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Good Practice in the Provision of Bilingual Welsh-medium Vocational Qualifications Handbook for Work Based Learning Providers

education



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

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Preface

This document has been created by the Bilingual Champion for the National Training Federation Wales (NTfW) and has been funded by the Welsh Government.

The purpose of this document is to share examples of current good practice in the Work-based learning (WBL) sector in encouraging learners to continue with their education through the medium of Welsh. The overall goal is to achieve a bilingual workforce for the future of Wales.

This document is available to all WBL providers in Wales and includes explanations of what is seen to be good practice and also has examples from within the provider network.

It is good to note that the good practice is not always just seen in the perceived Welsh heartlands of Wales (Gwynedd, Ceredigion and Carmarthenshire) and that good practice occurs all over Wales.

I would like to take this opportunity to thank all those providers who gave up their valuable time to contribute to the Case Studies and for providing examples of what they do to support bilingualism within their provision; and for making this resource a reality.

The aim is to build upon this resource in future so that it can support the continuous development and uptake of Welsh-medium and bilingual vocational qualifications in Wales. Should you have any good practices that you would like to share with the WBL provider network then please do not hesitate to contact the WBL Bilingual Champion at NTfW.

Ryan Evans

WBL Bilingual Champion

Introduction

Apprenticeships and other WBL qualifications have predominantly only ever been completed in English. Rarely were qualifications (or parts thereof) completed in Welsh. Unfortunately, assumptions and poor information clouded learner choices in terms of language choice.

Many learners were under the impression that workplaces were mainly English speaking; so to succeed in work they would need to complete their post-16 qualifications in English. Also, many learners may have felt forced to learn through the medium of Welsh in school and when given the ability to choose their language of learning, they would choose to complete their learning in English as they had very little experience of Welsh outside their academic studies due to a dwindling number of Welsh speakers in the community.

As a result of the lack of demand for post-16 learning in Welsh, the WBL provider network and Awarding Organisations focused only on English medium provision.

Despite this, Welsh Government are now working with the WBL training provider network to increase the number of learners completing Apprenticeships through the medium of Welsh or bilingually in order that Wales' future workforce can be bilingual and communicate effectively in both Welsh and English.

The Welsh Government's [Welsh-medium Education Strategy](#) sets out the Government's vision of having an education and training system that enables an increased number of pupils and learners to undertake their studies through the medium of Welsh. The Strategy includes specific targets to increase Welsh-medium and bilingual provision in further education and work-based learning.

Welsh Government also commissioned a report on the current and future demand for [Welsh language skills by employers within eight key sectors in Wales](#). This report has highlighted the areas for development within the post-16 Welsh-medium training requirements.

How to use this e-book

The following practices are viewed to be good and/or best practice across the network of WBL training providers. Ideas and concepts within this document can be used by each and every training provider across Wales with the aim to improve their bilingual provision; and the uptake of bilingual Apprenticeships within their organisation.

The good practices have been organised and split under the following sub-headings:

- Learner Involvement
- Staff Engagement
- Employer Engagement
- Organisational Good Practice
- Consortium Level Good Practice

As this document is an interactive online document you will be able to navigate through the document much more easily with a click of a button.

The contents page is fully hyperlinked with links to each specific page.

Within the header of each page is an easy-to-use one-click navigation to main topics within the document. This reduces the time needed to scroll through the document to find what you are looking for.

Learner Involvement

These practices relate to providers implementing processes and actions which will enable learners to make better informed choices regarding the language within which they complete their post-16 education. Some of these practices are relatively quick and easy to implement; whereas others will take a little more time and effort to implement and embed.

Prior Welsh-medium Education

Targeting learners from Welsh-medium schools

Some providers target those learners who stipulate that they attended a Welsh-medium or bilingual school in order to promote the benefits of continuing with some or all of their post-16 education through the medium of Welsh. These learners have the Welsh language skills needed to complete a significant proportion of their learning through the medium of Welsh.

- *Pembrokeshire College encouraged a learner to complete her entire qualification through the medium of Welsh following on from positive feedback.* **PLEASE SEE CASE STUDY ▶**
- *Coleg Cambria has written to all learners who attended Welsh-medium secondary schools to offer them the opportunity of learning in Welsh. A small number of learners have taken up this offer.*
- *LLETS, City and County of Swansea work with Welsh-medium schools in the area and carry out interviews with learners through the medium of Welsh. LLETS supports Careers Wales to prepare learners from year 10-13 for interviews to get into college or work; where many of those in Welsh-medium schools are carried out in Welsh.*

Partnership with Welsh-medium Schools

In order to promote the uptake of Welsh/Bilingual courses in WBL, some providers are visiting Welsh-medium schools to promote the benefits of continuing with Welsh as part of their training for better employment opportunities.

- *ISA Training work with their local schools in the provision of post-14 courses through the medium of Welsh, which should in turn encourage learners to continue with their post-16 work-based learning qualifications in Welsh or bilingually.*
- *Torfaen Training communicates frequently with Ysgol Gyfun Gwynllyw to improve opportunities for their school leavers. Torfaen Training also now has a base at the school; where learners are able to speak with training advisors on a regular basis.*
- *Educ8 supports its local Welsh-medium school through carrying out interviews with pupils to prepare them for further or higher education.* **PLEASE SEE CASE STUDY ▶**

Automatic Registration

A couple of providers who are able to offer certain routes through the medium of Welsh have implemented a procedure where learners are automatically registered to complete the course in Welsh if they come from a Welsh-medium school; where learners then have to opt out to complete the course in English; or to discuss bilingual provision.

- *Coleg Sir Gâr who work in one of the Welsh heartlands has implemented an Automatic Registration of learners from Welsh-medium schools onto Welsh-medium courses (in sectors where the college*

has the staff resources to make this possible) as it encourages learners to continue with their Welsh language learning. Learners do have the opportunity to opt out, but they must be able to demonstrate a good reason for doing so.

Essential Skills (ESW) in Welsh

It is well known that Essential Skills in literacy, numeracy and IT (digital literacy) are important skills for learners to achieve in order to be able to secure employment. Many providers have identified that ESWs are sometimes an effective route to encourage learner involvement with the Welsh language as part of their course. It is also an opportunity for learners who have attended Welsh-medium secondary education to continue with their essential skills work in Welsh.

- *North Wales Training supports learners to complete as much of their qualification through the medium of Welsh. This includes the completion of their ESWs in Welsh.*
- *ACT Training has created a resource which has the Welsh and English terminology for numeracy. Learners from Welsh-medium schools have found this to be a really useful resource as they were taught mathematics through the medium of Welsh in school and struggle with the English terminology.*

English	Welsh	Meaning
Fractions	Ffracsiynau	<i>A numerical quantity that is not a whole number. A part, amount or proportion of something.</i>
Proportion	Cyfran	<i>A part, share or number considered in comparative relation to a whole.</i>
Analyse	Dadansoddi	<i>Break down into components or essential features; examine in detail.</i>
Appropriate	Addas	<i>Suitable for intended task, context, audience, etc. The use in the standards recognises that different contexts require different treatments.</i>
Chart	Siart	<i>A form of representation of discrete data. Frequencies are represented equal widths where the lengths are proportional to the frequencies. Can be vertical or horizontal.</i>
Capacity	Cynhwysedd	<i>Volume applied to liquids, materials that can be poured or containers. Units include cubic centimetres and cubic metres.</i>
Collect	Casglu	<i>This term is used at level two to indicate that the candidate must show more initiative and independence than is required when obtaining data.</i>
Data	Data	<i>Qualitative information consisting of counts or measurements.</i>
Diagram	Diagram	<i>A graphical method of representation other than a chart or graph.</i>
Estimate	Amcangyfrif	<i>To arrive at an approximate answer by calculating with suitable approximation for numbers or, in measurement, by drawing on previous experience.</i>
Formula	Fformiwla	<i>Any identity, general rule or mathematical law.</i>
Frequency table	Tabl amledd	<i>Used for a set of data showing how often each event or quantity occurs.</i>
Mean	Cymedr	<i>A type of average. The sum of all quantities divided by the number of them.</i>
Median	Canolrif	<i>A type of average. The middle number or value when all are arranged in ascending order.</i>
Mode	Modd	<i>A measure of average which shows the most frequently occurring value in a set of data.</i>
Pie chart	Siart cylch	<i>A form of representation of data. A circle is divided into sections. The frequency or amount of each quantity is proportional to the angle at the centre of the circle.</i>
Range	Ystod	<i>Refers to three or more methods, sources options, etc. A measure between the lowest and highest number in a set of data.</i>
Ratio	Cymhareb	<i>A comparison of quantities of the same kind.</i>
Scale	Graddfa	<i>The ratio between the size of something and the size of a representation of it.</i>
Table	Tabl	<i>An orderly arrangement of information, numbers or letters, usually in rows or columns.</i>
Tally	Marc rhifo (tali)	<i>Marks to represent objects counted.</i>

Target Setting for Welsh at All Levels for All Learners

At the Initial Assessment many providers set progression targets in relation to Welsh for those learners with prior knowledge of Welsh; however, certain providers have decided to set targets for all learners and at all levels. Therefore, no matter how much Welsh the learner has previously studied they are expected to demonstrate an agreed amount of progression as part of their vocational qualification.

- *Pembrokeshire College has decided to set targets for all learners no matter what their ability in Welsh and no matter what level of qualification that they are completing. Feedback from learners has been positive to this initiative.* [PLEASE SEE RESOURCE ►](#)

Learner Induction

Welsh in the Learner Pack

Many providers highlight the importance of Welsh to learners when they start on their learning programme, through providing them with information and support at the start of their course.

- *Babcock Training has included a Welsh/Bilingual element in their Learner Pack; which includes basic Welsh, and further information for learners should they wish to do additional work in or around the Welsh language or culture.*

Learner Booklet

To further highlight the positive benefits of Welsh skills in the workplace, some providers have implemented a booklet for learners to work through as part of their vocational qualifications.

- *Skills Academy Wales has created a 'Welsh for the Workplace/Cymraeg i'r Gweithle' booklet which is used across their entire consortium. This booklet covers basic Welsh but also provides learners with useful terms and phrases which can be used whilst at work.*

Here are examples of the Skills Academy Wales' booklet:



Contents / Cynnwys	
Greetings / Cyfarchio.....	1
Answer Phone Messages / Negeseuon Poiriant Ateb.....	1
Answering the Phone / Ateb y Ffôn.....	2
Common Questions / Cwestiynau Cyffredin.....	2
Clarifying Information / Egluro Gwybodaeth.....	3
Useful Phrases / Ymadroddion Defnyddiol.....	3
Useful Questions / Cwestiynau Cyffredin.....	4
Useful Phrases at Reception / Ymadroddion Defnyddiol yn y Ddebyrla.....	4
Numbers (0-10) / Rhifau (0-10).....	5
Days of the Week / Dyddiau'r Wythnos.....	5
Months of the Year / Misoedd y Flwyddyn.....	6
Seasons / Tymhorau.....	6
Holidays / Gwyliau.....	6
Weather / Tywydd.....	7
Vehicle Fitting / Ffitio Cerbydau.....	8-10
Mechanical Engineering / Peirianneg Fecanyddol.....	11-13
Health and Social Care / Iechyd a Gofal Cymdeithasol.....	14-16
Child Care / Gofal Plant.....	17-19
Retail & Customer Service / Adwerthu a Gwasanaeth Cwsmeriaid.....	20
Team Leading/Management / Arwain Tîm/Rheoli.....	21
Business Administration / Gweinyddiaeth Busnes.....	22-23
Accounting / Cyfrifeg.....	24
Construction / Adeiladwaith.....	25-26
Dentistry / Deintyddiaeth.....	27
Sport / Chwaraeon.....	28
Hairdressing / Trin Gwallt.....	29
Logistics / Logisteg.....	30
Welsh National Anthem / Anthem Genedlaethol Cymru.....	31
Fun Facts About Wales / Fleithau Hwyl am Gymru.....	32

- *North Wales Training has a workbook entitled 'Welsh Culture'. All learners (whether Welsh speaking or not) receive this booklet which provides information on 'culture and heritage' and also has questions for the learners to answer.*

Induction Materials

Some providers have some, if not all, of their learner induction materials available to learners in Welsh or bilingually. This is a resource that would be great to share with the rest of the network.

- *Cambrian Training Company has translated the Health and Safety section of the learner induction to be available in Welsh. This allows learners who prefer to communicate in Welsh to complete this section in their preferred language.*

My Welsh Culture Hub

One provider has created a webpage which allows their learners to understand more about Wales and its culture and the history of the Welsh language. It provides learners with a better understanding of their local environment

- *Acorn Learning Solutions has created a website called MyWelshCultureHub which tries to engage learners in relation to their Welsh heritage; and to also highlight the benefits of Wales and being Welsh has on your future employment.* [PLEASE SEE CASE STUDY ▶](#)

Welsh Language/Awareness Training

Weekly Welsh Classes/Sessions

Some providers encourage learners to attend weekly sessions and/or classes where they can practice their skills or learn more Welsh. This could consist of holding Welsh lessons for an hour a week or some providers have a Welsh lunch hour.

