

Para. Ref.	Measure	Responsibility	Progress made up to March 2013	Progress made up to September 2013	Action Points by March 2014
4.3	<p><b>Responsibilities</b></p> <p>Review staff job descriptions and revise to include responsibilities in respect of roles under the Welsh Language Scheme. (This will be part of their Annual Yearly Appraisal)</p> <p>Upload the CTC Welsh Language Scheme on to the Staff Intranet and notify all staff via Moodle and its staff forum. The Scheme will be included in learner and employer information packs and a copy of the Scheme will be available on the Company's intranet and website.</p> <p>Ensure the Welsh Language Committee meet every 6 months to review and measure the Welsh Language Scheme and its Action plan</p>	<p>All Directors &amp; General Manager</p> <p>Welsh Language Co-Coordinator, Champion &amp; IT Manager</p> <p>Welsh Language Co-Coordinator, Champion &amp; Committee</p>	<p>Welsh Speakers are identified on the organisational chart and this will be conducted at the 2012 Annual Appraisals.</p> <p>Welsh Language Scheme approved and published 27th January 2011 and uploaded on Website and Intranet and notified via Moodle.</p> <p>Committee met March 2013. Next planned meeting September 2013</p>	<p>Welsh Speakers are identified on the organisational chart and this will be conducted at the Annual Appraisals.</p> <p>Action Plan updated via Welsh Committee on 03/09/13.</p> <p>Committee met on 3rd September 2013</p>	<p>Ongoing</p> <p>Update Welsh Language Scheme</p> <p>Next planned meeting March 2014</p>
4.6	<p><b>Partnerships</b></p> <p>To continue to work closely with other organisation to further develop our Welsh Language provision</p>	<p>Welsh Language Co-Coordinator, Champion, Committee Directors/Managers &amp; Head of Curriculum's / Welsh Language Commissioner</p>	<p>All Welsh Assessors will be attending a workshop by Agored Cymru on 17th March - To provide specific Welsh language interpretation to assessment in and for Welsh delivery.</p>	<p>Sgiliaith training day 2013. CTC enquired with Sgiliaith if another course to progress further was available but there wasn't. One Welsh Assessor attended the Welsh Sabbatical Scheme in January 2012. This opportunity is available to all Welsh speaking assessors</p>	<p>Contact sgiliaith regarding Bilingualism Toolkit courses for assessors and continue to work with our subcontractors.</p>
4.7	<p>To develop bilingual learner material in Retail, Customer Service, Team Leading, Management, Administration, Food and Drink Manufacturing, Waste Management and Hospitality occupational routes.</p>	<p>Welsh Language Co-Coordinator, Champion, Committee Directors/Managers &amp; Head of Curriculum's / Welsh language Commissioner</p>	<p>Had confirmation that Edexcel can allocate us a Welsh EV if required. No packs available to date but will investigate if this is requested.</p>	<p>No change as currently no learners have requested to undertake all learning in Welsh. We have had confirmation from Edexcel that they will provide Welsh Medium Certificates.</p>	<p>Bilingual resources for learners and assessors updated onto Downloads and Moodle continuously</p>
4.8	<p>Bilingual learner resources to be available on the CTC Moodle site.</p>		<p>Areas of the Wales and Welsh Culture has been developed on moodle, other areas awaiting development.</p>	<p>Areas of the Wales and Welsh Culture are now live on Moodle. Updated 2013. Wales in a Bi-lingual Society Assignment and resources on Moodle</p>	<p>Ongoing</p>
4.9	<p>To develop Essential Skills Wales entry level and levels 1 to 3 bilingual learners study packs. These packs also to be produced on the company's moodle site.</p>		<p>Essential Skills Standards are available in Welsh by WAG. Essential Skills Assignments translation is ongoing.</p>	<p>Essential Skills Standards are available in Welsh by WAG. AON Essential Skills Assignments has been translated but now awaiting Communication to be translated.</p>	<p>Contact made with BKSB for Welsh version of initial assessment tests which is currently being developed. Continue with ESW assignment translations</p>
5	<p>At a minimum to increase Welsh-medium provision in Post 16 with CTC</p>				

	By 2015  Welsh medium 0.5% Bilingual 2%  By 2020 Welsh medium 1% Bilingual 3%		Since December two of our Hospitality Assessors have been assessing bilingually and to date this is been carried to 7 learners which approx is 0.01 %	Up to 31/07/11 Since December three of our Hospitality Assessors have been assessing bilingually or conducted activities in Welsh to 9 learners which approx is 0.03 %	Up to 31/07/13 our Assessors have been assessing bilingually or conducted to activities in Welsh to 30 learners which is 2%
<b>5.1 New Policies and Initiatives</b>	Review Company policies to monitor their impact on our Welsh Language Scheme	General Manager	On going no new policies	On going no new policies	
<b>5.2 Standards of Quality</b>	State the principle that the Company is committed to delivering and equally high quality service in Welsh and English in our Self-Assessment Report, Quality Development Plan and Mission Statement.	Director of Skills, Welsh Language Co-Coordinator	Will be stated in the March 2012 SAR.	This was stated in the March 2013 SAR.	
