

Coleg Penybont
Bridgend College



Welsh Language Standards Compliance Report to the Welsh Language Commissioner

1 August 2019 - 31 July 2020

**Prepared in accordance with the requirements of the Welsh Language (Wales)
Measure 2011**

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Introduction

This is the second Annual Monitoring Report on the Welsh Language Standards. Since the 1st of April 2018 the Welsh Language Standards have replaced the college's Welsh Language Scheme. This report covers activity during the period between 1st of August 2019 and 31st of July 2020.

Bridgend College provides further education, higher education and work based learning to in excess of 6000 full and part-time learners, and employs over 650 members of staff across four campuses at Bridgend, Maesteg, Pencoed and Queen's Road. Bridgend College college serves its learners through offering a wide range of courses, from pre-entry to degree level, in over 20 vocational areas.

The college mission: 'Be All That You Can Be' is at the heart of the organisation's culture. It applies to every learner and every member of staff and drives an ambition to continually improve and innovate. Since the initial launch of the Welsh Language Standards in April 2018, Bridgend College has taken a proactive approach in the promotion of the Welsh Language Standards including an ongoing campaign around the #maegenihawl student rights.

A calendar of Welsh enrichment activities was delivered during 2019-2020 with over 1,500 students participating in these activities throughout the year. Face-to-face activities were held between September 2019 and March 2020. A series of on-line activities were offered between April and June 2020 during the COVID19 lockdown period.

Local Context

In 2011 Census 9.7% of the population of Bridgend stated that they were able to speak Welsh

<https://gov.wales/sites/default/files/statistics-and-research/2019-03/121211sb1182012en.pdf>

According to a more recent survey *Welsh language data from the Annual Population Survey: July 2018 to June 2019* 15% of the population of Bridgend speak Welsh, one of the lowest percentages of Welsh speakers in Wales.

<https://gov.wales/welsh-language-data-annual-population-survey-july-2018-june-2019>

Ysgol Gyfun Llangynwyd near Maesteg is Bridgend's only Welsh medium school and has 4 feeder primary schools - Ysgol Bro Ogwr (Bridgend), Ysgol y Ferch o'r Sgêr (Cornelly), Ysgol Cynwyd Sant (Maesteg) and Ysgol Calon y Cymoedd (Betws). There are 10 English medium comprehensive schools and 46 English medium primary schools in the county borough.

Around 10% of Bridgend College's students have attended Welsh medium schools from across South East Wales.

Delivery Standards

A fully bilingual 'All things Welsh' area is available on the staff intranet to promote and facilitate the implementation of the Service Delivery Standards. The page includes sections on how to set email signatures, everyday Welsh words, Cysgliad - Welsh spell checking software and the Welsh Language Standards.

Information about the Welsh Language Standards is included in all the Principal's briefings to staff and via college operational meetings across the management structure.

An email address is advertised via the staff portal, welshlanguagestandards@bridgend.ac.uk, so that staff could send any questions or queries about the standards. A total of 588 messages were received between 01/08/19 - 31/07/20 with an average response time of 3 days.

Information about the Welsh Language Standards is included in the induction pack to all new employees. As part of new staff induction sessions, staff were given instructions about the college email signature templates. All staff were asked to select relevant templates according to their status - Welsh speakers, Welsh learners and non Welsh speakers.

A step by step guidance document is available on the staff portal, giving instructions on how to set a bilingual email signature and out of office message. Fluent Welsh speaking staff were issued with a lanyard which has the Cymraeg Gwaith orange symbol on it. Staff learning Welsh were also issued with a lanyard with the Cymraeg Gwaith orange symbol as well as the word 'DYSGWR' embedded on it.

New applicants are given the opportunity to choose their language of choice with regard to correspondence from the college at point of application.

At enrolment, Welsh speaking students are issued with ID cards and lanyards which incorporate the orange 'Cymraeg Gwaith' logo on them. This allows students who are Welsh speaking to be identified before they start their journey at the college. This also helps them to identify other Welsh speaking students and staff so that they can communicate with them in the language of choice.

Students are issued with a bilingual booklet about college life which includes a section on opportunities to use Welsh. The booklet also includes the 10 most relevant language rights highlighted in the Welsh Language Commissioner's 'Mae Gen i Hawl' (I have the right) campaign. As part of the student induction programme, a welcome video highlighting key student services was created and shown to all students. Content included both Welsh and English spoken language and information on using the Welsh language at Bridgend College.