For this, you will need to have a member of staff who can speak and teach Welsh to others.

- *Torfaen Training has offered their learners the opportunity to attend weekly Welsh sessions to improve their Welsh skills and/or their confidence in using it.*

Welsh Language Awareness Training for Learners

Raising awareness of the Welsh language of both non-Welsh speaking learners; and those who have not used their Welsh skills for a while is important in developing the use of Welsh, but also the appreciation of the rights of others to speak Welsh if they so wish. Some providers ensure that learners are aware of the language and culture of Wales and its benefits. It is also important to make learners aware of the bilingual requirements of many workplaces and the advantage of having those skills.

- *The College Merthyr Tydfil runs Welsh Language Awareness classes with learners during their time at the college. The Bilingual Champion at The College Merthyr Tydfil hopes to roll this out with staff too.*

Welsh Government has been made a Welsh Language Awareness DVD entitled 'Ein Hiaith: Our Language'. This resource has now made this available on the learning resources platform [Hwb](#).

This resource has useful clips of Welsh speaking individuals; and a background to the past and current use of the Welsh language. It also includes a quiz on Wales and the Welsh language.

The Language Awareness Resource can be found here:

<http://hwb.wales.gov.uk/Resources#resource/91cc6904-8b3e-419a-bc5f-5294ea233a06/en>

CollegesWales has recently worked with Welsh Government and Iaith Cyf to update some of this resource in order to make it more suitable for post-16 Education. This resource can be found here: <https://moodle.colegaucymru.ac.uk/course/view.php?id=146&lang=cy>



Incidental Welsh

Due to the current lack of demand for Welsh courses, many providers are making use of incidental Welsh in classrooms and as part of observations and professional discussions as a means of demonstrating its use and encouraging learners to use it as part of the qualification.

Making learners aware of the intention to increase the level of Welsh used within the organisation demonstrates that Welsh is an employability skill which will provide them with the competitive advantage in the current jobs market.

- *North Wales Training has an interactive technology as part of their 'Motor Vehicle Workshop' which allows learners to name tools and machinery in English and/or Welsh.*

Many providers incorporate as much incidental Welsh in their mixed ability groups as possible. (For example, the use of 'Croseo' (Welcome) and 'Eisteddwch' ([Please] sit) amongst other sayings).

Sgiliaith (who are funded by Welsh Government) has created many video clips to support bilingual teaching in the post-16 education sector in Wales. A couple of the clips promote the inclusion of incidental Welsh when providing a learner with feedback. The clips can be found by following this link: <http://sgiliaith.llandrillo.ac.uk/resources/video-clips/tutors-bilingualism-toolkit>



Bore Clonc

This is a coffee morning for learners, staff and any other stakeholder that would be interested in attending in order to improve their oral communication skills with other like-minded people.

- *Pembrokeshire College work with Menter Iaith Sir Benfro to hold a 'Bore clonc' once a month for staff and learners to speak Welsh with each other over coffee. Pembrokeshire College has received a lot of positive feedback from these events.*

SaySomethinginWelsh

With the ever increasing priority for the development of Welsh language skills, many providers have now started to inform learners with little to no ability in Welsh to partake in the online course of SaySomethinginWelsh where individuals are able to learn Welsh without the need to write anything down, and at their own pace.

The first 25 sessions of SaySomethinginWelsh are FREE and Agored Cymru have worked closely with the staff at SaySomethinginWelsh to accredit this first batch of sessions so that individuals are able to demonstrate their ability to speak basic Welsh when applying for jobs if they wish to go for certification.

SaySomethinginWelsh has also created a FREE app which can mean that staff and learners can learn Welsh on the go.

Please click here for more information: <https://www.saysomethingin.com/welsh/course1>

Online Welsh Courses

The Virtual College have teamed up with learndirect to offer a range of Languages at Beginners level that can be studied online from your home, office or anywhere with wifi or an internet connection. Follow this link for more information:

http://rlp.virtualcollege.ac.uk/index.php?option=com_zoo&task=item&item_id=197&Itemid=168

Matching Provision

Matching Welsh-speaking Learners with Welsh-speaking Assessors

Where possible, providers should attempt to match their learners who can speak Welsh with assessors who are able to assess learner's competencies within their chosen subject area in Welsh.

- *Coleg Cambria matches their learners with a Welsh speaking assessor/tutor. Learners are also able to submit work in their chosen language of learning via e-portfolio.* **PLEASE SEE CASE STUDY** ▶

Welsh-speaking Assessors Mentoring Learners

Some providers make Welsh-speaking assessors available to Welsh-speaking learners as mentors to guide them through their qualification in Welsh or bilingually.

- *LLETS, City & County of Swansea has Welsh speaking assessors and training advisors who are able to support Welsh speaking learners in both construction and in childcare to be able to complete at least part of their work-based qualification in Welsh.*

Sourcing Welsh Placements

In order to encourage the use of Welsh, some providers help learners to source placements that are bilingual or Welsh in order that they get the opportunity to use Welsh in the workplace. This demonstrates the fact that there are opportunities out there for learners to use their Welsh skills; and that they would be more employable if they were to continue with these skills. **Please see case studies –** **ASPIRATION TRAINING (VSP)** ▶ and **ACT TRAINING LTD** ▶

Provision of Complete Courses in Welsh

Some providers have ensured that they have had courses translated so that they are available through the medium of Welsh for learners who wish to complete their qualification in Welsh.

- *ACT Training has responded to demand for their Supporting Teaching and Learning in Schools (STLS) course to be delivered through the medium of Welsh. ACT worked closely with the Department for Education and Skills (DfES) and the Institute of Leadership and Management (ILM) to get standards translated into Welsh. ACT Training has tutors in place to offer staff in Welsh-medium schools to be able to complete their qualification in Welsh, which suits their use of Welsh in the workplace.*

Bilingual Classroom Opportunities

Some providers are able to offer learners classroom experiences as well as the workplace experience. In these classrooms, some of these providers offer learners the opportunity to use their bilingual skills in communicating with the tutor and their fellow learners.

- *Grŵp Llandrillo Menai offer bilingual Q&A sessions where learners are able to ask and answer questions in their language of choice, whether that be Welsh, English or both.*
- *Aspiration Training has started embedding Welsh into their classroom environments and introducing Welsh on PowerPoint presentations.* **PLEASE SEE CASE STUDY** ▶

Bilingual Signage in Workshops

Some providers ensure that Welsh signage and/or posters or leaflets are available and/or visual in the workshops in order that learners are able to converse in their language of choice and are aware of the vocabulary/phrases in both languages.

- *Hyfforddiant Ceredigion has images on the walls of their workshops of all the tools that they use with the Welsh and English name for the tool. The tutor even asks non-Welsh speaking learners to provide the Welsh name for the tool as well as the English one.*

The workshop also has the Welsh phrases that are commonly used displayed bilingually (E.g. A bad workman always blames his tools (or someone else) or Measure twice, cut once)

Translating Learner's Work

Some providers, who don't have Welsh-speaking assessors in certain occupational sectors, go through the process of accepting work in Welsh from learners and getting this work translated into English for the assessment staff to be able to assess the work against the criteria. The feedback from the assessor is then translated back into Welsh for the learner.

This process is not necessarily the preferred course of action, however, it does allow the learner to communicate and complete work in their preferred language.

- *Pembrokeshire College has offered this service to learners in routes where no Welsh speaking assessors are available to assess work in Welsh.*

Reviews

Reviews Completed in Welsh

There are providers who encourage their assessors and learners to complete review paperwork in Welsh. This is an excellent way to demonstrate that Welsh is used in the workplace; however, it does also mean that Welsh speaking administration staff are required when checking the quality of the paperwork submitted.

- *Arfon Dwyfor Training complete many reviews through the medium of Welsh as this is the preferred language choice of many learners in their area; even if they prefer to write in English.*
- *LLETS, City and County of Swansea also complete a number of their reviews in Construction and Child Care through the medium of Welsh as this is the spoken language of the learners and assessors. Much of the work however is completed in English.*
- *Coleg Sir Gâr has a tick box on its Review form to state that the Review has been carried out in Welsh/English or bilingually; which means that even if the review is written in English, everyone is aware of the language spoken.*
- *The Quality Skills Alliance has tick boxes on their Review paperwork denoting whether the assessment was carried out in Welsh and/or whether the discussion around the assessment was carried out through the medium of Welsh.*

Sometimes the employer requests that the review is written in English as they are not Welsh speakers; and would like to see what is being completed on a regular basis. In these circumstances, just documenting on the review that the conversation was carried out through the medium of Welsh would be sufficient evidence to record provision in Welsh.

Discussing Welsh at Monthly/Bi-Monthly Review

Many providers discuss the Welsh language and/or culture at their monthly or bi-monthly reviews with learners. This highlights the importance of the Welsh language and/or culture and can sometimes act as encouragement to learners to complete more work in Welsh.

- *Babcock Training discusses the Welsh word or phrase of the month with learners at their review stage and records this on the review form*
- *ISA Training include the Welsh language and/or culture element in all ESDGC Topics of the Month and not just in March for St David's Day.* **PLEASE SEE CASE STUDY ▶**
- *Coleg Cambria has a policy where every review must mention Welsh language progression. This highlights to all learners that Welsh is a beneficial skill to be able to demonstrate in the workplace.*
- *North Wales Training records 'Welsh Activities' on reviews for all learners (whether Welsh speaking or not). This boosts inclusivity and ensures that all learners are aware of Welsh and its benefits in the workplace.*

Welsh Words and Terms

Welsh Word of the Day

In order to increase the positive ethos to the Welsh language, many providers have implemented a Welsh word of the day, which slowly but surely increases the learners Welsh vocabulary and also their appreciation of the Welsh language.

To make the best of this practice, it is advisable to have a bank of Welsh words that you would like to use so that it is a much simpler process. Also, a good way to boost interest in the Welsh word of the day, would be to make the words used topical to what is happening on a daily, weekly or monthly basis.

To increase awareness of the Welsh word, it would be beneficial to display it on the [Welsh Language/ Culture Noticeboard](#) and/or on [Twitter](#). This could also be linked to [Welsh Phrase of the Week](#).

Welsh Phrase of the Week

Instead of the Welsh Word of the Day, some providers have opted for a Welsh Phrase of the Week. This can sometimes relieve time pressures in formulating a word of the day, as it is only one update a week.

In order to benefit from the phrase of the week, it is still advisable to have a bank of phrases, as well as making the phrase topical. It is still advisable to display the phrase on the [Welsh Language/ Culture Noticeboard](#) and/or on [Twitter](#).

If you are brave, you could make a Weekly Phrase out of the Welsh words used that week.

Word of Caution: This can be difficult if you do not forward plan the Words/Phrases for the week.

Welsh Wednesday

This concept is where Wednesday is seen to be a day where staff and learners are encouraged to communicate through the medium of Welsh. It makes learning/using Welsh a more fun environment.

- ACT Training's Health and Social Care team have a dummy so that learners can practice using a hoist. Learners are told that Joe Bloggs (the dummy) only speaks Welsh on a Wednesday – this would mean that the learners would have to try to use their Welsh skills to communicate with the elderly person/dummy that has reverted back to using his mother tongue in his old age.

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Prynhawn da! It's #welshwednesday! Today's translation is Dwi'n dysgu Cymraeg which means I'm learning Welsh. Dal ati, keep at it!

[Details](#)

This gives learners a 'real life' scenario where Welsh is used, but is also fun.

Many other providers have started using #welshwednesday on Twitter and have benefited from a more Welsh ethos on Wednesdays.

Bilingual Phrase Posters/Glossary of Terms

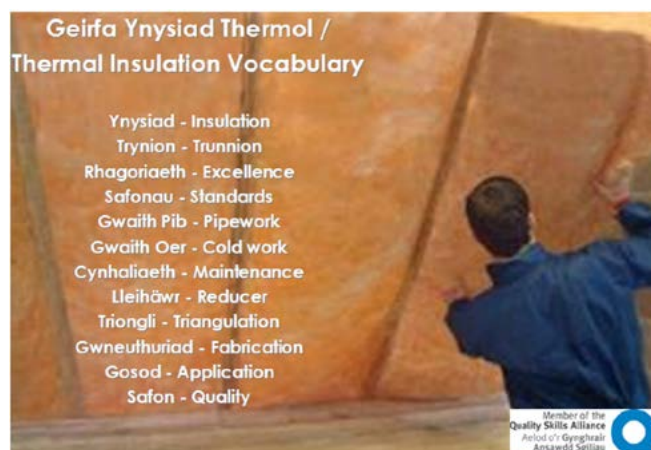
Some providers have created vocabulary posters to be on walls in classrooms; or to be provided to learners to form part of their resource packs.

This resource can form a part of a Welsh speaker's vocabulary or an aide-memoire for their written work. It can also be used as a resource in a bilingual lesson, where learners of mixed abilities in the language can be taught together.

- Coleg Cambria has created glossary of terms booklets for each occupational sector which have lists of useful and regularly used words.
- Coleg Sir Gâr has created glossary posters for many of their academic and vocational routes.
- ISA Training uses the Habia Hairdressing Glossary of Terms to support their learners in progressing their bilingual skills in the workplace. ISA Training has also collated a bilingual bank of terminology with their meanings so that learners can work in both languages.