<b>5.3 Delivery of Services</b>	Further develop and improve the Welsh language skills of assessors	Director of Skills/General Manager / ntfw	All Welsh Assessors will be attending a workshop by Agored Cymru on 17th March - To provide specific Welsh language interpretation to assessment in and for welsh delivery.	CTC will continue to attend Agored Workshops by TO to build confidence to assess through the medium of Welsh. National Welsh Sabbatical Scheme available for all welsh speaking assessors	
	To continue to promote the advantages of learning and using the Welsh Language to learners during induction and throughout their programme	Director of Skills/Managers & Head of Curriculum's	This is promoted through learners induction and using the moodle facility under the heading of Wales and Welsh Culture.	On going	Encourage recording of Welsh activities with learners during each visit
<b>6.1 Written Communication</b>					

	<p>Remind staff of the arrangements in place and the facilities available for corresponding in Welsh, ensuring that any Welsh or bilingual correspondence shall receive a signed response in the same time constraints as English correspondence</p> <p>Welsh Cysgair &amp; Interface to be made available on all staff computers and laptops and to be made known to all new staff at company induction.</p> <p>Links to be made on staff moodle and at learner induction packs to download themselves.</p>	<p>Welsh Language Co-Coordinator, Champion, General Manager</p> <p>Welsh Language Co-Coordinator, Champion, IT Manager, IT Manager</p>	<p>Updated on moodle by Katy/Alex Spring 2012</p>	<p>On going when new learners are signed up and new staff recruited</p>	
<b>6.2 Electronic Communication</b>	<p>E-mail signatures to include a statement welcoming correspondence in Welsh and English and a template with a bilingual 'out of office' message to be used by all staff</p> <p>Ensure Company website is maintained fully bilingual</p>	<p>Welsh Language Co-Coordinator, Champion, Managers</p>	<p>E-mail Signatures are standard procedure, out of office, useful tools</p>	<p>Standard procedure.</p>	<p>Development of a fully bilingual CTC website is under construction.</p>
<b>6.3 Telephone Communication</b>	<p>External calls to all Company Offices to be answered with a bilingual greeting</p>	<p>Welsh Language Co-Coordinator, Champion, Managers</p>	<p>This is standard procedure at all our offices</p>	<p>Standard procedure. Further staff training planned for 2013. Standard procedure. New Answering Machine message is bilingual.</p>	
<b>6.4 Public Meetings</b>	<p>To welcome contributions in either English and Welsh at any public meetings conducted by Cambrian Training Company</p>	<p>Welsh Language Co-Coordinator, Champion, Committee Directors/Managers &amp; Head of Curriculum's</p>	<p>On going</p>	<p>On going</p>	
<b>6.5 Non-Public Meetings</b>	<p>To continue to encourage Welsh speaking staff to wear a laith Gwaith badge when at work</p>	<p>Welsh Language Co-Coordinator, Champion, Directors/Managers &amp; Head of Curriculum's</p>	<p>All Welsh speaking staff have been given them and more are available at head office.</p>	<p>Standard procedure. More Badges and posters ordered to give to learners and employers.</p>	
<b>7.1 Corporate Identity</b>	<p>Guidance will be provided to staff, designers and printers when reviewing and updating our corporate identity</p> <p>Ensure that all company signage in all offices are bilingual to include H&amp;S Law and Extinguisher signs.</p>	<p>Welsh Language Co-Coordinator, Champion, Marketing Manager</p> <p>H&amp;S Manager, Marketing Manager</p>	<p>No new printing documentation has been printed so on going.</p> <p>This is under development.</p>	<p>All new marketing materials ordered in 2013 is bilingual</p> <p>Completed</p>	

7.4	<b>Publishing and Printing Materials</b> Review current published documents and monitor thereafter to ensure bilingual presentations are maximised	Welsh Language Co-Coordinator, Champion, Marketing Manager	On going	On going	
