued with Welsh Language action plans. These include the appropriate Welsh Language Standards and also key areas for bilingual curriculum development, in line with the College's bilingual development strategy and Y Coleg Cymraeg Cenedlaethol's Welsh-medium action plan for FE and Apprenticeships. These action plans were reviewed and monitored in the WLSG – Standards meetings during 20/21 where faculties and departments were required to provide an update on compliance. A RAG system was applied to these action plans in order to highlight areas requiring immediate attention. There was a total of 39 actions, of which 28 were green (compliant); 8 amber (further minor action required for compliance) and 3 red (further extensive action required for compliance). The three actions related to (i) developing Welsh pages on the College intranet and (ii) developing Welsh-medium corporate training for staff as specified in the Standards. Development work on the College intranet is ongoing in order to ensure increased presence of Welsh on this site. Staff are able to select their preferred language for the intranet interface and menus. Several forms, in particular the Finance and HR forms are available in Welsh. The Welsh Language Development Team has developed a designated Cymraeg tile on the intranet which provides support material for staff to use. Progress of these actions will continue to be monitored in 21/22 and the College will be exploring any shared training/resources opportunities as a possible solution for the Welsh-medium corporate training Standard.

These Welsh language action plans have been recognised as good practice by the Welsh Language Commissioner Office in its annual feedback meeting. They: (i) provide clear evidence as to how teams are meeting the requirements of the Standards; (ii) support a more robust method of reporting on compliance; (iii) assist in identifying where good practice is happening and any areas for improvement; (iv) shape the College's approach to fulfilling the requirements of the Standards and further promote the use of Welsh language.

The College will continue to monitor Standards in this way with action plans being signed off by the WLSG – Standards group.

As faculties and departments become fully compliant future actions plans will become more proactive and aspirational in their approach. They will reflect best practice highlighted by the Welsh Language Commissioner, with the desired outcome of seeing a real increase in the take-up of Welsh services and provision.

The Standards internal audit undertaken cross College in November 2019 proved to be another effective way of gauging compliance, flagging up good practice observed and issues requiring attention. The intention was to repeat this in 20/21, however, it was agreed to undertake this exercise when conditions are less challenging and become more settled.

The effectiveness of the Welsh language is also appraised as part of College's quality processes in the three-year quality cycle including learning walks, observations, appraisals, Learner Voice activity and quality assurance.

The ongoing day-to-day promotion and development of the Welsh language is undertaken by the Welsh Language Development Team, line managed by Head of Faculty for A Levels and Skills. The Bilingual Champion's role focuses primarily on providing strategic direction and developing Welsh-medium/bilingual curriculum provision, delivery and support. The Bilingual Champion also works very closely with Y Coleg Cymraeg Cenedlaethol to ensure that the College's Welsh language priorities and activity are in line with Y Coleg Cymraeg's 'Towards 2050' Welsh-medium education strategy. The WLDO's role focuses on supporting the implementation and compliance of the Welsh Language Standards and providing College teams with a translation service.

The College has maintained a good working relationship with the Welsh Language Commissioner's Link Officer through its annual feedback meetings; participation in the Commissioner's Code of Practice consultation process and thematic study re the impact of Covid-19 on organisations' Welsh language services; attendance in sharing best practice workshops. Best practice gathered from this activity will be further embedded into implementation of the Standards as the College continues to improve its Welsh services.

3.1   Compliance with the Service Delivery Standards

As noted in section 1, during 2020/21 staff continued to be made aware of their responsibilities under the Standards and the need to be proactive in offering language choice when delivering services. The Welsh Language Standards information for new staff was updated and included guidance on how to deal with correspondence, telephone calls, meetings, publicity materials, notices and signage, learner and staff entitlements in accordance with the Standards. Staff were also informed of the College's Welsh language support accessed via the Welsh Language Development Team – translation support, advice and guidance to develop bilingual provision and Welsh language skills development support.

In relation to the Standards relating to telephone calls, the College's main automated switchboard offers language choice and answerphone messages are bilingual. The College's Receptionist, who is a Welsh learner, continues to develop their Welsh language skills under the Cymraeg Gwaith scheme and is now able to provide a bilingual service.

