

The revised Scheme has received the approval of
The Welsh Language Board
under section 14 (1) of the Act, on 3 December 2008

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 an outstanding UK college.

Our Mission is:

To provide outstanding education and training for all.

Our Strategic Aims are:

1. *To ensure that our learners complete their courses, achieve outstanding results, and make positive progression.*
2. *To provide outstanding teaching, training and assessment.*
3. *To provide outstanding courses that meet the needs of individuals, employers and the wider community.*
4. *To provide outstanding guidance and support for all learners.*
5. *To manage effectively through outstanding leadership at all levels.*
6. *To embed a performance-based culture of quality.*
7. *To provide outstanding human, financial and physical resources, which support sustainable learning provision.*

Core Values:

We will:

- Put learners and customers first.
- Value everyone's contribution and celebrate success.
- Work together to succeed, with colleagues and others.
- Maintain a sense of community and our role in Wales.
- Actively promote the Welsh language and the Welsh "dimension".
- Communicate effectively, openly and honestly.
- Keep our word and do the right thing.
- Set and maintain high standards in all that we do.
- Respect equality of opportunity and value diversity.
- Accept our individual and collective responsibility for the success of our learners and the College.
- Initiate and embrace new ideas with enthusiasm.

1.1 Background

The College is now in the fifth year of its Welsh Language Scheme and following Welsh Language Board guidelines, it has:

- Produced an annual report for each year
- Provided targets and plans for each of these years
- Been assessed by a third party on the effectiveness of its scheme and produced a final report giving an overview of the last three years (2004-2007).

This revised Welsh Language Scheme is based on the original scheme which was approved by the Welsh Language Board on 25 October 2002.

The college's approach was highlighted as being an example of best practice, and is summarised in the following quotation from the review report (January 2007):

"Sgiliaith officers wish to congratulate Deeside College on its corporate attitude towards the Welsh language, and for what it has succeeded in achieving in an Anglicised area."

Liz Saville: Director of Sgiliaith

1.2 Deeside College

With extensive partnership links across Wales and the UK, Deeside College is a leading provider of education, training and development.

Deeside College has over 1,800 full-time and 9,000 part-time students, and 1,400 work-based students. Of these 5% can speak Welsh fluently, and 7% can understand some Welsh. 37 members of staff are currently learning Welsh. The college has over 600 staff, of which 30 are able to speak Welsh fluently.

Department	Number of Welsh Speakers
Business	2
Catering	1
Commercial Services	2
Engineering	5
Hair and Beauty	2
Health and Social Care	1
Key Skills	5
Support Areas	11
Travel and Tourism	1

Education and training is based around the main campus in Connah's Quay, the Mold Learning Centre, the Netcafe in Shotton, the new centre in Holywell (opened January 2008) and the following learning centres across Flintshire:

Alun High School, Mold
Castell Alun High School, Hope
Connah's Quay High School
Elfed High School, Buckley
Flint Library Learning Centre
Hawarden High School
Holywell Library
John Summers High School, Queensferry.

The College's current mission statement is *"To provide outstanding education and training for all"*.

The curriculum provision of the College is managed by the Vice Principal and comprises of the following faculties:

- Engineering and the Built Environment
- Adult and Community Based Learning & Support for Learners
- 14-19 Learning
- Employer Engagement and Work-based Learning

Support managers manage the non-curricular areas which comprise:

- Finance
- ICT
- Estates
- Facilities
- Human Resources
- Marketing and Student Services

Deeside College provides comprehensive, high quality education and training for:

- full-time students, many of whom are school-leavers but a growing number of whom are adults returning to learn.
- part-time students who are improving their skills or learning for leisure (including courses delivered at centres of learning across Flintshire)
- employers, through customised training and development in the workplace.

A wide range of academic and vocational courses is provided from entry level to level four.

The college has considerable experience of delivering Welsh OCN and NVQ courses to employers, independently of its franchise with Popeth Cymraeg.

The college also provides a range of services including extensive sports facilities including the North Wales Indoor Athletics Stadium, the outdoor Stadium, sports pitch and running track and the Lifestyle Fitness suite. Students, staff and the local community also benefit from the Toybox Nursery, First Choice Travel Agency, Hair and Beauty salons, and the Training Restaurant.

Deeside College provides office space at present to both Menter Iaith Sir Y Fflint and Popeth Cymraeg in its Mold Learning Centre, thereby maintaining close links with the provision of Welsh learning and developments. The College also offers, through a franchise agreement with Popeth Cymraeg, an extensive Welsh for Adults programme in towns and villages throughout the county of Flintshire.

The College is a crucial resource for the local community and for local industry. It is the only general Further Education (FE) College in the county of Flintshire.

The county has experienced a small increase in the percentage of Welsh speakers between the last two censuses in 1991 and 2001; now 14% are Welsh speaking. The majority of these are children and young people who are under 16 years old.

Significant numbers of students come from outside Flintshire, mainly from Wrexham, Western Cheshire, the Wirral and the Vale of Clwyd up to Rhyl. Smaller numbers are attracted from further afield.

Flintshire, which is the most densely populated county in North Wales serves a resident population of 145,700 (1995). The population has grown by 3% and 2% between 1981-1991 and 1991-1995 respectively, with this being a higher population growth than for Wales as a whole. The population of Flintshire is forecast to grow to 152,000 by year 2010 and to 152,550 by 2016.

Many of Deeside College's students seek general help and guidance as well as subject-based education and training. Deeside College is highly committed to

providing equality of opportunity for all potential students and clients, and this includes a strong commitment to bilingualism (Welsh/English).

Flintshire Local Education Authority, which also has a Welsh Language Scheme, has 75 primary schools, 3 special schools and 12 secondary schools with 11 of these secondary schools having a sixth form. Welsh medium secondary education is provided at Ysgol Maes Garmon, Mold, where every subject is offered through the medium of Welsh. All the other schools teach through the medium of English and teach Welsh to the requirements of the National Curriculum. Deeside College also attracts students from Brynhyfryd High School in Ruthin, a bilingual school where the curriculum is taught through the medium of Welsh and English, and Ysgol Glan Clwyd, which is a Welsh medium school where most of the curriculum is taught through the medium of Welsh.

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.

1.3 Responsibility for the Scheme

This Scheme has been prepared by the Welsh Language Co-ordinator.

The implementation and monitoring of the scheme will be the responsibility of the Welsh Language Co-ordinator, aided by the Welsh Language Team – see appendix 3. This group meets at least once per term to monitor the action plan and reports to the Governing Body.

