



Para. Ref.	Measure	Responsibility	Progress made up to March 2013	Progress made up to September 2013	Action Points by March 2014	Progress made up to July 2014	Progress made up to January 2015	Progress made up to July 2016	Progress made up to July 2017	Progress made up to July 2018
4.3	Responsibilities									
	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)	All Directors & General Manager	Welsh Speakers are identified on the organisational chart and this will be conducted at the 2012 Annual Appraisals.	Welsh Speakers are identified on the organisational chart and this will be conducted at the Annual Appraisals.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
	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.	Welsh Language Co-Coordinator, Champion & IT Manager	Welsh Language Scheme approved and published 27th January 2011 and uploaded on Website and Intranet and notified via Moodle.	Action Plan updated via Welsh Committee on 03/09/13.	Update Welsh Language Scheme	Ongoing	Ongoing	Ongoing and reviewed 03/08/16	Ongoing	Ongoing
	Ensure the Welsh Language Committee meet every 6 months to review and measure the Welsh Language Scheme and its Action plan	Welsh Language Co-Coordinator, Champion & Committee	Committee met March 2013. Next planned meeting September 2013	Committee met on 3rd September 2013	Next planned meeting March 2014	The team met at the Sgiliaith Workshop on 30th January 2014	The Welsh Co-ordinator and champion met the Assessors at the Surgery days in October 2014.	Staff members attended the North & South Cyflog Iaith Conferences, Completed the Sgiliaith WBL Toolkit in April 2016, New Champion appointed for the North and have met several times through 2016	Staff members attended the North & South Cyflog Iaith Conferences, Further staff have Completed the Sgiliaith WBL Toolkit. Welsh staff have met several times through 2017 and liaise closely with Ryan at NTFW.	Further staff have Completed the Sgiliaith WBL Toolkit. Welsh staff have met several times through 2018 and liaise closely with Ryan at NTFW.
4.6	Partnerships									
	To continue to work closely with other organisation to further develop our Welsh Language provision	Welsh Language Co-Coordinator, Champion, Committee Directors/Managers & Head of Curriculum's / Welsh Language Commissioner	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.	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	Contact sgiliaith regarding Bilingualism Toolkit courses for assessors and continue to work with our subcontractors.	This was completed and since Portal Training Limited a subcontractor have started delivering the ILM Level 5 Leadership and Management in Welsh and are claiming an uplift	The Welsh Champion has completed the Six day pilot scheme Welsh for Assessors this was organised by Coleg Llandrillio Menai and Welsh Government. The Welsh Co-Coordinator has attended the Care Seminar organised by College Wales and we have one member of staff learning Welsh. Portal continue to deliver in the medium of Welsh and bilingual which assist us meeting the targets set.	Ongoing	Ongoing	Ongoing
4.7	To develop bilingual learner material in Retail, Customer Service, Team Leading, Management, Administration, Food and Drink Manufacturing, Waste Management and Hospitality occupational routes.	Welsh Language Co-Coordinator, Champion, Committee Directors/Managers & Head of Curriculum's / Welsh Language Commissioner	Had confirmation that Edexcel can allocate us a Welsh EV if required. No packs available to date but will investigate if this is requested.	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.	Bilingual resources for learners and assessors updated onto Downloads and Moodle continuously	Bilingual resources for learners and assessors updated onto Downloads and Moodle continuously	Bilingual resources for learners and assessors updated onto Downloads and Moodle continuously and through social media.	Bilingual resources have been developed and translated for Contract year 17/18 : - 3 x Units in Food Manufacturing NVQ Level 2, 1 x Unit - H&S in Professional Cookery NVQ Level 2, All x units Hospitality Supervision NVQ Level 2	Bilingual resources have been developed and translated for Contract year 17/18 : - 3 x Units in Food Manufacturing NVQ Level 2, 1 x Unit - H&S in Professional Cookery NVQ Level 2, All x units Hospitality Supervision NVQ Level 2. Role Models have been identified in North Wales. Text Books have been published by Atebol for Hospitality and are welcomed by our Welsh Assessors & Learners.	Bilingual resources have used for Contract year 17/18 : - 3 x Units in Food Manufacturing NVQ Level 2, 1 x Unit - H&S in Professional Cookery NVQ Level 2, All x units Hospitality Supervision NVQ Level 2. Role Models have been identified in North Wales. Text Books have been published by Atebol for Hospitality and are welcomed by our Welsh Assessors & Learners.