English	Welsh	Meaning
Accident	Damweiniau	Noun; Something bad that happens that is not expected or intended and which often damages something or injures someone
Appointment	Penodi	Noun; A formal arrangement to meet or visit someone at a particular time and place
Chemical	Cemegol	Noun; A substance used in or produced by changes from a chemical reaction
Clients	Cleient	Noun; Someone who receives a service
Colourant	Iliwydd	Noun; A colouring agent, pigment.
Consultation	ymgyngori	noun: a meeting to discuss something or to get advice
Cortex	Cortecs	Noun; This is the centre part of the hair, it makes up most of the hair shaft. It gives hair its special qualities such as elasticity and curl. It is packed with strands of keratin, lying along the length of the hair.
Cuticle	Cwtigl	The cuticle protects the inner structure of the hair. Chemical relaxers, hair color and permanent wave solution enter the hair cortex raising the scales on the cuticle
Eczema	Ecsema	Noun: a skin condition in which areas of the skin become red, itchy and very sore. This is often a result of allergies such as hayfever.

- Gower College Swansea's Bilingual Champion has been creating glossaries for each occupational sector in order to support learners' use of Welsh.
- The Quality Skills Alliance has created a vocabulary poster for some of its routes in order to assist learners and/or staff.



10 Useful Phrases for Each Route

Some providers have a list of useful phrases for the workplace for each occupational sector. This again helps demonstrate the flexibility and the importance of the language; as some customers prefer to speak in Welsh.

Writing Welsh and English in Different Colours

Some learners may find it difficult to differentiate between the two languages, and find it much easier to see them written in different colours. It also differentiates the two languages and highlights the importance of using both languages in the workplace and the wider environment.

Welsh Culture

A Welsh Language/Culture Noticeboard

Most providers have implemented a Welsh noticeboard which promotes Welsh language and/or culture. The noticeboard can also include the [Welsh Word of the Day](#) or [Welsh Phrase of the Week](#). The Welsh noticeboard could contain information on Welsh cultural events taking place, accolades of learners or staff who have achieved units/qualifications through the medium of Welsh or simply information on the RBS six nations.

For providers with multiple locations, it is good practice to have a Welsh language and culture noticeboard at each and every site.

- *Torfaen Training has a noticeboard in reception which demonstrates the celebrities who have a Welsh connection so that learners are aware of the importance of Wales in the wider world.*

Promoting Welsh Culture

As part of ESDGC, many providers are promoting Welsh culture through Welsh culture posters; and celebrating Welsh cultural days and events like Saint David's Day. Some providers even transport learners to important local Welsh cultural sites like St Fagans and Big Pit.

Promoting Welsh culture is an important step to getting learners interested in Welsh/bilingual activities.

Some providers also celebrate a Welsh week; where they partake in Welsh events to promote the importance of Wales and its culture.

- *ACT Training celebrate Welsh Week and also hold a mini Eisteddfod for learners. ACT Training also has 'Proud to be Welsh' Competitions to coincide with Welsh Week.*



Welsh Cultural Visits

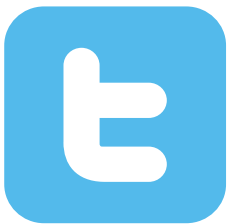
Many providers have taken some of their learners on trips to sites with a strong Welsh cultural significance; which allows learners to have a greater connection with their cultural heritage and to feel more pride in Wales; which may in turn increase their likelihood of completing work in Welsh or speaking with their assessor in Welsh.

- *Torfaen Training has taken many of its learners to sites such as Big Pit, St Fagans, the Roman Workings at Caerleon, Dinas Powys and Old Cwmbran in order to focus on learner's Essential Skills and on Welsh Culture.*
- *Rathbone has taken learners on a trip to St Fagans to learn more about Welsh culture. Learners also learnt about the Welsh Not which they found very interesting to see how some of our ancestors were forced not to speak Welsh.*

Social Media and Technology

Using Welsh on Social Media will boost the status of Welsh and the culture of Wales. Useful social media sites can include (but are not limited to): Facebook, Twitter, Youtube Pinterest and Skype.

Twitter



Some providers take the concept of '[Welsh Word of the Day](#)' further and use Twitter as a means to promote the Welsh language. It also promotes inclusivity of all their learners (who are more comfortable communicating via social media) but also boosts the popularity of the language on Twitter as a whole.

For access to Twitter, please go to: www.twitter.com

- *Cambrian Training Company often uses its Twitter account to promote a Welsh word of the day.*
- *ISA Training and ACT Training use Twitter to promote #welshwednesday*

Please follow [@Bilingual_WBL](#) and [@NTfWwbl](#). Also please do not forget to support the Welsh Government's initiative to promote Welsh by using the hashtag [#PethauBychain](#) and following [@iaithfyw](#).

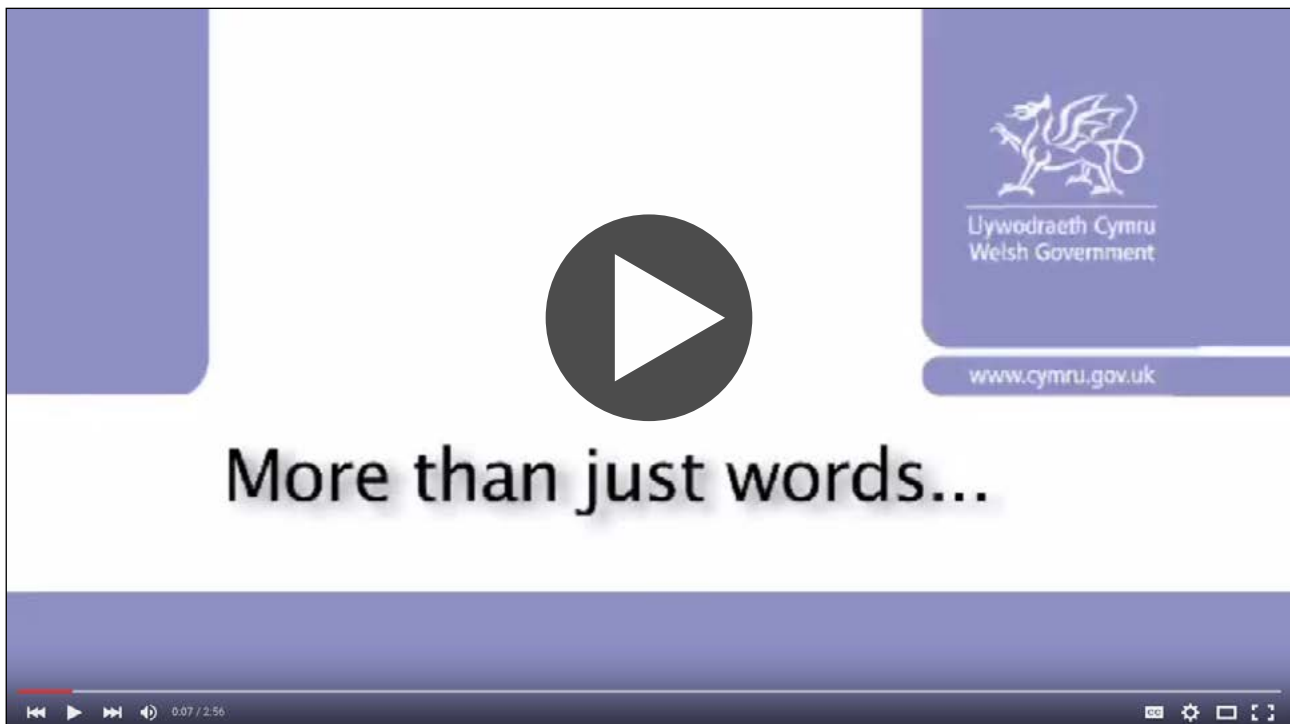
Youtube



Welsh Government has created short videos entitled 'Mwy na geiriau' or 'More than just words' and uploaded these to Youtube. The clips demonstrate how important Welsh skills are for individuals and groups of people in Wales.

It would be good practice for providers to make learners aware of the location of these clips or also use them with their learners in their sessions.

Click here for the 'Mwy na geiriau' and 'More than just words' clips:



Video Clips of Learners Discussing their Bilingual Education

In order to boost demand for bilingual post-16 education, one provider created a video of learners speaking about their experiences with bilingual education. This is a tool to demonstrate how easy learning bilingually can be, but also the benefits to the learner of being able to work bilingually in the future.

- *Coleg Llandrillo produced a video entitled 'The Benefits of a Bilingual Learning Environment' which is available on Sgiliaith's website: http://sgiliaith.llandrillo.ac.uk/?page_id=932*

It may be an idea for you to create a video clip of your own learners discussing their bilingual qualifications and the benefits of bilingual learning. In addition, it might be an idea to have local employers emphasise how important Welsh language skills are within their organisation; and within your own geographical areas – to prove to learners that Welsh is important, no matter where you are located in Wales.

Oral Work Completed in Welsh and Use of Digital Recorders

Many learners do not want to complete written work in Welsh, despite being fluent Welsh speakers; therefore, some providers have given these learners the opportunity to complete much of, if not all, oral work through the medium of Welsh; which allows the learner to maintain the skills that they already have.

A method used to evidence this work by some providers is through using digital recorders and saving this on their system for quality and audit purposes.

- *Members of the B-wbl Consortium regularly record observations with learners which are carried out through the medium of Welsh and store this centrally as evidence of work towards a learner's apprenticeship; but to also demonstrate the use of Welsh as part of an external audit.*

Communications

Learner Questionnaire

To glean more information from learners, many providers have a learner questionnaire (in addition to 'Learner Voice' which is a learner questionnaire designed by Welsh Government to gain feedback from learners on Post-16 Education in Wales), which asks learners additional questions so that the provider is able to improve its delivery of the Welsh language or cultural element of the learner's qualification.

- *Babcock Training has introduced a 'Survey Monkey' questionnaire which asks questions in relation to what impact Welsh has had on their learning.*

- *PeoplePlus (formerly A4e Wales) has a suggestions/ comments box where learners can make their remarks in either Welsh or English. PeoplePlus will then respond to the learner's comments or make the required amendments if necessary. This clearly demonstrates that learners can communicate in either language.*



Ideas from Learners (which includes Learner Voice)

Some providers involve the learners in the decision making process for Welsh-medium/Bilingual provision, as the learners are more likely to participate in ideas of their own.

- *Coleg Cambria has a Welsh speaking learner forum, which has requested more Welsh speaking groups/activities in order to improve the Welsh learning environment for all.*

Postcards to Parents and Learners

A provider has created postcards (available in Welsh and English) to be sent to learners and/or their parents/guardians to provide them with an update on their progression with their course(s).

- *Rathbone has created postcards so that learners and parents/guardians feel more involved with their vocational training. Making these available in Welsh also means that families can receive communication in their language of choice.*

Use of Moodle



In order to be more inclusive of all learners and their geographical location, some providers use their Moodle/e-portfolio platform to promote Welsh and include Language Awareness Training for staff and learners alike.

- *Yale College (part of Coleg Cambria) gained Quality Improvement Fund (QiF) funding to create a language awareness training section on their Moodle site; which involved learners and/or staff having to read information on Wales and its culture and then answer questions to demonstrate that they have read and understood what they had read. Using Moodle, also means the college is able to see who has completed what and when.*

Encouraging the use of Welsh Outside of Wales

Certain providers not only encourage the use of Welsh when learners are in the workplace or in workshops in Wales as part of their qualification; but also encourage the use of the Welsh language when they are abroad on an exchange programme.

- *ISA Training has a well-established programme under the 'Leonardo Project' where learners go on exchange programmes abroad to gain work experience. Learners (and staff) learn the language of the country prior to leaving Wales; but whilst there the learners have been teaching colleagues from those countries Welsh. This shows great pride in the Welsh language and in their own heritage.*

Publications

Bilingual Courses Shown on Prospectus

Some providers have looked into improving their Prospectus to demonstrate a logo to show that a course can be taught in Welsh or has a bilingual element to it. This could assist learners/prospective learners to make a better informed choice about which course/units to follow.

- *Coleg Menai has designed a logo to go in their prospectus to demonstrate that part (or all) of that particular course is delivered through the medium of Welsh or bilingually.*

Cyflwynir y cwrs
yma yn ddwyieithog
This course is
delivered bilingually



Case Studies of Former Bilingual Learners

Another method that can be used to encourage bilingual learning is to read more about the benefits of doing so from previous learners who have been successful in doing so, and are now using their newfound bilingual skills in the workplace.

Almost nothing can be more effective than hearing the benefit of doing something more than hearing it from someone who has succeeded at doing so.

Welsh Language Apps

Creating a Welsh Language App

As many learners prefer to communicate and learn via technology, and with the digital age ever increasing; it would therefore be a great idea to create a Welsh Language App to both encourage the development of a learner's Welsh skills, but to also communicate with the learner in their preferred means of learning.