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

Welsh Language Co-ordinator, Deeside College, Kelsterton Road, Connah's Quay, Deeside, Flintshire CH5 4BR. Tel: 01244 834503 Email:edwardsn@deeside.ac.uk

PART TWO POLICY AND PLANNING

2.1 Policy Context

The Welsh Language Scheme is an integral part of Deeside College's commitment to Equal Opportunities and is part of a framework to promote the basic rights of all Welsh speakers within anti-discriminatory practices.

Situated in a strongly Anglophone area, with many students and clients coming from England, Deeside College is faced with a major challenge when trying to provide comprehensive, and cost-effective, education and training through the medium of Welsh.

The percentage of people in Flintshire who regard themselves as able to speak and read Welsh is 14.4% (Census 2001). The challenging funding regimes in the Further Education sector demand cost/benefit analysis for all activities and practices. The College's wish to provide a quality service in Welsh, which is quite costly to fulfil to perfection, is severely constrained by the financial situation. The College has a strong tradition of only promising what it can deliver, and the action plan appended to this document should be read in this context.

When new staff are recruited, their ability to speak Welsh is an important appointment criterion, but all too often no Welsh speakers with the appropriate specialist / professional competencies have applied. Nevertheless, some such appointments have been made over the past five years and this will continue. We therefore expect to be able to steadily increase the availability of our services through the medium of Welsh.

2.2 New Policies and Initiatives

- 2.2.1** 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.
- 2.2.2** The College will ensure that new developments will move the College closer to implementing the principle of equality at every opportunity.
- 2.2.3** 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.
- 2.2.4** 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.
- 2.2.5** The College will also ensure that every measure contained in the scheme will be applied to new policies and initiatives when they are implemented.

2.3 Policy Statements

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

- 2.3.1** A Welsh Language Team 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.
- 2.3.2** 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.
- 2.3.3** In a situation where two candidates apply for a post where Welsh is desirable, have equal qualifications and experience, the ability to speak Welsh will be considered an additional skill.
- 2.3.4** All documents which will be displayed in Wales will continue to be produced in both Welsh and English.
- 2.3.5** The College will continue to include information in College brochures detailing the College's commitment to bilingualism.
- 2.3.6** Recruitment advertising will be carried out bilingually in publications in Wales.
- 2.3.7** 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.
- 2.3.8** The College will continue to provide facilities for staff and students to learn Welsh.
- 2.3.9** The College will continue to provide Welsh language teaching materials for all staff.
- 2.3.10** The College will continue to test the market for Welsh medium courses and modules.
- 2.3.11** The College will continue to work with partners locally to stimulate and/or create the demand for Welsh-language provision.
- 2.3.12** The college will continue to inform students about the availability of labour market information in Wales including areas of general growth
- 2.3.13** The college will continue to ensure that the College Strategic Plan reflects the principles of the scheme.
- 2.3.14** The college will require Curriculum Areas to incorporate the principles from the Welsh Language Scheme within their plans and reports.
- 2.3.15** The College will continue to ensure that written and telephone communication will respect people's wishes to communicate through the medium of Welsh.
- 2.3.16** The College will continue to encourage Welsh speakers to apply for membership of the Governing Body.
- 2.3.17** The College will ensure that the Working Party has notification of the implementation of new initiatives.

PART THREE

QUALITY

- 3.1** 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.
- 3.2** A set of internal and external guidelines will be created to assist agencies in implementing the measures contained in the scheme.
- 3.3** The College will ensure that external assessors and verifiers are available to work through the medium of Welsh where necessary.
- 3.4** 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.
- 3.5** The College's enrolment forms already give detailed information about the Welsh language profile of the prospective student.
- 3.6** The College will publicise this aim in key documents such as the Institutional Plan, the College Charter and the prospectus.
- 3.7** 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.
- 3.8** 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.
- 3.9** 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 Welsh Language Team 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.

Much has been achieved over the past eight years in which the ethos of the college has changed from predominantly English to bilingual Welsh-English. This has been reflected in the general attitude of members of staff who are now far more willing to acknowledge that Deeside College is a bilingual institution. Over 100 members of staff have chosen to study Welsh in college. One of the main agents of change has been the appointment of a Welsh Language Co-ordinator who combines this role with that of a teacher. Over the past few years, the College has:

- Developed a bilingual ethos in college by erecting bilingual signs
- Provided training for administration and Reception staff to greet the public in Welsh
- Provided a system whereby anyone who wishes may speak directly to a Welsh speaker
- Hosted both Popeth Cymraeg and Menter Iaith Sir Y Fflint in the College's Mold Learning Centre and played an essential part in the development of both initiatives
- Expanded the community provision of Welsh for Adults via the College's franchise partnership with Popeth Cymraeg
- Delivered EDEXCEL accredited Welsh-language courses to Health and Social Care programmes
- Delivered the Welsh for Adults Teaching Module: Introduction to Teaching Welsh to Adults, as part of teacher training courses
- Provided courses independently of the Popeth Cymraeg franchise to the staff of Flintshire County Council (OCN/GCSE) and HM Customs and Excise Chester (NVQ), and also trained the Welsh staff of the Fire Brigade in NVQ procedures
- Provided Beginners Welsh learning sessions for staff
- Appointed staff to many Welsh Subject Panels
- Had a staff development day devoted to bilingual course delivery in Welsh, organised by Sgiliaith
- Transformed the College's application and enrolment systems to allow for the immediate identification of students with Welsh abilities/needs
- Met formally all students who came to the College from Welsh secondary schools and conducted interviews with them with regard to their bilingual needs
- Offered individual student support relating to bilingualism
- Established common quality procedures between Popeth Cymraeg and the college, assisted by the college's Languages department; training was provided for appropriate staff from Popeth Cymraeg in the operation of these procedures
- Worked in partnership with DYSG (previously FEDA Cymru) to produce G/NVQ bilingual materials for the Internet
- Worked in partnership with the Wales Digital College and S4C Digidol to produce learning programmes for television and the Internet, for which the College was awarded the Whitehead-Mann prize for Export
- Worked in partnership with the local CCET to plan for post-16 education in Flintshire
- Worked in partnership with the local Careers Wales service in order to identify needs
- Achieved Flintshire Welsh Language Initiative Quality Mark Scheme.
- Appointed several Welsh speakers to the College's Governing Body
- Following approval of CIF Bid in 2006 run CACHE Level 2 course in conjunction with Ysgol Maes Garmon

The College's service planning and delivery for the next three years is as follows:

- 4.1** The College has appointed a Welsh Language Co-ordinator responsible to the Principal to facilitate, co-ordinate and monitor the scheme throughout the organisation and liaise with external bodies. The Welsh Language Co-ordinator will also be responsible for translation to assist in the development and implementation of the Scheme.
- 4.2** The College will conduct a survey of bilingual staff and create a list of bilingual staff which will be made known to staff and students alike.