With regard to Standards relating to meetings, public meetings and events, there were no requests for Welsh-medium meetings during 20/21 and no public meetings or public lectures were held. The College's open evenings, including its virtual open events included bilingual presentations and attendees were welcomed to use Welsh at these events. Meetings with Welsh-speaking organisations such as Menter Iaith Sir Benfro, PCC's Dysgu Cymraeg Sir Benfro, Mudiad Meithrin, the Urdd, Sgiliaith, Y Coleg Cymraeg Cenedlaethol, NTFW's Bilingual Champions Network, Colegau Cymru's Cymraeg Gwaith Project Lead were all conducted in Welsh. The Welsh Language Development Team's internal meetings and their meetings with other Welsh speaking staff were also conducted in Welsh.

Standards relating to marketing materials and corporate publicity documents are compliant and are available in Welsh and English. The College website is bilingual, however, is currently being reconstructed and the WLDO is working closely with the Marketing department to ensure translations are accurate and that all pages are available in Welsh. Welsh language promotion

will be enhanced under this developmental work, as recommended in the annual feedback review with the Welsh Language Commissioner's Link Officer in October 2020. Most social media accounts are bilingual; checks are ongoing to ensure postings are compliant, and support provided to teams. The Welsh Language Development Team has a Welsh Facebook page, 'Cymraeg – Coleg Sir Benfro', and is used to promote the College's Welsh language provision and activities and to encourage Welsh digital interaction.

Signs are bilingual; all information on the College 'big' screens is bilingual and whilst an increasing number of posters and information on noticeboards are bilingual, this is being monitored and continues to be an action in the faculty and departmental Welsh language action plans.

The College's Aspire training day programme for all staff is bilingual and the Aspire health and wellbeing activity in 20/21 was all bilingual, including a bilingual blog and bilingual Twitter posts promoting wellbeing activity.

Promotion of the Welsh Language Standards and the Welsh language in general has been continuous. Learner rights and Welsh provision have been promoted in College events, i.e. open days/evenings; within the application and interview process, enrolment and the induction programme; on the 'Cymraeg – Coleg Sir Benfro' Facebook page. The Standards and learner rights were also promoted via the Welsh Language Commissioner's 'Mae Gen i Hawl' national Welsh Language Rights campaign held on 7th December 2020. A College promotional video was produced which was uploaded onto social media. It included the Principal, Welsh Language Ambassadors, Welsh speaking staff, staff on the Cymraeg Gwaith scheme, Childcare and Engineering learner groups promoting various Welsh rights under the Standards and also the Welsh provision on offer at the College.

Step-by-step flowcharts were issued to all staff before the start of the new academic year 20/21, advising teams to continue to be pro-active and have the conversation with Welsh speaking learners regarding tutorials, assessment and extra-curricular opportunities. In 20/21, 9 learners indicated on the enrolment form that they would like tutorials in Welsh. These were followed up with the learners, with the Welsh Language Development Team offering to facilitate any arrangements in the absence of Welsh speaking staff within teaching teams. The College realizes that it has more work to do in this area to ensure that the learner's Welsh language preference in tutorials is fulfilled and will continue to review the process through the Faculty Welsh Language action plans.

3.2   Compliance with the Policy Making Standards

Between 1st August 2020 and 31st July 2021, 17 policies were either formulated or reviewed. Managers responsible for these policies were required to complete the College's Equality Impact Assessment form which included the Welsh language to ensure that the policy did not have any negative impact on the Welsh language; that the Welsh language is treated no less favourably than the English language and that there are opportunities for persons to use the Welsh language. All policies include a corporate Welsh language section confirming the College's commitment to provide language choice within the services it provides.

3.3   Compliance with the Operational Standards

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

support for staff to improve and develop their Welsh language.

As noted above, staff were reminded of their responsibilities under the Standards in communications/ briefings, team meetings and in Welsh language training, as per the College's Internal Use of the Welsh Language Policy. Staff can access this policy on the Staff Portal (the College's intranet), providing guidance on use and facilitating use of the Welsh language within the organization, including active encouragement to use the language in everyday activity and standard Welsh language promotion wording for inclusion in various types of communications. Staff can access Welsh language support, advice and guidance from the Welsh Language Development Team and the Bilingual Support Tutor, with translation requests being directed to the WLDO.

Under the requirements of the Operational Standards, HR continued to record language preference in relation to staff receiving documents and correspondence personally directed to them. A handful of appraisals were undertaken through the medium of Welsh during 20/21. Several managers reported that they had discussed and identified Welsh language training needs and targets with their staff in order to support implementation of departmental and faculty Welsh language action plans. This practice will be extended further to all teams in 21/22 to ensure measurable outcomes.

3.4   Compliance with the Record Keeping Standards and Supplementary Standards

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

4.   Staff Welsh Language Skills

In 20/21 the College employed 537 members of staff.

