

The 2023-4 annual report on St David's Catholic Sixth Form College's compliance with the Welsh Commissioner's Language Standards.

The Welsh Language Standards replaced St David's Welsh Language Scheme and established procedures and expectations concerning the delivery of bilingual services to all stakeholders of the college. Under the Welsh Language (Wales) Measure 2011 the college has a duty to deliver compliance under 189 individual standards, grouped into five classes; Service Delivery, Policy Making, Operational, Record Keeping and Supplementary Standards.

The College's duty under the standards are clearly communicated to the relevant functional areas and evaluated annually. Training and staff development is delivered within the annual professional development plan to ensure compliance.

WELSH LANGUAGE STANDARDS

From 2021 St David's has a legal duty to comply with Welsh Language Standards to ensure that everyone has the right to communicate and receive services in Welsh. It is everyone's responsibility and as a member of staff there are number of things you must do. Go to the college intranet and look at the standards in every area. For advice and guidance contact welsh@stdavidscollege.ac.uk or ex



When we answer the telephone to internal and external calls, use a simple greeting such as Bore da, Prynawn da, Shwmae. If they want to continue the conversation in Welsh please transfer to a Welsh speaker in your department or ex. Whenever you publish the college telephone number add the line 'St David's Welcomes Calls in Welsh'.



We ask people or organisations, whom we communicate with regularly, if they want to receive communications in Welsh. When we send information to those people, or to groups of people on behalf of the college, we do so in Welsh. When people communicate to us in Welsh, we respond in Welsh.



When we communicate via email we use bilingual email signatures and bilingual out of hours messages. Email welsh@stdavidscollege.ac.uk



When we invite external people to meetings, we ask them if they want the meeting to be conducted in Welsh. If they do, email Welsh@stdavidscollege.ac.uk for a translator.



We are fully bilingual online, through our website, portals and social media. This means everything we post in English we will post in Welsh at the same time without delay. We respond to people in the language of their choice.



We publish and display bilingually. All noticeboards or notices displayed or publications sent externally will be bilingual, with Welsh placed first.

All members of staff have the right to request the following through the medium of Welsh; Meetings, Documents relating to employment, Training, Computer Software, Welsh lessons

Compliance with Service Delivery Standards: January 17th 2024

Standard number(s)	Area of Compliance	How the College has complied
1-7	Receiving and sending written correspondence	<p>The college maintains a record of preferred language of correspondence for all learners and corresponds in Welsh when required.</p> <p>All mass communications are sent bilingually. The Welsh language is treated equally.</p> <p>All communications state that the college welcomes receiving and responds to correspondence in Welsh.</p>
8	Receiving telephone calls	<p>The college telephone answering system is bilingual. Those calling in Welsh, receive the same service as those calling in English. When a person telephones the college in Welsh, the call is answered by a Welsh speaker.</p> <p>The college states that it welcomes telephone enquiries in Welsh.</p>
15	Telephone service performance indicators.	Not applicable
16-22	<p>Receiving and making telephone calls.</p> <p>Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.</p>	<p>The college telephone answering system is fully bilingual. Those calling in Welsh, receive the same service as those calling in English. When a person telephones the college in Welsh, the call is taken by a Welsh speaker.</p> <p>The college maintains a record of preferred language of correspondence for all learners and where learners state Welsh, a telephone call is made by a Welsh speaker.</p>
24-29	Inviting person(s) to a meeting.	<p>The college has a protocol for meetings which includes requesting whether the invited person wishes to conduct the meeting in Welsh. A translation service is provided if required.</p>
30-38	Inviting persons to a public / student meeting	<p>Communications inviting the public / defined cohorts of students / parents to a meeting, are sent bilingually.</p> <p>Attendees are informed they are welcome to use the Welsh language in the meeting and a translation service is available to those who do.</p>
40	Public lectures	<p>When the college provides a public lecture, a simultaneous translation service is provided.</p>
41-42	Graduation / Award Ceremony	<p>Communications inviting the defined cohorts of students / parents to the college's award ceremony are sent bilingually.</p> <p>Those invited to speak are informed they are able to use the Welsh language and a simultaneous translation service is provided for those wishing to speak in Welsh.</p>

