



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Welsh Language Commissioner's Standards Report – Section 64 Welsh Language (Wales) Measure 2011

Schedule 5(3) (a) – Persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications

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1 Background and context

The principal aim of the Welsh Language Commissioner, an independent body established by the Welsh Language (Wales) Measure 2011, is to promote and facilitate the use of the Welsh language. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

On 7 November 2014 the Welsh Government published a document entitled 'Welsh Language Standards Regulations 2015'¹. These proposed standards were developed to impose duties upon county councils and county borough councils in Wales, national park authorities and Welsh Ministers.

On introducing the document, the following was noted by the Welsh Government:

The standards have been drafted so as to build on the [language] schemes. Organisations who will be required to comply with standards will now be required to take a more proactive, strategic approach to mainstreaming the Welsh language. We are confident that this will provide a solid foundation, enabling the Commissioner to improve services for Welsh-speakers.²

The Welsh Language Commissioner's standards investigations and the Welsh Government's evidence gathering exercise for composing their Regulatory Impact Assessment are based upon the draft regulations, published on 7 November 2014.

The Welsh Language Standards (No. 1) Regulations 2015³ came into force on 31 March 2015, following a debate and vote at a Plenary Meeting of the National Assembly for Wales.

¹ <http://gov.wales/docs/dcells/consultation/141106-regulations-welsh-language-standards-en.pdf>

² <http://gov.wales/docs/dcells/consultation/141106-consultation-welsh-language-standards-en.pdf>

³ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

2 Standards investigation in relation to persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications.

In accordance with section 62, Welsh Language (Wales) Measure 2011, an exploration notice was presented on 31 October 2014 for the attention of persons whom appear to the Commissioner to be members of the following group of persons:

- Schedule 5 (3) (a) – Organizations that advance learning and knowledge by teaching or research or by developing or awarding qualifications

The relevant persons within the above-mentioned group in this standards report are:

- Coleg Ceredigion
- Coleg Sir Gâr

An exploration notice was presented for the attention of the relevant persons on 31 October 2014. An exploration notice is a written notice stating the Welsh Language Commissioner's intention to carry out a standards investigation, and which specifies the subject matter of the standards investigation. The Commissioner may not carry out a standards investigation unless she has given an exploration notice to each relevant person (organization), at least 14 days before beginning the investigation.

The subject matter for this standards investigation was to determine:

- whether the persons should be liable to be required to comply with standards;
- if the persons come within Schedule 6, determine which standards (if any) should be potentially applicable to each relevant person within the group;
- which standards (if any) should be specifically applicable to persons (whether or not the standards are already specified by the Welsh Ministers under section 26(1)).

The standards investigation period began on 17 November 2014. It ended on 6 February 2015.

As part of this standards investigation, information was collected from Coleg Ceredigion and Coleg Sir Gâr. This was done by receiving a completed questionnaire from them. Alongside the process of collecting evidence from all relevant persons, evidence was collected from the Advisory Panel and the public.

A public questionnaire was placed on the Welsh Language Commissioner's website. The purpose of this questionnaire was to provide members of the public with an opportunity to note what they felt was reasonable for the relevant persons to do and to provide in

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Welsh, considering the requirements involved in the standards specified in the draft regulations published on 7 November 2014. Notices were placed in the national press during the standards investigation period, drawing the public's attention to this questionnaire. Furthermore, a video was posted on the Commissioner's website in order to provide an introduction to the process, and to provide guidance to the public on how to respond to the standards investigation.

3 Reasonableness and proportionality

In accordance with section 63 (1), Welsh Language (Wales) Measure 2011, the Commissioner must have regard to the need to secure that requirements for persons to comply with standards by virtue of section 25(1) are not unreasonable or disproportionate.

In carrying out a standards investigation, the Commissioner must consider the following:

- (a) whether, in respect of each of the activities specified in Schedule 9 which a person carries out, it is reasonable and proportionate for service delivery standards to be specifically applicable to a person, and
- (b) as respects each such activity, if it is reasonable and proportionate for service delivery standards to be specifically applicable to a person, conclude that service delivery standards should be specifically applicable to a person in relation to that activity.

In considering the question of reasonableness and proportionality, it should be noted that the Measure places a duty upon Welsh Ministers to secure that regulations provide for service delivery standards relating to all of the activities specified in Schedule 9 to be specifically applicable to a person if, and to the extent that, the person carries out those activities.

But Welsh Ministers need not secure that regulations provide for service delivery standards to be specifically applicable to a person in relation to an activity specified in Schedule 9 if, or to the extent that:

- (a) a standards report under section 64 indicates that it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity, or
- (b) Welsh Ministers think it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity.

This does not prevent regulations from providing for other service delivery standards to be specifically applicable to a person.

By making regulations under this Measure exercisable by statutory instrument, the Commissioner is authorised to give a compliance notice to a person.

A compliance notice is a notice given to a person by the Commissioner, which:

- (a) sets out, or refers to, one or more standards specified by the Welsh Ministers under section 26 (1), and
- (b) requires a person to comply with the standard or standards set out or referred to.

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The Welsh Language Commissioner will consider the evidence provided in reaching a decision on the content of a compliance notice given to a person.

The fact that a standard is made specifically applicable to a person does not mean that there is a duty to comply with that standard. A duty to comply with a standard will only be in force if the Commissioner gives a compliance notice to the person, and that notice makes it a requirement to comply with the standard on an imposition day.

The Welsh Language Commissioner will consult with the person before giving the person a compliance notice. The failure of a person to participate in a consultation will not prevent the Commissioner from giving that person a compliance notice.

After the Welsh Language Commissioner has given a compliance notice to a person, that person may apply to the Commissioner asking her to determine whether or not the requirement to comply with that standard, or to comply with it in that respect, is unreasonable or disproportionate. Should the Commissioner inform the person that the requirement to comply with the standard is not unreasonable or disproportionate, they have the right under the Measure to appeal to the Tribunal for determination.

The Welsh Language Commissioner's criteria

In reaching a conclusion on the subject of this standards investigation, in accordance with the requirements outlined in Part 4, Chapter 8 of the Measure, the following criteria were considered alongside the evidence received as part of the standards investigation. Each criterion need not be considered in each case, and each criterion is of equal importance.

- Is the relevant person liable to be required to comply with standards – does the relevant person come within Schedule 5 and also within Schedule 6, or do they come within Schedule 7 and also within Schedule 8?
- Is the class of standard (service delivery; policy making; operational; record keeping; promotion) potentially applicable to the relevant person?
- Does the relevant person carry out the activity⁴ in question?
- Has the relevant person already undertaken to provide the activity or action in question, in part or in full, via their statutory Welsh language scheme?
- Does the relevant person already provide the service in Welsh (whether this corresponds exactly to the requirements included in the standard or not), or carry out the activity in accordance with the standard?
- Do the vast majority of other relevant persons within the same sector provide the service in Welsh, or carry out the activity?
- Are there any other reasons, for or against, making the standard specifically applicable to the relevant person?

⁴ This criterion will be considered in respect of service delivery standards only.

4 Evidence received from relevant persons

Evidence was received from Coleg Ceredigion and Coleg Sir Gâr. This evidence included responses to 190 questions in a questionnaire, as well as further evidence provided following subsequent enquiries.

Each response was read individually and software was used to record and analyse the text and to identify general themes. Regular meetings were held amongst officers of the Welsh Language Commissioner to analyse the evidence received from relevant persons concerned as part of the standards investigation, along with current Welsh language schemes commitments of the relevant persons concerned.

In this section an average percentage is given of the relevant persons' Welsh language schemes commitments corresponding to the standards, (be that entirely or partly corresponding to the standards' requirements), for each activity.

When analysing current Welsh language schemes commitments against the standards, it should be noted that it was not possible to correspond many of the standards in relation to service delivery activities due to the detailed nature of the regulations published by the Welsh Government. In some circumstances, it is possible that relevant persons are committed to, or comply with the requirement, but that it is not stated explicitly in their Welsh language schemes.

A summary is provided of the evidence received from each relevant person from within the groups of persons noted in section 4 of this report. The evidence submitted included information regarding what activities are carried out by the persons in question, what activities they carry out through the medium of Welsh and to what degree they can comply with the standards.

Where there are any references to standards within this report, these refer to the standards specified in the draft regulations published by Welsh Government on 7 November 2014.

Coleg Ceredigion

Service delivery standards

Activity 1: Correspondence sent by a body

Standards for correspondence sent by a body [1-7]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for correspondence sent by a body.⁵

Confirmation was provided that Coleg Ceredigion already operates in accordance with standards 1-7 under the requirements of the college's Welsh language scheme. However, the college does not ask a person with whom they correspond for the first time whether they wish to receive correspondence in Welsh, but rather, they send the correspondence in both Welsh and English. The college explained that they didn't record the language choice of individuals with whom they correspond, apart from current students, and that this information is stored on the college's MIS system. The college is developing a new system of recording the details of prospective students and language choice for correspondence will be incorporated in this new system.

Coleg Ceredigion considered that making the standards in relation to correspondence specifically applicable to them would be reasonable and proportionate.

Activity 2: Telephone calls made and received by a body

Standards for telephone calls made and received by a body [8-22]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 47% of the commitments corresponded to the standards for telephone calls made and received by a body.⁶

Coleg Ceredigion explained that they already implement standards 8, 10-15, 17, 20, and 22, in accordance with the college's Welsh language scheme. They also already operate in accordance with standards 9, 16 and 17, however, information needs to be added to the existing bilingual greeting. In relation to standards 18 and 19, it was explained that their implementation would depend on specific departments and the subject matter of the telephone call. Calls could be transferred to Welsh speakers, however, this does not mean that the caller would be speaking to a member of staff who had the expertise to deal with the call. For standard 21, it was noted that it would be possible to operate in accordance with the standard should the member of staff be a Welsh speaker. The information is not currently formally recorded. Coleg Ceredigion considered that making the standards in relation to telephone calls specifically applicable to them would be reasonable and proportionate.

⁵ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁶ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

**Activity 3: Meetings arranged by a body that are not open to the general public
Standards for meetings arranged by a body that are not open to the general public [23-29]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for meetings arranged by a body that are not open to the general public.⁷

In relation to standard 23, it was noted that the ability to conduct the meeting in Welsh depends on the person conducting the meeting. When a Welsh speaking member of staff conducts and arranges the meeting, the meeting is conducted through the medium of Welsh, when all attendees are Welsh speakers. However, it was noted that this happens as part of the college's usual operations, and the college does not record language choice. Consequently, information about language choice will need to be included in future meeting invitations. For standards 24-29, if non-Welsh speaking members of staff are arranging a meeting or are attending a meeting, the college does not currently ask those invited for their language choice nor do they provide a simultaneous/consecutive translation service. Interviews with prospective students and job interviews are exceptions where meetings are conducted in Welsh or with a translation service. Should a member/members of the public wish to use the Welsh language in a meeting, the meeting could be conducted in Welsh when the members of staff in attendance are able to speak Welsh. If the member(s) of staff at a meeting aren't able to speak Welsh, the college confirmed that they could organise simultaneous translation service, but it was noted that this would entail further costs.

Coleg Ceredigion considered that making the standards in relation to meetings arranged by a body that are not open to the general public specifically applicable to them would be reasonable and proportionate.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for meetings held by a body that are open to the public.⁸

Coleg Ceredigion noted that they already operate in accordance with standards 30-34 by implementing the college's Welsh language scheme.

Coleg Ceredigion considered that making the standards in relation to meetings arranged by a body that are open to the public specifically applicable to them would be reasonable and proportionate.

⁷ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁸ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

**Activity 5: Public events organised or funded entirely by a body
Standards for public events organised or funded entirely by a body [35-36]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for public events organised or funded entirely by a body.⁹

Coleg Ceredigion explained that these standards were already being implemented, in accordance with the commitments in the college's Welsh language scheme. It was added that the college provided a greetings service in Welsh, in relation to parents' evenings and open evenings/days. Should a parent or member of the public wish to speak to a specific member of teaching staff, who's not a Welsh speaker, arrangements will be made for another member of staff to be in attendance to translate.

Coleg Ceredigion considered that making the standards in relation to public events organised or funded entirely by a body specifically applicable to them would be reasonable and proportionate.