All printed information i.e. documents, forms, posters etc are provided bilingually. Staff and students are able to access in-house translation service which includes Welsh-English and English Welsh translation and proofreading as well as advice and guidance about bilingual design e.g. presentations, posters, students handouts and notes.

Phone calls to the college are received centrally by the Student Services Team. Staff have received training on how to answer the phone with a bilingual greeting. Staff are able to transfer calls to colleagues who are confident Welsh speakers when callers state that they wish to continue in Welsh with the call. All Student Services staff receive Welsh language training either via the Welsh for Adults provision or via the tailored inhouse courses aimed at developing their Welsh language skills when dealing with students, staff and visitors.

Lockdown Period - March 2020

Face-to-face reception duties were suspended during the initial lockdown period in March 2020 as there were no visitors allowed on site. All other reception duties were transferred to staff working remotely. All services continued to be available in Welsh throughout the lockdown period.

During the lockdown period the telephone system (Shoretel) was fully operational and was accessible for Student Services Team working from home. The Student Services and Welsh Manager or other member of the Welsh Team was available to deal with calls from Welsh speakers.

Face-to-face meetings were suspended during the initial lockdown period. One-to-one meetings continued online and via telephone and Welsh speaking staff and learners continued to communicate in Welsh during this period. The college did not receive any requests to have individual meetings through the medium of Welsh.

The Welsh Team offered weekly informal meetings in Welsh to both staff and students. There was an increase in the number of staff participating in these meetings compared with similar face-to-face meetings held prior to the lockdown period. Events targeting the public included a Welsh language service. For example, there was a Welsh Chatroom available during the college's first ever Virtual Open Day Event. Participants were able to engage in live question and answer sessions through the medium of Welsh.

All documents continued to be produced bilingually during the lockdown period. In most cases the college's full time translator was able to respond to requests which required a quick turnaround. On the few occasions when the translator was not available (e.g. on leave) the Student Services and Welsh Manager was able to undertake all urgent requests for translations.

The college website was available in Welsh throughout the lockdown period. The college became aware that some of the Welsh pages required further amendments and proofreading. This was actioned by the Marketing team.

The online application and enrolment facility were available in Welsh or English.

All social media correspondence continued to be Welsh and English throughout the lockdown period. The college appointed a new Social Media and Digital Marketing Executive during this period. The successful candidate is a fluent Welsh speaker who was able to continue to provide messages across Social Media in Welsh.

Policy Making Standards

The College operates a robust self-assessment process which asks staff to comment and evaluate the development of the Welsh Language services and provision. In addition the College implements a rigorous internal self-assessment and inspection cycle which includes an assessment of progress with the Welsh language/bilingualism in each school of study.

An Impact Assessment tool is used when writing new and amended policies. The Impact Assessment tool enables the author to identify issues around equality and diversity, Welsh and sustainability. All new and updated policies are subject to a period of consultation. This information is published in Welsh on the college intranet

All information regarding grants available to students is provided in Welsh, including Education Maintenance Allowance (EMA), Welsh Government Learning Grant (WGLG) and the Financial Contingency Fund (FCF).

Lockdown Period March 2020

Any new policy produced during lockdown was subject to the college's guidelines and protocols. This included a detailed equality impact plan to ensure that the Welsh language was not being treated less favourably than English.

Compliance with Operational Standards

The Assistant Principal Learner Journey has produced a communication document outlining the college's commitment to using Welsh at the college. All new college policies are available in Welsh and in English. New and amended policies are not shared internally or externally unless they are available in both languages. Some current policies were translated during the initial months of the Standards being implemented.

Documentation relating to the recruitment process is available in Welsh and English. The Assistant Principal Learner Journey has worked with Lingua Skin to ensure that staff are able to access the internal HR system (I Trent) through the medium of Welsh.

Monitoring Compliance

The development of Welsh at the College is led by Joe Baldwin, Assistant Principal Learner Journey and Carys Swain, Student Services and Welsh Manager. Overall management responsibility rests with Simon Pirotte, Principal and Chief Executive supported by Joe Baldwin and Carys Swain.

The Welsh Language Standards are included as part of Bridgend College's external auditing cycle. Last year Bridgend College commissioned RSM to undertake an internal audit of its compliance under its duties in line with the Welsh Language

Standards. This year the College continued to internally audit, monitor and review progress of all of the Welsh Language Standards.