4.8	Bilingual learner resources to be available on the CTC Moodle site.	Welsh Language Co-Coordinator, Champion, Committee Directors/Managers & Head of Curriculum's / Welsh Language Commissioner	Areas of the Wales and Welsh Culture has been developed on moodle, other areas awaiting development.	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	Ongoing	Ongoing	Ongoing but CTC also have a What's on in Wales's calendar, this is evidenced on the learners monthly progress reviews.	Ongoing	Ongoing	Ongoing
4.9	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.	Welsh Language Co-Coordinator, Champion, Committee Directors/Managers & Head of Curriculum's / Welsh Language Commissioner	Essential Skills Standards are available in Welsh by WAG. Essential Skills Assignments translation is ongoing.	Essential Skills Standards are available in Welsh by WAG.AON Essential Skills Assignments has been translated but now awaiting Communication to be translated.	Contact made with BKS for Welsh version of initial assessment tests which is currently being developed. Continue with ESW assignment translations	The BKS Welsh Version is available. CTC are considering to use this to test existing Welsh speaking staff and new ones appointed.	The BKS Welsh Version is available. CTC are considering to use this to test existing Welsh speaking staff and new ones appointed. We will then change to using Tribal as of 1st August 2015.	West Tool is available for staff and learners to be complete in Welsh and English.	West Tool is available for staff and learners to be complete in Welsh and English.	West Tool is available for staff and learners to be complete in Welsh and English.

5 At a minimum to increase Welsh-medium provision in Post 16 with CTC By 2015		Welsh Action Plan July 2018							
Welsh medium 0.5% Bilingual 2%		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%	Up to 31/03/14 our Assessors have been assessing bilingually or conducted to activities in Welsh to 45 learners which is 2%	Up to 31/01/14 our Assessors have been assessing bilingually or conducted to activities in Welsh to 45 learners which is 4%. This is monitored in more detail now quarterly to encourage all Welsh speakers who have a Welsh qualification to follow part of apprenticeship in Welsh. Also please see the Welsh-medium Delivery Action Planning submitted to Richard Evans, Welsh Government.	Since the beginning of 2016 we have been working with our learners in CTC and subcontractors to analyse LP67 1-4. These % have been monitored quarterly. Please see WG feedback.	In 2017 we have also been monitoring LP67 1-4. These % have been monitored quarterly.	In 2018 we have also been monitoring LP67 1-4. These % have been monitored quarterly. In 2018 these will be monitored and published as performance indicators for performance monthly/quarterly reviews with all HBU's and subcontractors.
By 2020 Welsh medium 1% Bilingual 3%									
5.1 New Policies and Initiatives Review Company policies to monitor their impact on our Welsh Language Scheme	General Manager	On going no new policies	On going no new policies		On going no new policies	On going no new policies	On going no new policies	On going no new policies	On going no new policies
					Two members of the staff attended the Come and see how Welsh can benefit your business in November. Welsh Language Co-ordinator is attending The Experiences of Welsh Language Users Event organised by the Welsh Language Commissioner	Staff members attended the North & South Cyflog Iaith Conferences, Completed the Sgiliaith WBL Toolkit in April 2016, New Champion appointed for the North and have met several times through 2016	Staff members attended the North & South Cyflog Iaith Conferences, Further staff have Completed the Sgiliaith WBL Toolkit. Welsh staff have met several times through 2017 and liaise closely with Ryan at NTFW.	Further new Staff have Completed the Sgiliaith WBL Toolkit. Welsh staff have met several times through 2018 and liaise closely with Ryan at NTFW.	
5.2 Standards of Quality									
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.		This was stated in the March 2014 SAR.	This will be stated in the March 2015 SAR.	This was stated in the March 2016SAR.	This was stated in the March 2017 SAR.	This was stated in the March 2018 SAR.
5.3 Delivery of Services									
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		Sgiliaith delivered a Workshop on 30th January 2014 to all our Welsh Assessors	The Welsh Champion has completed the Six day pilot scheme Welsh for Assessors this was organised by Coleg Llandrillio Menai and Welsh Government. The Welsh Co-Coordinator has attended the Care Seminar organised by College Wales and we have one member of staff learning Welsh. The Welsh Language Co - Coordinator has given Ryan Evans NTFW some good practice examples which we are awaiting for the Good Practice Booklet to be published.	This was assessed recently at the Sgiliaith WBL Toolkit in April 2016. From this we have introduced new paperwork that will help increase and further develop and improve the Welsh language skills of staff and learners	This is continually reviewed.	This is continually reviewed.