**Activity 6: A body's publicity and advertising
Standards for a body's publicity and advertising [37]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for a body's publicity and advertising.¹⁰

Coleg Ceredigion confirmed that they consistently operate in accordance with standard 37 by implementing the college's Welsh language scheme and that all the college's publicity material are available in Welsh and in English. The college's policy is to place both languages side by side, with the Welsh on the left.

Coleg Ceredigion considered that making the standards in relation to publicity and advertising specifically applicable to them would be reasonable and proportionate.

**Activity 7: Displaying material in public
Standards for displaying material in public [38-39]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for displaying material in public.¹¹

Confirmation was provided that implementing Coleg Ceredigion's Welsh language scheme meant that these standards were already being implemented.

⁹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹⁰ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹¹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

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Coleg Ceredigion considered that making the standards in relation to displaying material in public specifically applicable to them would be reasonable and proportionate.

Activity 8: Producing and publishing documents **Standards for producing and publishing documents [40-49]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the standards for producing and publishing documents.¹²

Coleg Ceredigion noted that they already operate consistently with standards 40, 42, 43 and 45-49 by implementing their Welsh language scheme. In relation to standard 41, the management board meeting agendas are produced in Welsh. However, the minutes of the Board meetings are not currently available in Welsh; and the language of supplementary papers depend on authors of the documents in question. Welsh and English documents are submitted if the original documents are available in Welsh and in English. When discussing standard 44, the college noted that they provide corporate documents in Welsh. The language of consultation papers depends on the authors of the original document. The college states that consultation papers are translated when time and resources allow.

Coleg Ceredigion considered that making the standards in relation to producing and publishing documents specifically applicable to them would be reasonable and proportionate.

Activity 9: Producing and publishing forms **Standards for producing and publishing forms [50-51]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for producing and publishing forms.¹³

In relation to standards 50-51 Coleg Ceredigion explained that they already operate in accordance with the college's Welsh language scheme.

Coleg Ceredigion considered that making the standards in relation to producing and publishing forms specifically applicable to them would be reasonable and proportionate.

¹² Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹³ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

Activity 10: A body's websites and on-line services

Standards for a body's websites and on-line services [52-57]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for websites and on-line services.¹⁴

The college added that pages are not published unless they are available in both languages, and the pages are refreshed at the same time. Coleg Ceredigion confirmed that they already operate in accordance with their Welsh language scheme and that their web pages are available in Welsh and in English.

Coleg Ceredigion considered that making the standards in relation to websites and on-line services specifically applicable to them would be reasonable and proportionate.

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.¹⁵

Where the Welsh and English must be placed one on top of the other on signs due to lack of space, the college's policy does not currently state that the Welsh should be placed first. Coleg Ceredigion already operates in accordance with the college's Welsh language scheme. It was noted that the college's policy was to place the Welsh and English side by side wherever possible.

Coleg Ceredigion considered that making the standards in relation to signs displayed by a body specifically applicable to them would be reasonable and proportionate.

Activity 12: A body receiving visitors at its buildings

Standards for a body receiving visitors at its buildings [61-66]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 57% of the commitments corresponded to the standards for a body receiving visitors at its buildings.¹⁶

In relation to standards 61-66, Coleg Ceredigion had noted that they were already being implemented, in accordance with the college's Welsh language scheme, and added that all reception staff on both campuses spoke Welsh and greeted visitors in Welsh first. Coleg Ceredigion considered that making the standards in relation to a body receiving visitors at its buildings specifically applicable to them would be reasonable and proportionate.

¹⁴ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹⁵ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹⁶ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

Activity 13: Official notices

Standards for official notices made by a body [67-68]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices.¹⁷

The college currently operates in accordance with its Welsh language scheme. The college's policy is to place the Welsh and English side by side where possible. Where that isn't possible due to lack of space, the college's policy doesn't currently state that the Welsh version should be placed first in a notice.

Coleg Ceredigion considered that making the standards in relation to official notices specifically applicable to them would be reasonable and proportionate.

Activity 14: Awarding grants

Standards for awarding grants [69-73]

Coleg Ceredigion noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for awarding grants.¹⁸

Activity 15: Awarding contracts

Standards for awarding contracts [74-78]

Coleg Ceredigion noted that they carried out the activity in question, but did not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for awarding contracts.¹⁹

Coleg Ceredigion explained that standards 74 and 78 were already being implemented, in accordance with the college's Welsh language scheme. For standard 75, it was noted that further information would need to be included, welcoming tenders in Welsh. In relation to standards 76-77, it was explained that a translation service would have to be provided in situations where a specialist member of staff on the interview panel was not a Welsh speaker.

Coleg Ceredigion considered that making the standards in relation to awarding contracts specifically applicable to them would be reasonable and proportionate.

¹⁷ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹⁸ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

¹⁹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for raising awareness about Welsh language services provided by a body.²⁰

It should be noted that section 12 (2) (b) of the Welsh Language Act 1993 states that Welsh language schemes must specify the ways in which the organisation will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

In relation to the standards for raising awareness about the Welsh language services provided by a body, Coleg Ceredigion reported that they already operate in accordance with their Welsh language scheme, and that they promote all their services in both Welsh and English.

Coleg Ceredigion considered that making the standards in relation to raising awareness about Welsh language services provided by a body specifically applicable to them would be reasonable and proportionate.

**Activity 17: A body's corporate identity
Standards for a body's corporate identity [81]**

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of commitments corresponded to the standards for a body's corporate identity.²¹

When discussing standard 81, Coleg Ceredigion confirmed that it was already being implemented, in accordance with the commitments in the college's Welsh language scheme. The college is known as Coleg Ceredigion in both languages.

Coleg Ceredigion considered that making the standards in relation to a body's corporate identity specifically applicable to them would be reasonable and proportionate.

**Activity 18: Courses offered by a body
Standards for courses provided by a body [82-84]**

Coleg Ceredigion noted that they carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, no commitments corresponded to the standards for a body's corporate identity.²²

²⁰ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

²¹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

²² Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

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Standards 82-83 were discussed in relation to community courses; evening classes, for example, where the language of the course depends on the tutor and attendees. It was explained that courses were delivered in both Welsh and English, in accordance with the language of the tutor and wishes of the course attendees. If the tutor is not a Welsh speaker, the college can provide Welsh resources and offer a Welsh support service for individuals who wish to study through the medium of Welsh. As regards standard 84, the college does not currently assess the need for a Welsh medium community course.

Coleg Ceredigion considered that making the standards in relation to courses provided by a body specifically applicable to them would be reasonable and proportionate.

Activity 19: Public address systems used by a body Standards for public address systems used by a body [85]

Coleg Ceredigion noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for public address systems used by a body.²³

Coleg Ceredigion reported that this activity was already being carried out in accordance with their Welsh language scheme.

Coleg Ceredigion considered that making the standards in relation to public address systems used by a body specifically applicable to them would be reasonable and proportionate.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Coleg Ceredigion considered that making the standards in relation to supplementary matters in relation to the service delivery standards specifically applicable to them would be reasonable and proportionate. It was explained that the college already complied to a large extent with the service delivery standards by complying with the requirements of the Welsh language scheme. It was added that new documents and procedures would need to be produced in order to comply with the requirements of standards 158-163.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 40% of the commitments corresponded to the policy making standards.²⁴

Coleg Ceredigion noted that all college policies were subject to the Executive Committee's approval. When approving policies and making decisions, the Executive Committee considers the Strategic Plan, the Risk Register and the college's Welsh language scheme. The College's policy making procedure includes the need to carry out an EIRA survey (Equality Impact Risk Assessment) which includes an assessment of language equality. The college does not consult beyond the Executive Committee, but it was explained that further consultation would be possible using students and staff focus groups together with the Governing Body's Consultative Body. The College explained that they did not award

²³ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

²⁴ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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grants, therefore they do not have a grant awarding policy. The College doesn't commission work in relation to policy making either.

Coleg Ceredigion considered that making the standards in relation to policy making specifically applicable to them would be reasonable and proportionate.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The College explained that they did not comply with all standards in relation to policy making at present, but that the necessary documents and procedures could be formulated to ensure compliance with standards 164-169.

Coleg Ceredigion considered that making the standards dealing with supplementary matters in relation to the policy making standards specifically applicable to them would be reasonable and proportionate.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 93% of the commitments corresponded to the standards in relation to use of the Welsh language within internal administration.²⁵

Considering standard 96, Coleg Ceredigion confirmed that they have a policy on the use of the Welsh language internally and that this policy had been published on the college's intranet. The college assumes that its Welsh language scheme - which discusses services provided to the public and its day to day activities. – fulfils this. It was added that regular sessions on using the Welsh language as part of the college's staff development programme are arranged.

Coleg Ceredigion confirmed that they provide all documents noted in standards 97=102, with the following exceptions: the college does not provide a contract for service in Welsh (standard 97), nor forms which record and authorise leave (standard 102). However, the college provides employment contracts in Welsh (standard 97) and forms which record and authorise absences and flexible working hours (standard 102). In relation to standards 98-101, it was explained that the college does not ask staff whether they wish to receive correspondence or documentation in Welsh, but rather they provide them in both Welsh and English to Welsh speaking staff. In terms of standard 102, it was explained that the relevant forms are available bilingually.

When discussing standards 103-109, it was noted that the health and well-being policies (standard 104) and working conditions (standard 108) are available bilingually but that the remainder are only available in English. However, the college explained that they were currently reviewing employment policies and that ensuring that all documents were available in both Welsh and English was part of the review.

²⁵ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

Standards for complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 40% of the commitments corresponded to the standards in relation to complaints made by members of staff.²⁶

Standard 110 is already being implemented, in accordance with the college's Welsh language scheme, but the college does not currently inform each member of staff that it is possible to make a complaint in Welsh (standard 110A). This could be done by adding this information to the relevant documents. Taking standards 111 and 112 into consideration, it was noted that the college could conduct a meeting with a member of staff in Welsh, but in some cases, they anticipate the need to provide a translation service where input is required from a non-Welsh speaking member of staff. It was added that careful attention would need to be given to the sensitivity of the matter in question and the demand for confidentiality. As regards standard 113, the college can respond in Welsh only if the member of staff responsible for formulating the response is a Welsh speaker, and bilingually if the member of staff responsible for the response is not a Welsh speaker.

Standards for a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 60% of the commitments corresponded to the standards in relation to a body disciplining staff.²⁷

Coleg Ceredigion allows members of staff to respond in Welsh to allegations made against them through the internal disciplinary process (standard 114). However, the college's current documentation doesn't inform every member of staff that it is possible to respond to allegations in Welsh (standard 114A), however this could be added to the relevant documentation in future. When discussing meetings with staff, standards 115 and 116, the college noted that it is possible to conduct a meeting with a member of staff in Welsh, but it was anticipated that there would be cases where input would be required from a non-Welsh speaking member of staff, therefore, translation service would have to be provided. The college confirmed that these cases would call for careful attention to be given to the sensitivity of the matter in question and the need for confidentiality. Bearing in mind standard 117, it was explained that the college can respond in Welsh only if the member of staff responsible for formulating the response is a Welsh speaker, and bilingually if the member of staff responsible for the response is not a Welsh speaker.

Standards for information technology and support material provided by a body, and relating to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and relating to the intranet.²⁸

Coleg Ceredigion explained that they already implement standards 118, 120 and 124, in accordance with the college's Welsh language scheme. Since not all the college's policies are available in Welsh, not all pages of the internet are available in Welsh (standards 119 and 121). It is anticipated that every new policy and every policy that is renewed will be

²⁶ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

²⁷ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

²⁸ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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available bilingually following a policy review. It was reported that additional information would need to be included to reach standard 122. It was confirmed that a page had been allocated for bilingualism on the college's internet, and that Welsh resources had been included on the college's Moodle pages (standards 122 and 123).