- *Coleg Ceredigion has created an app on Android for learners (and staff alike) to be able to improve their Welsh grammar for use in assignments and in the classroom.*

A useful aide to creating an App was created by Aberystwyth University via the Welsh Government funded 'Grants to promote Welsh-language technology and digital media'. Aberystwyth University have created an app which supports the creation of Welsh language apps across all digital platforms (Android, iOS (for Apple) and Windows).

Use of Mobile Apps

As previously stated, many learners prefer to learn through digital means; therefore, being able to make use of Welsh language apps or apps through the medium of Welsh would further encourage the use of Welsh in the workplace.

A good example of an app which can be used in the workplace is the Care Council for Wales' (CCW) apps in the Health and Social Care sector. The CCW apps are available in both Welsh and English (hence promoting bilingualism) and can be used by assessors and learners during observations and reviews to discuss important topics relevant to the learner's qualification. For more information on the CCW apps, please click here: <http://www.ccwales.org.uk/apps>

Competitions/Initiatives

Competitions

Some providers have put in place competitions/initiatives in relation to the use of the Welsh language for learners to participate in, which could mean that they are entitled to enter a prize draw.

- *Cardiff and Vale College have held two prize draws for learners. The first of which was aimed at increasing knowledge of Culture; where learners had to nominate a 'Welsh' hero or someone who inspires them in relation to Wales and/or its language and culture. The second competition was based on a 'stamp card' principle, where every time a learner demonstrated their use of Welsh they would have a stamp on their card. Once the card was full they would be entered into the prize draw for a mini tablet.* [PLEASE SEE CASE STUDY ▶](#)
- *Coleg Sir Gâr enter learners into a prize draw for vouchers of their choice when they have submitted 5 or more assignments in Welsh as part of their 'Tocyn Iaith' campaign.*

Sponsoring Learners in Welsh Activities

Certain providers have decided to sponsor learners to partake in Welsh language activities which will benefit the learner's use and development of their Welsh language skills.

- *Cambrian Training Company has sponsored learners to take part in the Eisteddfod, and have also sponsored T Shirts for their local Young Farmer's Club to compete in the drama competition.*

Normalising Welsh

Some providers are attempting to normalise the use of Welsh through providing learners with similar opportunities to use their Welsh as they would to use their English skills.

- *Coleg Cambria has made Welsh language games available via apps and online so that it is normal for learners to use Welsh in a fun environment. Coleg Cambria has also set up a Clwb Cymraeg, where learners can come together to have fun with Welsh. The Student Council in Coleg Cambria has also requested there to be more Welsh clubs.*

Quizzes and Games

Certain providers have implemented quizzes and/or games to make Welsh more interactive and fun for the learners; which work whether the learners are in a classroom environment or in the workplace; and can also suit distance learning.

- *The College Merthyr Tydfil has created a 'Cwis Cymreig Colegau' (A Welsh quiz) to boost awareness of Wales and the appreciation of being Welsh.* [PLEASE SEE RESOURCE ▶](#)

Staff Engagement

Here are ways to engage all staff in terms of Welsh language and/or culture:

Welsh Language Awareness & Language Training

Welsh Awareness Training

Many providers are providing their staff with Welsh Language Awareness Training; which allows all staff, whether Welsh speaking or not, to consider the use and benefits of the Welsh language in the workplace and in the wider economy. It also demonstrates to everyone that it is the responsibility of all to encourage the use of the language.

- *Pembrokeshire College offer the OCN Level 2 qualification entitled 'Welsh in a Bilingual Society' to staff within their organisation and across their consortium to increase their Welsh language awareness.*

Welsh Government has made a Welsh Language Awareness DVD entitled '[Ein Hiaith: Our Language](#)'; and has made this available on the learning resources platform [Hwb](#).

- *CollegesWales has recently worked with Welsh Government and Iaith Cyf to update some of this resource in order to make it more suitable for post-16 Education; which can be found here: <https://moodle.colegaucymru.ac.uk/course/view.php?id=146&lang=cy>*

Use of Sgiliaith ½ Day Assessor Toolkit

Sgiliaith is an organisation funded by the Welsh Government to support training providers in Wales to increase bilingualism within its provision. Sgiliaith has started to work more closely with the WBL sector and has devised a ½ Day Assessor Toolkit which raises awareness of both Welsh speaking and non-Welsh speaking staff as to what resources are available to them; and what they can do to promote bilingualism with their learners.



Here is a link to Sgiliaith's Assessor's Toolkit: <http://sgiliaith.llandrillo.ac.uk/courses/cyrsiau-sgiliaith/bilingualism-toolkit/assessors-bilingualism-toolkit/>

There are many resources available on Sgiliaith's website: <http://sgiliaith.llandrillo.ac.uk>

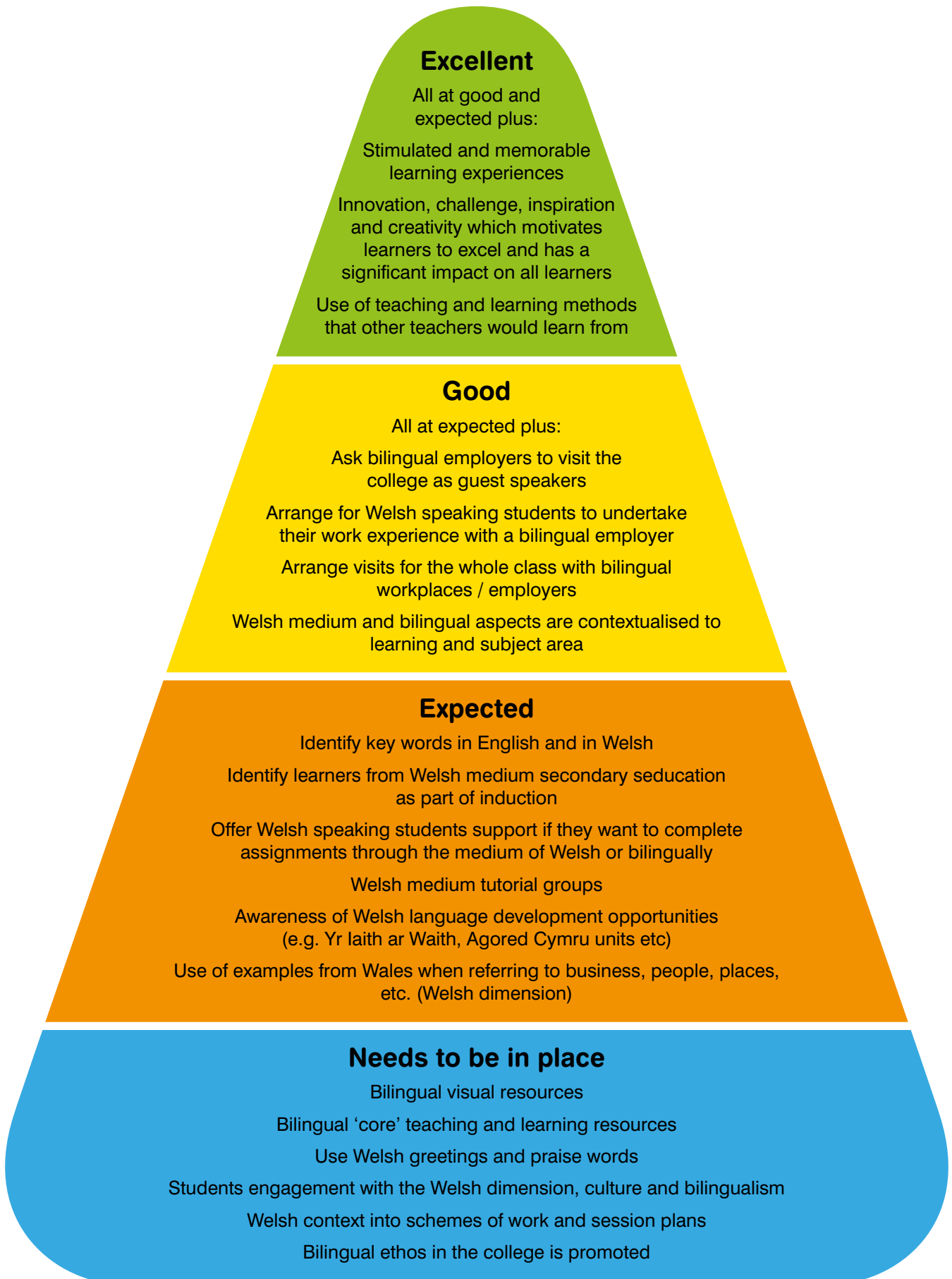
- *Coleg Sir Gâr, Pembrokeshire College and Educ8 partook in Sgiliaith's pilot of the toolkit and benefitted from learning more about what is available. The toolkit has since been rolled out and has been made available to a large percentage of the network.*

Welsh Language Workshops

Certain providers support their staff through running workshops to enable them to take ownership of the Welsh language and increasing their use of Welsh with their learners.

- *Gower College Swansea's Bilingual Champion has created an 'Embedding a Welsh Ethos' Toolkit for college teaching and assessment staff. The toolkit covers many elements which increases awareness of the importance of Welsh, but also provides them with useful hints and tips as to how to embed Welsh into everything that they do.* [PLEASE SEE RESOURCE ►](#)

Here is an example of what can be seen in the document:



Welsh Language Training for Staff

In addition to providing [Welsh Awareness Training](#) for Staff some providers also fund Welsh language training for their staff members as part of their Continuous Professional Development; but also as a means to ensure that more staff are able to provide learners and/or customers with a better bilingual service.

- *PeoplePlus (formerly A4e Wales) offers Welsh training for their staff both in North Wales and in their Newport HQ.*

Some providers have been able to benefit from other FREE training sessions provided by a language training provider funded by European Funding.

- *All Arfon Dwyfor Training staff have completed an initial assessment and many will be partaking in tailored language training from TILT (Training in Languages & Translation).*

Internal Welsh Language Training for Staff

Some providers have even started to offer training to their own staff internally; where they have staff who are able to provide Welsh language training to other staff members.

- *LLETS City and County of Swansea's Bilingual Champion has started to offer basic Welsh classes for internal staff following on from a Self-Assessment Questionnaire which was sent out to staff to assess their Welsh Language skills. The questionnaire was designed by Gower College Swansea.*

Welsh Language Sabbatical Scheme

There are providers within the network who have had staff attend the Welsh Language Sabbatical Scheme. The majority of the feedback from the course is excellent and that it is a worthwhile course. There are three levels to the Sabbatical scheme; where there is a long course, short course and distance learning course. This is definitely something that providers ought to consider.

- *Cambrian Training Company sent one of their assessors on the Block Course of the Sabbatical Scheme. This member of staff benefited from the course and became the organisation's Welsh language officer.*

Welsh Language Refresher Course for Tutors and Assessors

The WBL Bilingual Champion sourced funding through DfES to run two pilot Welsh Language Refresher Courses for tutors and assessors within work-based learning. The course was aimed at Welsh speaking assessors needing the additional support to boost their confidence to be able to use Welsh at work.

- *LLETS City & County of Swansea, Cambrian Training Company, ISA Training, Smart Development, A4e, Arfon Dwyfor Training, North Wales Training, MPCT and Coleg Cambria, all benefited from having staff attending the refresher course between July and October 2014.*

Following on from the original pilot sessions, the WBL Bilingual Champion is running follow-up sessions with course attendees and is working with DfES to source funding for additional courses.

SaySomethinginWelsh

Some providers encourage their staff with little to no Welsh skills to partake in the SaySomethinginWelsh online course, which can be completed by staff members in their own time and at their own pace. For more information, please see [SaySomethinginWelsh](#) under Learner Involvement.

- *Cambrian Training Company has members of staff who are currently completing the SaySomethinginWelsh course to be able to speak Welsh with their children and colleagues.*

Welsh for Adults

There are currently 6 Welsh for Adults Centres across Wales that are able to provide tailored Welsh language training for employers and training providers across Wales. For more information on the support available, please visit their website: <http://www.welshforadults.org/splash?orig=/>

Incidental Welsh

As with learners, staff will react positively to hearing Welsh on a regular occurrence. A good video to demonstrate this can be found on Sgiliaith's website:

<http://sgiliaith.llandrillo.ac.uk/resources/video-clips/tutors-bilingualism-toolkit>

Using Technonolgy

Use of Technology

As with learners, many staff members now prefer to communicate and learn through technological means. As a result, some providers have invested in technology to support the way in which their staff members work.

- *The employment and skills group (esg Cymru) has provided all their assessment staff with tablets in order to complete their work with their learners. It is therefore possible to use apps on these tablets to develop the Welsh skills of staff.*
- *Swansea ITEC invests heavily in the technology to be used by staff to develop their own and their learners' digital literacy skills and in-turn their Welsh skills.*

Use of Bilingual Intranet

In order to improve their communication with staff in their language of choice, some providers have developed a bilingual intranet site, which enables staff to be able to source information required much more easily.

- *Coleg Cambria has a bilingual Intranet site for staff where a lot of information is available to them in both English and Welsh in order that they can better carry out their roles; but to also find out more about many topics.*

Online Tutorials and Interactive Online Support

Certain providers give their staff additional Welsh language support through offering them Online Tutorials.