In March 2021, the online staff Welsh Language skills survey was issued for all staff to complete in order to update the College's Welsh language skills profile held within HR records. The survey results indicate that 6% of staff are either fluent Welsh speakers or with advanced Welsh language skills. The overall Welsh language skills profile is as follows:

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

With the continuation of the Cymraeg Gwaith scheme into its fifth year, it is hoped that there will be an increase in the Welsh language skills of College staff during the next reporting period.

5.   Training

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

Although not a reporting requirement for this report, it is pertinent to note that 28 members of staff participated in various Welsh language/bilingual learning methodologies training in 20/21.

6.   Recruitment

In 2020/21 74 new or vacant posts were advertised bilingually (including some being re-advertised), all stating that candidates with Welsh language skills at all levels are particularly welcomed and that the College welcomes applications in Welsh. All recruitment related information is bilingual and the application forms ask individuals to confirm whether they wish to use Welsh at interview.

As part of the recruitment process, and as a requirement of the Standards, managers are expected to assess each post in terms of the need for Welsh language skills. It was identified that this aspect required further attention and further guidance has since been added to the job requisition form in order to support managers in their assessment.

The number of posts categorised as requiring Welsh language skills during 20/21 were as follows:

Welsh language skills essential	3
Welsh language skills desirable	67
Need to learn Welsh language skills	4
Welsh language skills not necessary	0

Whilst all new and vacant posts state that Welsh language skills are desirable, the College fully recognises the need to revisit this aspect and work with managers to determine which levels of Welsh language skills are required for certain posts, placing more focus on spoken Welsh rather than written Welsh, in its attempt to attract more Welsh speaking staff. Increasing the College's capacity to be able to deliver bilingually remains a challenge due to the national shortage of bilingual workers. However, this requires careful consideration in light of the planned expansion of Welsh-medium provision in the county and Ysgol Caer Elen's first cohort of Year 11 pupils will be entering post-16 education in June 2023 and no doubt setting their sights on coming to the College as a possible progression route. The College is very aware of the need to provide linguistic continuity and progression for learners from Welsh-medium/bilingual schools and will need to plan in readiness.

7.   Complaints

Following the annual feedback meeting with the Welsh Language Commissioner's Link Officer, the College was advised to produce a Complaints Procedure on how the College will deal with complaints relating to the Welsh Language Standards, as a requirement of the Standards. This was formulated and issued on the College website for members of the public to access.

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

8.   Conclusion and Recommendations

It is clear in this report that the College is continuously moving forward with its bilingual development, within both its curriculum and service delivery provision. It is working hard to comply with its Welsh Language Standards; it has made very good progress with its bilingual marketing, ensuring that all publicity materials are in both Welsh and English. Language choice is present in the learner application and enrolment process and also in the College staff recruitment process.   It continues to be very successful in securing funding from Y Coleg Cymraeg Cenedlaethol in order to create new and exciting Welsh-medium/bilingual provision and opportunities for its learners and also the Cymraeg Gwaith funding to support staff to develop their Welsh language skills.

The College knows where it is at in terms of compliance and has identified the following as areas for particular attention during 2021/22:

- Revisit the assessment of Welsh language needs in posts, focusing on spoken Welsh in order to attract applicants with Level 3 + Welsh language skills to enable the College to increase its bilingual capacity. Consider also the possibility of offering apprenticeships to Welsh speakers to address the shortage of bilingual staff
- Make improvements to the tutorial system to ensure that Welsh speaking learners can access Welsh-medium/bilingual tutorials easily
- Develop the College's bilingual website further; ensuring that the Welsh website pages are accurate, are up-to-date; include proactive prompts to encourage Welsh speaking visitors to use its Welsh services and enhance promotion of the Welsh language on the website
- Continue to develop Welsh content on the College intranet, providing staff and learners increased language choice
- Refresh the Welsh language awareness training for both existing and new staff e.g. introducing an e-module, in order to reinforce knowledge and understanding of the Standards requirements

These recommendations will be built into appropriate Welsh Language action plans.

To conclude, with the faculty and departmental action plans now established and the Welsh Language Steering Group – Standards remit to review progress of these plans, the College believes it has a well-defined process in place. It will enable it to monitor compliance effectively and drive forward developments to ensure improved Welsh language services, with the effect of increased engagement in the Welsh language and growth of the language, in line with the aspirations of 'Cymraeg 2050 – a million Welsh speakers' strategy.

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