Bridgend College has four groups of staff which contribute to the auditing, monitoring and reviewing of Welsh language and bilingual developments across the college:

- Welsh Language Steering Group (WLSG) which includes representation from Senior Leadership Team (SLT), HR, Marketing, IT, Student Services and Curriculum
- Curriculum Delivery Team (CDT) which includes includes Heads of Curriculum, all Curriculum Area Managers and representatives from business support areas such as Director of People, Student Services, Information Systems, Marketing and the Principal
- College's Operational Group (COG) which includes all college managers
- Criw Cymraeg (Welsh Team) which includes Student Services and Welsh Manager, Cymraeg Gwaith Project Leader, Welsh Translator, Social Media and Digital Marketing Executive and Success Centre Adviser

The Student Services and Welsh Manager ensures that spot checks are conducted on a termly basis. Any examples of non-compliance are investigated. The relevant manager is contacted and made aware of our commitment within the Welsh Language Standards. Where necessary the Student Services and Welsh Manager works with individuals on an action plan to address issues arising.

Other Welsh speaking Managers regularly monitor and check Welsh medium services across the College– e.g. by making phone calls to various campuses to ensure that staff are using bilingual greetings when answering the phone, checking that all 'out-of-office' messages are bilingual, engaging with Welsh speaking to ensure that they are aware of opportunities for them to use their Welsh at the College.

Any examples of non-compliance is reported to the Student Services and Welsh Manager for further investigation.

The Student Services and Welsh Manager attends regular meetings with partners such as Bridgend Borough Council (BCBC) Welsh in Education Strategic Planning (WESP) Group and Welsh Language Capital Steering Group, the Coleg Cymraeg Cenedlaethol Post 16 Steering Group and Academic Board, Welsh Government Post 16 Bilingual Development Group, and the Fforwm Sirol (chaired by Menter Bro Ogrw which includes representation from all Welsh medium schools, Welsh speaking societies and establishments such as Mudiad Meithrin, and the Urdd). Through regular communication with these groups, Welsh speakers are encouraged to ask for Welsh medium service in the College. If any person contacting the College happened to experience a monolingual service they would be encouraged to contact the Welsh team immediately so that action could be taken. Any evidence of non-compliance is presented to the Senior Management Team, the Curriculum Delivery Group and the College Operational Group. An action plan is created by the Student Services and Welsh Manager and each action point monitored closely.

Lockdown Period March 2020

The Student Services and Welsh Manager continued to undertake duties through working remotely. Meetings in Welsh continued with staff and students. The Cymraeg Gwaith classes continued to be delivered online and informal activities continued remotely.

The college's full time Welsh Translator was able to continue to offer usual service by working from home.

The Senior Leadership Team and the College's Welsh Language Steering Group were kept informed of all messages shared by the Welsh Language Commissioner. This included the 'Covid 19 Regulation of Welsh language' guidelines document that was released on the 17 March.

Overall compliance with the College's Welsh Language Standards continued to be monitored by the Welsh Language Steering Group throughout the lockdown period.

Complaints

No complaints regarding Welsh language services were received between 1 August 2019 and 31 July 2020.

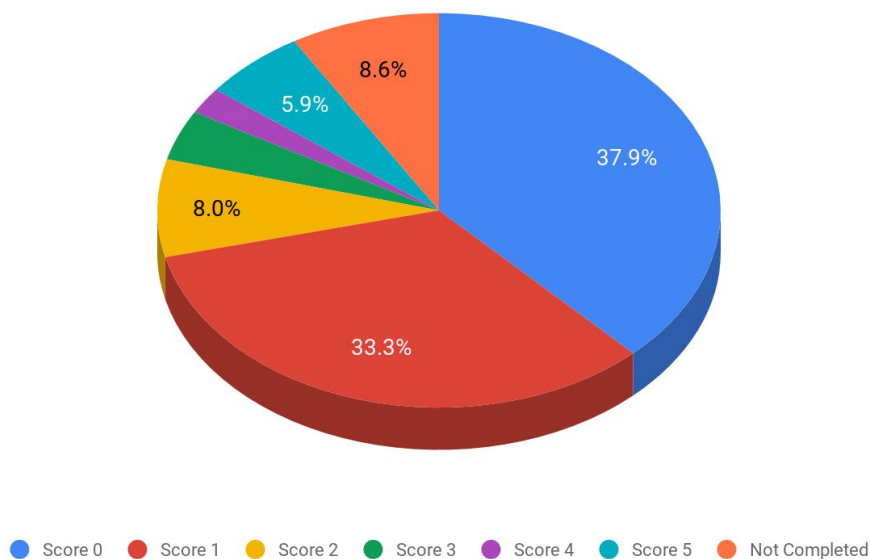
A complaints procedure 'Your Voice' allows students to submit any complaint about student life at Bridgend College.