7.5	<b>Forms and Associated Explanatory Material</b> To provide bilingual forms and associated explanatory material	Welsh Language Co-Coordinator, Champion, Committee	Learner voice forums questionnaire sent out bilingual in February 2011 and made available on model but only one learner chose to complete it in Welsh. Some learners have indicated on one the question that their prefer to learn through the medium of Welsh. This will be followed up.	All Learner voice forums questionnaires and evaluation forms and questionnaire are available bilingual so it up to the individual in which language they complete.	
7.6 & 7.7	<b>Advertising and Publicity</b> Members of staff involved in planning, developing and delivering promotional activities will be made aware of the Welsh Language Scheme's requirements  To ensure that advertisements and statements by Cambrian Training Company to the press and media in Wales will be fully bilingual  To ensure that releases and notices to the press and media in Wales will be sent out in English to monolingual English media and in Welsh to monolingual Welsh media  To conduct advertising and publicity activities in Wales bilingually in a manner that treats the two languages on a basis of equality		All staff involved are aware of the Welsh Language Scheme's requirements and have this as standard agenda item.	Standard procedure	
7.8	<b>Staff Recruitment Advertising</b> Managers involved in staff recruitment will be reminded of the requirements under our Welsh Language Scheme  All recruitment forms to be made available bilingual	Welsh Language Co-Coordinator, Champion, General Manager, Marketing Manager	All Managers are aware and the recruitments forms are under development.	Bilingual recruitment forms are under development.	
8.1	<b>Staffing</b>				

	Increase the percentage of Welsh speaking staff from 30% to 50%	Welsh Language Co-Coordinator, Champion, Directors/Managers & Head of Curriculum's	Current % is 25%	Current % is 30% so an increase of 5% in 6 months	
	Every vacant post will be advertised with the ability to speak Welsh being either essential or desirable	Welsh Language Co-Coordinator, Champion, General Manager, Marketing Manager	Bilingual recruitment packs under development	Bilingual recruitment packs under development	
	An annual audit will be carried out of our learners' preferred language of learning and of the bilingual skills of staff	Welsh Language Co-Coordinator, Champion, Director of Skills	This will be sent out using the Welsh LLWR fields and as a result of the LVF.	This will be sent out using the Welsh LLWR fields and as a result of the LVF.	Ensure learners with Welsh are seen by Welsh speaking assessors
<b>8.2 &amp; 8.4</b>	<b>Learning Welsh and Vocational Training</b> Staff are encouraged to learn and improve their Welsh language skills and at least one course for Welsh learners and one course for those wishing to improve their Welsh language skills will be arranged each year	Welsh Language Co-Coordinator, Champion, General Manager	No courses have started yet.	No courses have started yet due to restructuring. Welsh language lessons identified at coed y dinas - suitable for Head Office staff	Contact Welsh for Adults or Sgiliaith
	To establish Welsh language provision, including linguistic discussions, as a standard agenda item in all staff, induction, team, management and Board meetings.	Welsh Language Co-Coordinator, Champion, Directors/Managers & Head of Curriculum's	This is a standard across all meetings and any actions are feedback to the Welsh Language Co-Coordinator.	Standard procedure	
	Set up a Welsh Forum on the Moodle for Staff, Learners and Employers on improving the promotion of the language and culture.	Welsh Language Co-Coordinator, Champion, Marketing Manager	This is under development.	This is under development.	