- *Cardiff and Vale College Apprenticeships (CAVCA) has a member of staff from within their Welsh Language Office who offers online tutorials to staff to be able to increase their knowledge of, and confidence in Welsh to be able to use more Welsh with their learners. CAVCA also sends out a regular e-Newsletter to staff to help them to improve their Welsh skills. This newsletter is interactive and provides links to many useful resources online.*

Staff Support Mechanisms

Bilingual Mentor/Buddy System

Certain providers have identified the fact that Welsh speaking staff are a rare commodity, especially in some occupational sectors and/or geographical regions. As a means to overcome this, and to increase the number of Welsh speaking assessment staff at their institution, there are providers who provide their staff with a buddy or a mentor to help them improve their skills and confidence.

- *Grŵp Llandrillo Menai has a 10 week session where a bilingual person is put in place to support tutors and assessors to build the confidence in their ability to teach/assess learners within their chosen route.*
- *Arfon Dwyfor Training (ADT) support non-Welsh speaking assessors to help learners complete their qualifications in Welsh.*

Staff Conference/Team Building Days

There are providers who have decided to boost staff morale by holding annual staff conferences and/or team building days; which are great for sharing good practice but also for pooling ideas.

- *Grŵp Llandrillo Menai's entire consortium attends an Annual Staff Conference where staff are able to share good practice and pool ideas. At this year's conference, staff were all given Welsh language awareness training.*
- *ACT Training holds regular Team Building Days. In a recent team building day, groups of staff made Welsh cakes.*

Encouraging Staff to Embrace Welsh

Some providers are trying to promote an ethos where it is everyone's responsibility to help develop the Welsh language and cultural opportunities that they offer to learners, and not just that of the Welsh Language Development Officer(s). This requires for staff to be on board with the concept and the policy, strategy or scheme held by the organisation.

- *ISA Training has held a Corporate Day; where as part of the day, groups of staff members are required to look at a company policy or strategy and to embrace it. Later the groups come back to the team to 'sell' the strategy that they have been made responsible for. This also includes the Welsh Language Strategy; where the group got everyone to sing "Calon Lan" much like the support for the Wales Rugby team as part of the 2014 RBS Six Nations Championship.*

Encouraging and Praising Staff

Some providers encourage their staff members to use Welsh when meeting and greeting learners and/or customers either via face-to-face communication or over the phone. Organisations then praise those who do so at performance reviews and annual appraisals.

Welsh/Bilingualism as a Standing Agenda Item

In order that Welsh/Bilingualism is considered by all staff is that some providers have set it to be a standing item on the agenda for team meetings or management level meetings. The aim is to ensure that all staff take responsibility for the development of bilingual provision; and that it is seen to be an important item at all times.

Welsh Words and Terms

Welsh Word of the Day

Like with learners, the Welsh Word of the Day can also increase the level of positivity that a member of staff has towards the Welsh language, as it is a daily increment to their knowledge of the language. For more information, please see [Welsh Word of the Day](#) under Learner Involvement.

Welsh Wednesday

Staff and learners are encouraged to communicate through the medium of Welsh on Wednesdays. It makes using Welsh at work a more fun environment. For more information, please see [Welsh Wednesday](#) under Learner Involvement.

Flashcards

Some providers have implemented, or are looking to implement, a set of flashcards which have useful phrases that tutors and assessors could use in relation to embedding Welsh into their learner's programmes. This demonstrates to learners that even though their assessor doesn't speak Welsh, they are making a conscious effort to use the Welsh language, which could then encourage the learner to want to use it more.

Phrases which could be used include: Bore da (Good Morning), Prynawn da (Good Afternoon), Noswaith dda (Good Evening), Sut wyt ti heddiw? (How are you today?) to name but a few.

Pocket Phrase Books

Some providers use phrase books with learners (please see [Bilingual Phrase Posters/Glossary of Terms](#) under Learner Involvement); however, these can also be useful for staff members to increase and improve their use of Welsh.

- *VSP (The Vocational Skills Partnership) staff members use the Cardiff University pocket book of phrases, which have sector specific phrases to help both staff and learners.*

Staff Recruitment & Retention

Recruitment of Welsh Staff

Due to the lack of Welsh speaking assessors and verifiers in Wales, some providers have identified the importance of sourcing as many Welsh members of staff (either when replacing a staff leaver or as an additional member of staff). As a result, they denote being able to speak Welsh as an essential skill.

- *Coleg Sir Gâr advertises many of its job vacancies as Welsh Essential.*

Welsh in the Workplace Indicators

Some providers use the 'Welsh in the Workplace Indicators' ([Please see Organisational Good Practices](#)) to determine the level of a member of staff's Welsh skills (or those of a prospective employee) so that the Welsh language skills can be preserved.

This FREE online tool can also be used prior to, or post, discussing a staff member's Welsh skills at an Annual Appraisal or during a CPD meeting. Highlighting that Welsh is an additional skill at this stage could encourage a staff member to partake in additional language training to improve their confidence; or merely start using the skills that they already have in a work environment.

Employer Engagement

Here are some examples of what some providers do in relation to engaging employers with regards to Welsh language and/or culture:

Employer Questionnaire

Much like asking learners what they want and what they like in Learner Questionnaires; some providers have created and sent out a questionnaire to employers in relation to their thoughts and requirements in relation to the Welsh Language.

- *PeoplePlus (formerly A4e Wales) has created a Welsh Development Questionnaire to be sent to employers asking them about what their current and/or future requirements for Welsh within their organisation are.*

This questionnaire is likely to highlight the Welsh language to certain employers and to raise their awareness of the needs of their staff and the benefits to them of encouraging and using Welsh as part of their daily operations.

Entrepreneur Talks

Certain providers invite Welsh speaking entrepreneurs to speak to learners to demonstrate how they have succeeded; and also as to how Welsh has impacted on their work.

Sourcing Welsh Placements

In order to encourage the use of Welsh, some providers help learners to source placements that are bilingual or Welsh in order that learners get the opportunity to use Welsh in the workplace. Not only does this increase the learner's awareness of Welsh in the workplace, but also increases the awareness of an employer who is supportive of the Welsh language; and highlights their use of Welsh.

- *ACT Training were asked by Portal Training to source a Welsh speaking learner to start a work placement with them. ACT provided Portal Training with a Welsh speaking candidate, who was so good on placement that he was employed by Portal Training.*

Translation Support

Some providers support smaller businesses by helping them to translate some of their important documents.

- *Cambrian Training Company has supported some of the employers that they work with to translate Menus for their restaurant businesses.*

Communicating in Language of Preference

Some providers ensure that they communicate with employers in their language of preference, even in environments where there are no Welsh speaking learners. This demonstrates an excellent rapport with the employer and can open possibilities for future Welsh speaking employees (learners).

- *Cambrian Training Company has an assessor who speaks Welsh to a pub landlord in the Llanelli area where there are no Welsh speaking learners. The employer prefers to speak Welsh and is very supportive of his staff learning some Welsh.*

Welsh Language Training for Employers

Certain providers acknowledge that even employers lack staff who are able to speak Welsh and have started an initiative to train employees at their local office.

- *Coleg Cambria works in collaboration with Natwest Bank in Wrexham to teach Welsh to their staff there. The aim is to roll this out further to Natwest branches in North Wales before rolling this out to other areas in Wales.*

Through offering this Welsh language training, the employer may then become interested in other training opportunities available to them from within the provider network, like Apprenticeships.

Business Branding Events

Business Wales has organised a number of successful events focused on developing the Welsh ethos of Welsh organisations. The aim is to get more organisations (of all sizes) to adopt a new branding methodology which makes references to their Welsh heritage and inherent 'Welshness'.

The initiative of .cymru and .wales was launched at the first Business Wales Business Brand event. The idea is for Welsh businesses to adopt a .cymru and/or .wales domain name rather than the .co.uk or .com domain name that they currently use. The aim is to build a Welsh brand and an online presence for Wales. More information can be found at: <http://ourhomeonline.wales>

WBL providers are encouraged to advertise the benefits of Welsh branding to businesses with the employers that they work with.



Organisational Good Practice

Here are some practices which could help organisations improve their overall Welsh/Bilingual ethos; and also improve external stakeholder's perception of the organisation.

Internal Communications

Welsh Noticeboard at Each Site

Some of the multi-site providers have implemented a Welsh language and/or culture noticeboard at each site so that the good practice at one site can be replicated and shared at all sites.

- *ACT Training's Welsh Champion set up a Welsh Language Noticeboard at each and every ACT site; which is to enable staff and learners to find out more about what is going on, and to also see what ACT is doing in terms of developing the Welsh language. The aim is to disseminate the information to the entire organisation and not just those at Head Office.*

Welsh Officer at Each Site

Some providers are looking to implement a Welsh officer at each site, which is a Welsh speaking member of staff promoting the use of Welsh at that site. This member of staff could form part of the assessment team or part of the administrative/managerial team. This person would be a point of contact for all personnel wishing to improve their use of Welsh in the workplace; and could be a source of ideas to implement across the entire organisation.

- *ACT Training has a person at each site responsible for the Welsh language and have regular meetings of these Welsh representatives to drive the Welsh agenda forwards.*

Support from the TOP

In order for assessors and administrative staff to be on board with regards to the Welsh Language and Culture of Wales; the message needs to be strongly supported and driven by Senior Managers and/or the Board of Directors. Without this support, the Welsh Language Development Officer(s) (WLDO) will struggle to roll out any new initiatives which support the development of the Welsh-medium/Bilingual provision. Therefore, those providers who do have the support from senior management are clearly in a more advantageous position than those who do not.

External Communications

Bilingual Receptionist and/or Bilingual Phone Message

Many providers have employed a bilingual receptionist to deal with queries in either language. This demonstrates the provider's support for the Welsh language and the positive attitude that they have to deal with a customer/learner in the language of their choice.

Many providers have also implemented a bilingual/Welsh-medium option on their automatic phone answering services, which allows a customer/learner to speak to a Welsh speaking operative to deal with their enquiry.

- *Aspiration Training has a bilingual receptionist to meet and greet all visitors and answer all telephone queries either in English or in Welsh. This gives the customer/learner the reassurance that Aspiration Training values the Welsh language and welcomes communication in either language or both.*

‘Working Welsh’ Badges

The ‘Working Welsh’ Scheme was introduced by the Welsh Language Board, which is now being promoted by the Welsh Language Commissioner. The scheme encourages staff and organisations that are able to communicate through the medium of Welsh to wear a ‘Cymraeg’ badge or lanyard (as well as display the ‘Cymraeg’ poster); which will hopefully encourage customers and/or learners to speak in Welsh with those members of staff.

This process increases the amount of Welsh that can be heard in and around the organisation and encourages those with at least some Welsh skills to get involved; and can also encourage non-Welsh speaking members of staff to want to learn.



To order your free ‘Working Welsh’ resources, please visit the Welsh Language Commissioner’s website <http://www.comisiynyddygybraeg.cymru/English/Commissioner/Pages/ordercymrbadges.aspx>

For more support from the Welsh Language Commissioner’s Promotions Team, please visit: <http://www.comisiynyddygybraeg.org/hybu/en/home/Pages/home.aspx>

Cymraeg and #pethaubychain

Similarly, Welsh Government launched their ‘Cymraeg’ campaign at the Eisteddfod in Llanelli. The ‘Cymraeg’ and ‘Dysgu Cymraeg’ (Learning Welsh) badges are aimed at getting more people in Wales to wear the badge with pride and to use their Welsh skills wherever possible.



For more information, click here: <http://wales.gov.uk/topics/welshlanguage/promoting/pethaubychain-do-the-little-things/?lang=en>

Communicating Bilingually in the First Instance

It is best practice to communicate with any new learner/customer bilingually in the first instance, as this will allow the recipient to choose which language that they would prefer to communicate in.

Putting Welsh First in All Communications

Some providers have conformed to the preferred method of communicating with all stakeholders. Communicating in Welsh first shows an organisation’s support for Welsh as an official language of Wales.

- *Coleg Cambria has implemented a policy where all communication now must demonstrate the Welsh version first.*

Use of Social Media

Many providers use social media like Facebook and/or Twitter to involve learners, engage staff and also to engage employers.

Social Media is increasingly becoming the means for communication for organisations and individuals alike; therefore, posting messages in relation to upcoming courses and events online is a free marketing tool which is likely to attract more interest than some of the other, more expensive, means of advertising.

Also make sure that you use Welsh to attract more of the customer base, who prefer to speak Welsh.

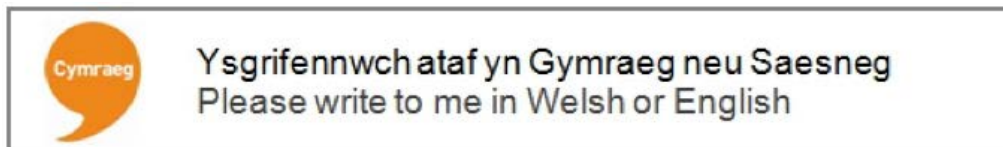


Bilingual Email Signatures

This is a simple way to demonstrate to all stakeholders, both internal and external, that the organisation supports the Welsh language and promotes bilingualism. This is even the case where the staff member does not speak Welsh.

