

Welsh Language Scheme



Deeside College
Coleg Llyfaoi
Northop College
Wrexham Training

Prepared under the
Welsh Language
Act 1993



The revised Scheme has received the approval of
The Welsh Language Board
under section 14 (1) of the Act, on (dyddiad)

The revised Scheme was re-submitted to meet with the Welsh Language
Board's requirements

Deeside College has adopted the principle that in the conduct of
public business in Wales, it will treat the
English and Welsh languages on a basis of equality.

This Scheme sets out how Deeside College will give effect
to that principle when providing services to the public in Wales.



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Deeside College Vision, Mission, Strategic Aims & Core Values

Our Vision is to be recognised as:

'A Sector Leading College for all – Committed to Excellence'

We will achieve this by:

'Supporting learners to achieve their full potential in a positive environment, through dedicated and innovative professionals'



1 INTRODUCTION

Following the merger of Deeside College with The Welsh College of Horticulture and Coleg Llysfasi, a new Welsh Language Scheme has been developed for the new merged College. Deeside College and Coleg Llysfasi's existing schemes will cease and this Welsh Language Scheme will be implemented.

This revised Welsh Language Scheme is based on the original schemes of both Deeside College and Coleg Llysfasi but has taken into consideration the guidelines provided by the Welsh Language Board on Welsh Language Schemes for Colleges, the *Welsh-medium Education Strategy*, the *National Strategy on Bilingualism in FE* and College's Wales's recommendations on how to respond to the three strands of the Strategy.

Deeside College has been awarded DCELLS funding to support the role of a Bilingual Champion. The outputs of this project underpins the objectives of the overall Welsh Language Scheme.

The college will provide the Welsh Language Boards and DCELLS with the following:

- An annual report on progress each year
- An overview of targets set each year

2 COLLEGE PROFILE

Deeside College is a Further Education College with its main campus situated at Connah's Quay, Flintshire. There are three additional campuses – Northop College Flintshire, Coleg Llysfasi, Denbighshire and Wrexham Training.

The Curriculum provision of the College is managed by a Vice Principal and comprises four Directorates as shown in **Appendix A**.

Enrolments

During 2009/10 enrolments on the four campuses were as follows:

Campus	Full-time	Part-time	Total
Deeside College	1958	4486	6444
Northop College	370	473	843
Coleg Llysfasi	434	2466	2900
Wrexham Training			
Total	2762	7425	10187

Detailed information on the enrolments and linguistic skills can be seen in **Appendix B**. Following the merger of the 3 colleges, the base data used for development will be 2010/11.

Staffing

Deeside College employs almost 900 staff. The Staff Linguistic Survey undertaken in November 2010 revealed:

Survey completion – 442 (50%)
 Fluent/Good speakers – 64 (15%)
 Staff with Little Welsh – 228 (51%)
 Staff with No knowledge of Welsh – 151 (34%)

Of the 64 Fluent/Good speakers, 30 are Lecturers in the following areas:

Cymraeg i Oedolion / Languages	6
Landbased	5
Business, Computing and IT / Travel & Tourism / Public Services / Sports / Gen Ed	3
Engineering / MV	3
Health and Social Care	3
Horticulture / Equine / Animal Care	3
Employer Engagement	2
Hair & Beauty	2
Construction	1
Essential Skills / Study Skills	1
Floristry / Hospitality / ILS	1

Of the 64 Fluent/Good speakers, 5 are Assessors in the following areas:

Health and Social Care	3
Business, Computing and IT / Travel & Tourism / Public Services / Sports / Gen Ed	1
Catering	1

Of the total questionnaire respondents 174 are Managers and Support Staff (39%).
 Of these 29 (17%) considered themselves to be Fluent or Good Welsh speakers.

289 of the respondents indicated that they wished to learn or improve their Welsh language skills, and the College will respond to this through PDD (Professional Development Days) activities and other activities (*Ref 3.5*).

Demography

The College's catchment area includes the whole of Flintshire, south Denbighshire and Wrexham.

Flintshire

Flintshire occupies a unique border location in the North East corner of Wales covering an area of 438 square kilometers. The County boasts a significant and prosperous industrial heartland and a thriving pattern of settlements supporting a growing population. Flintshire has a resident population of 147,400.

According to the 2001 Census of Population:

- 20,599 people in Flintshire speak Welsh; this represents 14.4% of the population aged 3 and over
- 2200 more Flintshire residents aged 3 and over have the ability to speak

Welsh compared to 1991

- 30,660 people living in Flintshire have one or more skills in Welsh

	Number	Flintshire %	Wales %
All people aged 3 and over	143,382	100	100
Able to understand spoken Welsh	24,630	17.2	23.6
Able to speak Welsh	25,599	14.4	20.8
Able to read Welsh	20,611	14.4	20.2
Able to write Welsh	17,687	12.3	17.7
Able to either speak, read or write Welsh	24,364	17.0	23.5
Understand spoken Welsh only	6,296	4.4	4.9
Speaks but does not read nor write Welsh	3,051	2.1	2.8
Speaks and reads but does not write Welsh	1,520	1.1	1.4
Speaks, reads and writes Welsh	15,656	10.9	16.3
Other combination of skills	4,137	2.9	3.0
No knowledge of Welsh	112,722	78.6	71.6

Whilst the overall figures for Welsh speakers in Flintshire is 14.4%, several rural wards in the south and western part of the country contain a higher proportion of Welsh speakers than the national average (20.8%).

Ward	Proportion of the local population aged 3 and over that are able to speak Welsh
Gwernymynydd	20.9%
Whitford	21.5%
Halkyn	23.1%
Caerwys	23.7%
Ffynnongroyw	25.8%
Treuddyn	27.0%
Trelawnyd and Gwaenysgor	27.2%
Mold South	29.3%

In the northern coastal strip of Flintshire there are some densely populated areas such as Connah's Quay, Penyffordd and Flint; it is worth noting that although a greater proportion of residents in these areas have no knowledge of the Welsh language, the number of people with some knowledge of Welsh is substantial.

Denbighshire

Denbighshire is located in north-east Wales and borders with five neighboring local authorities: Flintshire, Wrexham, Powys, Gwynedd and Conwy in the west. The county is bordered by the Irish Sea to the north.

There are approximately 97,000 people living in Denbighshire. The population distribution differs significantly within the county with an urbanised coastal strip around the seaside towns of Prestatyn and Rhyl, and a predominantly inland rural area with a number of locally important market towns. Deeside College serves the inland rural area of the county.

Welsh culture and language is an integral part of the make-up of Denbighshire. In terms of Welsh Language in 2001 26.4% of the population or 23,760 people said they could speak Welsh this was an increase of 467 from 1991, but a percentage decrease of 0.3%. This percentage is above the all-Wales figure of 20.8% and is comparable with neighboring Conwy (29.4%)

In terms of percentage of population, a greater percentage of people identify as Welsh speaking in the south of the county than in the coastal area of Rhyl and Prestatyn in the north.

Ward	Proportion of the local population aged 3 and over that are able to speak Welsh
Llandrillo	64.0%
Llanrhaeadr Y.C.	59.0%
Gwyddelwern	53.0%
Efenechtyd	52.0%
Corwen	51.0%

Wrexham

The Council covers an area of 50,500 hectares and has a population of 130,000. According to the 2001 census 28,401 persons (aged 3 or over) have one or more Welsh Language skills which accounts for 22% of the population. 14% are fluent Welsh speakers which is a very slight increase on the 13.8% figure based on the 1991 census. Of the 22 unitary authorities in Wales, Wrexham is ranked 10th in terms of those residents (aged 3 and over) who have one or more skills in the Welsh language.

Two wards stand out in terms of the ability to speak Welsh:

Ward	Proportion of the local population aged 3 and over that are able to speak Welsh
Rhosllannerchrugog	34.9%
Dyffryn Ceiriog	34.6%

The lowest numbers of Welsh speakers are in Rossett where only 7.7% are able to do so.

Local Authority	Able to speak Welsh 1991		Able to speak Welsh 2001		Variance	
	Number	%	Number	%	Number	%
Flintshire (5)*	23,293	26.7	23,760	26.4	467	-0.3
Denbighshire (4)*	18,405	13.5	20,599	14.4	2,194	0.8
Wrexham (6)*	15,985	13.7	18,105	14.6	2,120	0.9
WALES	508,098	18.7	582,368	20.8	74,270	2.1

* Census 2001 – Welsh Language Board 2003 – LA Rankings

Schools in the Areas

LEA	Primary Schools	Welsh-medium	Secondary Schools	Welsh-medium
Flintshire	75	5	12	1 ¹
Denbighshire	46	15	8	1 ²
Wrexham	60	6	9	1

¹ Ysgol Morgan Llwyd

² Ysgol Glan Clwyd. Ysgol Brynhyfryd & Ysgol Dinas Bran are described as bilingual

With the exception of the Welsh/bilingual schools listed, all other schools teach through the medium of English and teach Welsh to the requirements of the National Curriculum.

Since 1999, the teaching of Welsh has become compulsory up to the age of 16 for all school children in Wales. This means that the great majority of school leavers will have a certain fluency in the Welsh Language. Through the implementation of its Welsh Language Scheme, Deeside College's aims are to maintain, nurture and develop that fluency, to enable the growth in Welsh-medium and bilingual education to continue beyond secondary education.

Economy

Flintshire

Flintshire has one of the largest manufacturing sectors in the whole of the UK comprising of a range of industries including Motor Vehicle, Food, Aerospace, Steel and Renewable Energy. This includes major multi nationals such as Toyota, Airbus and Vion.

