



coleg
Gorseinon
college



WELSH LANGUAGE SCHEME

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NOVEMBER 2004

1. Introduction

1.1 The College and its Location

Gorseinon College was founded in 1955 as a mining college. It became a tertiary institution in 1986 and was incorporated in 1993. The College is situated west of Swansea and lies on the county boundary between City and County of Swansea and Carmarthenshire.

Gorseinon College is an average-sized College in Welsh terms, with a full-time equivalent student base of over 2,400. The College has sustained a rapid rate of growth since the late 1990s when its FTE base averaged 1,800.

The College operates on a split site campus. Belgrave Road is the main campus and the Tre-Uchaf site continues to support a range of vocational and adult activities. The Kingsbridge Centre in Gorseinon is now a well-established training facility, which caters for specific employer needs with centres of excellence in Motor Vehicle training and Care. A community centre for Lifelong Learning was established in Pontarddulais in 1997. This centre consistently attracts over 700 learners from the area. Building on this success, the College introduced an equivalent lifelong learning centre in the centre of Gorseinon in 2001.

Gorseinon College exists to provide high quality education and training. Our mission is to:

Maintain and enhance our reputation as a leading provider of the highest quality education and training; to become a beacon and a magnet for students and staff who will make the college a focus of pride in our community.

Our mission encompasses our commitment to providing a bilingual service as a means of promoting 'equal opportunity and inclusivity' for the Welsh speaking community in Swansea. The ELWa LIFE document (published in 1998) supports our mission by ensuring that the sector as a whole adopts an inclusive approach to engage under represented and disadvantaged groups into the learning framework.

The College has always upheld a strategy of developing a strong reputation for quality provision in delivery and support services. This strategy has clearly been successful and is well demonstrated by the College's unique portfolio. The College currently recruits its full-time students from a very wide geographical area with leavers from up to 50 schools being attracted to the College each year.

1.2 The Local Environment

The City and County of Swansea has a resident population base of 223,301. There are 36 Electoral Divisions within the County and the college generally services 9 Divisions through its adult and community provision. These divisions form a cluster around the College. They include: Gorseinon, Gowerton, Gower, Kingsbridge, Loughor Lower, Upper Loughor, Penllergaer, Penyrheol and Pontarddulais.

The average age of Swansea's resident population is 40, compared to an England and Wales average of 38.6. The Unemployment rate is 6.4% set against a Wales average of 5.5% of population.¹

Over a fifth (21%) of the population of Wales said they could speak Welsh in the 2001 Census, with similar proportions able to read and write Welsh. This figure represents the first upturn since 1891.

The 2001 census indicates that about 29,000 people aged 3 and over speak Welsh in Swansea, i.e. 13% of total residents. The same percentage was quoted in the 1991 census. Hence there

¹ Source: 1 = 2001 census information

has been no change in the proportion of Welsh speaking residents.² The highest concentration of Welsh speakers is in the north of the county within the wards of Pontarddulais, Mawr and Clydach.

Residents of Pontarddulais are served through the College's community centre, namely, Canolfan y Bont. Approximately 52% of the population of Pontarddulais have varying degrees of knowledge of Welsh with 48% having no knowledge of Welsh. These proportions change significantly when looking at other divisions served by the College. On average, 33% of the population of the other seven wards speak Welsh.

The College attracts the core of its full-time students from three Unitary Authorities, namely, Swansea, Carmarthenshire and Neath/Port Talbot. 75% of our full-time students are from the City and County of Swansea.

There are currently 10 (11-16) English medium secondary schools within the City and County of Swansea and 2 (11-18) Welsh medium secondary schools. There are 10 Welsh Medium Primary Schools within the county. The City and County of Swansea's School Organisational Plan indicates that demand for Welsh Medium Education in both the primary and secondary education sector is increasing within an overall context of falling rolls.³

One of the 11-18 Welsh Medium Schools is situated 3 miles south east of Gorseinon College. The number of students choosing a post-16 education through providers in tertiary colleges has increased overall, whilst numbers within schools are staying at the same level.³

Gorseinon College's official catchment as a Tertiary establishment is with two 11-16 secondary schools, namely Pontarddulais and Penyrheol Comprehensive Schools. However, the College recruits from a much wider base as previously indicated.

Strategic and national developments in Welsh medium education mean that every 16 year old pupil sits a Welsh Language GCSE (First or Second language) examination. Also, students from the Welsh Medium comprehensives will undertake a range of GCSEs and some GNVQs in Welsh. Therefore all pre-16 pupils in Wales will have undertaken Welsh language courses, thereby entering the College with varying degrees of fluency in the Welsh Language. The College recognises this development and will fully accept its role in maintaining, nurturing and developing Welsh Language courses through the implementation of its Welsh Language Scheme. The College will also work in partnership with Swansea schools to develop a bilingual curriculum, particularly with the local Welsh medium comprehensive, Ysgol Gyfun Gŵyr.

1.3 Provision

The College's Curriculum portfolio is extensive with courses ranging from Entry and Foundation level to Level 4. The College does not however cover all programme areas, notable exceptions include Construction, Catering, Hairdressing and Beauty. The greatest demand placed upon the College is through its extensive General Education provision for full-time students. The College provides a choice of up to 52 subjects at AS and A level and normally has a take-up of around 1200 students covering the two years.

Current vocational provision covers 7 pathways which generally services about 700 full-time students. The most popular pathways include Performing Arts, Health and Care and IT. The College has successfully implemented Curriculum 2000 and continues to develop a more flexible curriculum in order to better encourage a mix and match package for the learner.

Part-time provision has grown significantly in the last five years and the College offers a wide range of OCN accredited units in several community based classes. Take-up reflects national patterns whereby the most popular part-time programmes include IT, Art and Design and community-based courses. The College has increased Basic Skills provision significantly with

² Source: 2 = 2001 census of population

³ Source: 3 = 2001 census of population

the support of Objective One European funding through the Swansea Skills Service consortia. Welsh for Adults provision has also increased over the last three years.

The Curriculum is currently arranged through four faculty areas:

- Business, IT, Computing, Sport and Leisure
- Creative Arts
- Humanities and Social Sciences
- Maths, Science and Engineering

The School of Lifelong Learning was established to ensure that all part-time learners in the community could get access to the College's curriculum portfolio.