Welsh Banner on Email Signatures

For those members of staff who feel comfortable communicating in writing in Welsh could insert an image on their email signature which invites contacts to communicate either in Welsh or English. This often encourages the recipient to respond in Welsh.



Some individuals use the Cymraeg #pethaubychain logo instead:



Branding and Image

Bilingual Signs

Very much like the bilingual road signs in Wales, it is very good practice for all signs around your organisation to be bilingual. It is important to remember the guidance of this from the Welsh Language Standards; which states that “Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence”.

Bilingual Website

Likewise with Bilingual Signs it is highlighted in the Welsh Language Standards that “All web pages must be made available in Welsh and the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence”. The same is said for all new web pages. It is seen to be Best Practice to have a Bilingual Website.

- *Cambrian Training Company’s website is available in both English and Welsh. It has even been stated by Cambrian Training Company that even though many of its press releases are only in English in the media; they will all be made available on their website in both English and Welsh.*

Bilingual Messages on Screens at Events

In addition to communicating through the medium of Welsh, some providers have identified the importance of demonstrating a bilingual ethos whilst at events in order to show that they are supporting the Welsh language and are able to offer a bilingual service.

- *ISA Training ensures that messages on screens at Salon Cymru are made available bilingually. This demonstrates that ISA Training is a Welsh company who is proud to be Welsh and is supportive of the Welsh language.*

Welsh Language Commissioner

The Welsh Language Commissioner has replaced the former Welsh Language Board; and is now responsible for monitoring the compliance of publicly funded organisations in Wales in relation to treating the Welsh language no less favourably than the English language. For more information, please visit: <http://www.comisiynyddygybraeg.org/english/Pages/Home.aspx>

Statutory Welsh Language Scheme

All Further Education Institutions funded by the Local Authority must have a Welsh Language Scheme in place. Therefore, all FE colleges in Wales have implemented and regularly update their Welsh Language Scheme, as well as submitting Annual Reports to the Welsh Language Commissioner's Office.

Implementation of a Voluntary Welsh Language Scheme

A Welsh Language Scheme is a document which organisations implement which demonstrates how it proposes to treat the Welsh language; and how it is going to attempt to treat both English and Welsh equally.

Despite all Further Education Institutions being obliged to have a Welsh Language Scheme, it is best practice for an independent WBL training provider to implement a Welsh Language Scheme highlighting how they will treat both languages equally.

- *Cambrian Training Company and Arfon Dwyfor Training have implemented a Welsh Language Scheme in line with the requirements of the Welsh Language Board, even when only a Welsh language policy was required as part of their Welsh Government contract. This demonstrates their commitment to the equality of the Welsh language; and of its development within their organisations.*

Working with the Welsh Language Commissioner

Even without having a Welsh Language Scheme or a Voluntary Welsh Language Scheme; certain providers have decided to work closely with the Welsh Language Commissioner's office in order to develop the Welsh language within their organisation.

- *ACT Training has been in regular contact with the Welsh Language Commissioner's office in order to improve their development of the Welsh language opportunities available to staff and learners.*

The Welsh Language Commissioner's Office has a promotions team with its own specific website which aims to support organisations in Wales, who do not have to conform with the Welsh Language Standards, to be able to improve their Welsh Language provision. This includes a questionnaire which can support the creation of tailored action plans. Please click here for more information: <http://www.comisiynyddygybraeg.org/hybu/en/home/Pages/home.aspx>

Collaborative Working

Working with Menter Iaith

Some providers have started to work with Menter Iaith on the Welsh Language activities that learners can participate in. This promotes the language and how fun it can be; but also means that staff and learners can meet others in their communities who would like to maintain their own Welsh language skills. For more information on your local Menter Iaith, please visit: <http://www.mentrauiath.cymru>

Use of the WBL Bilingual Champion

It is seen to be good practice for training providers to make full use of the WBL Bilingual Champion and the information that is being disseminated.

The WBL Bilingual Champion has formed two groups of ‘Pencampwyr Cymraeg’ (Welsh Champions) to discuss and improve the Welsh-medium/Bilingual provision across work-based learning in North and South Wales. Providers should ensure that there is at least one representative from their consortium at each meeting.

Updates from the Bilingual Champion are sent via the NTfW Weekly Email. The Bilingual Champion also has specific pages on the NTfW ‘Members Section’. To access the ‘Members Section’ please follow this link: <http://www.members.ntfw.org>

In addition to this, everyone within the sector is able to access the information which the WBL Bilingual Champion has made available on the NTfW website: <https://www.ntfw.org/projects/bilingual-champion>

To ensure that you are included in all future updates and development of this document, please forward examples of your good practice to the WBL Bilingual Champion at your earliest convenience.

Group of ‘Champions’

As above, the work of a Welsh Language Development Officer (WLDO) or Bilingual Champion is difficult when they are working alone. Therefore, those providers who demonstrate support of the Welsh Language will often have a team, whether part-time or full-time, to roll out new initiatives in relation to the Bilingual ethos of the organisation.

- *ACT Training has a number of employees from across the entire organisation; which have extra responsibility to support the development of the Welsh language. This takes the strain away from the designated ‘Welsh Champion’ as they have a support network behind them.*

Translation of Standards

Qualification Standards are an important tool used by assessment and verification staff to ensure that learners are competent within their field of work to complete their qualification. Despite this, the majority of qualification standards are not available in the medium of Welsh; which makes it difficult for assessors to be certain that the learner meets the criteria in Welsh.

As a result, some providers have resorted to translating the standards in house so that they are able to offer additional qualifications to learners without having to wait for the Awarding Organisation to publish the documents.

- *Pembrokeshire College has translated a large number of units so that more is on offer to learners wishing to complete some or all of their vocational qualifications in Welsh.*

Word of Caution: Unless you have a member of staff who is a qualified translator, the translation may not be to the required standard; and as a result, the learner may be found not to meet the correct standard when the work is externally verified.

Similarly, some providers have started to make use of the Welsh Government fund to translate standards. Providers can request that the Awarding Organisation contact Welsh Government to request financial support in the translation of a particular qualification. Once the decision to fund translation is made, then the support is given.

- *ACT Training successfully requested for the ILM L5 Management Qualification to be translated for the use in the STLS qualification within Welsh-medium Schools.*

Estyn

The WBL Bilingual Champion has regular communication with Estyn in relation to observations and requirements regarding the Welsh language within work based learning. As a result, Estyn created documents which are aimed to provide the WBL provider network with more support and guidance in relation to what is deemed to be 'Excellent' provision of Welsh-medium learning in the workplace. The documents are as follows:

- A guide to achieving excellence in the delivery of Welsh language training in work-based learning <http://www.estyn.gov.wales/document/guide-achieving-excellence-delivery-welsh-language-training-work-based-learning-discussion>
- Supplementary guidance for inspecting Welsh Language in work based learning http://www.estyn.gov.wales/sites/default/files/documents/Supplementary_guidance_for_inspecting_Welsh_Language_in_work_based_learning_0.pdf

Data Management

Audits of Staff Skills in Welsh

Many providers have identified that they have gaps in their provision of being able to provide learners with a bilingual learning environment across many of their learning routes. Some providers have then gone on to carry out a Skills Audit of their staff to identify where skills are and what can be done to narrow the gap.

'Welsh in the Workplace Indicators'

The WJEC in conjunction with Welsh Government has introduced an online tool which can help providers (and employers alike) to gain an indication of their staff's Welsh language skills across the four key areas of:

- Speaking
- Listening
- Reading
- Writing



**CYMRAEG Y GWEITHLE
WORKPLACE WELSH**

- *North Wales Training has registered to participate with the Welsh in the Workplace Indicators online tool; and has found it to be a very useful diagnostic tool.*

The Welsh in the Workplace Indicators was used as a means to determine an assessor's suitability for the [Welsh Language Refresher Course for Tutors and Assessors](#) which was funded by Welsh Government.

Making Full Use of LA26

LA26 is a field on LLWR which records the language of learning for each and every activity completed by all learners. The field was updated to allow providers to record more of their Welsh-medium/bilingual provision.

The update requires providers to record the level of assessments completed through the medium of Welsh or bilingually (and not the percentage of resources available).

The options available are:

- 00** Not mainstream-funded.
- E1** Learning and assessment in English only.
- B3** A small amount of Welsh-medium learning e.g. use of Welsh limited to verbal communication or to a minor part of the learning activity. English only assessment.
- B2** A significant amount of Welsh-medium learning e.g. both verbal and written Welsh used in many, but not all, parts of the learning activity. Assessment mainly in English but some may also be in Welsh.
- B1** Learning completed in a bilingual context and at least 50 percent of the available assessments within the learning activity completed through the medium of Welsh. The outcome may be achieved using any appropriate teaching methodology.
- C1** Learning completed in a Welsh-medium context and all of the available assessments within the learning activity completed through the medium of Welsh.



LLWR Guidance Document: <http://gov.wales/topics/educationandskills/learningproviders/datacollection/llwr09/?lang=en>

Making Full Use of LP67

LP67 is a field which was added to LLWR to record the highest level of Welsh language qualification held by learners prior to their work-based learning programme.

Using this information to its full potential would include knowing which learners to communicate with in relation to a proactive offer of Welsh language/bilingual learning.

Data collected can be split into:

Welsh second language

- 0** Welsh second language: Pre-Entry Level
- 1** Welsh second language qualification: Entry level
- 2** Welsh second language qualification: Level 1 e.g. GCSE D-G
- 3** Welsh second language qualification: Level 2 e.g. GCSE A*-C
- 4** Welsh second language qualification: Levels 3 and above e.g. AS, A level

Welsh first language

- 5** Welsh first language: Pre-Entry Level
- 6** Welsh first language qualification: Entry level
- 7** Welsh first language qualification: Level 1 e.g. GCSE D-G
- 8** Welsh first language qualification: Level 2 e.g. GCSE A*-C
- 9** Welsh first language qualification: Levels 3 and above e.g. AS, A level

Linguistic Profiling of Learners

Certain providers have attempted to ascertain the language profile of their learners in order to determine the best course of action for meeting the possible linguistic needs of their learners.

- *The Welsh Language Development Officer (WLDO) for a provider in Pembrokeshire requested that their learners complete a self-assessment of their Welsh language skills from Level 0 to Level 5 (where level 0 is No appreciable ability, and level 5 is highly proficient) across the four skills of Listening, Speaking, Reading & Understanding and Writing. The form also asked learners to note whether they would like to complete None, Some or All of their qualification through the medium of Welsh.*

From the forms received from learners, the WLDO entered the information into an Excel spreadsheet, and noted regionally the learners and their skill levels, which included the occupational sector of their main qualification. As a result, graphical information was produced; which was able to demonstrate the linguistic profile of learners across geographical areas and occupational sector in South, South East, and South West and Mid Wales. This meant that the organisation was able to determine where there was the highest possible level of demand for Welsh language/bilingual learning; and then match this with staff abilities to meet this demand (if required).

Certain providers also run reports from Maytas and/or LLWR to determine learner's ability to speak Welsh and/or in relation to the last school attended. This allows them to determine the learners to communicate with in relation to bilingual learning opportunities.

Tracking Provision

As some software packages used by organisations are not as flexible in terms of capturing certain data, some providers have implemented additional tracking documents to be able to record what is being delivered through the medium of Welsh/Bilingually.

- *Coleg Sir Gâr has implemented two trackers; one for assessors and the other for managers, to be able to track what is being done with learners; but also what each assessor is doing.*

Community Participation

Participating in Welsh Days/Events

In order to help further promote Wales and its language and culture, many providers are participating in annual and 'one off' events to promote Welsh.

- *LLETS City and County of Swansea takes part in the 'Shwmae Su'mae' day on 15th October each year and also participated in the 'Diwrnod y Bathodyn' (The Day of the 'Working Welsh' Badge) on 1st July. Both these days try to encourage people to use at least a small amount of Welsh.*
- *Providers like Coleg Cambria, Grŵp Llandrillo Menai, the NPTC Group and Gower College Swansea have all had stands at their local Eisteddfod where they demonstrate the skills and competencies of learners to prospective learners and their parents/guardians.*

Many providers have also taken part in the Tafwyl festival in Cardiff Castle over the past few years.

Consortium Level Good Practice

Welsh Language Steering Group

Some of the consortia in Wales have formulated a group to discuss the position of their Welsh language/bilingual provision and have implemented group action plans and development opportunities through sharing good practice and resources with all delivery partners.

- *The B-wbl Consortium (Pembrokeshire College) set up their Welsh language group prior to WBL3 in order that the consortium could 'hit the ground running' when the new contracting period started. This group has been successful in sharing good practice but also implementing new initiatives across the group.*
- *Mid and West Wales Consortium (Hyfforddiant Ceredigion) meet regularly with all consortium partners to discuss the bilingual agenda.*
- *Vocational Skills Partnership (VSP) has formed a Welsh Task and Finish Group; which is made up of a group of mainly assessors and people passionate about improving the Welsh opportunities available within VSP. The task and finish group has set a Welsh Action Plan to be monitored on a regular basis.*

Welsh/ESDGC Audit

Whilst the Welsh Language Steering Group meeting is being hosted at each partner's site, the group will perform an audit of the Welsh language/bilingual and ESDGC ethos of the site where the meeting is being held.