<p>To continue to promote the advantages of learning and using the Welsh Language to learners during induction and throughout their programme</p>	<p>Director of Skills/Managers & Head of Curriculum's</p>	<p>This is promoted through learners induction and using the moodle facility under the heading of Wales and Welsh Culture.</p>	<p>On going</p>	<p>Encourage recording of activities with learners during each visit</p>	<p>Welsh Action Plan July 2013 CTC continue to encourage recording of Welsh activities with learners during each visit and is measured the Learner Voice Forum</p>	<p>CTC continue to encourage recording of Welsh activities with learners during each visit and is measured the Learner Voice Forum and with our Subcontractors. From 1st April 2015 subcontractors will have set targets in their contract which will be reviewed and measured quarterly</p>		<p>Ongoing</p>	<p>Ongoing</p>
<p>6.1 Written Communication 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 Welsh Cysgair & Interface to be made available on all staff computers and laptops and to be made known to all new staff at company induction. Links to be made on staff moodle and at learner induction packs to download themselves.</p>	<p>Welsh Language Co-Coordinator, Champion, General Manager 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>		<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>	<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>	<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>	<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>	<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>
<p>6.2 Electronic Communication 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 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>	<p>This now live as of June 2014</p>	<p>Updated as appropriately. CTC have now paid for land rush for availability for .wales and .ru.</p>	<p>The Website is updated bilingual at the same time. We have a Service Level Agreement in place with Trosti Tanant Translation for specific pieces such as press releases so that we can upload at the same time</p>	<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>	<p>On going when new learners are signed up and new staff recruited. All links and IT resources are checked quarterly when a MOT test is done all IT equipment</p>
<p>6.3 Telephone Communication 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>		<p>Standard procedure. New Answering Machine message is bilingual.</p>	<p>Standard procedure. New Answering Machine message is bilingual.</p>	<p>Standard procedure. New Answering Machine message is bilingual.</p>	<p>Standard procedure. New Answering Machine message is bilingual.</p>	<p>Standard procedure. New VOIP system installed with bilingual options.</p>
<p>6.4 Public Meetings 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 & Head of Curriculum's</p>	<p>On going</p>	<p>On going</p>						
<p>6.5 Non-Public Meetings 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 & 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>		<p>Standard procedure. More Badges and posters ordered to give to learners and employers and a quantity are held at head office</p>	<p>Standard procedure. More Badges and posters ordered to give to learners and employers and a quantity are held at head office. We also now have the new Cymraeg badges and pethau bychain promotional material.</p>	<p>Standard Procedure</p>	<p>Standard Procedure</p>	<p>Standard Procedure</p>
<p>7.1 Corporate Identity Guidance will be provided to staff, designers and printers when reviewing and updating our corporate identity</p>	<p>Welsh Language Co-Coordinator, Champion, Marketing Manager</p>	<p>No new printing documentation has been printed so on going.</p>	<p>All new marketing materials ordered in 2013 is bilingual</p>		<p>All new marketing materials ordered in 2014 is bilingual</p>	<p>No new marketing materials has been ordered to date but will be bilingual</p>	<p>Most marketing material is provided by WG which is bilingual and all the new material we have printed is all bilingual.</p>	<p>Most marketing material is provided by WG which is bilingual and all the new material we have printed is all bilingual.</p>	<p>Most marketing material is provided by WG which is bilingual and all the new material we have printed is all bilingual.</p>
<p>Ensure that all company signage in all offices are bilingual to include H&S Law and Extinguisher signs.</p>	<p>H&S Manager, Marketing Manager</p>	<p>This is under development.</p>	<p>Completed</p>				<p>Completed at new premises.</p>	<p>Ongoing</p>	<p>Ongoing</p>
<p>7.4 Publishing and Printing Materials Review current published documents and monitor thereafter to ensure bilingual presentations are maximised</p>	<p>Welsh Language Co-Coordinator, Champion, Marketing Manager</p>	<p>On going</p>	<p>On going</p>		<p>On going</p>	<p>On going. CTC are promoting and using the #Pethau Bychain promotional material and the new Cymraeg Badges.</p>	<p>On going</p>	<p>Ongoing</p>	<p>Ongoing</p>

Welsh Action Plan July 2018										
7.5	Forms and Associated Explanatory Material 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 of the questions that they 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.		All Learner voice forums questionnaires and evaluation forms and questionnaire are available bilingual so it up to the individual in which language they complete. The results of Q7b and Q7c have been measured and discussed at all meetings	All Learner voice forums questionnaires and evaluation forms and questionnaire are available bilingual so it up to the individual in which language they complete. The results of Q7b and Q7c have been measured and discussed at all meetings. These results will be compared to previous year when available	No WG Learner Voice this year but we ran our own questionnaires which were bilingual.	No WG Learner Voice this year but we ran our own questionnaires which were bilingual.	No WG Learner Voice this year but we ran our own questionnaires which were bilingual.