43-52	Production of documents, forms, marketing literature, policies, annual reports, press releases, strategy / consultation papers, for the public.	All documents produced for the public are available in Welsh and the Welsh language version is not treated less favourably. The English language version states that a Welsh language version is available.
53-54	Production of forms	All forms produced for students are available in Welsh. The Welsh language version is identical. The English language version states that a Welsh language version is available.
55-60	Websites, student intranet, virtual learning sites, and learning portal sites	The interface and menus on every page of the college website is available in Welsh. The text of each page of the college website is available in Welsh with every Welsh language page fully functional. The Welsh language is not treated less favourably than the English. The menu structure of the college student intranet, virtual learning sites, and learning portal sites is available in Welsh and fully functional.
60	Software for spelling and grammar in Welsh.	Computer software is available for checking spelling and grammar in Welsh on the student intranet, virtual learning sites and learning portal sites.
61-63	Social Media and college apps.	All college social media accounts and apps are bilingual and do not treat Welsh any less favourably. All postings are monitored to ensure compliance. Non-bilingual communications are deleted and staff reminded as to their duty under the standards.
64	Self-service machines	Instructions for self-service machines are provided in Welsh on the machine where the machine does not provide bilingual functionality. We are working with suppliers to source fully bilingual machines.
65-67	New signage (permanent and temporary)	All new signage is bilingual, with the Welsh language text being of the same meaning and not treated less favourably in terms of prominence and size.
68-72	Reception services	The reception service is available bilingually. The Welsh language receptionist wears a badge conveying their ability to speak Welsh. The bilingual reception service is promoted with the message that persons are welcome to use the Welsh language at the reception.
73-74	New notices (permanent and temporary)	All new notices are bilingual, with the Welsh language text being of the same meaning and not treated less favourably in terms of prominence and size.
75-79	Financial Assistance Grants (FCF)	All documents and forms relating to financial assistance are available in Welsh, with the Welsh version identical in content. Applications are accepted in Welsh and not treated less favourably. Where an application is received in Welsh and requires an interview, applicants are able to use the Welsh language. Applications received in Welsh are responded to in Welsh.

80-84	Invitations to tender	All invitations to tender are published bilingually, with the Welsh language treated equally. The tendering process welcomes tenders in Welsh and states that those received in Welsh are not treated less favourably. Where the process requires an interview, a Welsh tenderer is able to undertake the interview in Welsh / with a simultaneous Welsh translation. Submissions of tenders in Welsh are replied to in Welsh.
85-86	Welsh language services to learners	Welsh language learners receive notice of language services bilingually.
87	Logo and corporate identity	The college's logo and any manifestation of the college's corporate identity gives equal prominence to the Welsh language as English.
88	Public Learning Opportunities	Should the college offer a learning opportunity to the public, it will be offered in Welsh and English (note the college courses advertised in the prospectus and online do not constitute a learning opportunity to the public).
90-93	Services to Welsh Language Learners	Welsh language learners receive notice of language services bilingually. A translation service is offered to first language Welsh speakers where their curriculum resources can be made available in Welsh. Also, learners are able to submit their work in Welsh. The work is not treated less favourably than if it was submitted in English. The college offers pastoral reflection and Welsh Baccalaureate (Advanced Skills Baccalaureate Wales) through the medium of Welsh. During enrolment, students are asked if they wish to follow both (or either) programmes through the medium of Welsh. If they indicate that they do, then the students are enrolled accordingly.