The College has now established links with TWF (financed by the Welsh Assembly through the Welsh Language Board.) The Health and Care programme area is currently working with TWF in helping to raise parents' awareness to the advantages of having two languages. The project also helps parents to help their children learn Welsh.

Within each faculty there are several programme areas, which are managed by Programme Area Co-ordinators. Directors of Study are responsible for the pastoral care of all students. These are senior management appointments and each Director is responsible for managing a cohort of students – both full-time and part-time. The College has been awarded a Grade 1 from Estyn inspection for the quality of its support and guidance to students, and three Grade 1's in Applied Science, Humanities and Performing Arts.

2. **Service Planning and Delivery**

2.1 **New Policies and Initiatives**

- 2.1.1 The College will assess the linguistic consequences of any new or amended policies and initiatives and policies when formulating them
- 2.1.2 The College will consult with the Welsh Language Board in advance of the proposed changes or developments that may affect the scheme. The scheme will not be altered without the Board's prior agreement
- 2.1.3 All new or amended College policies and initiatives will promote and facilitate the use of the Welsh Language thereby moving the College closer to implementing the principle of equality of every opportunity
- 2.1.4 All commitments made under the Welsh Language Scheme will be communicated to all staff to ensure that all staff fully understand their individual roles and responsibilities within the Welsh Language Act 1993. The Scheme will be placed on the College's website and on the staff intranet. A hard copy of the Scheme will also be placed in the College's libraries and at Reception areas. The Scheme's content will feature regularly within the College's annual staff development programme, in staff induction events and in termly staff meetings. **(Target 04-05)**
- 2.1.5 All staff and Advisers involved in policy formulation will be aware of the scheme and will incorporate it within all new or amended policies and processes.
- 2.1.6 The measures outlined in the College's Welsh Language Scheme will also be applied to the formation of new courses and modules as the aims and objectives of the scheme are met.
- 2.1.7 The College will ensure, by establishing a Welsh Language Steering Group, that new or amended policies do not undermine the Scheme and are consistent with it.

3. Education and Training Services

3.1 Providing a Service

- 3.1.1 Given the linguistic pattern within City and County of Swansea, the College will strive to ensure that members of the public are able to use their 'preferred language' where possible whether this is Welsh or English. This statement includes all students of the College, whether they are prospective students or those enrolled on courses.
- 3.1.2 The College will undertake ongoing surveys of both College provision within the College and the wider community to identify what assessment and other learning support services need to be provided/delivered bilingually.
- 3.1.3 The College will continue to undertake an audit (via the application process) of students' bilingual needs to ensure that it is fulfilling the terms of the Welsh Language Scheme. Our current surveys to date inform us that full time students account for 42.8% and part time students 57.2%. **(Target 2004-05)**
- 3.1.4 Annual surveys will be undertaken to show students' needs as regards assessment/tutorials via the medium of Welsh. This is done at application to identify need, during induction to identify need for support and during Reviews and Evaluation to identify whether highlighted needs have been met. Our current survey to date inform us that we have 7.6% of the student body who are first language Welsh speakers, and a further 10.6% can read, write, speak and identify themselves as competent or above. 64.5% declare themselves as non-Welsh speaking whilst for 17.2% of students it is not known/not declared. **(Target 2004-05)**

Total Number of Students (Full -time and Part -time) = 4493

The following is a break-down of bilingual competences (English and Welsh) as declared by students in 2003.

Level of fluency in Welsh	No of Students	% of Students
Fluent Welsh speakers	341	7.6
Welsh speaking, not fluent	478	10.6
Not Welsh speaking	2898	64.5
Not known/not required	776	17.2
Totals:	4493	100.0 %

It is apparent, therefore, that 18.2% of the total student population for this academic year have declared themselves as having some degree of fluency in Welsh.

- 3.1.5 Personnel records and the recent staff audit identify College Staff who are able and willing to teach, assess and provide tutorials via the medium of Welsh. An ongoing programme of staff development is currently in place to enhance Welsh Language skills amongst the College staff. Currently out of a staff of 367 we have 19 fluent Welsh speakers, 11 advanced Welsh speakers, 10 Intermediate Welsh speakers and 88 beginner Welsh speakers. *Please refer to Appendix 1. (Target 2004-05)*
- 3.1.6 Business Support Staff who are first language Welsh speakers currently provide initial greetings advice and guidance through the medium of Welsh.
- 3.1.7 Working Welsh badges will identify all College Staff who are Welsh speakers or who are learning Welsh. **(Target 2004-05)**
- 3.1.8 An up to date listing of all College staff with their level of ability to speak Welsh will be produced and circulated across the institution and on the college Intranet. **(Target 2004-05)**
- 3.1.9 Senior Managers within Faculty and Functional areas will undertake responsibility for the compliance and implementation of the scheme within their own areas of responsibility. **(Target 2004-05)**
- 3.1.10 The College has appointed a Welsh Language Co-ordinator to contribute to the College's implementation of the scheme.
- 3.1.11 The College will welcome enquiries via its open days, admissions events, documentation and correspondence enquiries via the medium of Welsh and English.
- 3.1.12 Students will be given the opportunity to contribute to the College's implementation of the scheme. The Bilingualism Committee will have student representation.
- 3.1.13 Careers interviews are currently offered through both the medium of Welsh and English.
- 3.1.14 Some on-course services to students are provided through both the medium of Welsh and English.
- 3.1.15 The College provides positive encouragement for staff to undertake skills in Welsh development activities. The College will extend existing voluntary activities regarding staff/student development in Welsh at Beginners, Intermediate and Advanced levels which are operational within the institution.
- Staff are encouraged to continue the trend of attendance at intensive summer schools organised by Swansea University (see Appendix 5).
- 3.1.16 Some post-exit services to students are available through both the English and Welsh Language.