- 4.3 The College will note in its publications those departments where Welsh speakers are available.
- 4.4 Following the survey of bilingual staff the College will identify those members of staff who feel confident enough to join a team to provide services for Welsh speakers.
- 4.5 Staff with existing language skills will be offered the opportunity to gain credits via NVQ language unit assessment. Those with some knowledge of Welsh but lacking the confidence to work bilingually will be offered the opportunity to improve their existing skills with tuition from the Welsh Language Co-ordinator before gaining credits in the same way.

Timetable for Staff Survey and Development

Year	Language Awareness	Complete Survey	Produce Staff List	Publicise Internally	Publicise Externally	Provide Services	Accredit Staff
07/08	x						
08/09	x	x	x	x	x	x	x
09/10	x			x	x	x	x

- 4.6 During induction, students will be advised of the benefits of bilingual skills and be made aware of the demand for bilingual skills in the workplace.
- 4.7 The College will ensure that all staff and students have access to Welsh language learning materials through the College Library.
- 4.8 The College will provide tutorial support for learners of Welsh on self-study courses.
- 4.9 The College will provide materials for Welsh Language Learning self-study.
- 4.10 The College will continue to provide lessons for staff.
- 4.11 The College will ensure that all Welsh language courses lead to either a vocational qualification or other accredited qualification through the Open College Network (OCN).
- 4.12 The college will provide material and tutorial support to students who wish to follow their courses bilingually, by increasing Welsh medium and bilingual provision in the subject sectors identified by the Department for Children, Education Lifelong Learning and Skills – formerly DELLS - (Business, Administration and IT; Media; Tourism and Leisure; Care; Early Years). The College, through it's Welsh Language Team, will monitor the demand for bilingual courses. Please refer to appendix 5.
- 4.13 Through a franchise agreement currently with Popeth Cymraeg, the College will continue to promote Welsh for Adults provision.
- 4.14 The College will continue to state in all job descriptions for teaching staff that the ability to deliver through the medium of Welsh in the subject sectors identified is essential, and that the ability to speak Welsh is desirable for other posts within the College.
- 4.15 The College will nominate a Bilingual Champion for each Faculty.
- 4.16 The College employs the Welsh Language Co-ordinator who carries out translations for the college and, where necessary, will commission the services of translation

agencies. The college Welsh Language Co-ordinator can translate both academic and curricular documents.

- 4.17** The needs of all students are identified at interview and by tests such as Adult Learning and Basic Skills Unit (ALBSU), which are available bilingually. Students with special educational needs will be supported in Welsh where this is appropriate. Welsh-speaking members of staff are available for this purpose.
- 4.18** The College currently delivers Welsh language courses to organisations, employers and the public. The College is a member of the North Wales Welsh for Adults Centre, which actively encourages the learning of Welsh in a variety of vocational areas.
- 4.19** Key skills support will continue to be available to all full time students.
- 4.20** The College will group Welsh speaking students together for Personal Tutorials with a Welsh-speaking tutor. (Target date: September 2008)
- 4.21** The College will implement modules for Welsh, Welsh culture and awareness in the Welsh Baccalaureate qualification scheme.(Target date: September 2008)
- 4.22** The College will offer culture / awareness modules to the rest of the student cohort. (Target date: January 2009)
- 4.23** Careers advice will continue to be available in both languages through Careers Wales and Careers Wales advisors will provide information about the importance of bilingual skills. This service will be monitored by the Welsh Language Team.
- 4.24** The College will provide Welsh medium work experience by forming links with the local Welsh language business world and careers agencies (Target date: January 2009)
- 4.25** The College will continue to work within the Community Consortium for Education and Training to agree provision of Welsh-medium education in Flintshire.
- 4.26** The College will continue to provide a translation support service for tutors preparing bilingual material.
- 4.27** The College will identify areas where there are no Welsh language speakers and will develop strategies to address areas of the College where there are no Welsh speakers.

PART FIVE

DEALING WITH THE WELSH SPEAKING PUBLIC

5.1 Corresponding with the Public

- 5.1.1 Deeside College welcomes correspondence in Welsh or English.
- 5.1.2 General correspondence addressed to the student or their families are and will continue to be bilingual.
- 5.1.3 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.
- 5.1.4 Any individual or organisation who expresses a preference to conduct their business in Welsh will receive future correspondence in Welsh.
- 5.1.5 Correspondence initiated by an organisation following face-to-face or telephone communication in Welsh, will be in Welsh.
- 5.1.6 If the preferred language of the recipient is unknown, the correspondence will be produced bilingually.
- 5.1.7 Correspondence through the medium of Welsh will not in itself lead to a delay.
- 5.1.8 Standing instructions for obtaining translation of incoming and outgoing correspondence will be produced for use by all staff.
- 5.1.9 All circulars and standard letters to staff and students and to the public in Wales will be circulated bilingually.
- 5.1.10 Students will have the opportunity on the college application form to indicate if an applicant wishes to receive correspondence in Welsh in the future.
- 5.1.11 When communication is by electronic means, the criteria presented in this section still apply.
- 5.1.12 The College will issue guidance/instructions about the above procedures to its staff.
- 5.1.13 The College will establish a database of those people or organisations wishing to communicate through the medium of Welsh.
- 5.1.14 This aspect of the Scheme will be monitored by the Welsh Language Coordinator.

5.2 Communicating via the telephone

- 5.2.1 Anyone contacting Deeside College by telephone will be able and welcome to do so through the medium of Welsh.
- 5.2.2 The College has a link line to Welsh and all calls go directly to the Welsh Language Co-ordinator. This number is also used on all publicity materials.
- 5.2.3 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'.

- 5.2.4 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.
- 5.2.5 The College will provide an internal directory of Welsh speakers to whom calls can be transferred.
- 5.2.6 The automatic phone system will be programmed with a bilingual message.
- 5.2.7 The Welsh Language Co-ordinator will provide guidelines to staff on how to handle telephone calls from Welsh speakers.
- 5.2.8 This aspect of the Scheme will be monitored by the Welsh Language Coordinator.

5.3 Electronic Communication

- 5.3.1 Deeside College welcomes electronic communication in Welsh or English
- 5.3.2 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.
- 5.3.3 The public can also contact the college via ymholiadau@deeside.ac.uk.
- 5.3.4 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.
- 5.3.5 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.
- 5.3.6 Welsh and English pages of the website will be revised and updated simultaneously.
- 5.3.7 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.
- 5.3.8 All materials and provision in Welsh and English will be consistent in terms of their updating, accuracy, prominence, legibility and quality.
- 5.3.9 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.

5.4 Public and other Meetings

- 5.4.1 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.