Flintshire also supports a wide range of service and retail industries examples include Money Supermarket and Bevans.

Denbighshire

The economy of Denbighshire has a diverse range of key sectors. The County has blue chip employers, such as Honeywell in St Asaph and Tyco at Bodelwyddan. In the north of the County are the traditional seaside resorts of Prestatyn and Rhyl where the Leisure Industry remains a major employer. Pontins operate a large holiday centre in Prestatyn. A theatre and cinema are just some of Rhyl's attractions and Warners have established a holiday centre at Bodelwyddan Castle.

Bodelwyddan is also the home of a district general hospital which is the County's largest employer on one site. Rhyl is a key sub-regional shopping centre with representation from many of the High Street multiples such as Marks & Spencer and Next, whilst Sainsbury's operates a store on the edge of the town.

Further south, Denbighshire is predominantly rural in character and agriculture is a key sector. The market towns of Corwen, Denbigh and Ruthin also support local industrial estates and Llangollen, home of the world famous international musical Eisteddfod, is an important visitor destination.

Wrexham

Wrexham's economy has been transformed in the past twenty years from one dominated by heavy and traditional industry into a major high tech manufacturing, technology and services hub. Wrexham Industrial Estate is the UK's second-largest industrial park and among the largest in Europe. Companies such as Sharp, Brother, Tetra-Pak, J. C. Bamford, Cadbury and Kellogg's have major manufacturing, research or office bases in and around the town. International pharmaceutical and chemical companies are also well represented including Flexsys and Wockhardt.

3 IMPLEMENTATION AND MONITORING / SERVICE PLANNING AND DELIVERY

3.1 Responsibility for implementation and monitoring

This Scheme has been prepared by the Welsh-medium, Bilingual & Community Development Manager and the Bilingual Coordinator.

The implementation and monitoring of the scheme will be the responsibility of the Welsh, Bilingual & Community Development Manager, aided by the College's Bilingual Group – see **Appendix C**. This group meets at least twice per term to monitor the action plan and reports to the Governing Body through SMT.

Anyone wishing to contact Deeside College regarding the content of the Scheme should contact the:

Welsh-medium, Bilingual & Community Development Manager, Llysfasi College, Ruthin, Denbighshire LL15 2LB. Tel: 01978 290263 Email:owaing@deeside.ac.uk

3.2 The Scheme's Administrative Arrangements

3.2.1 A Bilingual Group has been established to propose, discuss, develop and evaluate new ideas and activities, prioritising objectives to ensure the growth and development of bilingualism under the scheme.

3.2.2 The Bilingual Group will monitor the implementation of the Welsh Language Scheme across the four college campuses and report findings at their meetings held every half term.

3.2.3 The Bilingual Group minutes will be circulated to members and the Principal and Vice-Principal (Curriculum & Quality) and posted for all staff to access on the College Intranet.

3.2.4 The Welsh, Bilingual and Community Learning Manager will lead discussions with SMT, Directors and Head of Programmes on the development of the scheme across the college.

3.2.5 Information will be prepared for all staff explaining the nature of the scheme and how it should be implemented. The Welsh Language Scheme will be accessible to all staff on the internal staff intranet.

3.2.6 Induction for all new staff will include raising awareness of the College's Welsh Language Scheme and their role within it. This will be done by the Human Resources Department in collaboration with the Bilingual Co-ordinator.

- 3.2.7 A booklet outlining the summary of the scheme will be issued to all staff on appointment.
- 3.2.8 The Bilingual Co-ordinator is responsible for the translation of statutory college documents as well as assisting Heads of Programmes in the sourcing and/or development of Welsh-medium resources for learning.
- 3.2.9 The college will continue to ensure that the College Strategic Plan reflects the principles of the scheme.
- 3.2.10 The college will require Programme Areas to incorporate the principles from the Welsh Language Scheme within their plans and reports.
- 3.2.11 The College will continue to encourage Welsh speakers to apply for membership of the Governing Body.
- 3.2.12 The College will ensure that the Bilingual Group has notification of the implementation of new initiatives.
- 3.2.13 The Scheme will be approved by and carry the full authority of the College's Governing Body

3.3 **New Policies and Initiatives**

- 3.3.1 The College will consult with the Welsh Language Board concerning any new developments likely to affect the Scheme, and will not amend the contents of the Scheme without the prior agreement of the Board. All new policies and initiatives will be consistent with the Scheme and will not undermine it.
- 3.3.2 The College will ensure that new developments will move the College closer to implementing the principle of equality at every opportunity.
- 3.3.3 The College will assess the linguistic consequences of any new policies or ventures with a view to promoting and facilitating the use of Welsh wherever possible.
- 3.3.4 The College will ensure that any consultants or members of staff responsible for the formation of policy will be aware of the Language Scheme and the College's responsibilities under the Welsh Language Act. All staff will receive briefing sessions to raise their awareness of the Scheme and inform them of their responsibilities. Information on the Scheme will be placed on the staff intranet pages and photocopied summaries of the main requirements and principles of the scheme will also be distributed. Managers responsible for implementing particular aspects of the scheme will receive additional specific training in addition.
- 3.3.5 The College will also ensure that every measure contained in the scheme will be applied to new policies and initiatives when they are implemented.

3.4 **Third Party Compliance**

- 3.4.1 The College works in partnership with public bodies, organisations from the voluntary sector and other agencies. The College works on many levels when working with others:
- 3.4.2 When the college is the strategic and financial leader within a partnership it will

ensure that the public service provision is compliant with the Welsh Language Scheme

- 3.4.3 When the College joins a partnership in which any other body is leading the college's input will comply with the Welsh Language Scheme and the college will encourage other parties to comply
- 3.4.5 When the College is a partner in a consortium it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium the college will act in accordance with its Welsh Language Scheme.
- 3.4.6 When the college joins or forms a partnership it will ask prospective partners about their Welsh Language Schemes, Language Policies or the means by which they will operate bilingually. Within any partnership, the college will offer advice and support to the other partner organisations.
- 3.4.7 Various services provided on behalf of the college may be operated by other organisations such as contractors, consultants, agencies, firms and individuals. All agreements and arrangements for external organisations of this nature to undertake the provision of services to the public in Wales on its behalf will comply fully with the terms and requirements of this Scheme.
- 3.4.8 Third party contracts will be monitored to ensure compliance with the college's Welsh Language Scheme and the college will follow the advice provided in the Welsh Language Board's 'Contracting Out Public Service Contracts and the Welsh Language' document.

3.5 **Staffing Issues**

- 3.5.1 At present the college has a basic number of staff with the ability, the confidence and the willingness to speak Welsh to ensure language choice in its provision of services to learners. The College is committed to improving and increasing its bilingual services and Welsh-medium provision through embedding Welsh language skills in its staff training and professional development scheme and will ensure that all non Welsh speaking staff and potential staff acquire basic spoken skills to demonstrate linguistic courtesy and language sensitivity.
- 3.5.2 In order to ensure over a period of time that the College is able to deliver its services in Welsh to a high quality, effectively and efficiently it will extend its Welsh language training programme in a planned way by supporting WAG's Welsh Sabbatical Scheme and take advantage of the in-house expertise in delivering Welsh language training to the public sector in Wales.
- 3.5.3 The College will support members of staff to learn or improve their Welsh by:
- Providing Welsh language training within its Professional Development provision
 - Identify staff to learn or improve their Welsh
 - Circulating information regarding Welsh language courses in the College to all staff
 - Providing Welsh Language courses to staff free of charge and within working hours
 - Raising staff awareness of courses via the Bilingual Group members and the Bilingual Co-ordinator

- 3.5.4 The College currently accredits Welsh language learning through Agored Cymru units at levels 1-3 and Welsh for Adults Defnyddio'r Gymraeg examinations and will continue to do so. It will also use WJEC's Iaith ar Waith qualification with all support staff who have direct contact with learners and the public.
- 3.5.5 In order to ensure over a period of time that the College is able to deliver its services in Welsh to a high quality, effectively and efficiently, it will adopt a Welsh Language Skills Strategy as part of its human resources planning process. This Strategy will enable the College to maintain an overview of its linguistic skill needs and resources, and co-ordinate training and recruitment activities to facilitate the Scheme's objectives. The measures that follow will form a part of that Strategy.
- 3.5.6 The College will hold an audit of the Welsh language skills of its staff annually and hold results in a central database. By doing so it will identify those workplaces where the ability to speak Welsh is essential and those where it is desirable, to identify the level of proficiency required in each case, and to formulate team descriptions and job descriptions accordingly.
- 3.5.7 Recruitment advertising will be carried out bilingually in publications in Wales.
- 3.5.8 When recruiting staff the College will keep an overview of its linguistic skills capacity and will maintain the information on the central personnel records.
- 3.5.9 Job applications from Welsh speakers are welcomed and this is noted on all job descriptions. Welsh speakers are able to complete their application forms in Welsh.
- 3.5.10 The College will aspire to employ a sufficient number of Welsh speaking lecturing and administrative staff to provide a comprehensive service in Welsh.
- 3.5.11 Priority will be given to those posts that have been identified as 'essential' or 'desirable' to speak Welsh.
- 3.5.12 When the ability to communicate in Welsh is an essential qualification for a post this will be clearly stated in the advertisement and the job details. If there is a shortage of potential Welsh speaking applicants in any specific field the College will re-advertise the post and state in the advertisement that applications from non-Welsh speakers will be welcomed on the firm condition that if a non-Welsh speaker is appointed he/she will learn Welsh to the standard required for fulfilling the post and will do so within a specified period. All arrangements of this nature will be treated as a fair and constructive partnership between employer and employee, with the employer for his part providing strong encouragement and practical support for the employee, and the employee in turn making a fair effort to gain the necessary skills.
- 3.5.13 By acting in such a manner, the College will treat linguistic skills in exactly the same manner as any other professional skill required to fulfil the responsibilities of a post and subject to review within a certain period. This condition of employment must therefore be respected and implemented as strictly as any other condition of employment for the post, and the employee's manager will review the standard of achievement reached by the end of the specified period following the appointment.
- 3.5.14 The College will make the necessary arrangements for any candidate wishing to be interviewed in Welsh.
- 3.5.15 All candidates for posts will be made aware of the Welsh Language Scheme by the

Human Resources Department.