3.2 The College Curriculum

- 3.2.1 The College under its Welsh Language Scheme will seek to provide its curriculum where appropriate through the medium of both Welsh and English taking into account:
- Student needs
 - Skills of staff
 - Needs of Employers and local community
 - Work based training requirements. (Health & Care: Nursery Schools, Care Homes/Elderly)
 - Surveys of new students and other providers.
- 3.2.2 It is our intention to increase our offer of Welsh Language training both as in-house staff development and as external training courses. We also aim to extend bilingual teaching and learning where there is a need and to extend the facilitating of Welsh/ bilingual assessment in response to identified need. **(Target 2004-05)**
- 3.2.3 The College in relation to the Welsh Language Scheme will also continue its Welsh for Adults provision in the community and expand courses and levels where demand exists. (Welsh for Adults courses are free).
- 3.2.4 The College will extend its access to bilingual learning materials to full-time students and will collaborate with other providers to facilitate this provision. **(Target 2005-06)**
- 3.2.5 Targets for bilingual curriculum delivery will be negotiated annually with each Faculty Manager in line with the College's Annual Programme.
- 3.2.6 Welsh speaking tutors are identified within Faculties to ensure that students are able to undertake their tutorials through the medium of Welsh if requested. Learning Support through the medium of Welsh will be offered to students. **(Target 2005-06)**
- 3.2.7 All College individual Student Learning Agreement documentation is produced bilingually.
- 3.2.8 Students will be informed of the needs of occupations for Welsh Language skills through the College Careers Education and Guidance Programme
- 3.2.9 Careers interviews are currently available in English and Welsh.
- 3.2.10 Careers Action Plans will be bilingual.
- 3.2.11 The College currently utilises appropriate translation services for all its bilingual documentation. It will continue to resource the production of bilingual course material, tutorial support, assessment, resources and delivery where appropriate. Translation services will also be utilised to help expand and develop bilingual provision in addition to bilingual documentation.
- 3.2.12 The College has explored opportunities for collaboration through the local CCET and has initiated a project with Ysgol Gyfun Gŵyr for Welsh medium provision in Engineering. Ysgol Gyfun Gŵyr has been re-designated as an 11 – 18 school from 11 – 16. Consequently collaborative discussions are taking place within the local CCET.

- 3.2.13 The key areas for the College in terms of bilingual development for full-time students continue to be Caring and Health, Law (General Education), Business and Management and Performing Arts. Other areas will be developed as appropriate. The Welsh Language Provision Table overleaf (Table 1) outlines the College's Development Plan over the next three years.
- 3.2.14 Resources are under development and will be developed during the lifetime of the scheme. The College is currently participating in the following resource projects and attends the meetings of:
- Sgiliaith
FEDA/Cymru Dysg
- 3.2.15 The College's delivery of Basic/Key Skills will recognise bilingualism as an effective form of communication studies in Wales.
- 3.2.16 The College currently includes language awareness modules and courses within its enrichment programme. This will recognise Bilingualism as a key skill for employment and will link to the requirements of the Caring, Health and Educational sectors and progressions.
- 3.2.17 The College, through its Equal Opportunities, Careers Education and Guidance, Admission, Inclusive and Disabilities Policies, has acknowledged the Welsh Language Scheme.

3.3 Current Provision

The college currently provides the following curriculum opportunities on a bilingual basis:

- Welsh for Adult programmes in the community
- Staff development classes
- Sadwrn Siarad
- Welsh-medium weekly tutorials for AS and A-level classes
- Bilingual induction for AS and A-level students
- Bilingual assessment opportunities within Business
- Bilingual assessment opportunities within Performing Arts
- Bilingual assessment of Key Skills Communications Levels one and two
- Bespoke Welsh classes for College front-line administrative and support staff
- Informal teaching in Welsh with students in programme areas where staff feel confident in respect of their oral competence – Chemistry, Biology, Engineering, Performing Arts, Business, and some adult provision.
- Pre-entry and on-course guidance for all identified bilingual AS/A level students

3.4 Future provision

Each Faculty/School will be required to highlight Welsh language or bilingual provision within their annual plans. The following list outlines the key curricular areas which will contain elements of Welsh or bilingual delivery:

- Key Skills Level 3 (**Target 2005-06**)
- Expansion of e-learning to meet the Welsh language needs of learners (**Target 2005-06**)
- Expansion of video-conferencing to meet the Welsh language needs of learners (**Target 2006-07**)
- Expansion of opportunities for assessment through the medium of Welsh for course-work in a variety of subjects (**Target 2006-07**)
- Expansion of research material and teaching notes in a variety of subjects to meet the Welsh language needs of learners (**Target 2006-07**)
- Wales, Europe and the World unit within the Welsh Baccalaureate (**Target 2006-07**)
- NVQ Welsh language units for students and staff (**Target 2006-07**)

Introduction of Welsh Language Provision 2004 – 2007

Curriculum Area	Pre-entry Information & Guidance	Entry Interview	Tutorials	Careers Guidance	Language Awareness	Delivery **	Assessment	Key Skills	Learning Resources **	Work Experience
Art and Design	04-05	04-05	04-05	04-05	06-07		-	-	-	N/A
Performing Arts	04-05	04-05	04-05	04-05	05-06	06-07	06-07	06-07	04-05	05-06
Applied Science	04-05	04-05	04-05	04-05	-		-	05-06	-	-
Business / Management	04-05	04-05	04-05	04-05	05-06	06-07	06-07	05-06	05-06	06-07
Caring and Health	04-05	04-05	06-07	04-05	04-05	06-07	06-07	06-07	05-06	04-05
Computing	04-05	04-05	04-05	04-05	06-07	06-07	06-07	06-07	05-06	06-07
Engineering	04-05	04-05	04-05	04-05	-	E	-	05-06		-
General Education	04-05	04-05	04-05	04-05	05-06	05-06	05-06	05-06	05-06	06-07
Secretarial/Office Technology	04-05	04-05	N/A	04-05	N/A	05-06	05-06	N/A	05-06	N/A
Tourism and Leisure	04-05	04-05	-	04-05	06-07	06-07	06-07	05-06	06-07	05-06
Basic Skills	04-05	04-05	N/A	04-05	N/A	E	05-06	N/A	06-07	N/A
Community Education	04-05	04-05	N/A	04-05	N/A	06-07	06-07	N/A	06-07	N/A

	= Bilingual	-	= Not planned
	= Bilingual in response to demand	**	= Elements of
E	= English Medium Delivery		