Standards for a body developing Welsh language skills through workforce planning and training [125-133]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.²⁹

Coleg Ceredigion reported that they did not assess the Welsh language skills of their employees (standard 125). In relation to standard 126, they provide the range of training described under the standard in English only, with the exceptions of induction (d) and dealing with the public (e) which are available bilingually. When discussing standards 127 and 128 (b) it was explained that training is provided internally, and the language depends on the member of staff responsible for it. The college may provide resources bilingually. The college offers informal training during the lunch hour for staff who want to improve their Welsh language skills; beyond that, members of staff who wish to do so are encouraged to attend Welsh for Adults classes if they are available during working hours and in a convenient location. Coleg Ceredigion explained that they already provide Welsh language awareness training; training on the requirements of the college's Welsh language scheme; training on how the Welsh language can be used in the workplace; and that they also provide information to new employees for the purpose of raising their awareness of the Welsh language (standards 130-131).

Coleg Ceredigion does not provide text or a logo for its employees to include in their e-mails to indicate whether they're Welsh speakers or learners (standard 132). The contact details for employees are provided in Welsh in e-mail messages, however text is not provided for e-mail messages noting that they're unavailable to respond to messages (standard 133).

Standards for recruiting by a body [134-138]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards in relation to recruiting by a body.³⁰

Coleg Ceredigion reported that they already implement standards 134, 135A, 135B and 138 in accordance with their Welsh language scheme. The college explained that job advertisements did not currently contain this information (standard 135). In order to comply with standards 136-137, the college would have to modify application forms to enable applicants to note if they wish to be interviewed or assessed through the medium of Welsh. The current practice is to conduct interviews in Welsh when members of the interview panel are Welsh speakers. If there are non-Welsh speakers on the interview panel, a translation service is provided. In some cases, applicants are required to use both Welsh and English in interviews to show proficiency in both languages.

²⁹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

³⁰ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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It was reported that one post was advertised with language requirements corresponding to 6% of the posts advertised.

Standards for signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.³¹

Coleg Ceredigion confirmed that they complied with the requirements of standards 139, 139A and 141. The college does not position the Welsh text so that it is likely to be read first (standard 140).

Standards for audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the person in question, no commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.³²

Coleg Ceredigion makes announcements using audio equipment in the workplace, and does so in Welsh.

Coleg Ceredigion considered that making the operational standards specifically applicable to them would be reasonable and proportionate.

Standards that deal with supplementary matters in relation to operational standards [170-175]

Coleg Ceredigion confirmed that they already complied with the requirements of standards 170-175 to a large extent by implementing their Welsh language scheme, however procedures would be required and some new documentation would need to be produced to fully comply with standards 170-175.

Coleg Ceredigion considered that making the standards in relation to supplementary matters in relation to the operational standards specifically applicable to them would be reasonable and proportionate.

Promotion standards [143-144]

Coleg Ceredigion confirmed that they didn't consent for promotion standards to be potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 62% of the commitments corresponded to record keeping standards.³³

When discussing record keeping standards, Coleg Ceredigion explained that, in implementing their Welsh language scheme, they report on progress against the action plan annually in monitoring reports. The college's bilingualism team prepares the report

³¹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

³² Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

³³ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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and submits it to the executive committee. Complaints regarding Welsh provision are recorded by the head of corporate services. The college's human resources department keeps a record of the Welsh language skills and language requirements of posts advertised. The college noted that new recording procedures and systems would be required to comply with Standards 145-157 as formal recording is not carried out in relation to matters such as the number of calls to the main telephone number, for example (standard 150). In the college's opinion, this could entail further costs to them.

Coleg Ceredigion considered that making the standards in relation to record keeping standards specifically applicable to them would be reasonable and proportionate.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

Coleg Ceredigion noted that it would be possible to comply with standards 178-179, once the recording procedures and systems for the record keeping standards had been established. Therefore, Coleg Ceredigion considered that making the standards in relation to supplementary matters in relation to the record keeping standards specifically applicable to them would be reasonable and proportionate.

Coleg Sir Gâr

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.³⁴

Coleg Sir Gâr confirmed that they already operate in a way which is consistent with the requirements of standards 1-7. However, it was noted that standard 3 was not operational, as the college only collects information about students and their language choice and not the language choice of their parents as well.

For the above reason, Coleg Sir Gâr did not consider that making the standards in relation to correspondence specifically applicable to them would be reasonable and proportionate.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for telephone calls made and received by a body.³⁵

Coleg Sir Gâr partly undertakes standards 8-22 at present. Standard 14 is a new requirement for the college. The college considers that standard 15 is not relevant to them, as they do not have a similar performance indicator system. It was noted that the college had welcomed a number of the standards, but that only a partial commitment could be made in relation to standards 18, 19 and 20, with the Welsh speaking staff, and ensuring that the non-Welsh speaking staff transfer the call to a Welsh speaking member of staff. It was reported that the practice described in standard 21 is already in force, but that the monitoring element is new and not practicable in the college's opinion.

For the above reasons, Coleg Sir Gâr did not consider that making the standards in relation to telephone calls made and received by a body specifically applicable to them would be reasonable and proportionate.

³⁴ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

³⁵ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

**Activity 3: Meetings arranged by a body that are not open to the general public
Standards for meetings arranged by a body that are not open to the general public [23-29]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, no commitments corresponded to the standards for meetings arranged by a body that are not open to the general public.³⁶

The college reported that they partially meet the requirements of standards 23-29, due to resources, but the college noted that participants have the right to speak Welsh or English in personal meetings arranged by the college. Interviews are usually conducted in Welsh or bilingually for prospective students, but it was acknowledged that there were a few courses where there aren't any Welsh speaking lecturers. In these cases, the interviews are conducted in English. However, the college notes that they make every effort to ensure that Welsh applicants are interviewed by Welsh speaking lecturers.

Disciplinary meetings and student support meetings are conducted by Welsh speaking staff. In relation to standard 23, the college explains that they do not believe that they could implement this standard as not all members of staff speak Welsh. It could be implemented with Welsh speaking staff or by using a simultaneous translator. It was noted that standards 24A, 26A, 27E and 29A would be more practical for the college in their opinion. The college added that they have a principal translator (the translation unit's only full time member of staff) who could be responsible for simultaneous translation, but this would lead to implications as regards the translation unit's day to day work. The college wanted to note that there were also implications in relation to the cuts facing the Further Education sector, in implementing some of these standards.

For the above reasons, Coleg Sir Gâr did not consider that making the standards in relation to meetings arranged by a body that are not open to the general public specifically applicable to them would be reasonable and proportionate.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.³⁷

Coleg Sir Gâr explained that only a few public meetings are held, but those which had been held had been arranged and conducted in accordance with standards 30-34. It was explained that further work needed to be carried out to ensure that standard 32 was fully implemented, and this would affect the translation unit and its day to day work. Once more, it was added that there were also implications in relation to the cuts facing the Further Education sector, in implementing some of these standards.

³⁶ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

³⁷ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

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Coleg Sir Gâr considered that making the standards in relation to meetings arranged by a body that are open to the public specifically applicable to them would be reasonable and proportionate.

Activity 5: Public events organised or funded entirely by a body **Standards for public events organised or funded entirely by a body [35-36]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for public events organised or funded entirely by a body.³⁸

Coleg Sir Gâr reported that they treat both Welsh and English equally when it comes to publicity, signs and audio publications for public events they organise. The college drew attention to the fact that they are responsible for events held and managed by them, but that they find it difficult to manage external bodies, even though they try to raise their awareness of the Welsh language.

Coleg Sir Gâr considered that making the standards in relation to public events organised or funded in its entirety by a body specifically applicable to them would be reasonable and proportionate.

Activity 6: A body's publicity and advertising **Standards for a body's publicity and advertising [37]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.³⁹

Coleg Sir Gâr explained that they treat both Welsh and English equally when it comes to publicity, signs and audio publications for public events they organise, which is central to the work of the marketing department. The college referred to the workload this places on the college's translation unit, also noting that the college works across five campuses, which causes some difficulties in terms of monitoring compliance, for example, when students put up their own posters.

Coleg Sir Gâr considered that making the standards in relation to publicity and advertising specifically applicable to them would be reasonable and proportionate.

³⁸ Average percentage of commitments within the Welsh language schemes of the persons in question that correspond to the standards in question be that partially or completely.

³⁹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

Activity 7: Displaying material in public
Standards for displaying material in public [38-39]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for displaying material in public.⁴⁰

Coleg Sir Gâr carries out this activity partially in Welsh. The college deals with both languages in relation to publicity, signs and audio publications for the public events they hold, and they prepare bilingual marketing publications. It was added that staff are aware that Welsh and English versions of any material should be published at the same time, in accordance with the commitment in the college's Welsh language scheme.

Coleg Sir Gâr considered that making the standards in relation to displaying material in public specifically applicable to them would be reasonable and proportionate.

Activity 8: Producing and publishing documents
Standards for producing and publishing documents [40-49]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language schemes of the person in question, who had an operational language scheme, an average of 90% of the commitments corresponded to the standards for producing and publishing documents.⁴¹

As regards the work of producing and publishing documents, Coleg Sir Gâr confirmed that it ensures that such corporate material is bilingual. Standard 42 was discussed specifically, noting that the college produces their own bilingual certificates, but in the college's opinion, the sector needed support to ensure that examination boards' certificates are bilingual. Attention was also given to reports in the college's response, where it was explained that practices vary across faculties, with some asking parents if they wish to receive Welsh or bilingual reports, and others providing whole reports or parts of reports in Welsh or bilingually if the parents/students are Welsh speaking.

Coleg Sir Gâr considered that making the standards in relation to producing and publishing documents specifically applicable to them would be reasonable and proportionate.

Activity 9: Producing and publishing forms
Standards for producing and publishing forms [50-51]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for producing and publishing forms.⁴²

All Coleg Sir Gâr's forms, including job application forms, college course registration forms, applications for funding and so forth are all available bilingually. The Welsh form is not

⁴⁰ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁴¹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁴² Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

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treated any less favourably than the English form. Standard 50A has been included in staff training to draw attention to the fact that the English version should include a statement noting that a Welsh version is available, but this is not current practice according to the college as it is not included in the college's Welsh language scheme.

Coleg Sir Gâr considered that making the standards in relation to producing and publishing forms specifically applicable to them would be reasonable and proportionate.

Activity 10: A body's websites and on-line services **Standards for a body's websites and on-line services [52-57]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for websites and on-line services.⁴³

Coleg Sir Gâr confirmed that their website is bilingual and that they have a select language button on the home page and the Welsh Working Language logo on every other page. Pages are produced bilingually, but it was noted that press releases are placed on the website and translated within a working day. The college library and student support department have developed apps and these are available bilingually.

Coleg Sir Gâr considered that making the standards in relation to websites and on-line services specifically applicable to them would be reasonable and proportionate.

Activity 11: Signs displayed by a body **Standards for signs displayed by a body [58-60]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for signs displayed by a body.⁴⁴

Coleg Sir Gâr confirmed that they display signs bilingually, with the Welsh either above the English or on the left, with both languages equal in terms of format, size, quality and clarity. The college discussed posters in their response, and explained that posters are displayed without consent on the college's campuses, but that notice boards are monitored to ensure that any materials displayed are bilingual.

Coleg Sir Gâr considered that making the standards in relation to signs displayed by a body specifically applicable to them would be reasonable and proportionate.

⁴³ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁴⁴ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

Activity 12: A body receiving visitors at its buildings
Standards for a body receiving visitors at its buildings [61-66]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for a body receiving visitors at its buildings.⁴⁵

Coleg Sir Gâr reported that they partially carried out this activity. It was explained that they were developing the reception areas and other direct public areas to secure a bilingual image and availability of bilingual materials. Posters and badges are used to indicate that Welsh may be used, and staff receive training to raise awareness of this. It was noted that there is at least one bilingual member of staff at each reception, but the college explained that it can be difficult for them to meet the standards during staff absences. It was added that standards 62 and 62A were new requirements but that work in raising staff awareness was underway.

Coleg Sir Gâr considered that making the standards in relation to a body receiving visitors at their buildings specifically applicable to them would be reasonable and proportionate.

Activity 13: Official notices
Standards for official notices made by a body [67-68]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.⁴⁶

Coleg Sir Gâr confirmed that official notices in Welsh are treated no less favourably than the English. The Welsh version will be on the left or above the English, in order for the Welsh to be read first.

Coleg Sir Gâr considered that making the standards in relation to official notices made by a body specifically applicable to them would be reasonable and proportionate.