- 3.5.16 Where linguistic ability is considered to be essential or desirable for a post, this will be made clear in the job description and recruitment advertisement.
- 3.5.17 In a situation where two candidates apply for a post and have equal qualifications and experience, the ability to speak Welsh will be considered an additional skill.
- 3.5.18 When recruiting new staff there will be a review of the skill needs of the post. The College will seek to protect the number of Welsh speaking staff, particularly managers and governors.
- 3.5.19 Dictionaries and reference materials will continue to be readily available for all staff which include Cysill and Cysgair.
- 3.5.20 The College has a staff training budget which will be used to provide financial support for those staff who wish to develop/improve their Welsh, and staff will be provided with relevant learning resources.
- 3.5.21 The College will establish a Welsh Learners Club to provide leisure time activities in the medium of Welsh for all levels of learners
- 3.5.22 Following the success of our Welsh for Beginners CD we will develop an online course for those wishing to learn Welsh.
- 3.5.23 The College is committed to the development of its staff. Staff will be encouraged to attend courses through the medium of Welsh in their respective fields, where the appropriate courses exist. Aspects of bilingualism are included in workshops and staff development days.
- 3.5.24 The College will encourage Welsh speaking members of staff to take part in DCELLS Sabbatical Scheme to improve their linguistic skills. So far one member of staff has taken part in the scheme and one member of staff is currently taking part in the scheme. So far 7 members of staff have participated in the scheme.

3.6 **Monitoring and Reviewing Processes**

- 3.6.1 The identity of the Bilingual Group which has overall responsibility for monitoring and reviewing the Scheme will be made known to College staff, agents and contractors employed by the College, as well as to its public
- 3.6.2 An appropriate mechanism for complaints relating to the Welsh Language Scheme will be supported by the College's complaints procedure. All complaints are sent to the Principal's Office and addressed by the Principal
- 3.6.3 The Manager responsible for the Welsh language developments will be responsible for reviewing progress against targets and will prepare an internal progress reports regarding the implementation of the scheme and submit or deliver a report to the senior management team every quarter. The report will also include the monitoring of the implementation on the Welsh-medium Education Strategy and the National Bilingual Strategy for Further Education.
- 3.6.4 The Bilingual Champion will provide a similar quarterly updates on progress to WAG as is the statutory requirement of the project.

The Board of Governors are committed to the outworking of the National Bilingual Strategy for FE at Deeside College and a Governor member has been appointed to oversee its implementation.

3.6.5 The Board of Governors will receive an annual compliance report that will achieve the following aims:

- Measure whether the College is complying with the Scheme;
- Measure if the scheme is being appropriately managed
- Analyse its performance on a departmental and corporate basis in order to ensure consistency
- Assess and consider key themes in scheme implementation including Welsh medium/bilingual curriculum development
- Recognise any fundamental weaknesses and set up an action plan which will include a timetable to deal with them. A copy of this will be sent to the Welsh Language Board.

3.6.6 At the end of the third year of implementing the Scheme, the College will prepare a comprehensive evaluation report that will assess and evaluate performance in implementing the scheme since its inception. This report will:

- Provide an overview and thematic analysis of compliance and performance over the first three years of the Scheme from two perspectives – service delivery and scheme management
- Outline priorities for the following three years, together with a revised timetable for implementing the measures in the scheme

At this time, the College will revise and update the Welsh Language Scheme.

3.6.7 The Action Plan for implementation of the Scheme as set out in Appendix D of this scheme, will be monitored by the Bilingual Group every meeting, and the outcomes will form the substantive part of the annual report. All aspects of the Scheme will be examined.

3.6.8 The College will monitor the opinion of Welsh speakers, and non Welsh speakers via its Learner Voice Strategy, as well as monitoring numbers of complaints received.

3.6.9 The College welcomes and will record suggestions on how to improve its provision. This should be done in writing and addressed to the Principal

3.6.10 All suggestions for improvement will be considered by the Bilingual Group and its decisions and outcomes will be conveyed to the respondent.

3.7 **Quality**

3.7.1 The College will ensure that the Welsh Language Scheme is recognised in all programmes of education and training and that the standard in Welsh will be of an equally high standard to that provided in English.

3.7.2 A set of internal and external guidelines will be created to assist agencies in implementing the measures contained in the scheme.

3.7.3 The College will ensure that external assessors and verifiers are available to work through the medium of Welsh where necessary.

- 3.7.4 The College will publicise its commitment to its Welsh Language Scheme in key documents such as the Institutional Plan, the College Charter and the prospectus.
- 3.7.5 The College is committed to providing an equally high quality service in Welsh and English. When assessing and measuring the standards and effectiveness of services and provisions in Welsh, the College will employ exactly the same 'performance indicators' as those utilised with regards to its services and provisions in English.
- 3.7.6 The College will declare its commitment to ensuring equal linguistic standards between its Welsh and English provisions in its corporate plans, annual report, prospectuses and all promotional literature.
- 3.7.7 The College is committed to setting specific standards for the use of Welsh across all its sites when providing services dealing with the public and will review the standards and their implementation. It will be the responsibility of the Bilingual Group to carry out the review. This team will be responsible for developing, implementing and monitoring services for Welsh speakers. They will ensure that college staff are kept informed of developments. Curriculum managers and functional managers will be responsible for actively encouraging the development of the Welsh language skills of their staff.

3.8 **Comments and Complaints**

Any organisation or individual who wishes to complain about the way the scheme is being run or quality of services should follow the college's Complaint Procedure policy which is publicly displayed. All complaints are sent to the Principal's Office and addressed by the Principal.

3.9 **Publication of Information and Publicity of the Scheme**

- 3.9.1 A leaflet summarising the scheme will be available in Student Services and at Reception
- 3.9.2 The text of the Scheme will be included on the College's Internet and Intranet pages.
- 3.9.3 All prospectuses and similar compendia will refer to the scheme.
- 3.9.4 The scheme will be summarised in the student charter and handbook and a complete copy of the scheme will be on-line. Students will be informed about College commitments to bilingualism as part of their Induction Programme.
- 3.9.5 The College will ensure that all of its publicity materials will contain reference to it having an approved Welsh Language Scheme.
The College will use the following methods of publicity:-

- Website
- Press releases
- Notices
- Leaflets
- Information circulated to offer guidance and support to staff
- Library
- Careers evenings
- Open days

- School Visits
- Prospectus

3.9.6 The timetable for implementing the Scheme, measure by measure, can be found in Appendix D.

4 DEVELOPMENT OF THE WELSH ETHOS AT THE COLLEGE

4.1 Administrative Arrangements

Deeside College is committed to enhancing the bilingual ethos of the College and providing a bilingual curriculum suited to the needs of students:

- 4.1.1 The Welsh language aspects of the College's services will be integrated, within its normal administrative processes. All staff will be briefed by the College's Welsh-medium, Bilingual and Community Learning Manager and be sufficiently trained in the implementation measures of the Scheme contents.
- 4.1.2 All staff will receive Language Awareness Training, and new staff will receive similar training as part of their induction.
- 4.1.3 The Bilingual Co-ordinator will make staff aware of the time required for translation of documents.
- 4.1.4 The Welsh-medium, Bilingual and Community Learning Manager will have the responsibility of ensuring effective implementation of this Scheme although each Head of Faculty and Support Manager will be responsible for those parts of the scheme pertinent to their own work
- 4.1.5 Written procedures and guidelines will be issued and circulated to all existing staff, informing them of how the policy is to be implemented and their role within the Scheme. Instructions and written guidance will also be issued to all staff on the Intranet and copies of the Scheme will be available in the College Library.
- 4.1.6 Many of the College's normal administrative procedures are already carried out through the medium of Welsh or bilingually. It is our intention that this practice should continue and develop wherever possible.
- 4.1.7 In drawing up specifications for new, replacement or adapted computer programs, the need to implement the commitments in this Scheme will be taken into account.
- 4.1.8 To ensure consistency of implementation, a Welsh Language Scheme Co-ordinating Team, with representatives from different parts of the College has been established.
- 4.1.9 The College will offer training on the use of the Welsh spell-checker to all members of staff.
- 4.1.10 The College will work bilingually with all nature of partners when either taking a lead or supportive role.

4.2 **The Development of Welsh Ethos within Curriculum**

- 4.2.1 The College will ensure that all staff are aware of the Cwricwlwm Cymreig and ensure that courses try to promote a “sense of place” as appropriate to the courses being taught for example by the use of branded Welsh produce in restaurants and canteens, promotion of the Welsh language in tourism,; promotion of successful Welsh artists, musicians, scientists, historians etc on a range of courses; reference to Welsh examples and case studies in other courses.
- 4.2.2 The College will submit to DCELLS an yearly plan on the development of bilingual curriculum opportunities.
(See Appendix D)

4.3 **Dealing with the Welsh Speaking Public**

4.3.1 **Corresponding with the Public**

Deeside College welcomes correspondence in Welsh or English.