Glossary of Terms for Welsh Language Provision Table

<i>Term</i>	<i>Definition</i>
Assessment	looking at competence and evidence in relation to the required criteria.
Bilingually	in both Welsh and English
Careers' Guidance	means the availability of specialist career-related advice by a member of the Careers' Wales team based at the college. Arrangements will be made for students to take advantage of this service in the language of their choice.
Delivery	means that some units or modules within the course will be delivered wholly or partially bilingually.
English	entirely through the medium of English
Entry Interview	is a short, one-to-one interview, for all prospective students. This is arranged when the initial application-form is received, and is usually undertaken by a Director of Study, Senior Tutor or Course Co-ordinator.
Key Skills	means the availability of resources to allow students to prepare and present materials for Key Skills' competences either in Welsh or bilingually.
Language Awareness	means the availability of Welsh conversational classes in support of demand for such skills in vocational areas.
Pre-entry Information and Guidance	the distribution of literature to prospective full-time students (i.e. the college prospectus, notification of open-evenings, college student attainment leaflets, student support finance leaflets), either while still at school or during a college Open Evening. Staff are available to offer guidance on generic aspects of enrolling at college, as well as on subject-specific matters.
Resources	the availability of teaching materials/handouts/notes for the course either in Welsh or bilingually.
Tutorial	is a session arranged for each student to attend each week with their personal tutor. Arrangements will be made for students to take advantage of these sessions, in the language of their choice.
Welsh	entirely through the medium of Welsh
Work Experience	the availability to place students in a Welsh/bilingual setting with a Welsh speaker.

4. **Quality Standards**

4.1 **The Standard of Service in Welsh**

- 4.1.1 The College has a commitment to deliver an equally high quality service in English and Welsh. The College will ensure consistency in the standard of service provided in Welsh in different localities.
- 4.1.2 Throughout the period of this scheme the College, through its quality mechanisms and cycles, will monitor the implementation of the scheme.
- 4.1.3 The College also has a commitment to ensure consistency in the standards of service in Welsh and English in both the lecture room and in the provision of services on the campus.

5. **Dealing with the Welsh Speaking Public**

The College has undertaken an extensive internal audit of activities involving all aspects of internal and external communications. This audit highlights what is currently available bilingually and projects targets for expansion over the lifetime of the scheme (see Appendix 4).

5.1 **Written Communication**

- 5.1.1. Gorseinon College welcomes letters and other communication in Welsh as in English. The College has a commitment to correspond in Welsh following face to face or telephone communications in Welsh. **(Target 2004-05)**
- 5.1.2. Procedures for dealing with Welsh communications will be issued to staff via the College Communications Policy, through staff briefings regarding the scheme and through staff development. Particular emphasis on staff development will be given to front line staff. **(Target 2005-06)**
- 5.1.3. Official correspondence issued by the Principal to institutions and public bodies within Wales will be bilingual. During the implementation of the scheme this will be extended to circulars which are distributed to the public in Wales. **(Target 2004-05)**
- 5.1.4. Correspondence to the College will be welcomed in English and Welsh. Correspondence through the medium of Welsh will not, in itself, lead to a delay.
- 5.1.5. All letters received in Welsh will receive a signed reply in Welsh. The College will record their language choice and communicate through the medium. **(Target 2004-05)**
- 5.1.6. Where it is made known to the College that an individual organisation or employer works mainly in Welsh and prefers to receive correspondence in Welsh, the College will communicate through the medium and log on the database to ensure future communications are through the preferred medium. **(Target 2005-06)**

5.2 **Electronic Communications**

- 5.2.1 The principles outlined in section 5.1 will also be employed when communicating electronically.
- 5.2.2. When new communication and storage methods are being set up on the College's computers, the ability of software to deal with more than one language in commands and entries will be a factor considered when purchasing new software, particularly so if such systems are to provide a bilingual output/service.

5.3 **Telephone Communications**

- 5.3.1 Telephone calls received by the college will be welcomed through the medium of both English and Welsh. Non-Welsh speaking staff will be given training on how to deal with the Welsh speaking public. **(Target 2004-05)**
- 5.3.2 If a caller wishes to speak to a Welsh speaker, the call will be transferred to a Welsh speaking member of staff in the appropriate department. If there are no appropriate Welsh speaking members of staff within the department suitable to deal with the enquiry, the caller will have the option of continuing the call in English or submitting a written enquiry in Welsh and receiving a written reply in Welsh.
- 5.3.3 All main reception areas will answer the telephone with a bilingual greeting and all frontline members of staff will be strongly encouraged to adopt a bilingual greeting. Training will be provided on Welsh medium telephone techniques. **(Target 2004-05)**
- 5.3.4 An updated list of telephone extensions identifying College Welsh speakers/learners will be introduced which also details the individual staff members fluency in Welsh. These lists will be used for referral where appropriate and will be issued to all College staff and will be available on the College Intranet. **(Target 2004-05)**
- 5.3.5 Answerphones will respond with a bilingual greeting.

5.4 Public Meetings

- 5.4.1 Participants in public meetings organised by the College will have the right to speak in Welsh or English and will be informed accordingly prior to the event. All written communication relating to the meeting will be in bilingual format with a supplementary note asking attendees to state language preference beforehand (a cut off date will be agreed). **(Target 2005-06)**
- 5.4.2 If Welsh be noted as the preferred medium, appropriate translation agreements will then be organised accordingly. **(Target 2005-06)**
- 5.4.3 Staff who are able to communicate in Welsh will be encouraged to do so in order to encourage bilingual interchange. Those staff will be requested to wear "Working Welsh" badges to indicate bilingual preference. **(Target 2004-05)**
- 5.4.4 The College will respond to requests for information in relation to the minutes, or sections of the minutes in the preferred language of the individual.

5.5 Non-Public Meetings

- 5.5.1 At internal meetings in the College staff will be able to use their preferred language of communication where circumstances, such as the presence of someone able and prepared to translate, enables the business of the meeting to proceed with the participants' full understanding. **(Target 2005-06)**
- 5.5.2 Any person who wishes, or is requested to conduct private or one-to-one meetings with the College is welcome to do so in either Welsh or English. A language choice will be offered when arranging the meeting and the College will take every step practically possible to accede to such a request. Where this request is received in advance, arrangements will be made with an appropriate Welsh speaking member of staff. If the section concerned does not contain an appropriate Welsh speaker, the person will be given the option of:
 - a) continuing with the meeting in English;
 - b) submitting information relevant to the meeting in Welsh.