Activity 14: Awarding grants
Standards for awarding grants [69-73]

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 33% of the commitments corresponded to the standards for awarding grants.⁴⁷

Coleg Sir Gâr offers grants to students to be ambassadors for the college. A bursary of £500 is available to students studying a module through the medium of Welsh in the first year and another £500 bursary if they study a module through the medium of Welsh in the second or third year. Interviews for ambassadors are conducted in Welsh if all members of

⁴⁵ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁴⁶ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁴⁷ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

the panel are Welsh speakers, or with a translator if not all panel members speak Welsh. Students are notified of the outcome of the interview via a bilingual letter. A hardship fund is available for students as well, and Welsh speaking staff offer support with filling in the forms associated with the fund. The application forms are bilingual, and applications are accepted in both Welsh and in English. The college believes that it would be more practical for them to comply with standard 72 rather than standard 71. Standard 71 could be complied with if all panel members were Welsh speakers, however it was noted that this was a rare occurrence.

Coleg Sir Gâr considered that making the standards in relation to awarding grants specifically applicable to them would be reasonable and proportionate.

**Activity 15: Awarding contracts
Standards for awarding contracts [74-78]**

Coleg Sir Gâr noted that they carried out the activity in question, but did not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 17% of the commitments corresponded to the standards for awarding contracts.⁴⁸

Coleg Sir Gâr does not publish invitations to tender for a contract in Welsh. The college states that they do not have the resources to do this. The college is developing a process for including a statement in invitations to tender which welcomes Welsh language tenders (standard 75). It was confirmed that no tender application is treated differently (standard 75A). The college believes that they would not be able to interview a tenderer in Welsh, without the use of translation equipment (standard 76). It was explained that the college was developing a process to offer a translation service during interviews with tenderers (standard 77). The college will write tender decisions in Welsh if the tender is submitted in Welsh.

For the above reason, in relation to standards 74 and 76, Coleg Sir Gâr did not consider that making the standards in relation to awarding contracts specifically applicable to them would be reasonable and proportionate.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.⁴⁹

Coleg Sir Gâr confirmed that they already promote the Welsh language services provided, and advertise them in Welsh. Examples of the college's promotion work were provided.

⁴⁸ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁴⁹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

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Coleg Sir Gâr considered that making the standards in relation to raising awareness about Welsh language services provided by a body specifically applicable to them would be reasonable and proportionate.

Activity 17: A body's corporate identity **Standards for a body's corporate identity [81]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standard for a body's corporate identity.⁵⁰

Coleg Sir Gâr confirmed that the college's name is Coleg Sir Gâr. The college has continued to present a bilingual corporate identity after introducing a new brand following the merger with the University of Wales: Trinity St David.

Coleg Sir Gâr considered that making the standards in relation to a body's corporate identity specifically applicable to them would be reasonable and proportionate.

Activity 18: Courses provided by a body **Standards for courses provided by a body [82-84]**

Coleg Sir Gâr noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, no commitments corresponded to the standards for courses provided by a body.⁵¹

The college understood that the courses in this context didn't mean the curriculum courses offered by Coleg Sir Gâr, and they chose to refer to their ability to offer language units and courses within the college's learning programmes, which support the college's vision of being a bilingual college.

For the above reason, Coleg Sir Gâr did not consider that making the standards in relation to courses provided by a body specifically applicable to them would be reasonable and proportionate.

⁵⁰ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁵¹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

Activity 19: Public address systems used by a body
Standards for public address systems used by a body [85]

Coleg Sir Gâr noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, the commitments did not correspond to the standard for public address systems used by a body.⁵²

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

In relation to standards 158, 160 and 162, Coleg Sir Gâr reported that they have a Welsh language scheme in place which shows to what they are committed in relation to the Welsh language, and the scheme is available on the college's website. The standards will be placed on the website once the college knows which ones they are required to comply with.

When discussing standard 159, it was explained that the college has a formal complaints procedure in place, and that the college's Welsh language scheme and associated activities are subject to that procedure. The way in which the college already complies with standard 161 was discussed in detail. However, attention was drawn to the fact that they believe that one element of the standard is not practical for them, in their opinion. It was explained that it would be difficult to monitor the number of telephone calls, correspondence and meetings across five campuses, however, they expressed that they were willing to discuss ways of overcoming this.

For the above reason, in relation to standard 161, Coleg Sir Gâr did not consider that making the standards that deal with supplementary matters in relation to service delivery standards specifically applicable to them would be reasonable and proportionate.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 30% of the commitments corresponded to the policy making standards.⁵³

In relation to standards 86-88, Coleg Sir Gâr explained that they conduct an equality impact assessment on all new policies, procedures and initiatives to ensure that the college progresses towards achieving the principle of equality between both official languages in Wales and to ensure consistency with the college's Welsh language scheme. If a potential impact on the Welsh language is identified, it is expected that the policy will be submitted to the Welsh language team. A specific member of the college's executive board ensures that every relevant new policy gives regard to the Welsh language.

Bearing in mind the requirements in standards 89-91, the college confirmed that they do consult on policy decisions but that this is a rare occurrence.

Coleg Sir Gâr has a policy on awarding grants. The grants are subject to the same equality impact assessment as described above. Grant application forms and policies are available bilingually, and applications are welcome in Welsh. Coleg Sir Gâr explains that

⁵² Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely, for each activity.

⁵³ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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they do not commission research in a policy making context, but that they explore good practice across the sector.

Coleg Sir Gâr considered that making the standards in relation to policy making specifically applicable to them would be reasonable and proportionate.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Coleg Sir Gâr already has a complaints procedure in place, and it is reported annually. When the college knows which standards are relevant to them, they can comply with standards 164, 165, 166, 167 and 168. It was noted that the college had already provided any information requested by the Commissioner (standard 169).

Coleg Sir Gâr considered that making the standards dealing with supplementary matters in relation to the policy making standards specifically applicable to them would be reasonable and proportionate.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 0% of the commitments corresponded to the standards in relation to use of the Welsh language within internal administration.⁵⁴

Coleg Sir Gâr does not have a policy on using Welsh internally at present, but they intend to develop a policy.

When considering standards 97-100, the college explained that they already do all this in relation to Welsh essential posts. It is not practised beyond those posts, but the college intends to extend this practice from now on with new staff. The college noted that they didn't consider standard 101 relevant to the college. Attention was drawn to the challenge the college is facing in terms of standard 102, as they use a software package that is not available in Welsh, to record leave, absences and flexible working hours.

When discussing the policies that are subject to standards 103-109, the college explained that these human resources policies were currently only available in English. However, they are being translated, but learning and teaching material are being prioritised by the college.

Standards for complaints made by a member of a body's staff [110-113]

When analysing the current commitments in the Welsh language scheme of the person in question, an average of 40% of the commitments corresponded to the standards in relation to complaints made by members of staff.⁵⁵

The college confirmed that they already allow staff to make complaints and respond to complaints in Welsh, and that they inform staff of this. It was confirmed that this is explained clearly in the college's documentation. The college was of the opinion that

⁵⁴ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

⁵⁵ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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standard 112, which is to provide translation at a meeting, would be more practical for them to implement, rather than conduct a meeting in Welsh without translation (standard 111).

Standards for a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 40% of the commitments corresponded to the standards in relation to a body disciplining staff.⁵⁶

Coleg Sir Gâr confirmed that they allowed staff to respond in Welsh to allegations made against them (standard 114). It was acknowledged that the college needs to make it clear to staff that they may respond in Welsh to any allegations made against them (standard 114A). The college does not believe that they could comply with standard 115 as not all members of staff speak Welsh; but they would use translation equipment to enable the member of staff in question to use the Welsh language (standard 116). The opinion that standard 116 rather than 115 would be more practical for them was expressed. After a disciplinary meeting is conducted in Welsh, the college informs members of staff of any decision in Welsh.

Standards for information technology and support material provided by a body, and relating to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and relating to the intranet.⁵⁷

Coleg Sir Gâr explained that they already operate in a way which is consistent with the requirements of these standards. Spelling and grammar checking software is available to staff and students and the college's intranet is bilingual. It was noted that staff and students are offered training sessions on this.

Standards for a body developing Welsh language skills through workforce planning and training [125-133]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.⁵⁸

Coleg Sir Gâr assesses the language skills of their employees (standard 125). The college provides all their range of training dealt with under standard 126 in English, with the exception of induction and dealing with the public, which are available bilingually. The college does not provide the training described under standards 127 and 128(b) in Welsh. As regards standard 128(a) and 129, basic Welsh sessions are provided to staff in their curriculum areas, as well as on staff development days. Staff are encouraged to attend the sabbatical course as well as Welsh for Adults classes, and basic Welsh sessions are held in the college. The college provides Welsh language awareness training, as well as awareness of the requirements upon the college, and awareness of how the Welsh

⁵⁶ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

⁵⁷ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

⁵⁸ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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language can be used in the workplace (standard 130). Information is provided to new staff as well, as part of the college's induction programme (standard 131). The college also provides text or a logo for e-mails to indicate whether they're Welsh speakers or learners (standard 132). It was confirmed that the college also already operates in accordance with standard 133.

Standards for recruiting by a body [134-138]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards in relation to recruiting by a body.⁵⁹

Coleg Sir Gâr noted that they operate in accordance with these standards on the whole. However, it isn't the College's current practice to state that individuals are welcome to apply for a post in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application in English (standard 135). Action is only taken in accordance with standard 135A in relation to posts designated as Welsh essential or desirable at present. It was noted that standard 136 is challenging, and that occasions where all panel members are Welsh speakers are rare. It is not the college's current practice. It was therefore felt that standard 137 was more realistic for the college, and it was added that they were used to conducting interviews using simultaneous translation.

Standards for signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 100% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.⁶⁰

Coleg Sir Gâr confirmed that they comply with the requirements of these standards, including placing the Welsh above the English on signs (standard 140).

Standards for audio announcements and messages in a body's workplace [142]

Coleg Sir Gâr explained that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, no commitments corresponded to the standards in relation to signs displayed in a body's workplace.⁶¹

Standards that deal with supplementary matters in relation to operational standards [170-175]

In relation to standards 170, 172 and 174, Coleg Sir Gâr noted that a Welsh language scheme is in place which indicates their commitments in relation to the Welsh language, and the scheme is available on the college's website. The standards will be published on the college's website, once they know with which standards they will need to comply. The college has a formal complaints procedure in place (standard 171). Information was provided regarding how the college operates in a way which is consistent with standards 173 and 175. However, it was noted that the college did not offer a Welsh version of each course, and that staff training sessions took place across five different campuses, and sometimes at other locations. Due to the number of staff training sessions, and because

⁵⁹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

⁶⁰ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

⁶¹ Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

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not all the staff taking the sessions are Welsh speakers, the college did not feel that standard 173 was practical for them.

For the above reason, in relation to standard 173, Coleg Sir Gâr did not consider that making the standards in relation to supplementary matters in relation to operational standards specifically applicable to them would be reasonable and proportionate.

Promotion standards [143-144]

Coleg Sir Gâr confirmed that they didn't consent for promotion standards to be potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 54% of the commitments corresponded to record keeping standards.⁶²

Coleg Sir Gâr confirmed that they already keep records in a way which is consistent with the requirements of standards 145-149, 151 and 157. The college believes that standards 150, 152, 153 and 154 are challenging due to the number of calls received by the college, and the number of students and staff they deal with. The college is willing to further discuss how these standards may be implemented.

Coleg Sir Gâr did not consider that making the standards in relation to record keeping standards specifically applicable to them would be reasonable and proportionate, as standards 150, 152, 153 and 154 were difficult to achieve.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

Coleg Sir Gâr noted that they already operate in a way which is consistent with the requirements of standards 178-179 by implementing the college's Welsh language scheme. Therefore, Coleg Sir Gâr considered that making the standards in relation to supplementary matters in relation to the record keeping standards specifically applicable to them would be reasonable and proportionate.

⁶² Average percentage of commitments contained within the Welsh language schemes of the persons in question that correspond to the standards in question, be that partially or completely.

5 Evidence received from members of the public

291 responses were received from members of the public to the standards investigations carried out by the Welsh Language Commissioner in relation to persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications. 155 responses to the standards investigation were received by individuals who chose to complete the questionnaire provided for them by the Welsh Language Commissioner on the website.