- 4.3.2 The College will ensure that standard letters produced centrally for the public in Wales will be published bilingually All areas of the College will be issued with guidelines indicating the requirements for such letters.
- 4.3.3 Letters received in Welsh will receive a signed reply in Welsh, whenever a reply is required. Responses in Welsh will be subject to the same performance indicators as those written in English.
- 4.3.4 Any individual or organisation who expresses a preference to conduct their business in Welsh will receive future correspondence in Welsh.
- 4.3.5 Correspondence initiated by an organisation following face-to-face or telephone communication in Welsh, will be in Welsh.
- 4.3.6 If the preferred language of the recipient is unknown, the correspondence will be produced bilingually.
- 4.3.7 Correspondence through the medium of Welsh will not in itself lead to a delay. Standing instructions for obtaining translation of incoming and outgoing correspondence will be produced for use by all staff.
- 4.3.8 All circulars and standard letters to staff and students and to the public in Wales will be circulated bilingually.
- 4.3.9 Students will have the opportunity on the college application form to indicate if an applicant wishes to receive correspondence in Welsh in the future.
- 4.3.10 When communication is by electronic means, the criteria presented in this section still apply.
- 4.3.11 The College will issue guidance/instructions about the above procedures to its staff.
- 4.3.12 The College will establish a database of those people or organisations wishing to communicate through the medium of Welsh.
- 4.3.13 This aspect of the Scheme will be monitored by the Welsh Language Coordinator.

4.3.14 **Communicating via the telephone**

Anyone contacting Deeside College by telephone will be able and welcome to do so through the medium of Welsh.

4.3.15 The College has a link line to Welsh and all calls go directly to the Bilingual Co-ordinator. This number is also used on all publicity materials.

4.3.16 In order to indicate to telephone callers that a choice of language is being offered staff (both administrative and academic) will respond to all external calls with a short bilingual greeting 'Bore da/Pnawn da/Noswaith dda Coleg Glannau Dyfrdwy / Deeside College'.

4.3.17 A caller's wish to deal with the College in Welsh will be respected by transferring the call to a Welsh speaker or arranging for a Welsh speaker to return the call as soon as possible.

4.3.18 The College will provide an internal directory of Welsh speakers to whom calls can be transferred.

4.3.19 The automatic phone system will be programmed with a bilingual message.

4.3.20 The Bilingual Co-ordinator will provide guidelines to staff on how to handle telephone calls from Welsh speakers.

4.3.21 This aspect of the Scheme will be monitored by the Welsh Language Coordinator.

4.3.22 **Electronic Communication**

Deeside College welcomes electronic communication in Welsh or English

4.3.23 All Welsh-speaking members of staff will add the sentence *Hapus i gyfathrebu yn y Gymraeg neu'r Saesneg to their email and Welsh learners will add the sentence Dwi'n Dysgu Cymraeg. Staff unable to speak Welsh will also welcome electronic communication in Welsh or English.*

4.3.24 The public can also contact the college via **ymholiadau@deeside.ac.uk**.

4.3.25 Members of the public will be able to access information via Deeside College website in both English and Welsh. Deeside College has a fully functional bilingual website.

4.3.26 The website provides a clear indication of language choice. Deeside College acknowledges that the best form of language navigation is a language choice on every page of which a parallel language version exists.

4.3.27 Welsh and English pages of the website will be revised and updated simultaneously.

4.3.28 On implementation of this Scheme, all new web-based reports, documents, forms will be available bilingually with each language version as easy available as the one another to download.

4.3.29 All materials and provision in Welsh and English will be consistent in terms of their updating, accuracy, prominence, legibility and quality.

4.3.30 All staff, consultants, designers and publishers will be provided with written

guidance (eg *A Guide to Bilingual Design*) for dealing with and designing bilingual material. In addition all measures noted in 5.1.1 – 5.1.13 will also be applicable to electronic communication.

4.3.31 **Public and other Meetings**

It will be made clear to those attending public meetings, conferences and similar events, that they will be able and welcome to contribute through the medium of Welsh. Staff who are able to converse in Welsh will wear “Working Welsh” badges.

4.3.32 Simultaneous translation facilities will be available at meetings, unless it is clear from the responses received from delegates that such a service is not necessary.

4.3.33 The possibility to contribute in Welsh in every meeting will be advertised in all publicity concerning public meetings.

4.3.34 As the College operates at different sites where a need is identified for Welsh speaking staff, transfer between sites is facilitated.

4.3.35 **Interviews**

Prospective staff and students will be offered the choice of being interviewed in either Welsh or English and the choice of language will be offered in interview invitations. A Welsh-speaking member of staff will be available to conduct interviews.

4.4 **The College’s Public Face**

4.4.1 The College’s public image and corporate identity is completely bilingual. The name and logo is bilingual on letter headings, compliment slips, fax cover sheets, business cards, identity badges, publications, and in other circumstances such as on signs, vehicles and buildings and any other relevant goods and materials.

4.4.2 The College will continue to foster a bilingual ethos in the College by displaying permanent notices, instructions, signs etc in both languages and by ensuring that reception staff can follow a simple conversation with a Welsh-speaker.

4.4.3 **Signs**

All information signs within Deeside College will be fully bilingual.

4.4.4 Where separate Welsh and English signs are provided, they will be equal in terms of format, size, quality and prominence.

4.4.5 The College’s Estates department will be responsible for implementing this aspect of the Scheme. All signs will be sent to the Bilingual Co-ordinator for proofing prior to being put up.

4.4.6 **Publishing and Printing Material**

Published material aimed at the public is produced bilingually with Welsh and English versions together in one document. If documents are published separately, each version will include a statement which says that the publication is also available in the other language. The Welsh version of a document will not be greater in price than that of the English version and will be of equal quality.

4.4.7 The College will consult with the press and media in order to identify their preferred language(s) for receipt of press releases, whether Welsh or English only, or bilingually.

- 4.4.8 The College will conduct advertising and publicity activities in Wales bilingually on a basis of equality. Public notices and recruitment advertisements will appear with the Welsh and English having equal status in terms of format, size, quality, legibility and prominence, whether in the press or on notice boards or otherwise.
- Publicity literature will be produced bilingually
 - Press advertising campaigns will be run bilingually
 - Advertising on posters and hoardings will be bilingual
 - College website is bilingual
 - Response mechanisms related to publicity activities and marketing will allow communication through the medium of Welsh or English
 - Information display stands for the public will be bilingual
- 4.4.9 The College already provides application and other forms in Welsh. Every student within the College completes an enrolment form in order to ascertain their competency in the Welsh Language and to determine whether they would like to be assessed bilingually or in Welsh on any of their chosen programmes.
- 4.4.10 The College will continue to include information in College brochures detailing the College's commitment to bilingualism

5 THE DEVELOPMENT OF BILINGUAL COMMUNICATION SKILLS TO AUGMENT AN ENGLISH MEDIUM PROVISION

- 5.1 The College already provides application and other forms in Welsh. Every student within the College completes an enrolment form which collects information on their competency in the Welsh Language and to determine whether they would like to be assessed bilingually or in Welsh on any of their chosen programmes.
- 5.2 The College's enrolment forms gives detailed information about the Welsh language profile of the prospective student. The college has also developed an 'Interview Tracking Form' which will collect information about learners' Welsh language skills and previous medium of education prior to enrolment. This will enable strategic planning of provision to meet their needs.
- 5.3 The College will deliver a Welsh-medium communication Essential Skill or Iaith ar Waith to groups of vocational students through their Welsh Bacc qualification to allow them to develop their bilingual skills in parallel with their chosen vocational pathway.
- 5.4 Where possible and where there are viable groups, the college will establish Welsh-medium tutorial groups for students (who may be following a range of different courses) that is sensitive to learners' different linguistic levels.
- 5.5 The College will ensure that teaching staff make best use of visiting speakers, visits and other arranged events to raise learners' appreciation of the Welsh language and Welsh identity.
- 5.6 The College will make best use of Welsh language opportunities in work experience placements. and ensure that learners recognise the importance of bilingual skills for employment in Wales.
- 5.7 The College will provide opportunities to bring Welsh language students together twice per year to a Welsh-medium or Welsh language activity.

- 5.8 All learners will participate in a Language Awareness session each year.
- 5.9 The achievements of learners studying through the medium of Welsh will be recognised at the College's annual Award Ceremony.
- 5.10 Staff will make best use of visiting speakers, visits and other arranged events to raise learners' appreciation of the Welsh language and Welsh identity.
- 5.11 The College will support the release of staff to attend Welsh Sabbaticals and prioritise the training according to the learner needs.
- 5.12 The College will ensure that MIS data captures information on learner linguistic skills, in order to be able to plan and respond to identified needs quickly.