Staff Welsh Language Skills

Bridgend College has 71 staff who have not completed their Welsh Language skills on MyPage, which is down from the 158 staff last year. The HR team has amended the recruitment process to ensure that this information is collected when applicants submit applications for vacant roles. This will ensure going forward that the Welsh language skills are always completed for new starters.

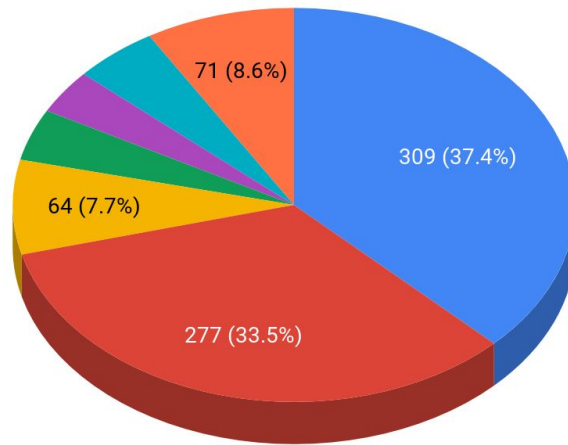
Please see Table 1 at the bottom of the page for the key for the score competency.

Ability to Understand Welsh Conversations



Score:People Competency	Ability to understand Welsh conversations
0	313
1	275
2	66
3	34
4	18
5	49
Not Completed	71