A further 136 responses were received based on a template of a standard response published for use by Cymdeithas yr Iaith Gymraeg; in this case, all of the responses were the same. In 14 cases, responses were received from individuals twice. This happened because individuals via the Commissioner's consultation as well as completing Cymdeithas yr Iaith Gymraeg's template. 4 responses were received from other organizations or movements.⁶³ The Commissioner has noted every response received.

A full list of respondents who were willing for their responses to be published can be seen in Appendix B.

Figure 1 indicates where the respondents came from according to their group and geographical location.

Figure 1 Number of responses to the standards investigation by location⁶⁴

Locations	Number	Percentage (%)
Swansea	16	5%
Blaenau Gwent	1	0%
Vale of Glamorgan	7	2%
Caerphilly	5	2%
Newport	0	0%
Neath Port Talbot	2	1%
Ceredigion	30	10%
Conwy	9	3%
Cardiff	32	11%
Gwynedd	72	25%
Merthyr Tydfil	3	1%
Bridgend	3	1%
Powys	9	3%
Rhondda Cynon Taf	13	4%

⁶³ A list of those movements / organizations has been included within Appendix B of the standards report.

⁶⁴ These statistics include all the responses to the questionnaire, along with Cymdeithas yr Iaith's template.

Pembrokeshire	4	1%
Denbighshire	22	8%
Monmouthshire	2	1%
Carmarthenshire	21	7%
Flintshire	10	3%
Torfaen	1	0%
Wrexham	4	1%
Isle of Anglesey	19	7%
Outside Wales	6	2%
No information	0	0%
Total	291	100%

The public's response to the standards investigation carried out in relation to persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications

Service Delivery Standards

In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the service delivery standards, they were asked to respond to the following question for each activity in the questionnaire:

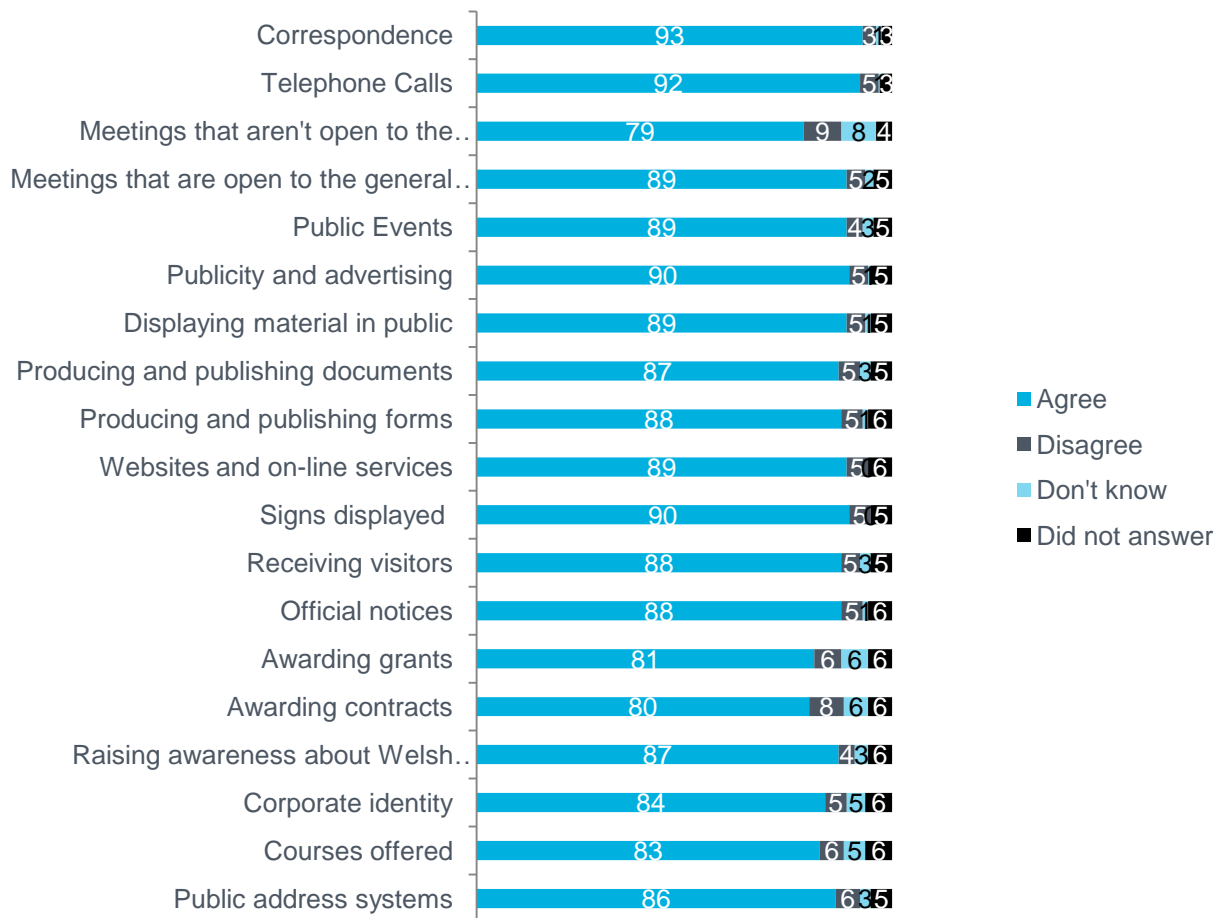
Do you agree or disagree that the organizations in question should carry out service delivery standards activities in the Welsh language, in order to enable you as a member of the public to use the Welsh language in the following situations?

In answering this question, the public were given the opportunity to respond per activity within the scope of the service delivery standards.

Figure 2 indicates the variety of the responses received.

Figure 2 Response to question 1 of the questionnaire – Service Delivery Standards

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Policy making standards

In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the policy making standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the policy decisions of the organizations in question should improve the opportunities for you to use the Welsh language and ensure better treatment for the Welsh language?

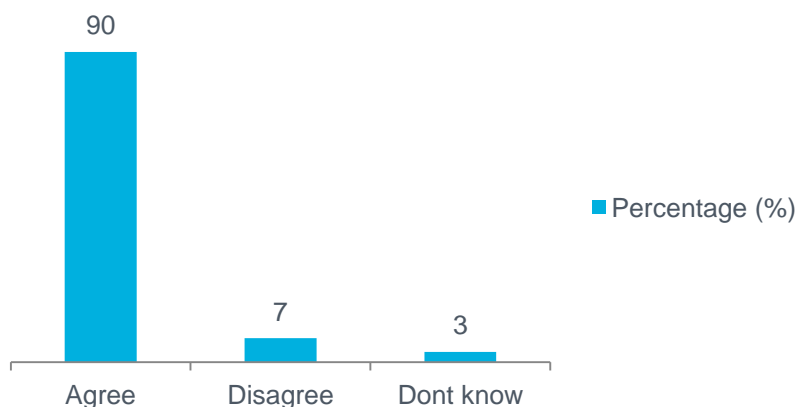
Of the 155 that responded via the questionnaire on our website, 95% (147) had answered this question. Of the 147 that responded, 93% (136) agreed that the relevant persons in question should have to consider the effect of their policy decisions, and ensure, or contribute to ensuring better opportunities for persons to be able to use the Welsh language as well as ensure better treatment for the Welsh language.

The figure below indicates how members of the public responded to this question.

Figure 3 Response to the question 3 of the questionnaire – Policy making standards⁶⁵

⁶⁵ It is noted that these statistics relate to the respondents who had answered this question

Policy Making Standards



Operational standards

In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the operational standards, they were asked to respond to the following question in the questionnaire:

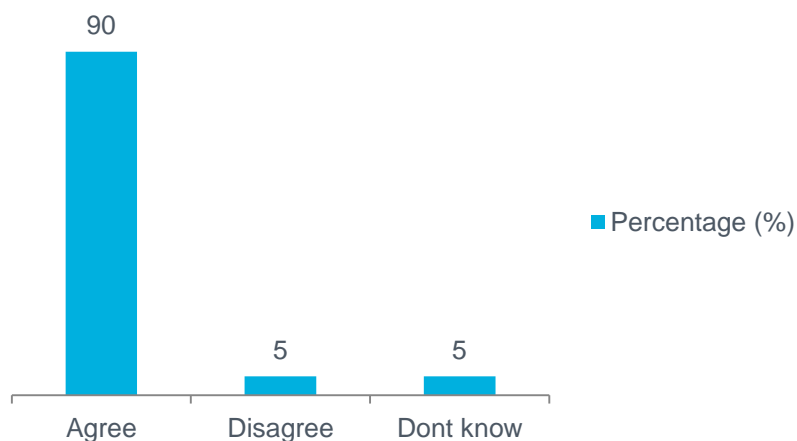
Do you agree or disagree that the organizations in question should have to facilitate the use of the Welsh language in accordance with the operational standards?

Of the 155 that responded via the questionnaire on our website, 95% (147) had answered this question. Of the 147 that responded, 93% (136) agreed that the relevant persons in question should have to facilitate and use the Welsh language in accordance with the definition of the operational standards in the Welsh Language (Wales) Measure 2011.

The figure below indicates how members of the public responded to this question:

Figure 4 Response to the question 4 of the questionnaire – Operational standards⁶⁶

Operational Standards



⁶⁶ It is noted that these statistics relate to the respondents who had answered this question

Record keeping standards

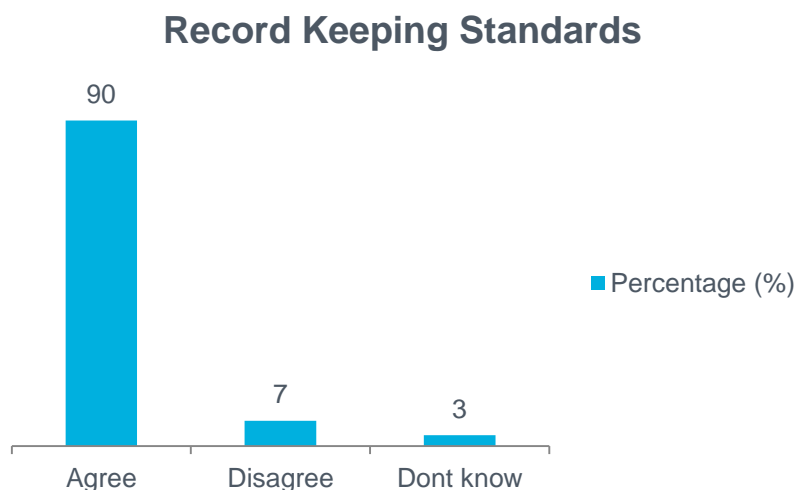
In seeking the public's opinion regarding the reasonableness of the requirements attached to the record keeping standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should have to keep a record of how they adhere to the Welsh language standards and keep a record of complaints?

Of the 155 that responded via the questionnaire on our website, 95% (148) had answered this question. Of the 148 that responded, 94% (138) agreed that this duty should be imposed on the relevant persons in question.

The figure below indicates how members of the public responded to this question:

Figure 5 Response to question 5 of the questionnaire – Record keeping standards⁶⁷

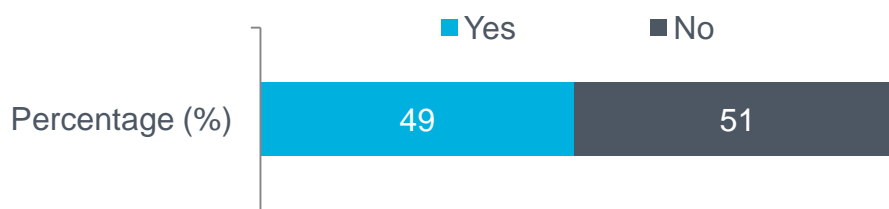


Further Comments

As well as providing responses to specific questions on the subject of the standards investigation, the public were given the opportunity to note any additional standards they believed should be specified and made specifically applicable to the relevant persons in question, together with any further comments relevant to this standards investigation. Of the 155 that responded via the questionnaire on our website, 49% (76) provided additional comments to be considered by the Welsh Language Commissioner as part of the standards investigation.

⁶⁷ It is noted that these statistics relate to the respondents who had answered this question.