6 **THE DEVELOPMENT OF WELSH MEDIUM OR BILINGUAL PROVISION FOR POST-14 LEARNERS**

6.1 **Provision:**

Deeside College - Connah's Quay

- A Levels (AS and A2)
- Access to Higher Education (HE)
- Administration and Office Technology
- Art & Design
- Business
- Catering
- Childcare
- Computing and ICT
- Construction
- Engineering
- Foundation Courses – Prospects / Independent Living Skills
- Hairdressing / Beauty and Holistic Therapies
- Health and Social Care
- Public Services
- Sports and Leisure
- Travel and Tourism

Coleg Lllysfasi – Ruthin

- Agriculture
- Animal Care
- Engineering – Land-Based Machinery
- Forestry and Conservation

Northop College – Northop

- Animal Care
- Engineering – Land-Based Machinery

- Horse Care and Management
- Floristry
- Foundation Courses – Prospects / Independent Living Skills
- Horticulture

Wrexham Training – Wrexham

- Administration and Office Technology
- Engineering – Motor Vehicle Studies
- Hairdressing / Beauty and Holistic Therapies

Current Welsh-medium provision

- National Diploma in Agriculture
- National Certificate in Agriculture
- NVQ in Agriculture
- Sheep Shearing
- 14-16 Agriculture provision
- 14-16 Motor Vehicle provision
- 14-16 Engineering provision
- 14-16 Hairdressing provision
- OCR Text Processing (Business professional)
- Agriculture Taster Course
- OCN Farm Mechanisation

Current Bilingual provision

- BTEC Level 1 Introductory Certificate in Health and Social Care
- BTEC Level 2 Introductory Certificate in Health and Social Care
- BTEC Level 3 Subsidiary Diploma in Health and Social Care
- NVQ in Health and Social Care Level 2, 3 & 4
- NVQ in Health and Social Care (CYP) Level 3 & 4
- NVQ in Children’s Care, Learning and Development Level 2 & 3
- 14-16 Agriculture provision
- NVQ in Administration
- NVQ for IT Users (iTQ)
- Animal Care Taster Course
- Business Taster Course
- OCN Computer for Beginners
- OCN Internet & Email
- Floristry

6.2 On the basis of need the college will develop modules to ensure that Welsh-speakers are able to follow some aspects of their vocational courses through the medium of Welsh. Priority will be given in this respect to the priority areas identified by WAG:

- Childcare
- Health & Social Care
- Business & IT
- Travel and Tourism
- Media/Performing Arts
- Agriculture

Priority will also be given in the areas where there are Welsh speaking staff who have undertaken Welsh Sabbatical training:

- Animal Care
- Agricultural Engineering
- Hairdressing

- 6.3 The College will use WAG's Mentoring Scheme to support staff in the development work within their programme areas when they become the Bilingual Champions within their directorates.
- 6.4 The College will aim to enhance provision and opportunities for learners through the medium of Welsh through partnership between schools and colleges.
- 6.5 The College will continue to work with partners locally to stimulate and/or create the demand for Welsh-language provision.
- 6.6 The College will ensure that there are procedures to identify students who may wish to follow bilingual courses and ensure that they are easily accessible from Student Records Department.
- 6.7. Where possible the College will offer opportunities for learners to
- Submit written work in Welsh
 - Follow specific course elements or modules offered in Welsh
 - Follow work experience in a Welsh speaking environment
 - Receive bilingual notes including terminology
 - Receive language classes offered in Welsh to support subjects taught in English
 - Have Welsh-medium assessments, entry interviews, tutorials and mentoring
- 6.8 The College will endeavour to ensure that all Welsh-speaking learners achieve at least one of the above elements whilst studying at Deeside.
- 6.9 The College will work with the Heads of Programmes in ensuring that all learners' linguistic needs are met.
- 6.10 The College work closely with local 14-19 Learning Networks to ensure that Welsh-medium/bilingual provision offered meets the learner needs.
- 6.11 The College will implement the development of bilingual opportunities and respond where possible to the requirements of the 14-19 Networks in Flintshire, Wrexham and Denbighshire.
- 6.12 The College will work in partnership with other providers for the benefit of Welsh-medium and bilingual learning and provide courses that best suit the learners.

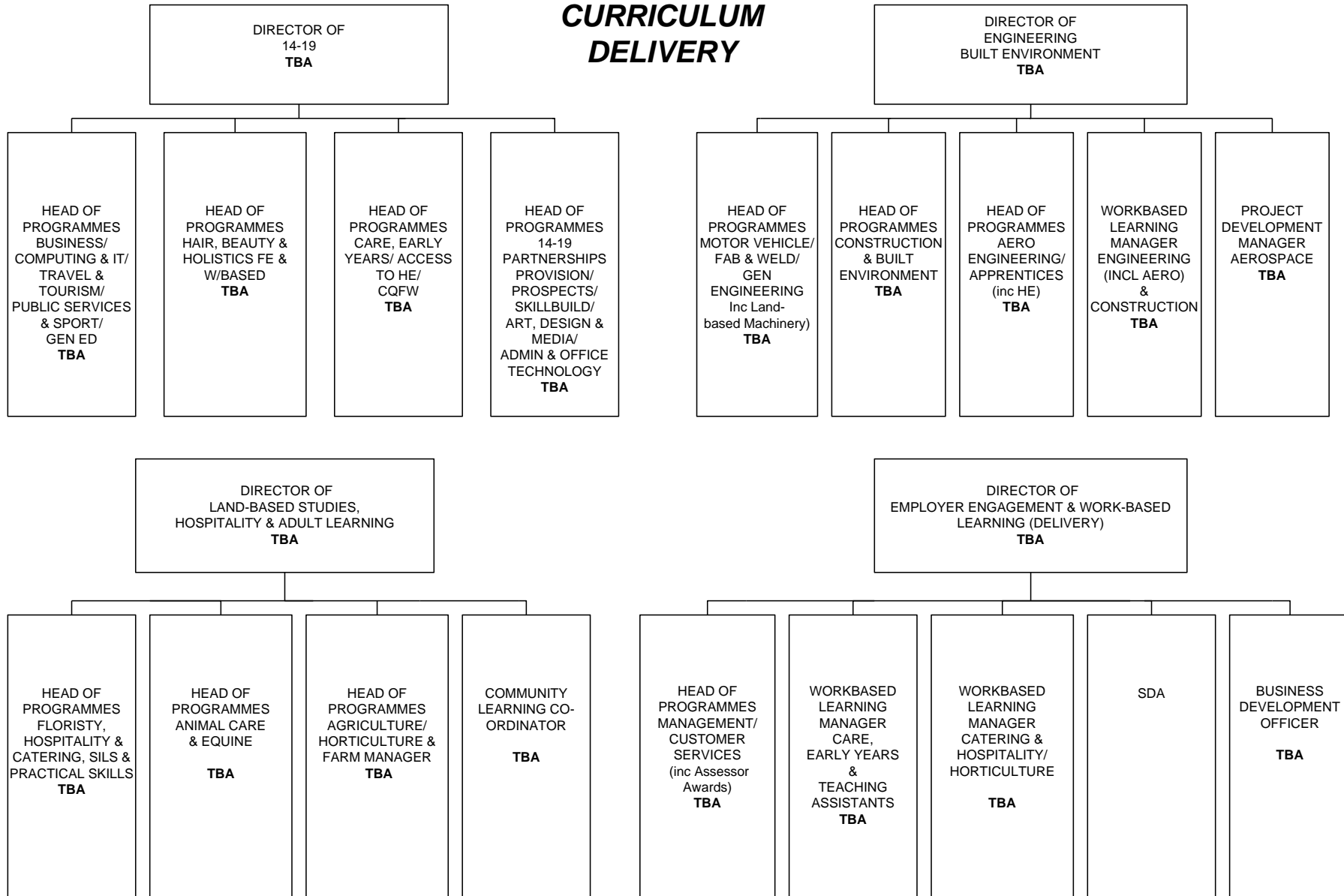
- 6.13 The College will respond to those needs by identifying appropriate staff for training under the Welsh Sabbatical Scheme.
- 6.14 Where appropriate, the college will collaborate with local schools in the exchange of staff to deliver provision but in doing so, ensuring that high standards are maintained.

7 **TIMETABLE/ACTION PLAN**
(See **Appendix D**)

An annual review of progress will be undertaken to measure progress against targets. The annual review will form the basis for a new yearly action plan to ensure that the College's commitment to increasing the use of Welsh language is fulfilled, and year on year progress can be tracked. An annual report will be presented to SMT prior to submitting to the Governing Body.

APPENDIX A

CURRICULUM DELIVERY



APPENDIX B

FE FULL-TIME PROVISION – 2008/09, 2009/10, 2010/11

2008/09

Location	Fluent Welsh speaker	%	Not Welsh speaker	%	Welsh speaker not fluent	%	Total
Deeside	117	5.53%	1741	82.28%	258	12.19%	2116
Total	117	5.53%	1741	82.28%	258	12.19%	2116

2009/10

Location	Fluent Welsh speaker	%	Not Welsh speaker	%	Welsh speaker not fluent	%	Total
Deeside	98	5.01%	1666	85.09%	194	9.91%	1958
Northop	5	1.35%	358	96.76%	7	1.89%	370
Total	103	4.42%	2025	86.95%	201	8.63%	2329

2010/11

Location	Fluent Welsh speaker	%	Not Welsh speaker	%	Welsh speaker not fluent	%	Total
Deeside	109	4.62%	2046	86.81%	202	8.57%	2357
Northop	10	1.91%	494	94.46%	19	3.63%	523
Llysfasi	46	23.23%	119	60.10%	33	16.67%	198
Wrexham T	9	5.84%	120	77.92%	25	16.23%	154
Total	174	5.38%	2779	85.98%	279	8.63%	3232

FE PART-TIME PROVISION – 2008/09, 2009/10, 2010/11

2008/09

Location	Fluent Welsh speaker	%	Not Welsh speaker	%	Welsh speaker not fluent	%	Total
Deeside	121	2.92%	3716	89.82%	301	7.28%	4138
Total	121	2.92%	3716	89.82%	301	7.28%	4138

2009/10

Location	Fluent Welsh speaker	%	Not Welsh speaker	%	Welsh speaker not fluent	%	Total
Deeside	127	2.83%	4064	90.61%	295	6.58%	4486
Northop	16	3.38%	435	91.97%	22	4.65%	473
Total	143	2.88%	4499	90.72%	317	6.39%	4959