In so doing, the College acknowledges that individuals are able to express their views and requirements better in their preferred language and could be placed at a disadvantage were such a facility not available. **(Target 2004-05)**

5.6 Communicating by Other Means and the Internet

- 5.6.1 The College will adopt the same procedures as indicated in 5.4 when communication with the public happens via other modes of oral communication, such as video-conferencing.
- 5.6.2 The College will ensure that Welsh language pages are added to its website. The home page and any pages referring to Welsh language provision will be available from the outset of the Scheme. **(Target 2004-05)**
- 5.6.3 Remaining pages dealing with College-wide services will then be made available bilingually on an ongoing basis, starting with the most frequently used services. Pages describing individual courses taught solely through the medium of English may remain in English only. **(Target 2004-05)**

6. The College's Public Face

6.1 The College's Corporate Identity

- 6.1.1. The college's name is Coleg Gorseinon College
- 6.1.2. The College will adopt and present a bilingual corporate identity.
- 6.1.3. The following will appear bilingually with a commitment to equality
 - o Name *
 - o Logo *
 - o Letterheads *
 - o Business Cards *
 - o Compliment Slips *
 - o Publications **(Target 2006-07)**
 - o Fax papers **(Target 2004-05)**
 - o Vehicle signage *
 - o Building signage **(Target 2004-05)**
 - o Identity Badges *
 - o Standard College produced materials **(Target 2006-07)**

(Items marked * indicate that they are already produced bilingually. The remainder of the items will be produced bilingually during the implementation of the scheme. **(Target 2006-07)**)

Staff will be given guidelines on the College's corporate identity and the College's Public Relations Manager will oversee the production of all corporate documentation to ensure equality and consistency. **(Target 2004-05)**

- 6.1.4. A written communications policy and procedure will be put in place to ensure that staff comply with these processes. **(Target 2005-06)**

6.2 Signs

- 6.2.1. All public signs around the perimeters and internally within the College will be bilingual. All signs will be equal in format, size, quality, legibility and prominence. **(Target 2006-07)**
- 6.2.2. All new and replacement signs erected within the College's curtilage will be fully bilingual with the two languages equal in terms of format, size, quality, legibility and prominence. **(Target 2004-05)**

6.3 Publications

- 6.3.1. Availability of resources dictates that the College will have to be selective with respect to which documentation is to be produced in bilingual format. However, generic information in all official documents and publications will be presented bilingually with a presumption in favour of single bilingual documents during the lifetime of the Scheme.
- 6.3.2. When Welsh and English versions of a document are produced separately they will be issued simultaneously, distributed together and be equally accessible. Each version will indicate that the document is available in the other language. The College will ensure that the price of a Welsh version document will not exceed the cost of the English version.
- 6.3.3. All those services which the College can provide through the medium of Welsh will be advertised in Welsh in all its major publications regardless of the main language used in the remainder of

the publication. Details of provision will be advertised in the same language as the medium of instruction used for the delivery of the provision.

6.3.4 The College will ensure that staff, consultants, designers and printers receive written instructions on how to deal with bilingual publications. Particular reference will be made to the Welsh Language Boards Guide to Bilingual Design.

6.3.5 The College will produce the following documentation in a bilingual format:

- Annual reports
- Internal Certificates
- Charters
- Public Consultation documents
- Service Level Agreements with public bodies

(Target 2006-07)

6.4 Forms

6.4.1 All forms and explanatory materials produced by the College, listed below will be bilingual with the English and Welsh versions shown together on the same documents. Each document marked * has already been developed:

- Application Forms *
- Enrolment Forms *
- Place offer letter *
- Individual Student Learning Agreements (ISLAs) **(Target 2004-05)**
- Parental Consent Forms *
- ROPAs (Records of Progress and Achievement) *
- Health Form *
- College Rules **(Target 2004-05)**
- Equal Opportunities Policy **(Target 2004-05)**
- Access Fund Application Forms **(Target 2004-05)**

6.4.2 When it is necessary to provide Welsh and English versions separately they will be issued simultaneously, equally available, distributed together and will carry a message confirming the form is also available in the other language. English and Welsh versions of the following will be made available separately:

- Students Policies and Procedures Handbook **(Target 2005-06)**
- Students Handbook **(Target 2005-06)**
- Study Skills Booklet **(Target 2005-06)**
- Financial Support Booklet **(Target 2005-06)**
- Staff Job Application Forms **(Target 2005-06)**
- Staff letters of appointment **(Target 2005-06)**

6.5 Press Notices

6.5.1 Press releases to the Welsh medium press may be issued bilingually or in Welsh only and press releases to the English medium press mainly circulating within Wales may be issued bilingually or in English only. Information which is deemed to have specific relevance to the Welsh language will be targeted at both the Welsh and English media.
(Target 2006-07)

6.6 Advertising and Publicity Activities

6.6.1 The College will conduct advertising and publicity activities in Wales bilingually in a manner that treats the two languages on a basis of equality. The following will be produced bilingually:

- All publicity literature aimed at the general public
- Direct mailing including promotional material and surveys
- Media/press advertising
- Public surveys
- Direct marketing campaigns
- Exhibition and Information stands
- Poster advertising

The College will ensure the presence of one Welsh speaking staff to welcome and facilitate the use of the Welsh language in all its public activities. The above officer(s) will wear “Working Welsh” badges to indicate that they can communicate in Welsh or are learning.

(Target 2006-07)

6.7 Public Notices and Staff Recruitment Advertising

6.7.1 The College will ensure that all public notices will appear in Wales with Welsh and English versions shown together and be equal in terms of format, size quality, legibility and prominence: be that “in the press”, on notice boards or otherwise.

6.7.2 The following will be exempt from the above arrangements:

- Public notices appearing in Welsh language publications. These will appear in Welsh only.
- Public notices appearing in publications circulating throughout the UK or beyond. These will be in English only.

6.7.3 When preparing and publishing advertisements for staff recruitment, the College will adhere to the following arrangements.

- a) Advertisements for posts for which fluency in Welsh is an essential qualification will appear in;
 - Welsh only in Welsh language publications
 - Welsh only in English language publications circulating in Wales but supplemented with a short explanatory note in English.
- b) Advertisements for posts for which fluency in Welsh is a desirable qualification shall be published:
 - bilingually in English language publications circulating within Wales
 - in English only in publications circulating mainly through the UK
 - in Welsh only in Welsh language publications
- c) Advertisements for posts where no linguistic requirement has been identified shall be published in English only.