- 5.4.2 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.
- 5.4.3 The possibility to contribute in Welsh in every meeting will be advertised in all publicity concerning public meetings.
- 5.4.4 As the College operates at different sites where a need is identified for Welsh speaking staff, transfer between sites is facilitated.

5.5 Interviews

- 5.5.1 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.

PART 6

THE COLLEGE'S PUBLIC FACE

6.1 Corporate Identity

6.1.1 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.

6.2 Signs

6.2.1 All information signs within Deeside College will be fully bilingual.

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

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

6.3 Publishing and Printing Material

6.3.1 Published material aimed at the public is produced bilingually with Welsh and English versions together in one document. When publishing separately, each version will include a statement which says that the publication is also available in the other language.

6.3.2 Where separate Welsh and English versions are produced, both versions will be equally accessible to the public and of the same quality.

6.3.3 The translator or other competent member of staff will check draft publications.

6.3.4 Written guidance on the production and design of bilingual publications is available for the staff involved. The Welsh Language Board's Guide to Bilingual Design will be made available to all involved with publications.

6.4 Associated Explanatory Material

6.4.1 All standard letters, forms and associated explanatory material for use by the public in Wales will be fully bilingual.

6.4.2 Welsh and English versions will be published simultaneously

6.4.3 Welsh and English versions will be available in offices and other distribution points

6.4.4 Staff, designers and publishers will be provided with written guidance for dealing with bilingual publications.

6.4.5 Bilingual versions will be the norm e.g. for annual reports, application forms, equal opportunity forms, cheques, menus, invoices, order forms, brochures and leaflets, timetables, cards, certificates, posters, circulars, procedures, public notices, rules and regulations, invitations, vouchers. When publishing separately, each version will include a statement which says that the publication is also available in the other language.

6.5 Press Notices

6.5.1 All Press notices are forwarded to Welsh Language and English Language publications.

6.5.2 A bilingual spokesperson is available to conduct interviews in Welsh.

6.6 Publicity

6.6.1 All publicity material will be produced bilingually.

6.6.2 Public surveys in Wales will be conducted bilingually.

6.6.3 Direct marketing campaigns will be conducted bilingually by Marketing Co-ordinator.

6.6.4 All exhibitions and public exhibition stands for use in Wales, for example in open days or at events such as 'eisteddfodau' or career fairs, will be bilingual.

6.6.5 Open Days and Open Evenings are staffed by bilingual staff who use the Welsh Language Board's "Working Welsh" badges. A list of bilingual staff will also be available on the intranet.

6.6.6 When outside organisations use the College public notice boards to advertise their events, they are required to comply with the College's Welsh Language Scheme.

6.6.7 The homepage of the College's website displays an icon which provides users with the opportunity to view information in Welsh.

6.7 Public Notices

6.7.1 Official notices, public notices and recruitment advertisements will appear bilingually with the exception of advertisements published in Welsh language journals or newspapers which appear in Welsh only.

6.7.2 Such notices will be equal in Welsh and English in terms of format, size, quality and prominence.

6.7.3 All job advertisements, placed by the College in the media or any kind of journal based in Wales will be bilingual. Where posts are being advertised for which the ability to speak Welsh is essential, a Welsh only advertisement will appear in the English Language press with a footnote in English explaining the purpose of the advert.

6.7.4 Advertisements for posts where no linguistic requirement has been identified shall be published bilingually in English language publications circulating within Wales.

PART SEVEN IMPLEMENTING AND MONITORING THE SCHEME

7.1 Staffing and Recruitment

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.

The College will hold an audit of the Welsh language skills of its staff. 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.

Recruitment

The College will keep an overview of its linguistic skills capacity and will maintain the information on the central personnel records.

7.1.1 Job applications from Welsh speakers are welcomed and this is noted on all job descriptions.

7.1.2 The College will aspire to employ a sufficient number of Welsh speaking lecturing and admin staff to provide a comprehensive service in Welsh.

7.1.3 Priority will be given to those posts that have been identified as 'essential' or 'desirable' to speak Welsh.

7.1.4 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 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.

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.

7.1.5 The College will make the necessary arrangements for any candidate wishing to be interviewed in Welsh.

7.1.6 All candidates for posts will be made aware of the Welsh Language Scheme by the Human Resources Department.

7.1.7 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.

7.1.8 When recruiting new staff there will be a review of the skill needs of the post.

7.2 Learning Welsh

- 7.2.1** The College will support members of staff who wish to learn or improve their Welsh by:
- Identifying and encouraging staff who wish 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 Welsh Language Team members and the Welsh Language Co-ordinator
- 7.2.2** Staff with direct access to the public will have sufficient training in the Welsh language
- 7.2.3** Dictionaries and reference materials will continue to be readily available for all staff.
- 7.2.4** The College currently offers OCN units at levels 1-3 and Welsh for Adults Defnyddio'r Gymraeg examinations
- 7.2.5** 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.
- 7.2.6** A Welsh virtual learning environment course has been designed to enhance the teaching and learning process.
- 7.2.7** The College will establish a Welsh Learners Club to provide leisure time activities in the medium of Welsh for all levels of learners
- 7.2.8** Following the success of our Welsh for Beginners CD we will develop an online course for those wishing to learn Welsh.

7.3 Vocational Training

- 7.3.1** The College will assess the need for vocational training through the medium of Welsh.
- 7.3.2** 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.
- 7.3.3** 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.

7.4 Administrative Arrangements

- 7.4.1** The Welsh language aspects of the College's services will be integrated, within its normal administrative processes.
- 7.4.2** All staff will be briefed by the College's Welsh Language Coordinator and be sufficiently trained in the implementation measures of the Scheme contents.
- 7.4.3** The Welsh Language Co-ordinator will make staff aware of the time required for translation of documents.
- 7.4.4** The Scheme will be approved by and carry the full authority of the College's Governing Body

- 7.4.5 The Welsh Language Coordinator 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.
- 7.4.6 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.
- 7.4.7 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.
- 7.4.8 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.
- 7.4.9 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.
- 7.4.10 To ensure consistency of implementation, a Welsh Language Scheme Co-ordinating Team, with representatives from different parts of the College has been established
- 7.4.11 The College will offer training on the use of the Welsh spell-checker to all members of staff.
- 7.4.12 The College will work bilingually with all nature of partners when either taking a lead or supportive role.

7.5 Services on behalf of the college by other parties

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:

- 7.5.1 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
- 7.5.2 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
- 7.5.3 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.
- 7.5.4 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.
- 7.5.5 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.