Figure 6 Further comments provided by members of the public



Students' Unions of Further and Higher Education Corporations

In responding to the standards investigation carried out in relation to further and higher education corporations, many comments were received which noted the need to make the standards potentially applicable and specifically applicable to the Students' Unions. The comments are relevant to the persons in question in this report as well. One respondent emphasised the essential part of the Students' Union in providing services to the students along with the corporations in question, and referred specifically to academic representation and support as well as their work in protecting the welfare and interests of the students.

The respondent in question referred to the direct and far-reaching influence the Unions have on student experience, together with the fact that they receive substantial amounts of money from the corporations in question. It was also added that the current Welsh language scheme of one corporation acknowledges the relationship between them and the Union, and the responsibility they have to that end.

Many examples were submitted of Students' Unions operating bilingually during the past academic year. However, bearing in mind the requirements associated with the draft regulations, one respondent emphasised that this was fragmented, and often following much pressure from students. With this in view, concern was expressed regarding the lack of strategic and central planning for developing the Welsh language within students' Unions, causing the Unions to treat the Welsh language less favourably than the English.

To this end, the respondent was of the opinion that Welsh Ministers should ensure that specific standards are specified and made specifically applicable to education corporations, to acknowledge the all important relationship with the Unions, together with the range of services they provide to students on behalf of the corporations in question. The respondent went on to note that he was of the opinion that not specifying such standards would mean that the linguistic rights of students in Wales would not be protected, and from the viewpoint of those students, any attempt to impose standards on a corporate level would be in vain.

6 Evidence received by the Welsh Language Commissioner's Advisory Panel

Evidence was received from the Advisory Panel in accordance with the requirements outlined in section 63 (3) of the Welsh Language (Wales) Measure 2011.

The responses received from the Panel indicated support for the purpose of the regulations, namely to realise the fundamental objectives of the Welsh Language (Wales) Measure 2011: that the Welsh language is an official language in Wales and that it should not be treated less favourably than English.

As with the persons in respect of which standards investigations were carried out in round 1, the Panel was of the opinion that the reasonableness and proportionality of making the standards specifically applicable to the relevant persons should be considered together with the context. In their opinion, this included the purpose of the legislation and the wish of the legislature in terms of the legal status of the Welsh language; the size of the persons in question; their engagement with the public; and the difference between setting standards and the timetable for complying with those standards.

In addition, it was noted that reasonableness and proportionality may be considered in one of two ways, namely: specifying different standards for persons in different areas of Wales, reflecting the linguistic nature of the relevant areas or setting out common standards across Wales, specifying different imposition days determining when they will be required to comply with the standard(s) e.g. where an element of staff training is required to comply with the standard, that particular person would be given more time to comply with the standard than a person where appropriate staff resources are already available. The Panel was once again of the firm opinion that the second method was the most suitable for the Welsh Language Commissioner to implement in most cases, bearing in mind that ensuring consistency between persons as regards providing Welsh language services is one of the main objectives of the Welsh Language (Wales) Measure 2011.

However, comments were received from the Panel regarding the reasonableness and proportionality of making the standards specifically applicable to persons whose headquarters are outside Wales; requiring them to comply with them across the UK. It was emphasised that any requirements imposed on similar persons have regard to those circumstances where they are expected to comply with the standard(s).

Persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications

Service delivery standards

The Panel was of the view that service delivery standards relating to all the activities should be made specifically applicable to the relevant persons, enabling members of the public to use the Welsh language in the situations in question.

In reaching that conclusion, the Panel noted that they were of the opinion that there was no reason why the relevant persons should not be able to carry out and comply with the majority of the activities in question, and thus deal with the public increasingly through the medium of Welsh. However, the Panel was of the opinion that some flexibility should be ensured in relation to some activities, drawing specific attention to producing and publishing documents, grant applications as well as courses. It was emphasised that flexibility would be required in exceptional situations or circumstances, drawing specific attention to documents which would be restricted in terms of the subject or presumed target audience.

Similarly, the Panel was of the opinion that consideration should be given to the location of the centres or offices of the persons in question in issuing compliance notices. This was reinforced by stating that it would be necessary to consider whether it would be reasonable for such persons to comply with a selection of the standards where they do not have a presence in Wales. The relevant clauses in section 44(3) of the Measure were emphasised as a means for the Commissioner to be able to overcome such situations.

Policy making standards

The Panel welcomed the policy making standards. This was reinforced by noting that these standards should be imposed on all persons in respect of whom a standards investigation will be carried out in round 2, emphasising the importance of compliance at all levels.

The Panel agreed that the policy decisions of the relevant persons should improve the opportunities for persons to use Welsh and ensure better treatment for the Welsh language, and that policy making standards should be made specifically applicable to them.

Operational standards

The Panel agreed that the relevant persons should have to facilitate use of the Welsh language in accordance with the operational standards, and that the operational standards should be made specifically applicable to them.

Record keeping standards

The Panel was unanimous that making record keeping standards specifically applicable to persons in round 2 was completely necessary in order to ensure compliance with the remainder of the standards with which they will be required to comply.

The Panel agreed that the relevant persons should keep a record stating how they adhere to other specific standards, and keep a record of complaints. The conclusion was reached that record keeping standards should be made specifically applicable to them.

7 Conclusions of the standards investigation

General comments

The following conclusions were reached based on the evidence received from the relevant persons, the public and the Advisory Panel on the subject matter of the standards investigation, together with independent advice gathered by the Welsh Language Commissioner in the context of the Welsh language scheme of the relevant person in question.

It is noted in the Explanatory Memorandum on the Welsh Language (Wales) Measure 2011 that one of the main objectives of the legislation was to modernise and build on the system of Welsh language schemes created under the 1993 Act. Similarly, it is noted that the aim of the Welsh Government in legislating was to ensure better consistency between persons, especially between persons in the same sector, in terms of providing Welsh language services.

Similarly, it is noted that section 42 of the Measure imposes a duty on Welsh Ministers to ensure that regulations provide for service delivery standards relating to all of the activities specified in Schedule 9 to be specifically applicable to the relevant person if the person,, and to the extent that the person, carries out those activities.

However, it should be noted that they do not have to do so if the Commissioner indicates in a standards report, or if the Welsh Ministers are of the opinion that it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity. It should be noted that this section in the Measure does not prevent regulations under section 39 from providing for other service delivery standards to be specifically applicable to a person.

In accordance with the above, if the standards investigation identifies that an organisation carries out the activity⁶⁸, be that to a lesser or a greater extent, the Welsh Language Commissioner will conclude that all standards relating to that activity should be made specifically applicable. These conclusions were reached due to the fact that the standards introduced by the Welsh Government are interdependent on each other within a scope of activity.

We also note that the way in which a service is delivered under an activity can change in the future and that it would be necessary to adapt to reflect that by varying the compliance notice, rather than going back to regulations.

However, where evidence exists that a person does not carry out an activity at all, whether by means of evidence acquired as part of the standards investigation, or by other means, the Welsh Language Commissioner will conclude that standards in relation to that activity should not be specifically applicable to them, unless there are valid reasons for doing so.

It was explained in section 2 of this report that the subject matter of this standards investigation was to determine:

- whether the persons should be liable to be required to comply with standards;

⁶⁸ Service delivery activity as defined in section 28 of the Welsh Language (Wales) Measure 2011.

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- if the persons come within Schedule 6, determine what standards (if any) should be potentially applicable to each relevant person within the group;
- which standards (if any) should be specifically applicable to persons (whether or not the standards are already specified by the Welsh Ministers under section 26(1)).

Based on the evidence received, and taking the objectives of the Measure as outlined above into consideration, the Welsh Language Commissioner concludes that these persons whom appear to the Commissioner to be members of the Schedule 5 (3) (a) group - organizations that advance learning and knowledge by teaching or research or by developing or awarding qualifications - should be liable to comply with standards.

The Commissioner's opinion, based on the evidence received, and with the intention of ensuring consistency with other persons identified as those relevant to the same sector as the relevant persons, namely the further education corporations, is that the following standards should be potentially applicable to Coleg Ceredigion and Coleg Sir Gâr:

- Service delivery standards;
- Policy making standards;
- Operational standards;
- Record keeping standards.

Standards that should be made specifically applicable to persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications

Service delivery standards

As a result of carrying out this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that Coleg Ceredigion and Coleg Sir Gâr - as persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications - should be able to deliver services in relation to the activities included in the draft regulations.

Once again, the Commissioner wishes to note the importance of clearly differentiating between the commitments of the person (what is expected of them) and performance (to what extent they currently comply with those expectations). All Welsh language schemes carry the full authority of the person in reaching agreement on its content. Not specifying equal standards, and making them specifically applicable to the person would be a step back, and would go against the intention of the Welsh Language (Wales) Measure 2011.

It is noted that performance, along with to what extent a person can comply with a standard at a particular period in time, is a practical matter. Those extents may improve, deteriorate or remain the same. The Welsh Language Commissioner is of the opinion that commitments should meet the needs of the Welsh users they serve, with a reasonable timetable specified for dealing with any existing obstacles. The Welsh Language Commissioner will consider those obstacles when determining the contents of compliance notices issued under section 44, Welsh Language (Wales) Measure 2011.

It is acknowledged that the persons had identified potential challenges and obstacles in terms of ensuring full compliance with some of the service delivery standards. However, the matters raised were not relevant to all the standards associated with a specific activity. The Commissioner is of the view that commitments proportional to the needs of Welsh users could be achieved with a reasonable timetable for action and dealing with any challenges.

The evidence provided by similar persons to Coleg Sir Gar and Coleg Ceredigion made it clear that there was uncertainty regarding the definition and coverage of some of the service delivery standards, along with the extent to which these standards are relevant to academic and educational activities undertaken by them.

Some of the corporations stated that the service delivery standards in their current form were not suitable for their academic activities at present. Concerns were raised and ambiguity was identified with regard to the extent to which the standards cover some of the following activities undertaken by the relevant persons:

- providing and undertaking lectures (public)
- providing and undertaking academic conferences
- working with research initiatives
- working with industry
- displaying and publishing academic material

Conclusion 1: The Welsh Language Commissioner concludes that Welsh Ministers should ensure clarity with regard to the activities above, and also ensure that they are included within one or more of the current service delivery activities, when specifying standards in regulations.

The fact that the persons had noted that they did not carry out each one of the activities in question is acknowledged.

Coleg Ceredigion noted that they did not award grants. However, the Commissioner believes that similar persons could interpret carrying out this activity differently, thereby reaching various conclusions. Taking persons who belong to the further education corporations' category into consideration, variations were seen in the responses received from these persons. This suggests that the variation in terms of the persons who noted that they carried out the activity, and the number who noted that they didn't carry out the activity was due to the interpretation of the nature of the activity. This was seen specifically in cases of financial support for students. Some of the further education corporations concluded that they awarded grants, based on such a grant offer. Others concluded that they did not award grants, although they acknowledged that they offered financial assistance to students who required it.

Conclusion 2: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that the administration of offering financial assistance to students is included within the activity regarding a body awarding grants, when specifying standards in regulations.

Coleg Sir Gâr noted that they did not offer courses (beyond curriculum courses), and did not use public address systems. From the evidence gathered, it was evident that there was lack of clarity regarding what is included under the standards for courses provided by a body. Welsh Ministers should ensure clarity regarding the exact definition of this activity when specifying standards.

Taking the use of public address systems into consideration should be given to what extent this standard should be made specifically applicable to Coleg Sir Gâr as an activity the college could carry out in the future, as similar persons had confirmed that they carried out the activity. The Welsh Language Commissioner also believes that persons may engage in other service delivery activities that would probably have public address systems associated with them; such as meetings that are open to the public or public events.

Conclusion 3: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be made specifically applicable to Coleg Ceredigion and Coleg Sir Gâr:

- correspondence sent by a body
- telephone calls made and received by a body
- meetings arranged by a body that are not open to the general public
- meetings arranged by a body that are open to the public

- public events organised or funded entirely by a body
- publicity and advertising
- displaying material in public
- a body producing and publishing documents
- a body producing and publishing forms
- a body's websites and on-line services
- signs displayed by a body
- a body receiving visitors at its buildings
- official notices made by a body
- a body awarding grants
- a body awarding contracts
- raising awareness about Welsh language services provided by a body
- a body's corporate identity
- courses provided by a body

The Welsh Language Commissioner believes that persons could undertake other service delivery activities of which public address systems would likely be a part: for example meetings that are open to the public, or public events.