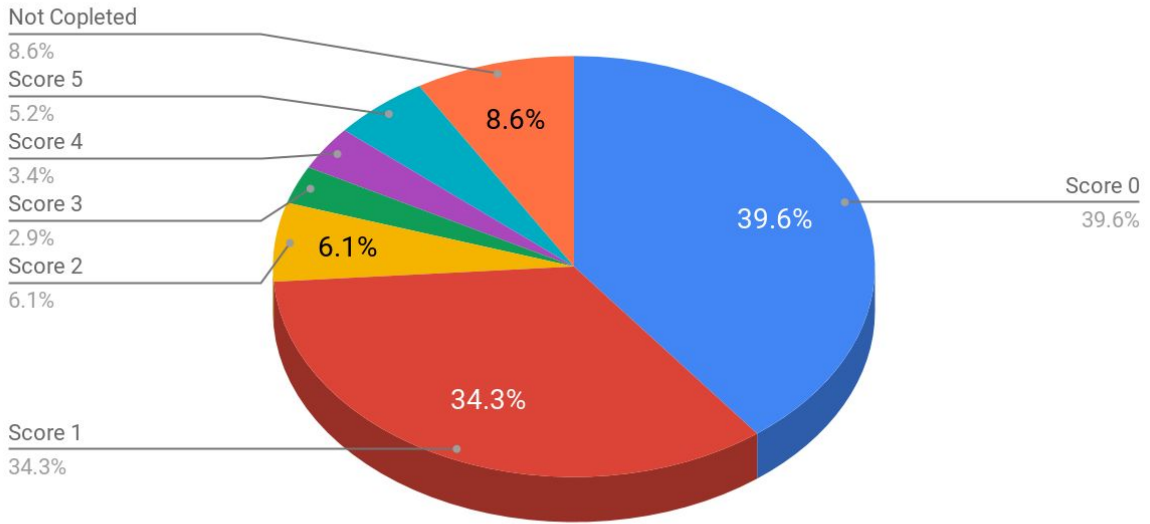
Ability To Read Welsh



● Score 0 ● Score 1 ● Score 2 ● Score 3 ● Score 4 ● Score 5 ● Not Completed

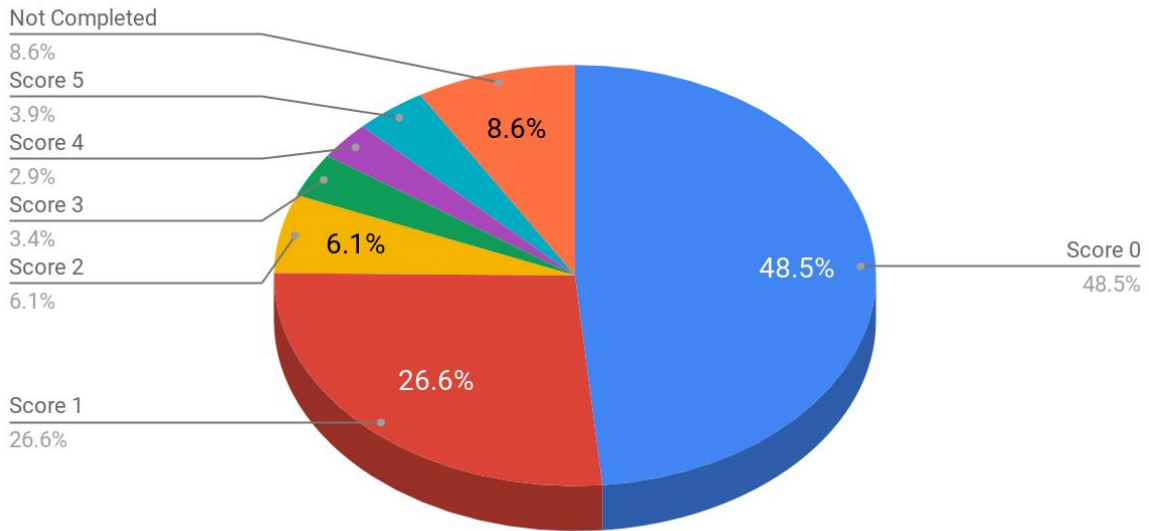
Score:People Competency	Able to read Welsh
0	309
1	277
2	64
3	35
4	30
5	40
Not Completed	71

Able to Verbally Communicate in Welsh



Score:People Competency	Able to verbally communicate in Welsh
0	327
1	283
2	50
3	24
4	28
5	43
Not Completed	71

Able to Write in Welsh



Score:People Competency	Able to write in Welsh
0	401
1	220
2	50
3	28
4	24
5	32
Not Completed	71

TABLE 1 – WELSH LANGUAGE LEVEL DESCRIPTORS

	LISTENING	READING	SPEAKING	WRITING
Level 5	Able to understand all conversations involving work	Able to understand all material involving work	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary	Skilled – able to complete complex written work without the need for revision.
Level 4	Able to follow the majority of conversations involving work including group discussions.	Able to read the majority of material in own area.	Able to speak the language in the majority of situations using some English words.	Able to prepare the majority of written material related to the area, with some assistance in terms of revision.
Level 3	Able to follow routine conversations involving work between fluent Welsh speakers.	Able to read routine material with a dictionary.	Able to converse with someone else, with some hesitancy, regarding routine work issues.	Able to draft routine text, with editing assistance.
Level 2	Able to understand a basic social conversation in Welsh	Able to read basic material involving work (slowly).	Able to answer simple enquiries involving work.	Able to answer simple correspondence with assistance.
Level 1	Able to understand basic enquiries in Welsh (“Ble Mae...?”; “Ga i siarad â ..?”)	Able to read basic words and phrases e.g. signs or short and simple notes.	Able to conduct a general conversation (greetings, names, sayings, place names)	Able to write basic messages – “Diolch am y llythyr. Dyma gopi o’r map”.
Level 0	No Welsh Language skills at all	No Welsh Language skills at all	No Welsh Language skills at all	No Welsh Language skills at all

Training

Bridgend College is committed to the further development of the linguistic skills of all staff. All staff are encouraged to attend Welsh classes. Where possible staff who are learning Welsh are placed to work alongside staff from the Welsh medium schools to further enhance their linguistic skills. College staff are targeted for development and enhancement of their Welsh language skills as follows:

- Teaching staff – staff are able to access tailored Welsh language provision through the ‘Cymraeg Gwaith’ ColegauCymru project.
- Front of house staff and staff who deal with the public on a daily basis – a wide variety of Welsh for Adults courses and Say Something in Welsh courses are offered throughout the year, all fully subsidised.

Cymraeg Gwaith

24 members of staff were recruited with 20 staff completing full 120 hours. 12 out of the 20 staff progressed from 18/19 and 8 additional members of staff were recruited using word of mouth, promotion within the department and correspondence from HR.