7.5.6 The Welsh Language Co-ordinator responsible for the Scheme will supervise and facilitate the implementation of these commitments by:

- Providing written procedures to staff for dealing with agents and contractors and processes for ensuring staff are dealing with them
- Specifying the requirements as to the use of the Welsh language in tendering documents, contracts, and grant or loan conditions
- Monitoring the implementation of the scheme by agents and contractors
- Encouraging those contractors with their own Welsh Language Scheme to implement relevant aspects
- Obtaining regular performance reports from contractors and agents

7.6 Monitoring

7.6.1 The identity of the Welsh Language Team 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.

7.6.2 The College will prepare internal progress reports regarding the implementation of the scheme and submit them to the senior management team every quarter

7.6.3 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.

7.6.4 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.

7.6.5 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.

7.6.6 The Action Plan for implementation of the Scheme as set out in Appendix 1 of this scheme, will be monitored by the Welsh Language Team every term, and the outcomes will form the substantive part of the annual report. All aspects of the Scheme will be examined.

7.6.7 The College will monitor the opinion of Welsh speakers, and non Welsh speakers where relevant, as well as monitoring numbers of complaints received.

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

7.6.9 All suggestions for improvement will be considered by the Welsh Language Team and its decisions and outcomes will be conveyed to the respondent.

7.7 Targets

7.7.1 The College will measure the implementation of the scheme against targets including:

- Average response time for reply to written queries in Welsh
- Number of student learning units delivered through the medium of Welsh
- Annual completion numbers, by level, of Welsh for Adults classes
- Number of valid complaints of non-compliance with this scheme
- Number and percentage of support staff able to deal with simple queries from the public through the medium of Welsh.
- Number and percentage of teaching staff delivering courses through the medium of Welsh
- Number of staff enrolled on Welsh language courses, by level.
- Proportion of newly recruited staff able to perform their role through the medium of Welsh.

7.7.2 The College will publish information comparing performance with established standards and targets, as detailed above, in its Annual Report. Where these standards are not being met, the College will take steps to explain the reasons for this and take remedial action.

PART EIGHT

PUBLICISING THE SCHEME

- 8.1.1** A leaflet summarising the scheme will be available in Student Services and at Reception.
- 8.1.2** The text of the Scheme will be included on the College's Internet and Intranet pages.
- 8.1.3** All prospectuses and similar compendia will refer to the scheme.
- 8.1.4** 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.
- 8.1.5** The College will ensure that all of its publicity materials will contain reference to it having an approved Welsh Language Scheme.
- 8.1.6** 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
- 8.1.7** The timetable for implementing the Scheme, measure by measure, can be found in Appendix 1

PART NINE – ACADEMIC PROVISION

Provision Over The Last Five Years

In summary, provision of the last five years has consisted of:

- Expanding the community provision of Welsh for Adults via the College's franchise partnership with Popeth Cymraeg
- Delivering EDEXCEL accredited Welsh-language courses to Health and Social Care programmes
- Delivering the Welsh for Adults Teaching Module: Introduction to Teaching Welsh to Adults, as part of teacher training courses
- Providing courses independently of the Popeth Cymraeg franchise to the staff of Flintshire County Council (OCN/GCSE) and HM Customs and Excise Chester (NVQ), and also trained the Welsh staff of the Fire Brigade in NVQ procedures
- Providing Beginners Welsh learning sessions for staff
- Ran a 10 week Welsh IT taster course at Mold Learning Centre
- Help a Child with Welsh courses at local primary schools
- Sesiwn sgwrs in the College
- Following approval of CIF Bid in 2006 run CACHE Level 2 course in conjunction with Ysgol Maes Garmon

Current Provision

The following provision is currently available through the medium of Welsh or bilingually:

- Using Specialist Communication Skills on Year 2 Edexcel Early Years National Diploma
- Wales, Europe and the World module as part of the Welsh Baccalaureate
- Help a Child to Learn – Welsh
- Following approval of CIF Bid in 2006 run CACHE Level 2 course in conjunction with Ysgol Maes Garmon

Future Provision

Please also refer to Appendix 5 Timetable for the introduction of Welsh language services. It is anticipated over the next couple of years that Welsh medium academic provision will increase and develop appropriately in line with need and demand. During this time we will:

- Encourage more students to study in Welsh
- Offer an element of Welsh medium provision to any student who wishes it by offering the following wherever possible within College constraints:
 - Written work accepted in Welsh
 - Specific course elements or modules offered in Welsh
 - Work experience in a Welsh speaking environment
 - The provision of bilingual notes including terminology
 - Language classes offered in Welsh to support subjects taught in English
 - Welsh-medium assessments, entry interviews, tutorials and mentoring
- Through recruitment and staff development take appropriate steps to increase the number of staff who are able to teach through the medium of Welsh
- In response to Welsh Assembly Government target that by 2010 7% of students in Wales should be taking some element of their course through the medium of Welsh, offer Welsh Enrichment courses from September 2008. This will help promote the Welsh Language amongst young people
- In response to demand, and working in partnership with local High Schools consider introducing Advanced Level for Welsh first language or Welsh second language.
- Extend the Welsh Bac in the college to encompass vocational areas and potential to use the language module to continue students welsh medium experiences.
- Continue to expand the CIF project developments with Ysgol Maes Garmon
- Offer NVQ Welsh Language Units to staff and students

- Offer Welsh GCSE Second Language
- Offer Key Skills in Numeracy / Communication (Target Date: September 2009)
- Welsh IT Course (Target Date: April 2009)
- Welcome Host (Target Date: September 2009)
- Provide modules in priority subjects where there are Welsh speakers eg Health & Social Care / Engineering (Target Date: September 2009)
- Provide Language Awareness Sessions for all students (Target Date: January 2009)
- Work together with Sgiliaith to facilitate and promote bilingual and Welsh medium provision
- Offering Student Services advice in Welsh
- Develop an online bilingual induction module for all students

The College currently offers students the opportunity to submit assessed work in Welsh or English in all its courses. At present some students take advantage of the opportunity to present work in Welsh.

Learner Statistics

The Welsh Language Team will monitor statistics on an annual basis. The College will use information collected for Lifelong Learning Wales Record (LLWR) in the compilation of its statistical data to ascertain the number of Welsh speakers enrolled, their geographical locations and curriculum provision.

Marketing

- Guidance will be given to the learner at interview on the advantages of studying through the medium of Welsh/Bilingually.
- Welsh language provision will be marketed alongside English language provision.
- The College will encourage students at every opportunity to study and take examinations through the medium of Welsh – this will be done throughout the course.

Welsh Medium/Bilingual Curriculum

- The College will increase the number of opportunities and courses available to learners through the medium of Welsh or bilingually.
- The college will take advantage of every opportunity which arises for 'informal' bilingual teaching. Learners can be supported in their chosen language

Support Structures

- The College has in place a Welsh Language Team whose role is to monitor and outwork the College's Welsh Language Scheme.
- The Welsh Language Team is led and chaired by a College Senior Manager to ensure Welsh has a strategic role within the College

Welsh Medium Resources

- The College takes an active role in ensuring collaboration between providers through membership of groups e.g. Sgiliaith and Sgiliaith's Paneli Pwnc to ensure that Welsh medium resources are available to its students.
- Welsh learning materials will be made available in the College library where such resources exist.