2010/11

Location	Fluent Welsh speaker	%	Not Welsh speaker	%	Welsh speaker not fluent	%	Total
Deeside	90	2.40%	3414	91.16%	242	6.46%	3746
Northop	12	3.43%	314	89.71%	24	6.86%	350
Llysfasi	26	13.20%	125	63.45%	46	23.35%	197
Wrexham T	4	5.88%	57	83.82%	7	10.29%	68
Total	132	3.03%	3910	89.68%	319	7.32%	4361

WBL LEARNERS 2009/10, 2010/11

2009/10

Level	Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
2	A000 - Agriculture	10	10	35	55	18.18%
2	L000 - Health, Care and Public Service	20	39	91	150	13.33%
2	K000 - Hair and Beauty	2	6	19	27	7.41%
2	F000 - Management and Professional	1	2	18	21	4.76%
2	G000 - Business Administration	3	16	49	68	4.41%
2	B000 - Construction	0	3	9	12	0.00%
2	C000 - Engineering	0	3	19	22	0.00%
2	D000 - Manufacturing	0	2	46	48	0.00%
2	H000 - Retailing & Customer Service	0	5	23	28	0.00%
2	J000 - Hospitality	0	11	48	59	0.00%

2010/11

Level	Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
2	C000 - Engineering	4	5	19	28	14.29%
2	L000 - Health, Care and Public Service	10	23	52	85	11.76%
2	G000 - Business Administration	4	5	32	41	9.76%
2	K000 - Hair and Beauty	1	5	9	15	6.67%
2	H000 - Retailing & Customer Service	1	3	15	19	5.26%
2	A000 - Agriculture	0	0	1	1	0.00%
2	B000 - Construction	0	0	2	2	0.00%
2	F000 - Management and Professional	0	3	4	7	0.00%
2	D000 - Manufacturing	0	0	0	0	0.00%
2	J000 - Hospitality	0	3	9	12	0.00%

2009/10

Level	Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
3	L000 - Health, Care and Public Service	15	17	86	118	12.71%
3	A000 - Agriculture	1	2	5	8	12.50%
3	F000 - Management and Professional	1	2	7	10	10.00%
3	H000 - Retailing & Customer Service	1	6	15	22	4.55%
3	C000 - Engineering	8	43	157	208	3.85%
3	G000 - Business Administration	1	9	37	47	2.13%
3	B000 - Construction	0	2	12	14	0.00%
3	J000 - Hospitality	0	0	1	1	0.00%
3	K000 - Hair and Beauty	0	1	10	11	0.00%

2010/11

Level	Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
3	L000 - Health, Care and Public Service	7	10	54	71	9.86%
3	F000 - Management and Professional	1	4	6	11	9.09%
3	G000 - Business Administration	2	3	28	33	6.06%
3	C000 - Engineering	8	15	141	164	4.88%
3	A000 - Agriculture	0	0	2	2	0.00%
3	B000 - Construction	0	0	1	1	0.00%
3	H000 - Retailing & Customer Service	0	0	4	4	0.00%
3	J000 - Hospitality	0	0	1	1	0.00%
3	K000 - Hair and Beauty	0	0	6	6	0.00%

2009/10

Level	Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
4	F000 - Management and Professional	2	5	12	19	10.53%
4	L000 - Health, Care and Public Service	8	14	64	86	9.30%
Skill Build	N000 - Foundation for Work	4	25	119	148	3.36%
4	G000 - Business Administration	0	1	5	6	0.00%

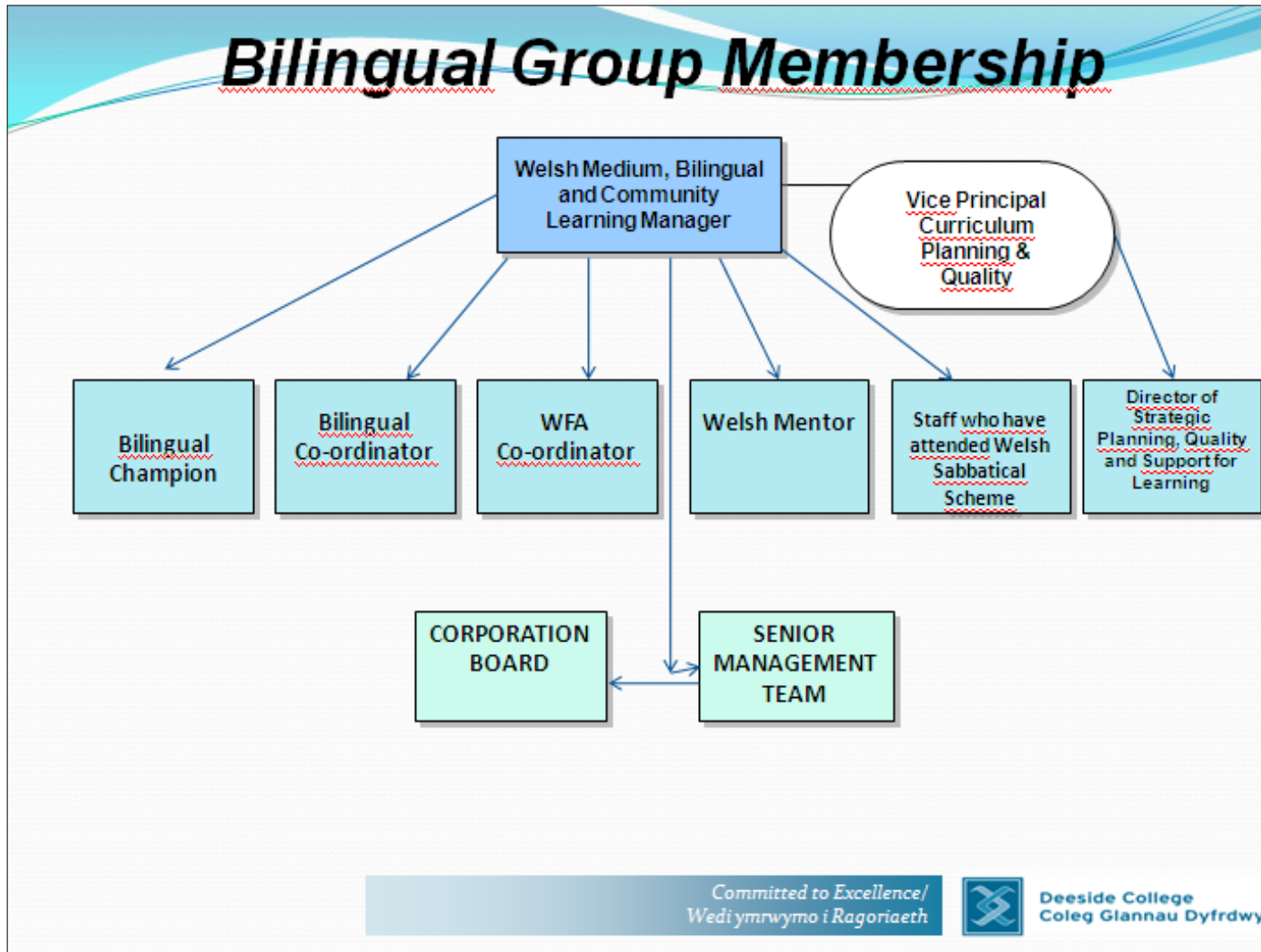
2010/11

Level	Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
4	L000 - Health, Care and Public Service	1	6	18	25	4.00%
4	F000 - Management and Professional	0	1	2	3	0.00%
4	G000 - Business Administration	0	0	1	1	0.00%
Skill Build	N000 - Foundation for Work	0	2	14	16	0.00%

SUMMARY

Sector	Fluent	Not Fluent	Not Welsh Speaker	Total Learners	% Welsh speakers
A000 - Agriculture	11	12	42	65	16.92%
L000 - Health, Care and Public Service	61	109	365	535	11.40%
F000 - Management and Professional	5	17	49	71	7.04%
G000 - Business Administration	10	34	152	196	5.10%
K000 - Hair and Beauty	3	12	44	59	5.08%
C000 - Engineering	20	66	336	422	4.74%
H000 - Retailing & Customer Service	2	14	57	73	2.74%
B000 - Construction	0	5	23	28	0.00%
D000 - Manufacturing	0	2	46	48	0.00%
J000 - Hospitality	0	14	14	28	0.00%
	112	285	1128	1525	7.34%

APPENDIX C



APPENDIX D – Action Plan

CROSS-REFERENCE						ACTION PLAN 2010-2011												
Action Plan REF	Ref DCELLS Outputs	Strategy for Welsh Medium Education	Strategy for Bilingual Education in FE	CIF 2010 (KQ)	Link to Welsh Language Policy	Priority (based on target completion dates)	Type of Output	DCELLS Output	Action to be Taken	Targeted Measurable Outcome / improvement	Resource Implications / External Expertise requirement - if blank, none apply	Complete Target Date	Responsibility		Review 1 December 10	Review 1 April 11	Review 1 August 11	Current progress Commentary
													Impl	Mon				
1	1			3.4.1		1	C	Extend the post of Bilingual Champion for the period to 31 August 2013 and meet the cost of any expenditure over and above the contract payment in support of the work of the Bilingual Champion in meeting the Outputs.	Confirm staffing for the Bilingual Champion role within the new merged college	Staffing structure in place	Staff time	30-Sep-10	GO	DBJ	Completed	Completed	Completed	Bilingual Champion role confirmed and contract signed and returned to DCELLS. In addition to this role the team will comprise of a Bilingual Co-ordinator and both will report to the Welsh-medium, Bilingual and Community Learning Manager, who reports to the Vice Principal for Curriculum and Quality.
2	2			3.2.2		2	C	Based on the new college audit of provision, prepare a three year college Bilingual Champion plan (or include in appropriate college plans and strategies) for achieving agreed outcomes in the contract to include SMART objectives on:	Prepare a 3-year plan of work for Bilingual Champion as per DCELLS requirements	Plan completed and submitted to DCELLS		31-Mar-11	GO	VP-C&Q				Three plan prepared and to be submitted to DCELLS with quarterly report.
3	2	SO2.3	S1	3.2.2		1	C	(i) Courses that will have an increased number of modules available through the medium of Welsh;	Identify priority areas for 2010-11 and hold discussion with all Programme Area Managers to identify opportunities and map provision			31-Dec-10	BC	GO				December 10 - Priority areas for 2010/11 will be based on the staff's linguistic ability to deliver through the medium of Welsh or Bilingually. The staff survey undertaken to date has identified 10 curriculum area who have Fluent or Good Welsh speakers. Arrangements will be made to discuss with HOPs in New Year. April 11 - Discussion held with HOPs and areas for development have been included in the 3-year plan. 2010/11 will be the baseline for future curriculum development with Iaith ar Waith being introduced during this academic year.