The Welsh Language Commissioner therefore concludes that this could be a relevant activity to each person within this report.

Conclusion 4: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be made specifically applicable to Coleg Ceredigion and Coleg Sir Gâr:

- public address systems used by a body

Policy making standards

In carrying out this standards investigation, it can be seen from the evidence that the persons already consider the Welsh language when developing and taking policy decisions, as Coleg Ceredigion and Coleg Sir Gâr are expected to assess the linguistic implications of new policies and initiatives when creating and reviewing them. All of this was confirmed in the evidence received from them as part of this standards investigation.

It is acknowledged that matters had been raised regarding compliance with all standards, however, the persons agree that it is reasonable and proportionate for the policy making standards to be applicable to them.

The required measures which form the basis for the content of Welsh language schemes are available as statutory guidelines approved by the House of Commons (the Guidance as to the Form and Contents of Language Schemes was passed by the UK Parliament on 19 July 1995). The guidance notes that organizations should have to specify the measures they intend to take when assessing the impact of new policies, strategies and initiatives and implementing them.

Conclusion 5: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that the regulations provide for policy making standards to be specifically applicable to Coleg Ceredigion and Coleg Sir Gâr.

Operational standards

Section 30 Welsh Language (Wales) Measure 2011 states that the meaning of operational standard is:

a standard that is intended to promote or facilitate the use of the Welsh language

- (i) by A in carrying out A's relevant activities,*
- (ii) by A and another person in dealings between them in connection with A's relevant activities, or*
- (iii) by a person other than A in carrying out activities for the purposes of, or in connection with, A's relevant activities.*

As a result of carrying out this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the persons should enable the relevant activities to take place through the medium of Welsh. The operational standards introduce a new statutory duty. However, the activity associated with the standards does not introduce a completely new field of work to Coleg Ceredigion or Coleg Sir Gâr. From the evidence, it can be seen that a significant percentage of the standards are already operational, via Welsh language schemes. In addition to this, the persons agree that it is reasonable and proportionate for the operational standards to be applicable to them. It is acknowledged that challenges have been identified by the persons in terms of ensuring compliance, but the Commissioner believes that they could be dealt with within a reasonable timetable for implementing new duties.

Conclusion 6: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations that provide for operational standards to be specifically applicable to Coleg Ceredigion and Coleg Sir Gâr.

- standards relating to the use of the Welsh language within a body's internal administration.
- standards in relation to complaints made by a member of a body's staff.
- standards in relation to a body disciplining staff.
- standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet.
- standards in relation to a body developing Welsh language skills through planning and training its workforce.
- standards in relation to a body recruiting staff.
- standards in relation to signs displayed in a body's workplace.
- standard in relation to audio announcements and messages in a body's workplace.

Record keeping standards

As a result of carrying out this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the persons should keep a record stating how they implement the standards with which they are expected to comply, along with complaints. The practice of publishing information on performance was already established under the Welsh language schemes, a fact confirmed in evidence from Coleg Ceredigion and Coleg Sir Gâr. The persons explained that they agreed that it is reasonable and proportionate for the record keeping standards to be applicable to them.

Conclusion 7: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for record keeping standards to be specifically applicable to Coleg Ceredigion and Coleg Sir Gâr.

Promotion standards

Coleg Ceredigion and Coleg Sir Gâr did not wish to consent for promotion standards to be potentially applicable to them.

Standards which deal with supplementary matters

There are provisions in the Welsh Language (Wales) Measure 2011 regarding monitoring arrangements and reporting requirements for the standards system (Section 27 - Supplementary Provisions). Following the passing of 'The Welsh Language Standards Regulations (No.1) 2015'⁶⁹ in the National Assembly for Wales Plenary Meeting, standards which deal with supplementary matters were specified under section 26 of the Measure.

The Commissioner notes that it is a requirement under Welsh language schemes to determine actions to be taken to publish information on the organization's performance against the statutory requirements.

The Welsh Government policy document 'Inspection, Audit and Regulation'⁷⁰, explains that the role of inspectors is to "investigate independently using professional expertise and legal powers". This is supplemented by the Crerar Report on inspection in Scotland which notes that the role of external inspectors is to provide independent assurance that services are being managed well and are fit for purpose. According to Crerar, the five main principles are public focus, independence, proportionality, transparency and accountability. Crerar's proposals are consistent with the principles of Hampton which note that inspection should take place on the basis of risk; that inspections should not be carried out for no reason and that regulators should be able to provide authoritative and accessible advice. In the same way, there is also an acknowledgment that it is not possible for inspection bodies to oversee everything that service providers do. There is a growing expectation that service providers have robust internal audit and scrutiny arrangements. Further to that, self-assessment plays an increasingly important role in the external inspection arrangements.

Conclusion 8: As a result of carrying out this standards investigation, and in consideration of the above, the Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for standards which deal with supplementary matters to be specifically applicable to Coleg Ceredigion and Coleg Sir Gâr.

⁶⁹ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

⁷⁰ <http://gov.wales/docs/dpsp/publications/inspectionpolicystatement/090930inspstatementen.pdf>

Additional standards that should be specified and made specifically applicable to persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications

The following is noted in section 64 (3) Welsh Language Measure (Wales) 2011:

If -

- (a) the conclusions of the standards investigation are (in whole or in part) that any standards should be specifically applicable to a person, and
- (b) any or all of those standards are not specified by the Welsh Ministers under section 26 (1), the standards report must set out the standards that are not specified.

The Welsh Language Commissioner concludes that additional standards to those published by the Welsh Government on 7 November 2014 should be specified. This judgement was partly made after receiving evidence from the public as part of the standards investigation.

Activities: social media; self service machines

Since the standards investigation period came to an end a draft version of the Welsh Language Standards (No.1) Regulations (Wales) 2015 was placed before the Table Office on 3 March 2015. The National Assembly for Wales accepted these regulations at a Plenary Meeting on 24 March 2015. Service delivery standards in relation to a body's use of social media and a standard in relation to self service machines were considered in addition to the range of activities subject to this standards investigation. These standards are 58, 59 and 60 from the Welsh Language Standards (No. 1) Regulations (Wales) 2015⁷¹.

Conclusion 9: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the following activities to be specifically applicable to Coleg Ceredigion and to Coleg Sir Gâr, if Welsh Ministers are of the opinion that the following activities are ones that the persons could undertake now or in the future:

- a body's use of social media
- self service machines

It is understood by the Welsh Government that the service delivery standards relating to courses provided by a body (82-84) do not deal with courses provided as part of a curriculum. This means that the standards as published on 7 November 2014 do not deal with the educational provision of a person who advances learning and knowledge by teaching or research or by developing and awarding qualifications.

A range of considerations are attached with achieving the above objectives, and standards that reflect this could be specified. Consideration must be given to measuring the demand for Welsh medium education provision (or training); together with the workforce's skills and ability to meet the demand.

⁷¹ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

Conclusion 10: The Welsh Language Commissioner concludes that Welsh Ministers should specify standard(s) in relation to the following, and make them specifically applicable to Coleg Ceredigion and Coleg Sir Gar:

1. Measuring the demand for education and/or training provision through the medium of Welsh;
2. Measuring and recording the need for vocational skills through the medium of Welsh among the workforce and taking appropriate steps to ensure that plans are made to meet that demand as part of the educational and/or training provision that is offered.

Activity: Careers guidance

14-19 year old learners have the right to receive specialist guidance regarding their careers. Careers guidance has already been dealt with in the relevant Welsh language schemes.

Conclusion 11: The Welsh Language Commissioner concludes that Welsh Ministers should specify standard(s), for providing careers guidance, in order to outline the advantages of the Welsh language when offering careers guidance or advice to learners, and make them specifically applicable to Coleg Ceredigion and Coleg Sir Gar.

Activity: Students' unions

As was seen when discussing the public's response to the standards investigation, many comments were received regarding the need to make the standards potentially applicable and specifically applicable to the students' unions. The view that students' unions play an important part in providing services to students and contribute to student experience was expressed. Although not fixed practice, there is a precedent from Welsh language schemes, acknowledging the relationship between one corporation and the union, and the corporation's responsibility in this respect.

Conclusion 12: The Welsh Language Commissioner concludes that Welsh Ministers should specify standard(s) that stipulates Welsh language conditions when issuing a grant, or providing any other financial assistance to a students' union, and make them specifically applicable to Coleg Ceredigion and Coleg Sir Gar.

Activity: Submitting work and sitting exams

A precedent has been set amongst some relevant persons within the higher education and further education corporations' group of ensuring that students are able to submit work through the medium of Welsh. Although this is not fixed practice across the board, examples were seen in Welsh language schemes of persons establishing a student's right to submit work, assignments for example, and to sit exams through the medium of Welsh.

It should be noted that the Welsh Language Commissioner has received complaints in the past regarding the quality of translations of student work.

Conclusion 13: The Welsh Language Commissioner concludes that Welsh Ministers should specify standards in relation to the following:

- allowing students to submit work through the medium of Welsh, in the form of assignments or exams, and
- ensuring that translations of students' work does not treat the Welsh language less favourably than the English language.

8 The next steps

In preparing this standards report, the Welsh Language Commissioner has considered all the responses submitted to the standards investigation. This report will be submitted to the following in accordance with section 64(4) of the Welsh Language (Wales) Measure 2011:

- all relevant persons
- Advisory Panel to the Welsh Language Commissioner
- all persons who participated in the Commissioner's consultation in accordance with section 63;
- Welsh Ministers.

Alongside the standards investigations of the Welsh Language Commissioner, Welsh Ministers are expected to carry out regulatory impact assessments in respect of relevant secondary legislation they intend to create, using their own secondary legislation powers.

The Government of Wales Act 2006 notes that a regulatory impact assessment is as follows:

A regulatory impact assessment is an assessment as to the likely costs and benefits of complying with relevant Welsh subordinate legislation.⁷²

In this respect, a regulatory impact assessment may be considered:

- a process to help Welsh Ministers to consider the effect of the proposed regulation on the interests of individuals, groups, organizations etc;
- a means of enabling Welsh Ministers to weigh up the costs and benefits of all options available to them before implementing a policy; and
- a means of submitting the relevant evidence on the positive and negative effects of such interventions for the purposes of scrutinising that evidence.⁷³

Welsh Ministers will be expected to consider the evidence they collected for the purposes of the regulatory impact assessment, alongside the Welsh Language Commissioner's conclusions in a standards report in deciding whether or not to exercise the powers granted to them under Part 4 Welsh Language (Wales) Measure 2011.

The Rt Hon. Carwyn Jones AM, First Minister of Wales confirmed in a statement on 24 March 2015 that it is currently foreseen that the process of introducing regulations for all relevant persons noted within this report will begin by the end of 2015, with a debate and vote on approval of regulations at a Plenary Meeting of the National Assembly for Wales.

⁷² Section 76 (2) (a), The Government of Wales Act 2006

⁷³ <http://wales.gov.uk/docs/legislation/guidance/091020riacodeen.doc>

Appendix A – General comments received from members of the public in relation to round 2 standards investigations

The responses received were generally supportive of the concept of specifying standards, in order to secure clear rights for Welsh speakers in relation to Welsh language services provided by all the organizations included in round 2.

Once again, the public expressed a considerable desire to ensure that the standards specified are clear, robust and intelligible to ordinary people. This was reinforced by stating that this is the only way it can be ensured that the rights of Welsh speakers are protected.

Outlined below are the main themes of the responses received that were in favour of making the standards specifically applicable:

- The need to ensure that the standards specified fully reflect the recommendations of the Welsh Language Commissioner's Health Inquiry.
- The need to ensure that standards ensure the unsolicited provision of Welsh language services, ensuring that the concept of a proactive offer is consistent throughout.
- To ensure that the process of deciding upon or dealing with a tender or contract is above the need for imposing Welsh language conditions on the grants/contracts distributed by organizations included in round 2.
- The need to ensure that standards in relation to face-to-face service go beyond main reception areas and personal meetings organised in advance
- The need to ensure clarity that the definition of personal meetings includes all face-to-face contact.
- The need to specify a standard that imposes clear requirements in the recruitment policies of organizations.