Collaboration with Providers

The College, where possible collaborates with other providers in the production and sharing of Welsh language learning materials and resources.

Language Support and Encouragement

During induction learners will be informed of opportunities available and encouraged to improve their Welsh language skills.

Work Experience / Placements

The College ensures where possible that students who undertake their course of study in Welsh or bilingually are given the opportunity to undertake their work experience period in a Welsh or bilingual environment.

APPENDIXES

APPENDIX 1

Action Plan

APPENDIX 1

Action Plan 2007-2010

Measure	Action Date
4.1 Appointment of full time Welsh Language Coordinator	Achieved and Ongoing
2.3.1 Establish a Welsh Language Team to propose, discuss, develop and evaluate new ideas and activities, prioritising objectives to ensure the growth and development of bilingualism under the scheme	Achieved and ongoing
2.3.4 Produce all documents which will be displayed in Wales in both Welsh and English.	Achieved and ongoing
2.3.6 Recruitment advertising posts to be bilingual in publications in Wales.	September 2007
2.3.8 Provide facilities for staff and students to learn Welsh.	Achieved and ongoing
2.3.9 Provide Welsh language teaching materials for all staff.	Achieved and ongoing
2.3.13 Ensure that the College Strategic Plan reflects the principles of the scheme.	Achieved and ongoing
2.3.14 Require Curriculum Areas to incorporate the principles within the Welsh Language Scheme into their plans and reports.	January 2008
2.3.16 Continue to encourage Welsh speakers to apply for membership of the Governing Body	Achieved and ongoing
3.6 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	September 2007
3.7 The College will employ exactly the same 'performance indicators' as those utilised	Achieved

with regards to its services and provisions in English.	
<p>3.9 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 Welsh Language Team 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.</p>	Achieved and ongoing
<p>4.2 Identify bilingual staff by means of a Welsh Language Audit.</p>	September 2007
<p>4.6 Respond bilingually to the demands of prospective students for courses.</p>	Ongoing since September 2002
<p>4.7 Ensure that all staff and students have access to Welsh language learning materials through the College Library.</p>	Achieved and ongoing
<p>4.8 Provide tutorial support for learners of Welsh on self-study courses.</p>	Achieved and ongoing
<p>4.9 Provide materials for Welsh Language Learning self-study.</p>	Achieved and ongoing
<p>4.11 Ensure that all Welsh language courses lead to either a vocational qualification or other accredited qualification through the Open College Network (OCN).</p>	Achieved and ongoing
<p>4.12 Provide material and tutorial support to students who wish to follow their courses bilingually, by increasing Welsh medium and bilingual provision in the subject sectors identified by the Department for Education, Culture and the Welsh Language – formerly DELLS (Business, Administration and IT; Media; Tourism and Leisure; Care; Early Years).</p>	Ongoing since September 2002

4.15 Nominate a Bilingual Champion for each Faculty.	September 2007
4.20 The College will group Welsh speaking students together for Personal Tutorials with a Welsh-speaking tutor.	September 2008
4.21 Implement modules for Welsh, Welsh culture and awareness in the Welsh Baccalaureate qualification scheme.	September 2008
4.22 Offer culture / awareness modules to the rest of the student cohort.	January 2009
4.24 The College will provide Welsh medium work experience by forming links with the local Welsh language business world and careers agencies.	January 2009
4.26 Provide a translation support service for tutors preparing bilingual material.	Achieved and ongoing
4.27 Identify areas where there are no Welsh language speakers and to develop appropriate strategies to address areas of the College where there are no Welsh speakers.	January 2008
5.1.2 General correspondence addressed to the student or their families will be bilingual.	Achieved and ongoing
5.1.3 Letters received in Welsh will receive a signed reply in Welsh, whenever a reply is required.	Ongoing
5.1.4 Any individual or organisation who expresses a preference to conduct their business in Welsh will receive future correspondence in Welsh.	Ongoing
5.1.8 Standing instructions for obtaining translation of incoming and outgoing correspondence will be produced for the use by all staff.	Achieved
5.1.9 All circulars and standard letters to staff and students and to the public in Wales will be circulated bilingually.	Achieved and ongoing
5.1.12	Achieved

Guidelines/instructions will be issued to staff on how to deal with Welsh correspondence.	
5.1.13 The College will establish a database of those people or organisations wishing to communicate through the medium of Welsh.	March 2007
5.2.3 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'.	May 2008
5.2.4 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.	Achieved and ongoing
5.2.5 A list of Welsh-speaking staff will be maintained so that staff know to whom calls can be transferred.	Achieved
5.2.6 The automatic phone system will be programmed with a bilingual message.	Achieved
5.2.7 Guidelines will be issued to staff on how to handle telephone calls from Welsh speakers.	Achieved
5.3.4 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	Achieved and ongoing
5.4.1 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.	Achieved and ongoing
5.4.3 The possibility to contribute in Welsh in every meeting will be advertised in all publicity concerning public meetings.	Achieved and ongoing
5.5.1 Prospective staff and students will be	Achieved and ongoing

<p>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.</p>	
<p>6.2.1 All information signs within Deeside College will be fully bilingual.</p>	<p>Achieved and ongoing</p>
<p>6.3.1 Published material aimed at the public will be produced bilingually with Welsh and English versions together in one document. When publishing separately, each version will include a statement which says that the publication is also available in the other language.</p>	<p>Achieved and ongoing</p>
<p>6.3.4 Written guidance on the production and design of bilingual publications will be available for the staff involved. The Welsh Language Board's Guide to Bilingual Design will be made available to all involved with publications.</p>	<p>Achieved and ongoing</p>
<p>6.4.1 All standard letters, forms and associated explanatory material for use by the public in Wales will be fully bilingual.</p>	<p>Achieved and ongoing</p>
<p>6.4.4 Staff, designers and publishers will be provided with written guidance for dealing with bilingual publications.</p>	<p>Achieved and ongoing</p>
<p>6.4.5 Bilingual versions will be the norm e.g. for annual reports, application forms, equal opportunity forms, cheques, menus, invoices, order forms, brochures and leaflets, timetables, cards, certificates, posters, circulars, procedures, public notices, rules and regulations, invitations, vouchers. When publishing separately, each version will include a statement which says that the publication is also available in the other language.</p>	<p>Achieved and ongoing</p>
<p>6.5.1 All Press notices are forwarded to Welsh Language and English Language publications.</p>	<p>Achieved and ongoing</p>
<p>6.6.1 All publicity material will be produced bilingually.</p>	<p>Achieved and ongoing</p>

