



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Thank you for completing the questionnaire.

The purpose of this document is to provide a 'map' that you can follow to create a bespoke Plan for your organisation. Remember, this is your Plan! We offer headings below, and we encourage you to complete each one. Please feel free to change their order or change the font and colours so that they are in line with your brand.

The Commissioner's priority is to increase opportunities to use the Welsh language. To do this, it is important to plan how your organisation will provide Welsh language services. You may already have a language policy or scheme in place. Creating a **Welsh Language Development Plan** will enable you to go a step further to maintain and improve your Welsh language services, and you can then promote them in the form of your '**Welsh Language Offer**'.

The next steps are explained below:

Step 1 Questionnaire results – your scores are in the table below

Consider your score for your current provision-
What can you do better?
How will you maintain the service?

Step 2 Developing your Welsh Language Development Plan with the help of the Promotion Team

- Agree reasonable targets on how to maintain and improve your Welsh language services – talk to one of us to do this.
- Set your organisation's logo, your aim and mission (headings below).
- State why the Welsh language is important to your organisation.

Step 3. Share your Development Plan with us to identify your 'Welsh Offer'

We will help you to identify the main things you offer in Welsh, in order to form your Welsh Offer. These are the highlights of your plan to be promoted with your customers and staff.

Step 4. Receive recognition from the Commissioner

If you have worked with us to develop your Welsh Language Scheme and Offer, you will receive recognition from the Commissioner and the scheme logo to display, together with support from us to promote the services you offer.

We are here to support you through every step of the way. In fact, we encourage you to get in touch for further discussions:

hybu@comisiynyddygybraeg.cymru

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WELSH LANGUAGE DEVELOPMENT PLAN

Prepared with the support of
The Welsh Language Commissioner's Promotion Team
Recognition received from the Commissioner on 3 November 2023



Our organisation

<Background information about your organisation> City & Guilds is based in Britain and around the world. There are a number of offices in Britain including the Wales office in Cardiff.

<Type of business / charity > Awarding body, charity

<The area you serve> education

<Number of staff/volunteers> approximately 10 in the Cardiff office, hybrid working with at least 2 of the 3 customer service staff in the Cardiff office each day

<Your aim and objectives> support learners to get a job, on the job and on to the next job

The importance of the Welsh language to us and our customers

<Why are you creating this Plan?> To raise awareness of what we are doing in terms of the Welsh language internally and externally. Also to celebrate all the provision that is in place in terms of the Welsh language and to share this with everyone

<What is the importance of the Welsh language to you and the services you provide?>

City & Guilds want to ensure that our qualifications provision is available in Welsh. This is a great opportunity to demonstrate our commitment to the language.

<You can include parts of your old Welsh language policy or scheme here>

Our Welsh Offer

<What are your main Welsh language services? What Welsh language services would you like the public, your officers, or your customers to be aware of? Present them here as your Welsh Language Offer >

<Discuss with the Promotion Team, you can add more if you wish>

- We are committed to continuing to offer Welsh language provision
- You can access our fully bilingual Health and Care Learning Wales and Skills for Wales websites and the Wales web page on City & Guilds and ILM websites will be bilingual from summer 2023.
- You can access all our qualifications resources online in Welsh for Health and Care and Childcare and Construction qualifications. Also, some priority areas and qualifications have been translated and the resources are available on our City & Guilds and ILM websites.
- Contact us by email or telephone in Welsh

Co-ordinating officer

<Who within the organisation is going to be responsible for this plan and who will be the point of contact with the Promotion Team> **Siân Beddis**

Review Period

<When do you intend to review the Plan? This is the time to redo the questionnaire to see if your scores have increased and that more Welsh language services are available. Why not set a reminder for you to contact the Promotion Team at this point?> **every 6 months**

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Dealing with people				
Face to face Customers can speak to a Welsh speaking member of staff if requested	①	Most of our work is over the phone. All those working in our Customer Care department at our Cardiff office are fluent Welsh speakers and are able to deal with visitors to the office in Welsh.	Cardiff Team	Ongoing
By phone Some of our officers are able to deal with calls in Welsh	①	Staff are available to answer calls in Welsh. If a call in Welsh reaches the Customer Service team in Wakefield the adviser is able to transfer the call to one of the members who is fluent in Welsh in Cardiff. The quality team also has members of the team who are able to deal with enquiries in Welsh. These are the only teams dealing with enquiries from customers over the phone.	Customer Service Team and Quality team	Ongoing
Responding to letters and emails We respond in Welsh to any correspondence we receive in Welsh	③	The Customer Service team will continue to answer letters or emails in Welsh	Customer service team	Ongoing
Sending letters and e-mails We communicate bilingually or in Welsh only on some projects but not on all occasions.	②	If an email arrives in Welsh we have members of staff across several teams who can respond to the email in Welsh. Where there is no Welsh speaking member of staff in the team, someone will be able to help and provide a translation or explanation. Newsletters for our Health and Care and Childcare and Construction qualifications are fully bilingual.	Siân and the marketing team	Ongoing