- *Mid and West Wales Consortium carry out the audit at each quarterly meeting, which involves the group taking a tour of the site to see what Welsh/ESDGC signage is visible, and what is being done to promote the Welsh ethos of the site.*

Sharing Good Practices/Resources

Good working relationships between delivery partners within the same consortium is shown where they are willing to share the good practices seen within their organisation; but also through sharing resources that have been created by one of the partners with everyone else. Resources can include physical resources and staff.

- *Coleg Sir Gâr (B-wbl) produced sector specific vocabulary posters for their learners, but shared these with the other providers in the consortium.*
- *The Grŵp Llandrillo Menai Consortium work closely with the Bilingual Champions in the consortium to share good practices.*

Involvement of All Delivery Partners and Sub-Contractors

Some consortia have implemented group meetings with all their delivery partners and sub-contractors in order to more easily and effectively share information in relation to Welsh language/bilingual provision.

- *ACT Training has meetings with all its delivery partners and sub-contractors to discuss the Welsh agenda.*
- *Quality Skills Alliance often all meet to discuss bilingualism. It is a good forum to share ideas but to also ensure that information is shared across the whole consortium.*

Consortium-wide Welsh Language Training

Certain providers have opened up the opportunity for partners within their consortium to partake in Welsh language training.

- *Cardiff and Vale College (Quality Skills Alliance) has offered a 2 day residential for the staff within their consortium to upskill staff's Welsh language skills.*
- *Pembrokeshire College (B-wbl) allowed staff from within the consortium to attend 'Welsh in a Bilingual Society' training to boost Welsh language awareness.*

Welsh Action Plan for the Consortium

It is now compulsory for commissioned contract holders in Wales to have a Welsh Language Action Plan in place for WBL4; however, some consortia in Wales have ensured that they have a Welsh Action Plan for their entire consortium. This has been implemented so that the entire consortium works towards the same goals and objectives.

- *The B-wbl Consortium and the Vocational Skills Partnership (VSP) both have a consortium-wide Welsh Action Plan, which is reviewed and updated on a regular basis.*

One Core Brand

Following on from the creation of a consortium or of a merger of organisations, it is important to ensure that branding is considered so that everyone is working in the same direction.

- *When Coleg Cambria formed they worked in collaboration to ensure that they have one core brand. It has been ensured that Welsh is given priority and shown first on all websites and in all communication.*

Learner Transfers and Co-delivery

For a consortium to be working to its full potential it ought to work on its strengths (wherever they may be).

- *The Vocational Skills Partnership (VSP) transfers Welsh speaking learners within its consortium to where there is a Welsh speaking tutor or assessor able to support the learner through their qualification. In addition to this, VSP also works on their co-delivery model, in order to best meet the needs of their learners.*
- *Torfaen Training's consortium had a £2m Welsh at Work programme delivering Welsh-medium/bilingual learning across several occupational routes to some 600 apprentices pan Wales. Much of this work was delivered by CADCentreUK.*

Sharing Staff

Some consortia have decided that for the greater good of the entire consortium that they would share staff in order to ensure that learners are able to benefit from more provision than they would have had otherwise.

- *Arfon Dwyfor Training (ADT) shares an Internal Quality Assurer (IQA) with North Wales Training. This is seen to be excellent practice, as it helps support the network to be able to provide more learning opportunities to a greater number of learners.*

The WBL Bilingual Champion collects information on staff that are able to teach, assess and verify work in Welsh across Wales. The aim of this is to create an Assessor/IQA pool of staff, which will enable providers to offer more routes to learners from assessment through to internal verification and external verification.

Partnerships with Welsh-medium Movements

Some consortia have decided that a way to improve their provision is to set up contracts with Welsh-medium organisations which will be able to help them deliver more Welsh qualifications for learners.

- *ACT Training are now sub-contracting to the Urdd Gobaith Cymru to deliver Sport and Hospitality qualifications. ACT also has a close working relationship with the local Menter Iaith in Cardiff who came to ACT's Staff fun day.*

Future Collaboration Opportunities

To further improve this collaboration, more providers could work more closely with organisations who are able to offer greater levels of Welsh-medium training to support their own provision. Examples of such organisations include Cam wrth Gam (part of Mudiad Meithrin), Urdd Gobaith Cymru and CADCentre UK.

Links:

Cam wrth Gam	www.meithrin.co.uk/cam-wrth-gam
Urdd Gobaith Cymru	www.urdd.cymru
CADCentre UK	www.cadcentreuk.com

Case Studies - Exemplar models from the WBL sector

Case Study: Pembrokeshire College



Contacting learners from Welsh-medium Schools – Pembrokeshire College

Bethan works as a classroom assistant in a Welsh-medium primary school in South West Wales. As she didn't have the appropriate qualifications for this role, she registered on the Level 3 CACHE NVQ in Supporting Teaching and Learning in Schools. During Bethan's first meeting with her assessor, they discussed her language needs. Bethan's assessor tried to encourage Bethan to consider completing one or two units in Welsh, but Bethan didn't feel that her written Welsh was good enough to be able to complete formal assessments in Welsh. Therefore, Bethan was asked to at least think about it.

In the meantime, Bethan's assessor spoke to the Welsh Language Development Officer (WLDO) at Pembrokeshire College; and asked her to go with her to meet Bethan for her second appointment in order to discuss the support available; and to try to persuade Bethan to complete a couple of units in Welsh.

As a result, during the second visit, both Bethan's assessor and the WLDO met with Bethan to discuss whether she had thought more about completing a couple of units in Welsh. After a brief discussion, where Bethan was informed that this would be a great opportunity for her to regain, and progress further, her Welsh language skills in a work environment; Bethan agreed to complete 4 units in Welsh! Everyone was overjoyed with this result; where Bethan's assessor was pleased to have a learner wishing to complete some work in Welsh. It is important to note here that the assessor also had limited Welsh skills, but she was attending Welsh lessons at the College to improve her own Welsh skills.

Bethan was given the Welsh-medium resources that she would need to be able to support her whilst completing her work in Welsh. When Bethan submitted her work in Welsh; her assessor and the Welsh Officer met to go through the work together in order to verify the content. The Welsh Officer marked the work in terms of literacy. Bethan was provided with constructive feedback on the content of her work, and on her Welsh skills.

Following on from submitting her fourth unit in Welsh, Bethan had gained enough confidence in her Welsh skills that she decided to complete the rest of her qualification in Welsh! This was a fantastic result where everyone was delighted, including the school where Bethan worked.

Case Study: Educ8



Partnership with Welsh-medium Schools

Stakeholder name and details

Sara Lewis – Employability Coach, Educ8 Limited

Details & dates of project or event

Today I attended Ysgol Gyfun y Cymmer to undertake mock interviews with the young pupils as part of a programme to prepare young people for the world of work. All the pupils ranged between the ages of 15 - 16 years old and all spoke fluently in Welsh.

The mock interviews covered generic questions about the young people and encouraged them to think about what they would like to do in the future; if they thought about going to college, studying at university, enrolling onto an Apprenticeship or getting a job. We also talked about the various career paths where the ability to speak Welsh would be of benefit (business, tourism, retail, etc).

The aim of the day was to encourage young people to think about their futures and to emphasise the importance of their Welsh language skills as they consider entering the world of work.

Feedback and quotations from participants & stakeholder

The pupils were understandably nervous but all came across well and used their Welsh language fluently. The pupils all dressed smart as though they were going to an interview. The feedback I received from the teachers and the pupils suggested that I helped the young people to understand how their Welsh skills will be of use in a real workplace setting.

What was the Impact on learner?

The day was great for the young pupils and gave them a good experience of a real work place interview. They will be able to refer to this once they have a real interview whether this will be for college, university or a job.

Case Study: Acorn Learning Solutions



My Welsh Culture Hub

Following a successful partnership with Vocations and Babcock Training on developing a Wellbeing Hub we identified a need to promote Wales and its Culture to our learners. After researching the types of resources that learners needed, we created a simple one stop website with information, advice and guidance on Wales.

Learners are able to gain the knowledge and understanding they need to understand the Culture of Wales, its Language and Economy and sharing events i.e. the Welsh Language Festival in Cardiff. Links such as Tourism, Icons, Heritage and information on how to improve Welsh language skills are easily accessible. The site has links to each Local Authority in Wales allowing learners to find out more about services and events in their local community, the Wellbeing Hub and Educational and Employment Providers. Many have used the site and the hub has been launched with partners via the NTFW Quality forum.

www.mywelshculturehub.co.uk

Our recent Estyn Inspection reported 'The provider has put in place good mechanisms for raising learners' awareness of Education for Sustainable Development and Global Citizenship (ESDGC), Welsh language and culture and wellbeing. These include web hubs for learners to access up-to-date information.'

Welsh Language Engagement

Here at Acorn we endeavor to encourage our new and existing learners who are Welsh speakers to utilise their skill, explaining that it sets them aside from their colleagues. Encouragement is given from sign up and throughout their qualification to undertake reviews in Welsh and or provide evidence for all or part of their qualification in Welsh. We have trained our staff to have discussions with learners who perhaps lack confidence in using their skill and offer support to overcome this. All of our Quality Assurance staff and Training Advisors have undertaken a half day course with Sgiliaith to use Welsh within assessment practice.

We share events, Welsh language courses, cultural information with staff, learners and employers via weekly emails, tweets, and newsletters. Our email signatures are now bilingual and we are developing our website to offer more services in the Welsh language. All of our learner and employer documentation is available bilingually.

During the next few months we will also be holding Welsh in the Workplace courses and seeking additional support from the Welsh Language Commissioner to raise awareness.

Case Study: Coleg Cambria (Deeside)



Matching Welsh-speaking Learners with Welsh-speaking Assessors

Stakeholder name and details

Level 5 Learner

Details & dates of project or event

A level 5 learner was being challenged studying her qualification through the medium of English. Her assessor asked if I could support her by carrying out discussions through the medium of Welsh which gave the learner far more confidence as she was able to express her knowledge in more depth.

Feedback and quotations from participants & stakeholder

The learner has expressed her gratitude at being supported through the medium of Welsh.

What was the Impact on learner?

The learner has achieved her qualification and has a far deeper understanding of the subject than if she had studied it through the medium of English.

Case Study: Aspiration Training (VSP)



Sourcing Welsh Placements

Stakeholder name and details

Meithrinfa Miri Mawr – Welsh-medium private day nursery based in Cardiff.

Details and dates of project or event

Aspiration Training Ltd (ATL) has an established working relationship with one of the few pure Welsh medium nurseries in Cardiff. ATL has provided Welsh language based support for the nursery staff undertaking childcare qualifications for six years. The article noted right is an example of the most recent individual to qualify from Meithrinfa Miri Mawr. Her story was used to promote the value of undertaking a qualification in childcare with Aspiration Training through the medium of Welsh in the marketing poster.



Feedback and quotations from participants & stakeholder

When I found a job working in a Welsh speaking nursery, I was so pleased to find that Aspiration Training could come to the nursery and communicate in Welsh with both me, and my manager.

The best part of the training has been going to workshops and meeting new friends working in different nurseries. I would definitely recommend to Welsh speakers that they should undertake a childcare course to keep up the Welsh, It makes me very proud to be a Welsh speaking childcare worker.

What was the Impact on learner?

The learners at Meithrinfa Miri Mawr benefit from being able to converse and learn in their first language.

While the biggest benefit is to the employer, who can assure parents of the children attending the nursery that all observations/assessments will be through the medium of Welsh, the learner benefits from the comfort of communicating through the medium of Welsh, as they have done throughout their education

Case Study: ACT Training

Sourcing Welsh Placements



Zak King is 17 and works as a School Improvement Services Officer at Portal, a bilingual training consultancy based in the centre of Cardiff.

Zak is a valued and conscientious member of the Portal team but a year ago while at Welsh-medium school, Ysgol Gyfun Bro Morgannwg, Zak was not as committed to his future prospects as he is now. “To be honest, I wasn’t the best at school. I often got into trouble – being disruptive or fighting. I left school with a few GCSEs but I didn’t really like it there and didn’t really understand how it benefitted me.”

After deciding against Sixth Form Zak visited Careers Wales for advice on his next steps and they referred him to ACT Training. Zak started attending their Cardiff Skills Centre on a Works Skills Level 1 qualification. The change in environment and learning style obviously suited him and within a few weeks Zak was notified about a placement opportunity at Portal. “Noone else in my group could speak Welsh so when Portal needed a bilingual member of staff I was at an advantage amongst my classmates.”

Zak was successful at interview and began his role with Portal which involves event organisation, working on promotional materials and corresponding with external contacts in Welsh and English. “When I started at Portal I thought I’d completely forgotten how to speak Welsh. I hadn’t used it properly for years and I was the only one in my family who spoke it. Working for a bilingual company completely changed that and my confidence in using the language quickly came back while being in the office with my bilingual colleagues.”