4	2		S1					Promotion of Welsh ethos within all courses through discussion with PAMs to identify areas for development			31-Jul-11	BC	GO			December 10 - Language awareness sessions delivered as part of PDD (Professional Development Days) where the importance of y 'Cwricwlwm Cymreig' was emphasised, and examples given of how to integrate. April 11 - PDD day 28/2/11 included a further session on Language Awareness, and 10 members of staff attended.
5	2	SO2.3	S1	3.2.2		1	C	(ii) Increased number of complete courses available through the medium of Welsh or bilingually;	Hold discussion with all Programme Area Managers to identify opportunities (including links with 14-19 Networks)		31-Dec-10					December 10 = Discussions to be held with HOPs early in the New Year to identify opportunities for 2011-13. April 11 - Discussions held and areas for development identified and included in the 3-year plan. Discussion have taken place with Dolen and provision is planned within Salon Services in September 2011.
6	2		S3	3.2.2		1	C	(iii) Identifying and increasing the number of able and qualified tutors to assist with portfolio building, assessment and internal verifying in identified and targeted curricular areas;	Carry out staff skills audit to identify existing position in the new merged college		31-Oct-10					Dec 10 - Staff survey identified a shortage of Welsh speaking Assessors. Two assessors within the Health and Social Care department have been identified for Welsh sabbatical training in May 2011. April 11 - One assessor attending Sabbatical training May-July, the other felt that their linguistic skills were inadequate, but is willing to attend a future training event for good Welsh learners.
7	2	SO2.3 SO3.2	S2	1.1.5		1	C	(iv) Increased number of learners following their courses through the medium of Welsh or bilingually year on year.	During the college induction identify learners' previous educational experiences to enable the targeting of individuals.	All Welsh speaking learners identified	01-Oct-10					Dec 10 - Report produced by MIS of all learners identified as Welsh speakers. This list has been shared with HOPs through Report Explorer and will be included in the Pen Portrait reports for 2011/12. April 11 - analysis of previous education (Welsh-medium or bilingual school) and choice of course has been undertaken. The findings to be presented to Directors and HoPs as a paper at future CQT (Curriculum Quality Team), and CST (Curriculum Strategy Team) meetings.

12	5	SO2.3	S3	2.1.3		3	L	Establish a process to monitor and track the progress of new modules and courses and create a comprehensive list of Welsh-medium and bilingual provision available at the college.	Ref 3 above. Hold discussions with PAMs to establish existing baseline and set up process to record and track for individual Programme Areas.	Tracking in place to monitor provision to enable the extraction of comprehensive list		31-Jul-11	BC & GO	VP - C&Q			Dec 10 - Work has commenced as part of the development of a Welsh Language Scheme for the college. This will be further developed to ensure that there is a comprehensive list of Welsh/bilingual provision. The tracking will be developed as part of the Curriculum planning process. April 11 - a detailed survey on developments has been drafted using surveymonkey.com. This needs refining before circulating to HOPs and will form the basis to prioritise development and support for specific areas.
13	6	SO2.3	S1	1.1.5 2.1.3		3	L	Ensure a minimum increase of 24 learners in each academic year pursuing Welsh-medium or bilingual courses or modules from September 2010 onwards.	Ref 6 & 7 above. Targeting of learners and discussions with PAMs.	An increase of over 24 learners pursuing Welsh-medium or bilingual courses or modules during 2010-11		31-Jul-11					Dec 10 - One new development is the delivery of Motor Vehicle provision for Ysgol Morgann Llwyd under 14-19 Learning Pathways. Catering learners are undertaking 'laith ar Waith'. Further provision will ensure that the target will be clearly met. April 11 - learners studying for the Business Admin qualification are to be supported to enable them to sit Welsh-medium qualifications in the Summer term. A cohort of other learners will follow a new Agored qualification on Training and Development.
14	7	SO2.3	S1	2.1.3		1	L	Ensure a minimum increase of 4 each year in the number of module options available through the medium of Welsh or bilingually, from September 2010 onwards.	In discussion with PAMs identify where Welsh or bilingual options can be included during 2010-11	Identified areas for development for 2010-11, 2011-12 and 2012-13.		30-Apr-11					Dec 10 - Discussion have been delayed but will take place in the New Year. Target date amended to April 2011. April 11 - developments have been discussed with HOPs, and the proposed survey will enable strategic development of resources and support.
15	8	SO2.3	S1	2.1.3		2	L	Ensure a minimum increase of 2 in learning activities that achieve the 50% of the LA25 threshold.	Discussions to take place with MIS on the methods used to capture LA25 data to ensure accuracy of input to enable an increase during 2010-11	An increase of at least 2 learning activities achieving 50% of the LA25 threshold.		31-Oct-10	GO				Dec 10 - A college representative attended a meeting with Sgiliaith on 18 October to discuss issues relating to capturing accurate data. A further meeting is scheduled with DCELLS, when the VP-C&Q will attend. April 11 - discussion with DCELLS on capturing data are ongoing. 2 additional meetings have been held with little progress made owing to changes in NPFS and PLASC.

21	11		S1	2.1.3		2	L	Provision of opportunities planned each academic year to bring Welsh language students together for some form of Welsh-medium or Welsh-language activity: at least 2 opportunities to take place per academic year with a minimum of 20 students participating.	Arrange at least 2 events during 2010-11	Events organised and completed		30-Jun-11	BC				Dec 10 - A youth club has been set up for Coleg Llysfasi's residential learners, which is run in collaboration with the Urdd. This ensures that both Welsh and non-Welsh speakers are able to involved themselves with Welsh cultural activities. Plans are being made to celebrate Santes Dwynwen on 25 January and St David's Day on 1 March with all learners across the 4 campuses. April 11 - a card making competition was held on Santes Dwynwen as well heart-shaped biscuits sold at all campuses, and a themed menu at Deeside. All staff and learners were asked to wear red or pink. This raised awareness significantly. St David's Day saw a visit by Menter Iaith to the Llysfasi campus, Welsh cakes at Llysfasi and WT and a Welsh-week at Toybox Deeside with a visit from Sali Mali and Sam Tân.
22	11	SO3.4	S1	2.1.3		2			Arrange at least 2 events during 2010-11 for Welsh language learners	Events organised and completed		30-Jun-11	BC				Dec 10 - One event held on 14 December for Floristry and Catering learners, who participated in an activity with school children at Ysgol Ysbyty Ifan. It was an excellent opportunity for the learners to immerse themselves in Welsh language and culture. April 11 - a clwb cinio has been set up on 3 campuses, with an invitation to all students to attend. To date the support is poor. A further event is planned for the Summer term.
23	12		S1	3.4.1		1	S	Produce an annual analysis of staff linguistic skills to enable targeted training of staff in conjunction with the college's plans for developing Welsh medium courses and modules.	Undertake a staff Welsh language skills analysis across the new merged college and identify gaps in staffing capacity	Analysis undertaken and gaps identified		31-Dec-10	BC	VP - HR			Dec 10 - Staff survey undertaken and analysis completed as part of the development of Welsh Language Scheme. April 11 - the survey is to be refined and re-issued to staff at the end of the academic year. This is to be discussed with HR department to ensure a larger response than the 49% achieved.