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Other Welsh language services				
Do you keep a record of your customers' language preferences? E.g. on excel or CRM We have a database, but there is no record of a customer's preferred language	①	Create a database of the language preferences of our customers. The marketing team has a database for the language preferences of the Health and Care and Childcare and Construction contract qualifications.	Siân	December 2023
Iaith Gwaith / Working Welsh We encourage Welsh speaking officers to wear Iaith Gwaith items	①	Continue to provide Iaith Gwaith items to Welsh speaking staff and ensure that sufficient materials, including posters and lanyards etc, are available in the Cardiff office.	Siân	ongoing
Image				
Name of your firm or organisation We include 'Wales' in our name	①	<u>Bilingual design guide, pop-ups in Welsh</u>	Angharad/ Siân	ongoing
Please indicate whether the following are available:				
Business cards N/A				

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Headed paper N/A				
Marketing resources – e.g. Pop-ups / Banners / Posters (digital and static) Welsh and English equally	③	Ongoing	Angharad/Siân	Ongoing
E-mail signature Welsh and English equally	③	We encourage staff to include a bilingual e-mail signature and to include 'Write to me in English or Welsh'. We also encourage staff to include a bilingual 'out of office' message. Greetings such as 'bore da' and phrases like 'cofion gorau' and 'llawer o ddiolch' are also used by a number of staff (Welsh and non-Welsh speakers) and we try to encourage other staff to use them.	Siân	Ongoing
Packaging N/A				
Menus N/A				
Staff uniforms N/A				
Publications e.g. information leaflets N/A				
Writing on vehicles N/A				
Signage N/A				

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Digital				
City & Guilds and ILM website Our website is in English only	①	There is a Wales page – transition to bilingual page for City & Guilds and ILM websites.	Siân	September 2023
Skills for Wales and Health and Care Learning website		Skills for Wales website and Health and Care Learning website are fully bilingual - continue	Marketing team and Siân	Ongoing
Social Media If someone asks a question in Welsh we will endeavour to answer it in Welsh.	①	<u>Use of Welsh on social media</u> Social media messages for Health and Care and Childcare and Construction qualifications are bilingual. Create more bilingual content on social media for our other qualifications and for any other news.	Angharad and Siân	October 2023
Events When organising an event are you asking attendees what their preferred language is before the event, or when they register?				

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Attendees' language preference We do not ask for the language preference of attendees	①	At the point of registration for events, ask for preferred language . Add the preferred language in the pack for attendees	Angharad and Siân with the marketing team	November 2023
Invitations Welsh and English equally	③	Invitations for the contract qualifications are bilingual. Follow the same procedure for other events.	Angharad and Siân with the marketing team	November 2023
Publications e.g. programme, pack for attendees English with some Welsh	②	The presentations are bilingual for the contract qualifications. Some Welsh content in the programme but intend to increase bilingualism as the programmes become bilingual. Attendees' packs also to include more Welsh.	Angharad and Siân with the marketing team	January 2024
Publications e.g. programme, pack for attendees Welsh and English equally	③	Some Welsh content, more about the contract qualifications but we intend to become increasingly bilingual	Angharad and Siân with the marketing team	Ongoing
Speakers / Audio announcements English with some Welsh	②	All speakers using basic Welsh welcome with bilingual greetings and some use of phrases. For contract meetings there is more Welsh content as Angharad attends a number of these	Angharad and Siân	Ongoing
Signage English only	①	The majority are on line, therefore this is not applicable. If face-to-face, held in colleges where most have bilingual signs. There are bilingual signs for the office in Cardiff.		

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Banners / Pop-ups / Exhibitions Welsh and English equally	③	Bilingual banners and pop-ups for Wales	Marketing team, Sales Team, Siân	Ongoing
Staff or volunteers to greet visitors / competitors English with some Welsh	②	There are few visitors to our offices but if there are visitors they are greeted in Welsh and English.	Cardiff Team	Ongoing
Tickets (registration system e.g. ticket.wales / eventbrite?) English only	①	Commitment to further discussion with our events team	Siân	November 2023
Training We offer no training				
Workforce Development				
Recruiting staff and volunteers We note that Welsh is a desirable skill for all new posts	②	Posts for working in Wales all indicate fluency in Welsh as a desirable minimum, essential in some posts.	Recruitment Team, Sian	Ongoing
Advertising vacancies We prepare advertisements bilingually if Welsh is a desirable or essential skill	②	Bilingual intranet advertising for internal staff for posts in Wales. External adverts via recruitment website for posts in Wales are bilingual.	Recruitment Team, Sian	Ongoing

Your current provision	Level	What we are going to do next. How are we going to maintain, or increase this level of provision? Are there performance indicators?	Whose responsibility?	By when?
Recording the Welsh language skills of your workforce We are aware that some of our officers speak Welsh	①	Raise awareness of Welsh speaking staff – e.g. using the intranet The Guild. Create a support group for Welsh speakers. Create a list of all Welsh speakers within the company.	Siân	September 2023
Inform your workforce of your Welsh language services Officers working directly with the public are aware of our Welsh language services	②	Create a site on the intranet The Guild and update the Wales web page to confirm our Welsh language services.	Siân	September 2023
Influencing partners and members to offer Welsh language services In meeting providers we will set out our commitment to the Welsh language and discuss any implications for them	③	Discussions are ongoing with stakeholders across Wales	Angharad, Sian, Sales Team	Ongoing
Learning and using the Welsh language We have software to support officers to use written Welsh at work e.g Cysill	①	We inform the company's Welsh speakers of the resources available including Cysill software, Dictionaries App etc. We will also post on the intranet page learning opportunities such as the Learning Centre's online courses and Nant Gwrtheyrn etc. We will also include a glossary on the intranet and arrange Welsh lessons if required.	Siân	September 2023