(Target 2006-07)

7 Implementing and Monitoring the Scheme

7.1 Staffing

- 7.1.1 The College understands that its staff is pivotal in ensuring that the intentions stated in the scheme are carried out. In order to achieve this, the College recognises that it must develop the skills of its staff in terms of Welsh speaking and delivery.
- 7.1.2 In order to ensure over a period of time that the College is able to deliver its services in Welsh to a high quality, effectively and efficiently, it will adopt a Linguistic Skills Strategy as part of its human resource planning. This strategy will enable the College to maintain an overview of its linguistic skills needs and resources, and co-ordinate training and recruitment activities to facilitate the scheme's objectives. The measures that follow will form part of that strategy. **(Target 2004-05)**

7.2 Recruitment

- 7.2.1 The College will assess and identify the linguistic needs of posts in relation to departmental and service needs. Having conducted and analysed the above survey, the College will identify those posts which the ability to communicate in Welsh is essential, desirable or is not deemed required as a skill. Job descriptions will then be formulated accordingly. **(Target 2005-06)**
- 7.2.2 The College will keep and maintain a database of employees' current linguistic skills. This information will be collated and kept centrally by the personnel department and will be updated when changes in the staffing structures occur i.e. when new members of staff start or others leave. **(Target 2004-05)**
- 7.2.3 All new posts and all existing posts which fall vacant will be considered in light of the Linguistic Skills Strategy of this Scheme. In doing so, the College will be conscious of the need to take every opportunity to rectify any deficiencies in Welsh language skills which will effect the delivery of the College in Welsh language service provision. **(Target 2004-05)**
- 7.2.4 It may on occasion be necessary, where difficulty has been experienced in recruiting staff with the necessary skills, to appoint a non-Welsh speaker to a post where the ability to speak Welsh is essential. However, such posts will be advertised and offered on the understanding that non-Welsh speakers will need, as a condition of employment, to learn Welsh and attain a satisfactory level of fluency within a specified reasonable timescale. The level of fluency specified will be that which is required to fulfil the responsibilities of the post, and this will be made clear to applicants in the job details, as will the College's support for learning the language.

7.3 Learning Welsh/Vocational Training

- 7.3.1. The College will determine where the expansion of vocational training through the medium of Welsh will facilitate the implementation of the scheme. Within vocational training the College will include academic staff development, this development will take place in house and also through the utilisation of training sessions from the Sgiliaith Project on "Bilingual Teaching Methods". **(Target 2005-06)**
- 7.3.2 The College will continue to offer staff development to non Welsh speaking staff and staff at Beginners, Intermediate and Advanced levels in order to improve their skills in Welsh. **(Target 2004-05)**
- 7.3.3. Front line staff will be given a priority in training to ensure that at the first point of contact a bilingual greeting can be given. **(Target 2004-05)**

- 7.3.4 Staff members will be encouraged to attend appropriate training courses to improve their Welsh skills. **(Target 2004-05)**
- 7.3.5 Learning and training programmes, which are important to the implementation of the scheme, will be organised. **(Target 2004-05)**

7.4 Administrative Arrangements

- 7.4.1 The measures in this scheme will be implemented with the full authority of the Governing Body.
- 7.4.2 The Principal will have full responsibility for the implementation of the language scheme within the College. He will ensure that a Senior manager has responsibility for the scheme's progress (this is currently the Deputy Principal) and that other Senior and Middle Managers are given responsibility to implement those aspects of the scheme relevant to their own Faculty/Functional Areas. The College bilingual Steering Group will continue to oversee and monitor the progress of the scheme and the Bilingual Co-ordinator will report on progress to the Steering Group. Regular reports will be fed from the Steering Group to the College Senior Management Team and via the Principal to the Governing Body. **(Target 2004-05)**
- 7.4.3 All members of staff within the institution will receive a copy of the scheme via the College Intranet. Briefings regarding the scheme will be undertaken in both stages across all Faculty and Functional areas. This will ensure that all staff are aware of what is expected of them and how the scheme will be implemented. **(Target 2004-05)**
- 7.4.4 Staff Guidelines will also be produced. **(Target 2004-05)**
- 7.4.5 All copies of documentation will be placed on the College Intranet.
- 7.4.6 The college has a commitment to integrating the Welsh Language Scheme into all aspects of College services.
- 7.4.7 The College will purchase appropriate Welsh software such as Cysill and Cysgair. **(Target 2005-06)**
- 7.4.8 The College Welsh Language Scheme will be mentioned in all appropriate meetings and these will be minuted.
- 7.4.9 The Bilingual Steering Group will remain operational throughout the implementation of the scheme.
- 7.4.10 A Bilingual Committee has been established to:
- support the integration across the college; and
 - share best practice across curricular areas;
 - support Welsh learning staff;
 - to inform Academic Board of curricular developments.

7.5 Translation Services

- 7.5.1 Except for small items, the College will utilise appropriate translation services from a translator who is suitably qualified and able to provide the institution with a high quality service. **(Target 2004-05)**

7.6 Implementing and Monitoring the Scheme

7.6.1 The College will receive an annual compliance report that will enable them to answer the 2 following basic questions:

- Is the College complying with the Scheme?
- How well is it doing that?

In doing this, the report will deal with:

- the College's administrative and curricular Welsh medium services;
- the sufficiency of the College's linguistic skills capacity to deliver the requirements of the Language Scheme.

(Target 2004-05)

7.6.2 A copy of this report will be sent to the Welsh Language Board.

(Target 2004-05)

7.6.3 During the third year of operating this Scheme, the College will:

- evaluate performance in implementing the Scheme over the first three years, and
- review and update its Language Scheme.

The College will summarise the findings of their evaluation in a report that will:

- provide an overview and a thematic analysis of compliance and performance whilst implementing the Scheme over the first three years;
- outline priorities for the following three years which stem from the evaluation, along with a revised timetable for implementing the measures in the Scheme.

As part of this evaluation, the College will conduct a satisfaction survey with students, staff and the general public to ascertain their views on the scope and quality of its bilingual services.

The College will also review and update its Language Scheme during this period in order to receive approval for the second period of implementation.