Compliance with Policy Making Standards

94 - 96	Welsh Language Policy linguistic assessment.	All policies written, reviewed and updated by the college are subject to a Welsh language linguistic assessment. The assessment considers whether the implementation of the policy has any adverse effect on the use of the Welsh language (as set out in the college's Welsh Language Policy) and ensures that it doesn't. It also considers how the policy might favourably improve the use of the Welsh language in the college. It ensures that the Welsh language and persons using it, are not adversely affected by the measures set out in the policy.
97-99	Consultation	Consultation documents published consider how the issue on which is being consulted affect the opportunities for those wishing to use the Welsh language and ensures that the Welsh language is not affected adversely as a consequence of the action(s) carried out. The opinions of Welsh speaking persons is sought in the consultation.

100	Financial Contingency Fund Policy	<p>The college's policy on financial hardship has been updated to ensure that decisions made on issuing grants or assistance reflect the impact it would have on those persons speaking Welsh and that Welsh speaking applicants are not adversely affected compared to English.</p> <p>It also considers how the financial hardship policy might favourably improve the use of the Welsh language in the college. It ensures that the Welsh language and persons using it, are not adversely affected by the measures set out in the policy.</p>
101-103	Research	<p>Any research undertaken or commissioned by the college considers how the issue on which is being researched affects those who use the Welsh language. It ensures that the Welsh language is considered in the research brief and that any outcomes / recommendations from the research does not adversely affect the Welsh language.</p>
104	Curriculum Review and Development	<p>The "Course Proposal Amendment" form for new course design, amendment or withdrawal ensures that strategic curriculum decision-making considers the impact on opportunities for individuals to use the Welsh language against the criteria in Standard 104.</p>
105	Bilingual Policy	<p>The college's Bilingual Policy is published on the college website and monitored annually by the college senior leadership team.</p>
106-111	Human Resources	<p>Every employee is asked in the pre-employment process whether they would like their contract of employment or contract for services to be provided in Welsh.</p> <p>Every employee is asked whether he or she wishes to receive any paper correspondence that relates to his or her employment in Welsh.</p> <p>Every employee is asked whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh</p> <p>Every employee is asked whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh.</p> <p>Every employee is asked whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh.</p> <p>Every employee is asked whether he or she wishes to receive any performance management documentation in Welsh.</p> <p>Every employee is asked whether he or she wishes to receive any forms that record and authorise annual leave, absences from work, and flexible working hours, in Welsh.</p> <p>For every instance above, employees are made aware of and provided with Welsh documentation when requested:</p>
112-118	HR Policies	<p>All HR Policies are bilingual and available on the college intranet.</p>

119-126	College Grievance and Complaints Policy	<p>The Grievance Policy states that staff can bring a grievance in Welsh or English.</p> <p>Meetings to hear a grievance or complaint, or to investigate a grievance or complaint, can be simultaneously translated into Welsh when offered to and requested by the member of staff.</p> <p>Written outcomes from a grievance or complaint are provided bilingually where either the person bringing the complaint / grievance or the person investigated requested the process be undertaken bilingually.</p> <p>A meeting communicating the outcome of a grievance or complaint brought by and about a member of staff can be simultaneously translated into Welsh when offered to and requested by them.</p>
121 -126	Disciplinary Policy	<p>Within the college's disciplinary procedure, members of staff are informed of their right to respond in Welsh to allegations made against them.</p> <p>Meetings concerning disciplinary process are simultaneously translated into Welsh when offered to and requested by the member of staff.</p> <p>Written outcomes from a disciplinary process are provided bilingually when offered to and requested by the member of staff.</p> <p>A meeting communicating the outcome of a disciplinary process can be simultaneously translated into Welsh when offered to and requested by the member of staff.</p>
127	Computer software	<p>Computer software for checking spelling and grammar in Welsh is provided on all staff and learner user areas.</p>
128-133	College Intranet	<p>The college intranet has a fully functioning Welsh language menu. Each page of the intranet is available in Welsh, with the same functionality and content as the English language version.</p> <p>There is a SharePoint site on the intranet which is dedicated to support material, training and development of staff Welsh Language skills.</p>
134	Assessment of Welsh Language Skills	<p>The college audits the Welsh language skills of staff annually and promotes language training and support opportunities.</p>
135	Training	<p>When the college offers training in</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (d) induction; (e) dealing with the public; (f) health and safety. <p>it provides an opportunity for the training to be undertaken bilingually.</p>
136	Use of Welsh in Meetings	<p>The college offers training on using Welsh effectively in interviews and complaints and disciplinary procedures.</p>