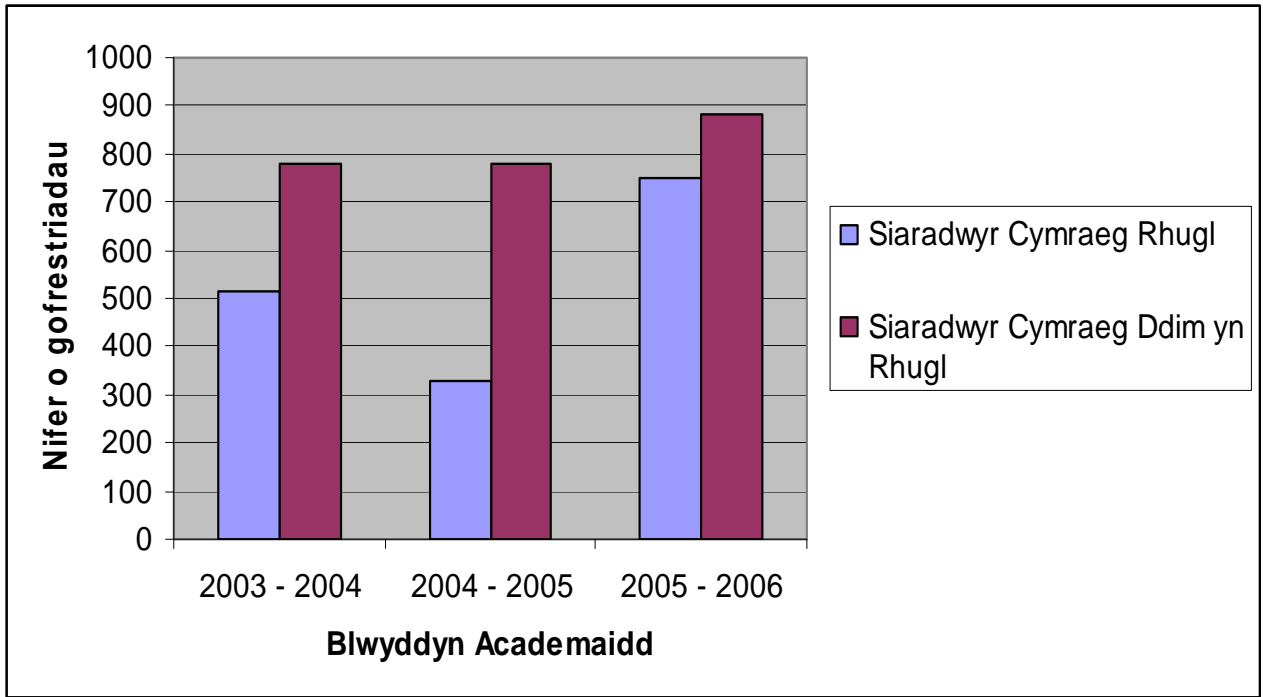
6.6.2 Public surveys in Wales will be conducted bilingually.	Achieved and ongoing
6.6.3 Direct marketing campaigns will be conducted bilingually, where appropriate.	Achieved and ongoing
6.6.4 All exhibitions and public exhibition stands for use in Wales, for example in open days or at events such as 'eisteddfodau' or career fairs, will be bilingual.	Achieved and ongoing
6.7.1 Official notices, public notices and recruitment advertisements will appear bilingually.	Achieved and ongoing
7.4.6 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.	Achieved and ongoing
7.4.7 Induction for all new staff will include raising awareness of the College's Welsh Language Scheme and their role within it.	Achieved and ongoing
7.4.11 The College will offer training on the use of the Welsh spell-checker to all who wish to use it.	Achieved and ongoing
7.6.3 An appropriate mechanism for complaints relating to the Welsh Language Scheme will be supported by the College's complaints procedure.	Achieved and ongoing
7.6.4 The Welsh Language Scheme Co-ordinating team will present an Annual Monitoring Report to the College's Governing Body and a copy of this annual report will be sent to the Welsh Language Board.	Annually
7.6.5 At the end of the third year of implementing the Scheme, the College will review and evaluate performance over the first three years of the Scheme and will	May 2010

prepare a revised Welsh Language Scheme in co-operation with the Welsh Language Board.	
8.1.1 A leaflet summarising the scheme will be available in Student Services and at Reception.	Achieved and ongoing
8.1.2 The text of the Scheme will be included on the College's Internet and Intranet pages.	Achieved and ongoing
8.1.3 All prospectuses and similar compendia will refer to the scheme.	Achieved and ongoing
8.1.4 The scheme will be summarised in the student handbooks and a complete copy of the scheme will be on-line. Students will be informed about the College's commitment to bilingualism as part of their induction programme.	Achieved and ongoing