Some responses were received from members of the public expressing a general objection to language duties.

Outlined below are the main themes of the responses received that were against making the standards specifically applicable:

- The need to consider the present economic climate, and the way public money is spent on the Welsh language
- That other policy areas should be prioritised over the Welsh language
- Relevance of the Welsh language in Wales
- Disagreement with the requirement that the Welsh language should appear first or be published first

Service delivery standards

Comments were received from members of the public calling for the need to ensure that standards are specified for the health bodies, which reflect the Welsh Language Commissioner's findings in the report 'My Language, My Health: The Welsh Language

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Commissioner's Inquiry into the Welsh Language in Primary Care'. This was reinforced by stating that standards should be specified in relation to national contracts with general practitioners and primary care providers.

Comments were received noting that there was an unintentional weakness in the draft regulations in their view, in that the standards in relation to receiving a Welsh language service face-to-face did not go beyond personal meetings arranged in advance and service in main reception areas. Similarly, it was noted that it was vital that regulations in relation to health bodies specified standards for personal meetings encompassing appointments, consultations and all other such face-to-face contact.

The importance of personal meetings in the areas of health, education and justice were emphasised, drawing attention to the fact that they were not of the opinion that the draft regulations would ensure face-to-face Welsh language provision beyond personal meetings and in reception areas. This was reinforced by noting that the definition should be expanded to various other contexts.

A number of responses were received which supported the standards in relation to meetings that are not open to the general public, bearing in mind that a number of organizations in the justice area had been included in round 2. Although the standards refer to personal interest or well-being, some expressed concern that it was not totally clear whether that would include a person's right to be interviewed in Welsh in the above context.

In the context of signs, some respondents were of the opinion that it should be ensured that electronic signs and audio-visual displays in locations such as museums were encompassed within the definition of this activity. Similarly, it was noted that surtitles and subtitles in dramas and performances should also be within the definition of signs, with a view to imposing standards on persons such as the National Theatre and Welsh National Opera.

Regarding the standards in relation to courses, a number of respondents emphasised the importance of professional training in the area of health as well as other sectors, and the need to specify standards that would guarantee professional development courses through the medium of Welsh. Also, concern was expressed regarding the clarity of the definition of courses, with a danger that courses open to the public could be seen as courses for members of the bodies or which are managed by the bodies only. One respondent noted the importance of these standards in relation to the Wales Council for Voluntary Action.

In responding to the standards relating to deciding on grant applications, a number of individuals referred to the importance of specifying standards that would ensure Welsh language conditions were imposed on the grants distributed by the organizations included in round 2. Emphasis was placed on bodies such as Sports Wales, the Arts Council and the Big Lottery Fund, noting that they were organizations where the distribution of grants was vital in terms of increasing use of Welsh and Welsh language provision.

To the same end, some respondents noted that an additional standard should be specified in relation to deciding upon tenders for contracts with a view to ensuring that independent production companies responsible for supplying services on behalf of S4C also came under a duty to move towards internal use of the Welsh language in their activities under

contract to the Welsh Channel.

Concerns were expressed by a number of members of the public that no standard had been specified in the draft regulations for public appointments. This was reinforced by noting that the former Local Government Minister had stated that there would be standards relating to the public appointments process in order to specify thresholds for the number of Welsh speakers.

In considering the standards relating to official notices, a number of respondents noted that it should be ensured that those standards were made specifically applicable to all organizations included in this round. This was reinforced by one respondent who noted that it should be ensured that prescriptions should be included within the definition of this activity. However, some comments were received that questioned the appropriateness of issuing notices on specialist subjects in both languages, and went on to question the need to issue official notices at all in those cases.

One respondent noted that the standards in relation to education corporations (further and higher) should require them to commit to educational provision through the medium of Welsh and bilingually, using their own resources as well as resources received via external streams. This was reinforced by noting that the bodies in question should also inspire a demand from students, as well as responding to it. Noted in the Welsh Language Standards Regulations 2015⁷⁴ is the following:

For the purposes of standards 84, 85 and 86 (courses), an education course means any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.

Welsh Ministers should ensure clarity on the above when specifying standards, and making them specifically applicable to further and higher education corporations in regulations.

Policy making standards

One respondent referred to the importance of imposing the above standards on all bodies in round 2, considering that the policies are the basis for all their activities. Another respondent referred specifically to organizations such as the Police and Crime Commissioners, Sport Wales, the Millennium Centre and the Equality and Human Rights Commission noting that they should give more consideration to the Welsh language in making policy decisions.

To the same end, one respondent referred to the importance of making the policy making standards specifically applicable to the Commissioners named in round 2, noting that there are a number of reports from them where there is no mention of the Welsh language at all, in areas in which language rights are trampled upon on a regular basis.

Specific comments were received in relation to the Office of Communications, noting its crucial role in awarding radio and television licences. With this in mind, the respondent in question was of the opinion that a standard imposing language conditions on licences should be specified under the policy making standards or the standards in relation to the

⁷⁴ Paragraph 37, Part 3, Schedule 1, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

awarding of contracts.

From the evidence received from members of the public, there were references to a number of the professional regulatory bodies in round 2 noting that it should be ensured that standards are specified for them that will lead to better workforce planning for the purposes of a bilingual Wales.

One respondent expressed concern regarding the limited effectiveness of the policy making standards it was proposed to specify. This was reinforced by noting that not many policies could exist at local level only, and that they should be part of a wider context, often a national one.

Operational standards

Emphasis was placed by one respondent on the role of organizations such as the National Museum, the Wales Millennium Centre, S4C, Natural Resources Wales, the National Library of Wales and the Books Council in terms of contributing towards the Welsh language as a working language. They noted that the organizations in question, among others, should be working towards carrying out their internal administration through the medium of Welsh. Therefore, he was of the opinion that additional operational standards to those in the draft regulations should be specified that would enable these organizations, among others, to work towards that aim.

Similarly, a number were of the opinion that higher-tier standards should be specified in relation to recruitment, making it a requirements for organizations that already carry out their administration through the medium of Welsh to recruit Welsh-speaking staff only.

A number of responses were received from the public noting the need to specify standards that would impose duties on universities to offer and provide opportunities for their students in Welsh (and for non-Welsh speakers to learn the language fluently), together with a standard that would ensure there was a duty upon them in relation to training the workforce of the future.

In submitting comments regarding the Local Democracy and Boundary Commission for Wales, one respondent noted that a standard should be specified that would ensure that a proportion of the people appointed to the Commission were Welsh speakers, in order to reflect what was expressed when reforming the relevant legislation. A number of comments were received noting the importance of specifying a standard of this kind across the organizations in question, in order to ensure that organizations can operate and comply fully with the requirements. To the same end, one respondent noted that it should be ensured that a standard was specified in order to impose a duty upon organizations to offer intensive programmes to learn Welsh.

Some comments were received that were of the opinion that institutional offices outside Wales should be exempted in the context of the operational standards.

Record keeping standards

A number of responses were received that were strongly of the view that organizations should have to keep records, in order to ensure public accountability and transparency in relation to compliance with the requirements.

However, some respondents emphasised that the duty to keep records should be proportionate, and that it would be a better investment for organizations to improve the range and quality of their Welsh-medium services. This was reinforced by noting that it was the Welsh Language Commissioner's responsibility to determine that appropriate balance.

Further and higher education corporations' students' unions

In responding to the standards investigation held in relation to further and higher education corporations, a number of comments were received that noted the need to make standards potentially applicable and specifically applicable to the students' unions. One respondent emphasised the vitally important part students' unions play in providing services to the students jointly with the corporations in question, referring specifically to academic support and representation together with safeguarding the welfare and interests of the students.

The respondent in question referred to the direct and far-reaching influence the unions had on the experiences of students, together with the fact that they received substantial sums of money from the corporations in question. This was reinforced by noting that the existing Welsh language scheme of one corporation acknowledged the relationship between them and the union, and the responsibility they have to that end.

A number of examples of students' unions operating bilingually during the last academic year were submitted. However, considering the requirements attached to the draft regulations, one respondent emphasised that this was patchy, and often the result of a great deal of pressure imposed by students. With this in mind, concern was expressed regarding the lack of strategic and central planning for developing the Welsh language within students' unions, causing the Unions to treat the Welsh language less favourably than English.

To this end, one respondent was of the opinion that Welsh Ministers should ensure that specific standards are specified and made specifically applicable to education corporations, in order to recognise the crucially important relationship with the Unions, together with the range of services they provide to students on behalf of the corporations in question. The respondent in question went on to note that he was of the opinion that not specifying standards of this kind would mean that the linguistic rights of Welsh students would not be safeguarded, and that, from the point of view of those students, any attempt to impose standards at corporate level would be in vain.

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Appendix B – List of the respondents to the standards investigation

Below is a list of the relevant person(s) in respect of which a standards investigation was carried out, the Advisory Panel, together with the members of the public who were willing for us to publish their comments.

Relevant persons

- Coleg Ceredigion
- Coleg Sir Gâr

Members of the public

- Alun Jones
- Alun Ceri Jones
- Eifion Jones
- Elin Walker Jones
- Eiliw Alwyn
- Selwyn Lloyd-Jones
- Hywel Wyn Jones
- John Arwel Griffiths
- Lloyd Evans
- Anthony Barry
- Sharon Roberts
- Sion Jobbins
- Owen Saer
- Einir Sion
- Sian Gwenllian
- Lisbeth McLean
- Amanda Evans
- Rhys Glyn
- Anthony Barnard
- Anthony Caradog Evans
- Tim Jones
- Yasmin Morris
- Llinos Jones
- Aled Jones
- Dewi Snelson
- Emrys Wynne
- Curon Wyn Davies
- Bethan Harvey
- Mair Edwards
- Kathryn
- Helen Thomas
- Geraint Brython Edwards
- Rhodri Williams
- Ruth Evans

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- Penri Williams
- Huw Jones
- Emyr Tomos
- Bethan Williams
- Llyr ap Gruffydd
- Robin Farrar
- Robert Jones
- Iago ap Steffan
- Sophie Hughes
- Huw Alun Roberts
- Chris Andrew
- Heledd Gwyndaf
- John Wynn Jones
- Manon James
- Gill Stephen
- Gwyn Williams
- Daron Pierce
- Sian Wyn Jones
- Emma Lloyd
- Neville Evans
- Diane Jones
- Jane Aaron
- Emyr Puw
- Harri Bryn Jones
- Liz Saville Roberts
- Craig ab Iago
- Rhian Davies
- Gwyn Sion Ifan
- Anna Williams
- Dyfan Jones
- Dai Hawkins
- Trefor Jones-Morris
- Dilwyn Morgan
- Rev. Emyr Wyn Thomas
- Bryn Davies
- Dr Ceridwen Lloyd Morgan
- Howard Thomas
- Connor
- Lydia Jones
- Rhodri Jones
- Bob Gaffey
- Angharad
- Ruth Williams
- Nic Daniels
- Jeffrey Jones
- Pablo Dubois
- Gareth Wood
- Llinos Roberts
- Bethan Jones
- Sian Mererid Jones

Welsh Language Commissioner's Standards Report – Schedule 5 (3) (a) Persons who advance learning and knowledge by teaching or research or by developing or awarding qualifications – Section 64 Welsh Language (Wales) Measure 2011

- Duncan Brown
- B Griffiths
- Awen M G Schiavone
- Osian Wyn Owen
- Robin Owain
- Judith Griffith
- Richard John Griffith
- Clive James
- Sion Williams
- Mathew Rees
- Thomas John Davies
- Ben Screen
- Mari Williams
- Enfys Jones
- Thomas Shaw
- Dafydd Thomas
- Angharad Brown
- John Jones
- Iago Sion
- Dafydd Williams
- Ieuan Parry
- Huw Thomas
- William Schleising
- Huw Roberts

Organizations / Movements

- Cymdeithas yr Iaith
- Dyfodol i'r Iaith
- Mentrau Iaith Cymru
- Welsh Language Officer, Cardiff University Students Union and the Welsh Society Committee, Cardiff University
- Coleg Cymraeg Cenedlaethol

Advisory Panel to the Welsh Language Commissioner

- Dr Ian Rees
- Gareth Jones
- Professor Gwynedd Parry
- Bethan Jones Parry
- Carl Cooper