Zak now sees his bilingualism as something which sets him apart from others, “I didn’t see Welsh as a skill before working at Portal but using it every day has changed how I feel about it. If you feel rusty like I did, speak to your employer about a refresher course as most places of work in Wales encourage it.”

“Having an extra language is definitely beneficial and in my case it’s the reason why I could progress and get my first step onto the career ladder.”

Zak is currently working towards his Level 2 NVQ in Business Administration delivered by ACT Training.

Case Study: Aspiration Training (VSP)

Bilingual Classroom Opportunities



Stakeholder name and details

Aspiration Training (Wales) – Embedding the use of Welsh into workshop delivery.

Details and dates of project or event

The teaching staff at Aspiration Training have been working hard to ensure that Welsh words and phrases are embedded into our workshop delivery sessions.

PowerPoint presentations are used to support the structured lesson plans during delivery of our workshop sessions. The PowerPoint presentations have been reviewed and updated to incorporate Welsh words and ensure that the use of the Welsh language is embedded and becomes a natural occurrence.

Examples

Bore da a croeso i weithdy heddiw - Good morning and welcome to today's workshop

Croeso i Aspiration Training

Amser egwyl - Break time

Nodau - Aims

Amser cinio - Dinner time

Gwaith cartref - Homework

Amcanion - Objectives

Health and Safety - Iechyd a diogelwch

Infection control - Rheoli Heintiau

The Welsh word ...

- Session 2 rhif (number)
- Session 3 siart (chart)
- Session 4 llythrennedd (literacy)
- Session 5 siarad (chat/talk/speak)
- Session 6 cwestiwn (question)
- Session 7 cyfrifiadur (computer)
- Session 8 dyletswydd i ofalu (duty of Care)
- Session 9 diogelu (safeguarding)
- Session 10 rhwystro heintiau (infection control)
- Session 11 nam ar y synhwyrau (sensory loss)
- Session 12 hwyl fawr (good bye)

We have also been teaching our learners the Welsh National Anthem:

Yr Anthem Genedlaithol

Mae hen wlad fy nhadau yn annwyl i mi,
 Gwlad beirdd a chantorion, enwogion o fri.
 Ei gwrol ryfelwyr, gwlad garwyr tra mad,
 Tros ryddid collasant eu gwaed.
 Gwlad, gwlad, pleidiol wyf i'm gwlad,
 Tra mor yn fur
 I'r bur hoff bau,
 O bydded i'r heniaith barhau

Translation

The old land of my fathers is dear to me,
 A land of poets and singers, famous people of renown.
 Its brave warriors, great patriots,
 For freedom they lost their blood.
 Country, country, I'm partial to my country,
 While the sea is a wall
 for the pure, dear country,
 O may the "old language" continue

Feedback and quotations from participants and stakeholder

Tutors record comments on the learner reviews in Welsh; this is then taken back and promoted to the employer.

What was the Impact on learner?

Learners gain more confidence to converse in Welsh and take this back to their place of work.

Case Study: Cardiff and Vale College



Competitions/Initiatives

What was the issue?

It was felt that more needed to be done to evidence learner involvement in line with Estyn’s key questions as per below:

To ensure learners display positive attitudes and enjoyment in learning through the medium of Welsh (key question 1.2)

To ensure providers encourage learners and staff to make increasing use of Welsh at the appropriate level as a medium of informal communication (key question 2.4)

Details of new initiatives:



The Quality Skills Alliance (QSA) developed and implemented two Welsh language competitions:

Nominate your Welsh Hero – in order to celebrate St David’s Day, learners were to nominate their Welsh hero giving the reasons of their choice. The competition was independently judged and the winner was awarded a Mini iPad and was presented with their prize at a presentation day at the learning centre.

Welsh Phrases competition – This is where learners were encouraged to use key phrases during their reviews of progress, tutorials and assessments. Each time a learner used Welsh, their assessor would confirm by signing and dating the learner’s competition card. Once this was practiced at least 5 times the learner’s competition card would be automatically entered into the prize draw.

The Competition winner was drawn at random and was presented with a mini iPad at his work place.



Case Study: Cardiff and Vale College



Competitions/Initiatives

What was the outcome?

Both competitions were photographed and these now form part of the Induction booklet for new learners to work based learning.
Learners were presented with prizes and gained recognition for the bilingual work that they completed
The competitions assisted first language Welsh learners to continue with bilingual learning post-16

What was the impact on the learner?

More learners are more informed on the culture of Wales
Learners were able to Upskill in simple Welsh language phrases to use in the workplace, and were able to gain a good grasp of terminology in Welsh learning.
Resources are now available on the QSA website for all QSA learners and staff.

Welsh for Learners

The QSA have provided learners with a variety of materials to enhance their learning in Welsh. These include:

- Wordsearches
- Newsletters
- Flash cards
- Posters
- Competitions
- Recipes

More information can be found on the QSA website: www.qualityskillsalliance.co.uk

Quality Skills Alliance
Cyngrair Ansawdd Sgiliau



Case Study: ISA Training

Staff Engagement

Relaying the Welsh Strategy to the whole company.

ISA held a corporate day which consisted of introducing ISA's new strategies and policies as we wanted to make it fun. The aim of the day was to convey our five most recently updated strategies, one of which was the Welsh Language. I split the company into teams and gave them £10 per team to buy any props locally which would aid them in their presentation or help with the knowledge tester at the end of their presentation!! (they had 2 hours to prepare a 20 minute presentation) They were also able to use any IT equipment or things from the office (within reason of course !!)

Topic of the Month

This is given out to all our learners we have, as a company, every month to cover ESDGC. Also all staff non delivery staff are sent a copy. In March we gave out the attached Topic of the Month to cover Welsh Culture.



Training Day Activity

Attached is a "Spelling and Meaning" activity which was introduced last year at one of ISA's "Learning & Development" days, as a resource for our Training Days for learners, which are held once a month across different areas we deliver NVQ's in.

How this game works.

All the English words are cut out separately and they then have to match the English word to the Welsh word, which is still attached to the English meaning as this helps!!

Not only does this help improve the learners Welsh language skills but also helps to develop their literacy skills using contextual words and the spelling of key technical words. Along with some understanding of whether it is a noun, verb or adjective. So win win all round!!!

Case Study: Grŵp Llandrillo Menai



Employer Engagement

Stakeholder name and details

Caban Baban Day Nursery, Amlwch.

Details

Apprentices have been vital to the success of Caban Baban day nursery in Amlwch which recently celebrated its first anniversary.

The business is one of many benefiting from the Apprenticeship Programme funded by the Welsh Government with support from the European Social Fund. The centre currently employs eight childcare practitioners, with five of those on work-based apprenticeships.

Coleg Menai have worked closely with Caban Baban in supporting the apprentices and ensuring that the necessary guidance is on hand to encourage their success.

A tutor visits the nursery on a regular basis and often spends the day at Caban Baban with the apprentices. During visits, they discuss progress and achievements as well as other matters including encouraging the apprentices' bilingual skills.

Feedback and quotations from participants and stakeholder

The apprentices here gain so much from their apprenticeships and to see the look on their faces when they realise they've gained qualifications makes it worthwhile. They enable young people to find their worth, realise their potential, feel fulfilled and be proud of their achievements – all of which has been evident at Caban Baban.

Feedback from Learner

Even if you think you can't do it, how do you know until you give it a try?

Case Study: Grŵp Llandrillo Menai



Employer Engagement

Stakeholder name and details

'Galw Gwynedd', Gwynedd County Council, Eryri Business Park, Penrhyndeudraeth.

Details

'Galw Gwynedd' is the telephone customer contact centre for Gwynedd Council. Following on from being named the best contact centre in Britain, 'Galw Gwynedd' now works with Coleg Menai to support many of its staff to complete apprenticeships in Customer Service.

There are 6 learners currently working towards their Level 2 frameworks in Customer Service. With support from their manager and assessor, each learner produces part of their work through the medium of Welsh and English. The assessor discusses with the learner what is needed as evidence for each unit in both Welsh and English (to ensure full understanding of requirements and to strengthen both languages) and encourages each learner to complete work in both languages, giving appropriate assistance to enable the learner to do this.

Evidence of Employer Engagement

'Galw Gwynedd' is a bilingual company that promotes the use of both languages; and tries to ensure that customers are dealt with in the language of their choice.

Both the team leader and manager at 'Galw Gwynedd' support and encourage their apprentices to complete at least some of their qualification in Welsh as it best meets their staff's, and customer's, needs but also ensures the bilingual skills of their workforce.

Impact on the Learner

All of the customer service team at 'Galw Gwynedd' are first language Welsh speakers. Some learners prefer to complete their work in Welsh as it is their preferred language; while some of the other apprentices benefit from the balance of Welsh and English provision. All learners are able to benefit from completing their qualification through Coleg Menai in their language of choice.

Case Study: Ryan Evans



It's never too late to get your Welsh skills back

The Bilingual Champion for the National Training Federation Wales (NTFW), Ryan Evans, has proven that it is never too late to get your Welsh skills back.

Ryan attended a Welsh-medium primary school in Carmarthenshire and went on to study second language Welsh at his local secondary school. Ryan completed his 2nd Language Welsh GCSE a year early in 1999 and got an A*. He then went on to get A grades in 2nd Language Welsh AS and A Level and was awarded the Tomos Davies Penffordd prize for Academic Excellence in A Level 2nd Language Welsh.

After leaving school in 2002, Ryan attended the University of Wales Aberystwyth to study Accounting and Finance with French. Following on from the 4 year course, Ryan got a job as a Finance Manager for a training provider in Pembroke Dock. Ryan had always wanted to get a job which focused on all his skills: Finance, Welsh and French; but even though he was working in Wales, very little of his work required for him to speak any language other than English.

In 2011, Ryan was asked to also be the Welsh Language Development Officer for the company. He started to attend meetings with other work based learning providers in the area to discuss the Welsh language agenda. Ryan was not confident with his Welsh skills at first but started to grow in confidence.

Before being fully confident with the language, Ryan was successfully appointed as the Bilingual Champion for NTfW; where he has had to speak more Welsh than ever before. Ryan is now confident and able to communicate in both English and Welsh in a professional and in a social context.

This proves that even after almost 10 years of not using the language, it is not too late.

“Never give up on your Welsh. Use Welsh as much as you can. The more you use it, the less chance you have of losing it”

Resources

Useful Websites

NTfW Website:	http://www.ntfw.org
WBL Bilingual Champion pages	http://www.ntfw.org/projects/bilingual-champion
NTfW Members Section	http://www.members.ntfw.org
Welsh Government website:	http://wales.gov.uk/?lang=en
Pethau Bychain	http://wales.gov.uk/topics/welshlanguage/promoting/pethau-bychain-do-the-little-things?!lang=en
'NEW Cymraeg website'	http://www.llyw.cymru/cymraeg
Sgiliaith	http://sgiliaith.llandrillo.ac.uk
Welsh Language Commissioner	http://www.comisiynyddygybraeg.org/english/Pages/Home.aspx
Promotions/Hybu	http://www.comisiynyddygybraeg.org/hybu/en/home/Pages/home.aspx
Estyn	http://www.estyn.gov.uk/english
Welsh for Adults	http://www.welshforadults.org/splash?orig=
SaySomethinginWelsh	https://www.saysomethingin.com/welsh/course1
Welsh in the Workplace Indicators	http://www.workplacewelsh.org.uk
Eisteddfod	http://www.eisteddfod.org.uk
Urdd	http://www.urdd.cymru
Mentrau Iaith Cymru	http://www.mentrauiath.cymru
Cam wrth Gam	http://www.meithrin.co.uk/cam-wrth-gam
Care Council for Wales	http://www.ccwales.org.uk/apps

Online Resources

Clic Clonc	http://www.telesgop.co.uk/clicclonc/index.html
Acen	http://www.acen.co.uk

Social Media

Facebook	https://www.facebook.com
Youtube	http://www.youtube.com
Twitter	https://twitter.com
Clecs	https://www.clecs.cymru

Suggested Twitter accounts to follow

[@NTFWwbl](#)
[@Bilingual_WBL](#)
[@DfESwales / @AdAScymru](#)
[@iaithfyw](#)
[@ApprenticeWales](#)
[@Sgiliaith](#)
[@WelshWordADay](#)
[#PethauBychain](#)
[#welshwednesday](#)
[#Bilingualism](#)

Forms

[Setting Welsh Language Targets for All Learners \(Pembrokeshire College\)](#)
[Employer Questionnaire PeoplePlus \(formerly A4e Wales\)](#)

Terms

[Application of Number Terms \(ACT Training\)](#)

[Glossary of Terms for Hairdressing \(ISA Training\)](#)

[Glossary Poster for Thermal Insulation \(Cardiff and Vale College\)](#)

[Conversational Welsh \(Babcock Training\)](#)

Booklets

[Welsh for the Workplace/Cymraeg i'r Gweithle \(Skills Academy Wales\)](#)

[Staff Awareness Training \(Gower College Swansea\)](#)

Competitions and Games

[Quizzes and Games \(The College Merthyr Tydfil\)](#)

[Proud to be Welsh Competitions \(ACT Training\)](#)

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