24	13	SO4.1 SO4.3	S3	3.4.1		1	S	Provision of training for a minimum of 3 teaching staff in each academic year, to enable staff members to teach or tutor through the medium of Welsh or bilingually in the specified curricular areas identified in the college's strategic planning of Welsh medium courses/modules to be increased.	Identify staff to be trained in priority areas identified and arrange training for at least 3 teaching staff during the 2010-11 academic year (Ref 3)	3 staff trained during 2010-11		31-Dec-10	BC	VP - C&Q		Dec 10 - Staff have been identified, and information discussed at SMT. One member of staff is attending the distance learning course in January (Construction) and a number of staff have been identified for the training in the North-east during May-July. they will be encouraged to apply when the application forms become available. Information on the latter course has also been posted on the staff Bulletin Board. April 11 - 6 members of staff submitted applications and 4 members of staff have received confirmation of acceptance on 1/4/11.
25	14	SO4.1 SO4.3	S3	3.4.1		1	S	Provision of training for at least 2 additional members of staff each year, to assist with portfolio building, assessment and verifying of coursework through the medium of Welsh in the specified areas identified in the college's strategic planning of Welsh medium courses/modules to be increased.	Identify staff to be trained in priority areas identified and arrange training for at least 2 assessors during the 2010-11 academic year (Ref 3)	2 assessors trained to undertake Welsh-medium assessment and verifying duties		31-Dec-10	BC	VP - C&Q		Dec 10 - Two assessors have been identified for Welsh Sabbatical training in May-July - both working in Health and Social Care sector. April 11 - one assessor applied, but is yet to receive confirmation from WAG, 1 other successful applicant is both lecturer and assessor for Agriculture & Ag Engineering.
26	15	SO4.1 SO4.3	S1	3.4.1		1	S	Plan and implement language awareness training programme for all full-time and part-time staff.	Discussions to be held with HR and Staff Development Officer to roll out language awareness training for all staff	Language awareness sessions planned and delivered as part of PDD		31-Dec-10	GO	HR		Dec 10 - Language Awareness training for staff undertaken on 22 October 2010. 21 members of staff attended, and the evaluation of the event is awaited. Further training will be offered in the PDD on 28 February 2011. April 11 - see Ref 4.
27	16		S2	2.1.3		1	S	Establish a college mentoring programme to enable at least 1 staff member to become Welsh language mentor in the college in order to support existing staff members to gain confidence and increase their involvement in Welsh-medium and bilingual teaching in identified curricular areas.	Plan a mentoring programme to support staff who have received Welsh Sabbatical or Bilingual Teaching Methodology Training	Mentoring programme in place		31-Dec-10	GO	VP-C&Q		Dec 10 - Mentoring programme has been established, with a member of staff allocated with the mentoring role. April 11 - mentoring continuing with member of staff currently attending the DL sabbatical course and prospective sabbatical candidates.
28			S2	2.1.3		1	S	Implement the mentoring programme with at least 2 staff members who have received formal training in support of Welsh-medium and bilingual delivery and at least 2 existing staff who require additional support in gaining confidence to teach through the medium of Welsh or bilingually.	Identify at least four members of staff to mentor during 2010-11	4 members of staff supported through mentoring scheme		31-Dec-10	GO	VP-C&Q		Dec 10 - Meeting has taken place with Sgiliaith and mentoring has progressed. The focus during 2010/11 will be on those attending the Welsh Sabbatical training. A development plan is in place with the Construction lecturer undertaking training in the New Year. April 11 - see Ref 27.

29			S2	2.1.3		3	S	Evaluate the success of the initial period of the mentoring programme and plan a further 3-year mentoring programme to address the college's priorities for the development of Welsh-medium and bilingual courses	Evaluate effectiveness through Bilingual Group meetings and prepare a 3-year plan to support staff.	Evaluation carried out and plan in place		31-Jul-11	ER	VP-C&Q		Dec 10 - Mentoring programme in its initial stage. April 11 - mentoring discussed at each Bilingual Team meeting (standard agenda item) and also incorporated into the 3-year plan. Support is well received.
30			S2	2.1.3		3	S	Continue to embed and implement the 3-year planned mentoring programme to include the training of additional mentors ensuring sustainability; and the mentoring of additional staff year on year.	Identify staff for training and support in 2010-11 and roll out a 3-year mentoring programme	Increase in number of staff being mentored year on year		31-Jul-11	ER	GO		Dec 10 - The mentoring programme will form part of the 3-year plan to DCELLS April 11 - see Ref 27-29
31	17		S3	2.1.3		1	S	Participation in resource development of at least two subject areas through the medium of Welsh each academic year.	Work closely with the priority areas identified in assisting with resource development (Ref 2-7)	Resources developed in two subject areas during 2010-11		31-Dec-10	BC	GO		Dec 10 - Welsh resources have been developed for the Motor Vehicle provision for Ysgol Morgan Llwyd learners. All resources for Maes Garmon pupils attending college courses have been translated into Welsh. Welsh speaking learners following Animal Care have been supported by the Bilingual Champion. April 11 - resource development continuing and NgFL and Cynnal resources now accessible.
32	18			3.2.3		3	BC	Attend project Steering Group meetings, to be held every six months, which will consider Bilingual Champions' progress reports	Attend 2 Steering Group meetings	2 meetings attended		31-Jul-11	BC	GO		Dec 10 - One meeting attended on 7 October 2010. Next meeting planned for 7 April 2011. April 11 - Steering Group meeting to be attended at Newtown on 7/4/11.
33	18			3.2.1		3	BC	Produce an analysis report of progress against the outputs for each meeting	Extract current progress information from Action Plan to present at each Steering Group meeting	Current progress reports presented at Steering Group meetings		31-Jul-11	BC	GO		Dec 10 - Progress report provided at the 7 October meeting. April 11 - progress report to be presented on 7/4/11.
34	18			3.2.1		3	BC	Prepare recommendations for future action during and after the project period to be presented at each meeting	Recommendations for future actions to be prepared for each Steering Group meeting (extracted for Action Plan)	Future actions presented at Steering Group meetings		31-Jul-11	BC	GO		Dec 10 - Overview provided at the Steering Group meeting on 7 October 2010. April 11 - progress report to be presented on 7/4/11.
35	18			3.2.1		3	BC	Consider other reports submitted by the FEIs/Bilingual Champions.	Consider reports presented for Steering Group meetings	All submitted reports considered		31-Jul-11	BC	GO		Dec 10 - Reports received from other providers and communication received from Coleg Sir Gâr following the meeting. April 11 - reports to be received 7/4/11

36	19	SO2.1 SO2.2	S3	3.1.3 3.3.1		2	BC	By attending at least 2 meetings each year to develop local networks, collaborate with local Welsh-medium or bilingual schools and other Welsh-medium training providers in the area to develop a partnership approach to delivering Welsh-medium courses/modules.	Attend Fforwm, Partnership (Grwp Partneriaeth Dwyieithog) and local 14-19 network meetings to develop partnership working for the delivery of Welsh-medium courses/modules	Network meetings attended		31-Mar-11	GO	VP-C&Q			Dec 10 - 2 Fforwm meeting have been attended, as well as the Partneriaeth (Denbighshire) meeting, and the Denbighshire 14-19 Bilingual Group. Contact will be Headteachers in the new year, to ensure the development of partnership working. April 11 - meeting continue to be attended, and as a result Salon Services provision to be developed.
37	20		S3	3.3.1		2	BC	Participation by the Bilingual Champion in at least 2 Colegau Cymru Bilingual Network workshops events per year in order to keep abreast of developments and share good practice.	Attend Colegau Cymru's Bilingual Network workshops to keep abreast of developments	All CC Bilingual Network workshops attended		30-Jun-11	BC	GO			Dec 10 - Owing to the weather conditions on 26 November, no representative travelled to Aberystwyth. It is understood that the meeting was cancelled after 20 minutes! April 11 - owing to other work commitments, no representative was available for the 11 February meeting at Aberystwyth.
38			S1	3.1.1		3	C	Ensure that all college signage is bilingual	Review college signage across the 4 campuses to ensure that all confirm with Welsh language policy	All signage throughout the college are bilingual		31-Jul-11	GO	VP-C&Q			Dec 10 - It is college policy for all official signage to be bilingual. The Bilingual Group will monitor to ensure that all staff comply with the Policy. April 11 - Bilingual Group meeting on 14/4/11 to discuss development of random checking as a means of monitoring compliance.
39			S1	3.1.1		3	C	Front-line staff should be able to meet and greet in both Welsh and English and the Welsh greeting should come first	Front-line staff to receive training	Training completed		31-Jul-11	GO	VP-C&Q			Dec 10 - Training planned for the New Year. April 11 - no further progress made, but plans for training in the Summer term.
39			S1	3.1.1		3	C	All customer facing units should have at least one person who can converse freely in Welsh	Discussion with Marketing team on compliance	At least one Welsh-speaking member of staff present at all events		31-Jul-11	GO	VB			Dec 10 - Discussion has taken place with VP-CQ, and plans to hold discussions with the Marketing Team in new year. Plans are also being made for the training for all front of house staff. April 11 - one Welsh speaker on the Marketing team which ensures compliance.
39		SO2.1	S1	2.1.3		3	C	Prospectuses should note clearly the courses/elements of courses that are available in Welsh or bilingual	Discussion with Marketing Team on findings of curriculum research and development plans	Welsh-medium/Bilingual provision identified and clearly noted in prospectus for 2012-13		31-Sept-11	GO	VB			Dec 10 - A bilingual prospectus for 2011/12 has been published. Work was underway on the prospectus prior to the merger, as the publication was required before the November Open Days/Evenings. Discussion will take place with the Marketing Team for the ACL prospectus, and future full-time provision prospectus for 2012/13. April 11 - part-time prospectus is currently being developed, and Welsh-medium courses are listed.

39	SO3.1 SO3.2 SO3.7	2.1.3	2	C	Ensure that MIS data includes learners' first language and the previous language of study	Discussion with MIS Manager on the way to capture appropriate data	Appropriate data captured via enrolments	31-Mar-11	GO	MB			Dec 10 - Although the enrolment form captures a learner's first language, the learners don't always complete the form accurately or indeed fail to complete the section relating to their linguistic skills. Discussions have taken place with MIS Manager in an attempt to ensure more detailed information on learners' linguistic skills at start of academic year, and based on their previous learning. April 11 - all full-time enrolments in 2011/12 will be done electronically, ensuring that first language information is captured. Discussion are underway with regards to capturing this information prior to enrolment and during interview.
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APPENDIX F - Partnerships