7.6 & 7.7	Advertising and Publicity 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		Standard procedure	Standard procedure	Standard procedure	Standard procedure	Standard procedure
7.8	Staff Recruitment Advertising 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.		Bilingual recruitment forms have been completed and are available. All new posts are advertised bilingually.	Bilingual recruitment forms have been completed and are available. All new posts are advertised bilingually.	Bilingual recruitment forms have been completed and are available. All new posts are advertised bilingually.	Standard procedure	Standard procedure
8.1	Staffing 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		Current % is 23% so a decrease of 7% in 9 months. We still have a Welsh Assessor available in all sectors.	Current % is 18%. We still have a Welsh Assessor available in all sectors and another one learning Welsh. Additionally to this two Directors and three support staff are able to speak Welsh. We are committed in employing a new Receptionist where Welsh will be essential for the role. It is a Board target to increase our %.	At the 31st July 2016 I'm pleased that we have had an increase which is now 25%. A Welsh Assessor is available in all sectors and another one learning Welsh. It is a Board target to continue to increase our %.	At the 31st July 2017 I'm pleased that we have had an increase which is now 28%. A Welsh Assessor is available in all sectors and another one learning Welsh. It is a Board target to continue to increase our %.	At the 31st July 2018 I'm pleased that we have had a decrease which is now 26%. A Welsh Assessor is still available in all sectors and another one learning Welsh. It is a Board target to continue to increase our %.
	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				Standard Procedure	Standard Procedure	Standard Procedure
	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	Ensure learners with Welsh are seen by Welsh speaking assessors if requested. This is discussed at Head of Business Unit Meetings.	Ensure learners with Welsh are seen by Welsh speaking assessors if requested. This is discussed at Head of Business Unit Meetings. A new quarterly report will be ran per CTC and subcontractor.	Ensure learners with Welsh are seen by Welsh speaking assessors if requested. This is discussed at Head of Business Unit Meetings. A new quarterly report will be ran per CTC and subcontractor.	Ongoing	Ongoing
8.2 &	Learning Welsh and Vocational Training									

8.4	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 Language Officer	We welcome staff to attend any courses	The Welsh Champion has completed the Six day pilot scheme Welsh for Assessors this was organised by Coleg Llandrillio Menai and Welsh Government. The Welsh Co-Coordinator has attended the Care Seminar organised by College Wales and we have one member of staff learning Welsh.	The Sgiliaith WBL Toolkit was ran in April 2016 which has given a number of staff ideas in doing this.	Further staff completed Sgiliaith WBL Toolkit in 2017.	Further staff completed Sgiliaith WBL Toolkit in 2018 and a higher level course has been confirmed to be delivered in September 2018 to upskill the existing Welsh speaking staff.
	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		Standard procedure	Standard procedure	Standard procedure	Standard procedure	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.		This is now available	This is now available	This is now available	Standard procedure	Standard procedure
	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		New things through social media are shared.	We tend to use the WBL Champion phrase and the social media posts posted by Cymraeg etc	Ongoing	Ongoing
	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 Manager						New document 2016	Ongoing part of Induction Pack	Ongoing part of Induction Pack
	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		Standard procedure	Standard procedure	Standard procedure	Standard procedure	Standard procedure
8.3	Recruitment 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.		Standard procedure	Standard procedure	Standard procedure	Standard procedure	Standard procedure
9	Administrative Arrangements 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.			Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
	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			Ongoing as part of all Meetings and Surgery Days		Ongoing	Ongoing	Ongoing
10	Third Part Arrangements 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.	Welsh Language Co-ordinator, Director of Skills & Head of Curriculum's	We ensure that our Subcontractors are in the agreement with it set up in our Scheme			Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
	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		This is done at all meeting that the Director of Skills & Head of Curriculum's attend.	Standard procedure		Standard procedure	Standard procedure	Standard procedure	Standard procedure	Standard procedure
11	Partnerships 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	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
12	Monitoring Monitor the Scheme and provide quarterly reports to the Board of Directors	Welsh Language Co-Coordinator, Champion	On going	On going		On going	On going	On going	Ongoing	Ongoing
	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.			On going but will be developed one a new Welsh speaking Receptionist is in place		Ongoing	Ongoing
	Conduct a survey of staff linguistic skills	Welsh Language Co-Coordinator, Champion	Planned for early 2013	Completed	Post results onto Downloads	Completed	Completed			
	Random monitoring of face to face and telephone greetings	Welsh Language Co-Coordinator, Champion	On going	On going		On going	On going	Ongoing	Ongoing	Ongoing
	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		On going and be part of the Welsh Language Officer	On going and be part of the Welsh Language Officer	Ongoing	Ongoing	Ongoing
	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		On going	On going	Service Level Agreement in place with Trosi Tanant Translation to assist us with this	Continues to be in place	Continues to be in place
	The Scheme will be reviewed after 3 years	Managing Director								

13	Publishing Information To regularly publish information comparing performance with standards and targets set out in the Scheme	Welsh Language Co-Coordinator, Champion		Welsh Action Plan July 2010	On going	On going	Ongoing	Ongoing	Ongoing	Ongoing
15	Complaints/Suggestions To implement a complaints procedure to deal with grievances regarding the Scheme	General Manager	Implemented March 2011.	Complaints procedure currently being produced bilingually						