The project was structured in the following way:

- A weekly class (1, 1.5 or 2 hours)
- 1-1 sessions with the tutor
- Additional support/ homework tasks on Google Classroom
- Classroom observations as part of the Teaching Triangle scheme

This year, classes were offered on Mynediad (Entry), Sylfaen 1 (Foundation 1) and Sylfaen 2 (Foundation 2) levels following the National Welsh for Adults Framework.

Between August 2019 and July 2020, 5 staff attended other Welsh for Adults courses.

The Welsh language team offers further support and guidance to staff wishing to improve and enhance their Welsh language skills.

The HR team are currently in the process of facilitating toolbox talks for managers on recruitment, performance management, grievance and harassment. These sessions have been delivered through the medium of English can be requested in Welsh if required. All policies and manager guidelines are available to all staff in English and Welsh.

Lockdown Period March 2020

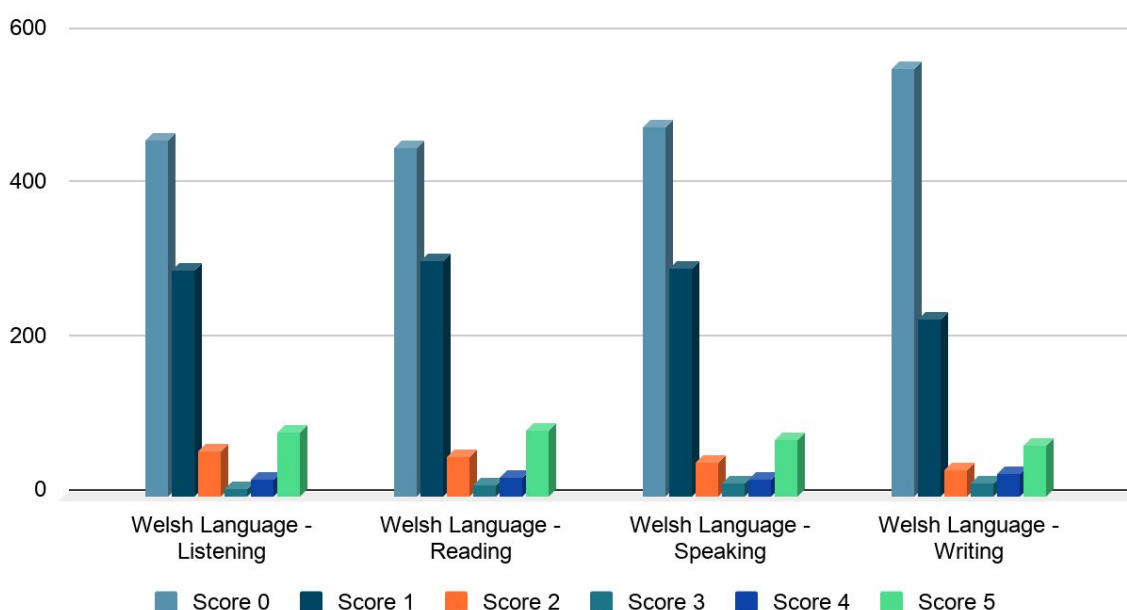
The Cymraeg Gwaith and Welsh for Adults classes continued to be delivered online and informal activities continued remotely.

Recruiting to Vacant Posts

Between 1st September 2019 and 31st August 2020 there were approximately 933 applicants. Below is a breakdown of the Welsh language skills of those applicants that applied for a role at Bridgend College.

	0	1	2	3	4	5	Total
Welsh Language - Listening	463	294	58	11	23	84	933
Welsh Language - Reading	453	305	52	14	24	85	933
Welsh Language - Speaking	479	296	43	18	23	74	933
Welsh Language - Writing	557	229	34	18	30	65	933

Welsh Language Skills for Applicants



Lockdown Period March 2020

Any new vacancy created during the lockdown period was assessed as part of our compliance with Welsh Language Standards. Interviews were conducted remotely and there are examples of interviews conducted in Welsh for positions where Welsh was considered essential e.g. 3 candidates interviewed in Welsh for the post of Social Media and Digital Marketing Executive and 3 candidates interviewed in Welsh for an apprenticeship role within the HR department.

Further Information

Bridgend College welcomes any comments and/or queries regarding this report.
Please contact:

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