(Target 2007)

7.6.4 The Principal will have full responsibility for implementing the Welsh Language Scheme in the College and it will be monitored and reviewed as outlined in 7.6.1 – 7.6.3.

7.6.5 The College will ensure that all new or amended policies, procedures and publications will be compatible with the delivery of bilingual services ensuring that these are delivered on the basis of equality. **(Target 2006-07)**

7.6.6 The measures outlined in the scheme will be monitored and reviewed with emphasis on the following:

- Implementation of outlined arrangements.
- Response times and numbers of Welsh correspondence.
- The organisation's public face in relation to the bilingual scheme
- Staff development programme and training.
- Staff recruitment.
- Marketing literature.
- Third party arrangements.
- Complaints relating to the College's Welsh Language Service.
- Surveys pertaining to the quality of services and needs of the public under the Act will be ongoing.

7.6.7 The College will consider implications of the scheme in all pre planning process.

(Target 2004-05)

- 7.6.8 The College will record and monitor all complaints in relation to the Welsh Language Scheme and will welcome any suggestions by members of the public. **(Target 2004-05)**
- 7.6.9 The College will conduct satisfaction surveys to measure Welsh speakers and student satisfaction in relation to the quality of Welsh medium provision. **(Target 2004-05)**

7.7 Partnerships

- 7.7.1 The College will ensure that any agreements or arrangements made with third parties, which relate to the provision of services to the public in Wales are consistent with the terms of this Language Scheme. This includes any new or existing services which are contracted out. **(Target 2006-07)**
- 7.7.2 The College will also ensure through contracting arrangements that the agent, contractor sub-contractor can, will and does implement any applicable elements of the College's own Scheme when providing services to the public on its behalf or under its supervision. **(Target 2006-07)**
- 7.7.3 The College will work with providers to encourage the implementation of their own Welsh Language Schemes.
- 7.7.4 The third party will need to confirm that it has complied with the relevant measures of the College's Welsh Language Scheme by letter. **(Target 2006-07)**
- 7.7.5 The College will issue written guidance to staff for dealing with agents and contractors and devise processes for ensuring that staff adheres to them. **(Target 2005-06)**

7.8 Timetable for Implementation

- 7.8.1 The Language Scheme will cover a period of three years from the academic year starting September 2004 – 2007. Appendices are attached illustrating what is currently available and targets for further development over the period of the Scheme. The implementation of the scheme will be measured against these appendices.
- 7.8.2 The College will commence implementation of the scheme from the date of its approval and be fully compliant within three years.
- 7.8.3 The tables from Page 20 provides a summary of all the measures to be taken in order to implement the Scheme, the main body of the Scheme outlines each measure in detail. This timetable will be used as an action plan for monitoring achievement of targets.

7.9 Publishing Information on Performance

- 7.9.1 An annual review of the scheme will be produced and submitted to the Welsh Language Board. **(Target 2004-05)**
- 7.9.2 The College will publicise its findings to the Welsh Language Board and the public.
- 7.9.3 Strategic aims and objectives pertaining to the scheme will be fully represented and documented in the College Institutional Plan 2004 – 2007.

7.10 Publicity

- 7.10.1 A copy of the scheme and information regarding its implementation will be available to all staff. Regularly published information will also compare our performance with the standards and targets set out in the scheme as part of the annual institutional review. **(Target 2004-05)**
- 7.10.2 Gorseinon College's Welsh Language Scheme will be published. Bilingual notices will be placed in the media in the City and County of Swansea. Copies of the Scheme document will be placed in Libraries and Schools, as well as community venues. **(Target 2004-05)**
- 7.10.3 Students of the College will be made aware of the scheme and be consulted via the Student Forum. **(Target 2004-05)**
- 7.10.4 Future Prospectuses will publicise the scheme and bear a statement to state the specific nature of the College's bilingual provision. **(Target 2005-06)**
- 7.10.5 Any third party providers or organisations sub-contracting with the College will receive a copy of the scheme. **(Target 2004-05)**
- 7.10.6 "Iaith Gwaith" material will be used for promoting language choice. **(Target 2004-05)**
- 7.10.7 The Deputy Principal will be responsible for implementing and monitoring the College's Welsh Language Scheme. The Bilingualism Co-ordinator will deal with enquiries and complaints. Contact details are as follows:

Mrs Noreen Williamson
Deputy Principal
Gorseinon College
Belgrave Road
Gorseinon
SWANSEA SA4 6RD

Tel No: 01792 890763
Fax No: 01792 898729

E.mail: Noreen.Williamson@gorseinon.ac.uk

Mrs Neris Morris
Bilingualism Co-ordinator
Gorseinon College
Belgrave Road
Gorseinon
SWANSEA SA4 6RD

Tel No: 01792 890736
Fax No: 01792 898729

E.mail: Neris.Morris@gorseinon.ac.uk

Timetable for Implementation

<i>Para. Ref. No.</i>	<i>Measure</i>	<i>Target Date 2004-05</i>
2.1.4/ 6.1.3	Raise staff awareness to College's commitment to the Welsh Language Scheme.	
3.1.3	Annual audit of student applications to determine bilingual needs.	
3.1.4	Annual survey of student needs regarding bilingual tutorials and assessments.	
3.1.5 / 3.2.2 7.3.2 / 7.3.3 7.3.4 / 7.3.5	Continue to provide Staff Development programmes to enhance Welsh Language Skills amongst College Staff.	
3.1.7	Provide Working Welsh badges for all Welsh speaking staff.	
3.1.8	Produce and circulate listing of all College staff with their level of ability to speak Welsh.	
3.1.9	Monitor compliance and implementation of the scheme within Faculty and Functional areas annually.	
3.2.5	Targets for bilingual delivery to be negotiated annually with each Faculty Manager	
4.1.1	Scheme to be monitored annually via College Quality Assurance mechanisms.	
5.1.1	Responses provided in Welsh to initial face to face, written or e-mail communications.	
5.1.3	Official correspondence issued by Principal to institutions and public bodies within Wales will be bilingual.	
5.1.5	All letters received in Welsh will receive a signed reply in Welsh.	
5.1.6	Develop a College database to record individual preferences for language choice.	
5.3.1	Non-Welsh speaking staff dealing with telephone calls will be given training on how to deal with the Welsh speaking public.	
5.3.3	All main reception areas will answer the telephone with a bilingual greeting.	
5.3.4	Produce updated list of telephone extensions identifying Welsh speakers	
5.3.5	Place bilingual greeting on answerphones	