	Update a word/phrase per week to promote the Welsh language on the company's Website and Moodle	Committee/Marketing Manager	This is completed and updated weekly.	This is completed and updated weekly.	Bilingual Board at Head Office to be updated
	Produce a bilingual leaflet to all learners and employers to help promote the language and culture of the Welsh language.	Welsh Language Co-Coordinator, Champion, Marketing Manger			
	The progress of staff learning or improving their Welsh language skills will be regularly reviewed and reports submitted to the Management Team and Board of Directors	Welsh Language Co-Coordinator, Champion, General Manager	Progress on the Welsh Language Scheme is updated at all Board Meetings.	Standard procedure	
<b>8.3</b>	<b>Recruitment</b> To make it explicit in all advertisements, person specifications and role descriptions that Welsh speakers will be welcomed to join the Cambrian Training Company workforce	Welsh Language Co-Coordinator, Champion, General Manager, Marketing Manager		Will become standard procedure.	
<b>9</b>	<b>Administrative Arrangements</b>				
	The commitments and arrangements set out in the Scheme will be approved by the Board of Directors	Managing Director	This was completed in December Board Meeting and then approved by WLB on 27th January 2011.		
	Produce written guidance for staff on how to deal with correspondence and telephone calls in Welsh	Welsh Language Co-Coordinator, Champion	Procedure is stored on moodle		To be updated

	Staff will receive guidance on the Scheme, advice on how it should be implemented and what is expected of them	Welsh Language Co-Coordinator, Champion	This was first introduced in July workshops and discussed in all meetings and is communicated through Moodle		
<b>10</b>	<b>Third Part Arrangements</b> To ensure that any agreements or arrangements made with third parties which relate to the provision of services to the public in Wales are consistent with the terms of this Language Scheme. To continue to actively encourage Sector Skills Councils and Awarding Bodies to provide bilingual standards, assessment and other learning process documentations, and provide Welsh speaking External Verifiers and Moderators	Welsh Language Co-ordinator, Director of Skills & Head of Curriculum's	We ensure that our Subcontractors are in the agreement with was it set up in our Scheme  This is done at all meeting that the Director of Skills & Head of Curriculum's attend.	Standard procedure	
<b>11</b>	<b>Partnerships</b> Partners will be encouraged to comply with the requirements of the Scheme and to work equally in Welsh and English	Welsh Language / Welsh Language Commissioner Co-Coordinator, Champion, Managers	On going	On going. Progression Policy to be updated. Sirius Policies bilingual and up to date.	Ensure up to date welsh language policies for all subcontractors
<b>12</b>	<b>Monitoring</b> Monitor the Scheme and provide quarterly reports to the Board of Directors	Welsh Language Co-Coordinator, Champion	On going	On going	
	Issue bilingual service attitudinal questionnaire to learners and their employers, collect, analyse and respond	Welsh Language Co-Coordinator, Champion	There are a couple of questions of the LVF that have been given out and further work is required.	There are a couple of questions of the LVF that have been given out and further work is required.	
	Conduct a survey of staff linguistic skills	Welsh Language Co-Coordinator, Champion	Planned for early 2013	Completed	Post results onto Downloads
	Random monitoring of face to face and telephone greetings	Welsh Language Co-Coordinator, Champion	On going	On going	
	Conduct a survey of all internally produced documents and publications to ensure consistency with providing a bilingual service	Welsh Language Co-Coordinator, Champion	On going	On going	
	Monitor the quality of translation services, responding to times to Welsh and English correspondence and meetings arrangements	Welsh Language Co-Coordinator, Champion	On going	On going	
	The Scheme will be reviewed after 3 years	Managing Director			
<b>13</b>	<b>Publishing Information</b> To regularly publish information comparing performance with standards and targets set out in the Scheme	Welsh Language Co-Coordinator, Champion			
<b>15</b>	<b>Complaints/Suggestions</b> To implement a complaints procedure to deal with grievances regarding the Scheme	General Manager	Implemented March 2011.	Complaints procedure currently being produced bilingually	