138 & 139	Welsh language lessons	<p>The college offers all staff the opportunity to undertake Welsh language lessons during working hours. The college promotes opportunities for staff to undertake more advanced Welsh language lessons outside of working hours, free of charge.</p> <p>The college provides training for employees who manage others on using the Welsh language in their role as managers.</p>
140-142	Welsh Language Awareness Training	The college induction process includes a Welsh Language Awareness course which includes an understanding of the history of Welsh language and culture, an understanding of the law and duty relating to standards and how Welsh is used in the college.
142-143	Email Signatures	The college facilitates and ensures that all staff have bilingual email signatures and details, including out of hours messages. Staff also use the logo to indicate their fluency in Welsh.
144-A	Badges for conveying ability to speak Welsh.	The college provides staff a badge to convey that they are able to speak Welsh and promotes their importance.
145 -A	Recruitment	<p>When assessing the requirements for a new post, the college determines the level of Welsh language skills required and categorises them as either desirable, need to be learned or essential.</p> <p>All jobs and their relevant documentation are advertised bilingually. The college standard application form is available in Welsh and states that the college will not treat an application in Welsh less favourably.</p> <p>The application form states that applicants may undertake any part of the selection process in Welsh if they elect to. If that is requested, a translation service from Welsh to English is provided.</p> <p>Applicants applying in Welsh have the same end date and selection process as those applying in English.</p> <p>When an applicant applies for a position using the Welsh version of the application form, the college informs the candidate of the outcome of the application in Welsh.</p>
150-2	Signage	All new signage erected is bilingual, with the Welsh not treated less favourable than English (in meaning, expression and position). It is erected so that Welsh is read first.
154-7	Complaints about college use of the Welsh Language	A record is kept annually of the complaints received about the college's use of the Welsh language, with the resulting action taken. In 2023, no complaints were received.
158	Assessment of Welsh Language Skills	The college audits the Welsh language skills of staff annually and promotes language training and support opportunities.
159	Record of staff attending Welsh medium training courses	A record is kept annually of the number of staff attending training courses in Welsh.
161-2	Welsh language assessments for new posts	The HR department retains a record of all Welsh language assessments for new posts.

163, 165-167 & 172	Recording Duty	The annual report on St David's Catholic Sixth Form College's compliance with the Welsh Commissioner's Language Standards is published on the college website.
164 & 170	Complaints Procedure	The college has a complaints procedure, is published bilingually on the college website and contains how persons may complain about the college's treatment of the Welsh Language.
167-9, 171175	Policy on Welsh Language Compliance Standards	The college's Welsh Language Policy is published bilingually on the website.

Staff Training

In 2023 10 members of staff were engaged in a variety of Welsh language training programmes.

Monitoring Compliance

The Welsh Language Standards Compliance Officer works closely with managers in the college to ensure full compliance with the college's Welsh language standards. Regular update meetings are held with those with devolved responsibility for standards. These include curriculum, estates, marketing, HR, finance and student services functions.

The Welsh Language Standards Compliance Officer undertakes a timetabled programme of checks of compliance against the standards. This includes an audit of documentation, a review of signage, voicemail messages, and mystery shopper exercises in marketing, recruitment and student services.

The outcome of these audits and checks are fed-back to those with devolved responsibility and actions agreed to ensure compliance with the standards where areas have fallen short. The last audit took place in December 2023 and demonstrated that the college was compliant in the vast majority of instances. In instances where the area responsible fell below the standard, guidance and training is provided to raise performance.