Para. Ref. No.	Measure	Target Date 2004-05
5.4.3	Welsh speaking staff to use Welsh at public meetings and to wear indicative badges	
5.5.2	Arrange, where possible, for meetings of a personal/private nature to be held through the medium of Welsh.	
5.6.2	Welsh Language pages will be added to the College's website.	
6.1.3	Fax papers produced bilingually.	
6.2.2	All new and replacement signs to be in agreed bilingual format.	
6.4.1	Produce bilingual versions of College Rules and Equal Opportunities Policy.	
7.1.2	Develop a Linguistic Skills Strategy within Human Resource Planning.	
7.2.2	Develop a database of employees' current linguistic skills.	
7.2.3	All new and existing jobs which become vacant will be considered in light of the Linguistic Skills Strategy.	
7.4.2 / 7.11.1	Reports on progress in implementing the Scheme will be fed into the Senior Management Team meetings.	
7.4.3 / 7.11.1	Copies of the Welsh Language Scheme will be place on College intranet.	
7.4.4	Staff guidelines will be produced and circulated.	
7.5.1	Commission translation services from a suitably qualified translator.	
7.6.1 / 7.6.2 / 7.9.1 / 7.9.2	Produce Annual Compliance Report for Governing Body and Welsh Language Board.	
7.6.7	Consider implications of the Scheme in all pre-planning processes.	
7.6.8	Record and monitor all complaints in relation to Welsh Language Scheme.	
7.6.9	Initiate Annual Satisfaction Surveys to measure Welsh speakers and students' satisfaction.	
7.10.2	Publish College Welsh Language Scheme.	
7.10.3	Inform students of the College's Welsh Language Scheme.	

Para. Ref. No.	Measure	Target Date 2004-05
7.10.5	Provide copies of College Welsh Language Scheme to sub-contracting organisations.	
7.10.6	Introduce "Iaith Gwaith" material to promote language choice.	

Timetable for Implementation (cont.)

<i>Para. Ref. No.</i>	<i>Measure</i>	<i>Target Date 2005-06</i>
3.2.4	Extend access to bilingual learning materials to full-time students.	
3.2.6	Learning support will be offered to students bilingually.	
5.1.2 / 6.1.4	Establish clear procedures for dealing with Welsh communications and issue to staff via College Communications Policy.	
5.4.1	Participants in College Public Meetings to have the right to speak in Welsh or English.	
5.4.2	Provide translation services at College public meeting.	
5.5.1	Facilitate bilingual communication at internal college meetings.	
5.6.3	Extend College Web pages on an ongoing basis.	
6.4.2	Produce Welsh versions of the named documents under para. 6.4.2	
7.2.1	Assess and identify linguistic needs of posts in relation to departmental and service needs.	
7.3.1	Provide staff development for academic staff in preparation of delivery within vocational and any other programmes.	
7.4.7	Purchase of appropriate Welsh software.	
7.10.4	Publicise College Welsh Language Scheme in College Prospectus.	

Timetable for Implementation (cont.)

<i>Para. Ref. No.</i>	<i>Measure</i>	<i>Target Date 2006-07</i>
6.1.3	Produce remaining items relating to the College's Corporate identity in bilingual format.	
6.2.1	All public and information signs within the College to be bilingual.	
6.3.5	All major public documentation to be produced bilingually.	
6.5.1	All press releases to be issued in accordance with the terms of the Scheme.	
6.6.1	Advertising and publicity activities will be bilingual.	
6.7.3	Staff recruitment notices to be in accordance with the terms of the scheme.	
7.6.3	Evaluate performance in implementing the scheme and provide an overview of compliance to Governing Body and Welsh Language Board.	
7.7.1 / 7.7.2 7.7.4	Ensure that any public service provided by a third party on behalf of the College is compliant with the scheme.	
7.7.5	Provide written guidance to staff dealing with agents and contractors.	
7.6.5	Ensure that all new policies and procedures are compatible with Welsh Language Scheme.	

GORSEINON COLLEGE

Staff Details re Fluency and Use of Welsh Language 2003-04

Total Number of Staff (Full-time and Part-time) = 367

ACADEMIC = 222
 BUSINESS SUPPORT = 100
 MANUAL = 45

Total Number of Replies to Staff Questionnaire = 274
 Overall % Response to Questionnaire = 75%

All % response in following tables refers to the % response per question from returnees of Questionnaire.

Level of Fluency in Welsh	Speak/No.	Speak/%	Read/No.	Read/%	Write/No.	Write/%
Fluent Welsh	19	7	17	6	8	3
Quite Well	11	4	9	3	14	6
Moderately Well	10	4	16	6	11	4
A Little	88	32	76	28	50	18
Not at All	146	53	155	57	189	69
TOTAL	274	100%	273	100%	272	100%

Generally, how often do you use Welsh?	Speak/No.	Speak/%	Read/No.	Read/%	Write/No.	Write/%
Daily	70	26	29	11	20	8
Often	26	10	28	11	35	13
Sometimes	67	24	16	6	11	4
Never	107	40	136	52	146	57
TOTAL	270	100%	263	100%	257	100%

At work, how often do you use Welsh?	Speak/No.	Speak/%	Read/No.	Read/%	Write/No.	Write/%
Daily	11	6	2	1	2	1
Often	6	3	6	3	1	1
Sometimes	29	15	25	13	11	6
Never	153	76	161	83	175	92
TOTAL	199	100%	194	100%	189	100%

ACTIVITES SUPPORTING STAFF DEVELOPMENT IN WELSH

(Education and Training 3.1.15)

Formal Classes				Other Activities				
	Beginners	Improvers	Advanced	Key Skills	Extra Curricular	Summer schools	Residential	Resources / I.T. and Virtual Learning Environment
2003	✓				Christmas Tree, Saturday Talk-in ✓	✓		
2004	✓	✓		✓	Christmas Tree, Saturday Talk-in, Saturday classes ✓	✓		
2005	✓	✓	✓	✓	Christmas Tree, Saturday Talk-in, Saturday classes, Trips ✓	✓	✓	✓
2006	✓	✓	✓	✓	Christmas Tree, Saturday Talk-in, Saturday classes, Trips			