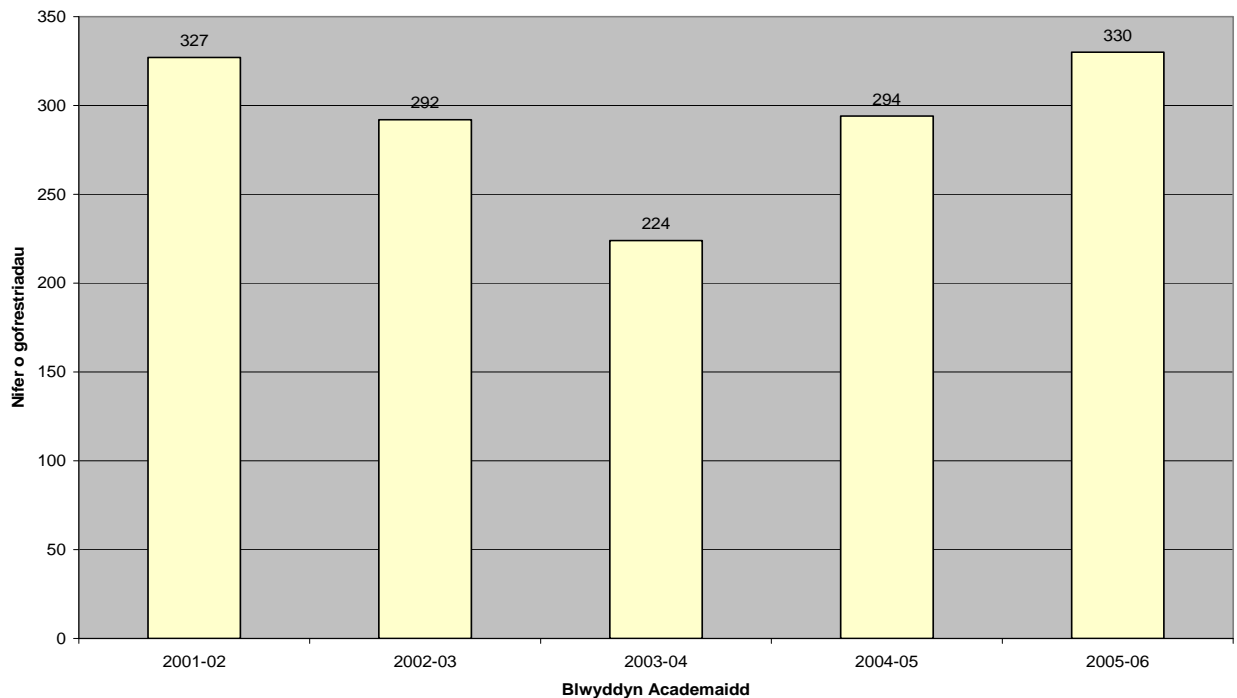
APPENDIX 2

Learner Statistics

Welsh speaking students



Welsh for Adults



APPENDIX 3

Welsh Language Team

CONSTITUTION AND MEMBERSHIP

Kevin Brown	Lecturer
Gill Downer	Programme Area Manager
Non Edwards	Welsh Language Co-ordinator
Nia Hall	Lecturer
Frances Hughes	Lecturer
David Jones	Principal/Chief Executive
Ffiona Mosford-Evans	Student Funding Manager
Edwin Owen	Work Based Learning Manager
Beryl Parry	Support Worker
Joe Phillips	Partnerships Manager
Owain Roberts	Marketing Co-ordinator

Membership is open to anyone interested in the Welsh Language.

Function

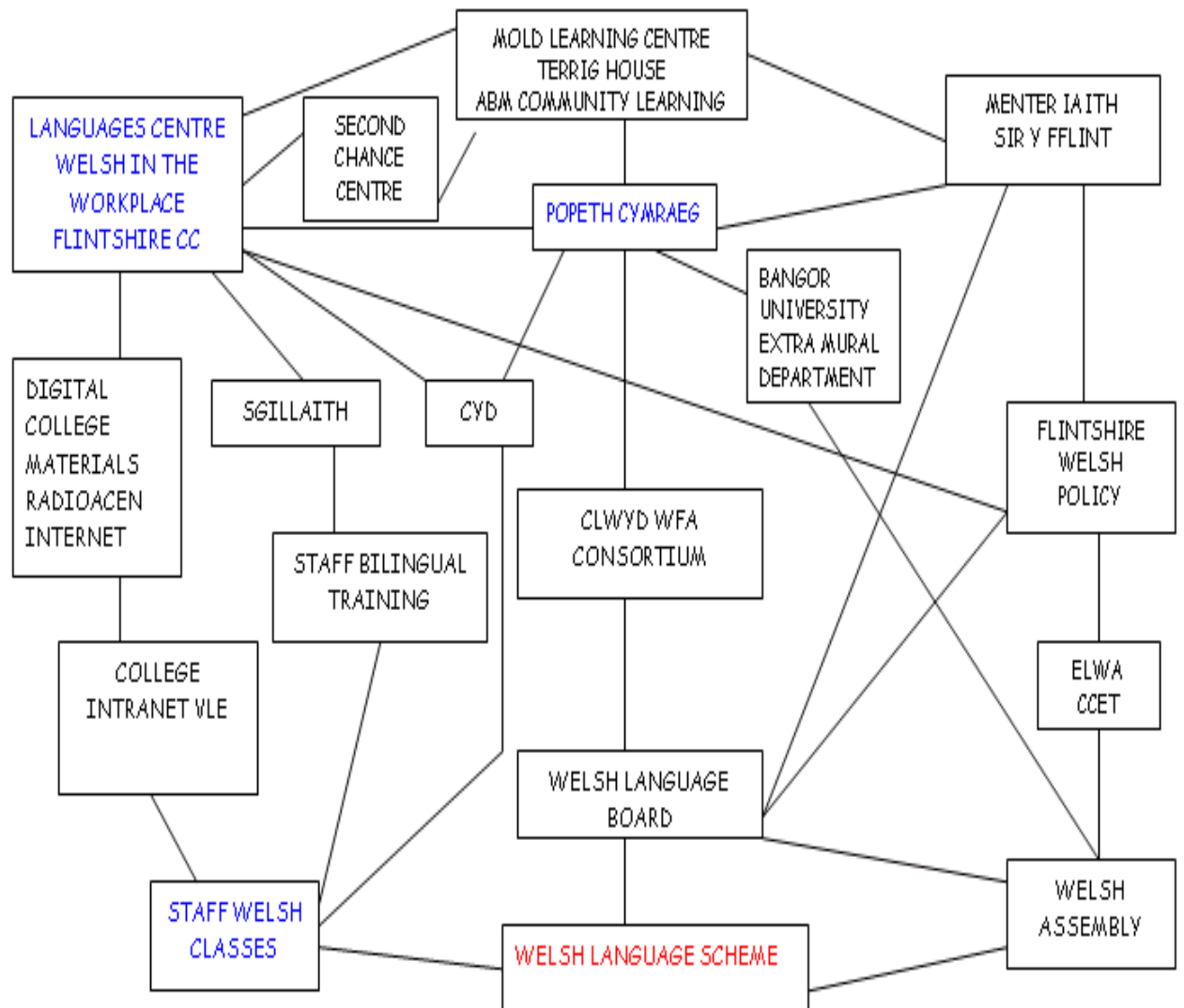
The Welsh Language Team is responsible for the promotion of Bilingual/Welsh Language Education and overseeing implementation of the measures contained in the College's Welsh Language Scheme.

Operation

1. The group will normally meet twice every term.
2. Meetings will normally be no longer than one hour in duration.
3. The Secretary will ensure that the agenda and associated papers are issued before the meeting date.
4. The Secretary will be responsible for "minuting" each meeting, and action notes will be provided by email to all members, within 5 working days of the meeting. The notes will document the items discussed, minimal discussion points, agreed action, person to action, and by when.
5. Notes will be reviewed, updated as necessary and confirmed at the next meeting.
6. Meeting Notes will be published in Welsh but English translations can be provided on request.

APPENDIX 4

Partnerships



APPENDIX 5

Timetable for the introduction of Welsh language services

Section	Language Awareness	Terms/Ref	Work Experience	Mentor	Entry Interview	Tutorial Support	Course work	Assess	Modules	Notes
IT	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Business	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Hair & Beauty	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Care	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Leisure	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Engineering	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Access	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Early Years	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Key Skills	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Admin	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Sport	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Catering	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08
Travel & tourism	07/08	07/08	08/09	08/09	08/09	08/09	07/08	07/08	08/09	07/08