



WELSH LANGUAGE SCHEME
Prepared under the Welsh Language Act 1993

Approved by the Welsh Language Commissioner 2nd January 2020

Foreword

WJEC is a leading awarding organisation which has its origins in the former Welsh Joint Education Committee, established in 1948. With over 70 years' experience in delivering qualifications, WJEC is the largest provider in Wales and a leading provider in England and Northern Ireland. The organisation has a turnover of over £40m and employs approximately 400 staff, the majority of whom are located in modern offices on the edge of the city of Cardiff.

WJEC CBAC Limited is now a registered charity (no. 1073332) and a company limited by guarantee (no. 03150875), owned by all 22 local authorities in Wales and managed by a Board of Directors. The organisation also has a subsidiary company, WJEC CBAC (Services) Limited, which provides specialist printing and distribution services in support of the Group's core functions.

The obligations within this Scheme are relevant to WJEC CBAC Limited and WJEC CBAC (Services) Limited and to those services provided by the organisation to the public relating to Wales.

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1. Introduction

WJEC has for several years adopted the principle that in the conduct of public business in Wales it will treat Welsh and English on an equal basis. Also, in publishing any material, the Welsh version will be treated no less favourably than the English version. This revised Scheme sets out how WJEC will implement these principles in its provision of services to the general public in Wales and in its engagement with its own staff. Each member of staff involved in service delivery are responsible for keeping to the obligations of this document.

WJEC recognises that individuals can express their views and requirements better in their preferred language. Enabling them to use their preferred language is therefore a matter of good practice. WJEC will therefore, in its dealings with the public, offer them the right to conduct any discussion through the medium of Welsh. It will apply the same principle to its expectations of the other bodies which support WJEC with its work.

WJEC recognises that the Welsh language has official status within Wales as a result of the provision made in the Welsh Language Measure (Wales) 2011.

WJEC's original Welsh Language Scheme was approved by the Welsh Language Board in 2006. This current Scheme was approved by the Welsh Language Commissioner on the 2nd of January 2020.

This revised Welsh Language Scheme is available on the websites of both WJEC and the Welsh Language Commissioner and to staff through the intranet.

Anyone who wishes to discuss this revised Welsh Language Scheme should contact:

iaithgymraeg@cbac.co.uk
welshlanguage@wjec.co.uk

2. Correspondence

- 2.1 Members of the public are welcome to correspond with WJEC in either Welsh or English. A footer statement on our paper and electronic correspondence states that we welcome correspondence in Welsh. Any response to such correspondence will also be in Welsh.
- 2.2 WJEC will respond to all correspondence received in the same language as the original correspondence. In some cases, a response will be bilingual if such a response may be considered relevant to a wider audience.
- 2.3 When both Welsh and English medium versions of correspondence are prepared, both versions must correspond in all respects, e.g. in terms of size, content, the contact details provided and any signatures on the document.
- 2.4 In initiating any correspondence, WJEC will use the language of the receiver if that is known. If the preferred language isn't known, members of the public will be invited to express their choice and will receive bilingual correspondence in the meantime.
- 2.5 The preferred language of the correspondents will be recorded, and the list updated as required.

3. Making and receiving phone calls

3.1 Calls received to the WJEC switchboard

- 3.1.1 Callers will be greeted bilingually, in Welsh first, in order to show that any caller is welcome to use Welsh. This applies to the main switchboard number. The ability to speak Welsh is an essential requirement for the receptionist role.
- 3.1.2 Any phone call received in Welsh from people outside the organisation through our main switchboard number will be conducted entirely in Welsh. If the receptionist is unable to deal with the enquiry made in Welsh the call will be transferred to another Welsh speaker. If there are no Welsh speakers available to deal with the enquiry at the time, the receptionist will explain this and take the contact details of the caller. An indication will be given as to when the caller will receive a call back from a Welsh speaker or they will be advised when to call back.
- 3.1.3 A list of Welsh speaking members of staff will be available at the main switchboard to enable calls to be transferred easily to them.
- 3.1.4 Our main switchboard answer phone will include information in Welsh indicating that callers are always welcome to leave a message in Welsh.

3.2 Calls received within departments and by individual members of staff

- 3.2.1 External calls to direct lines will be answered with a greeting in Welsh.

- 3.2.2 If a caller is a Welsh speaker, every effort will be made to conduct the call entirely in Welsh. When the person answering the call is unable to speak Welsh, they will transfer the call to someone who will be able to deal with the call in Welsh.
- 3.2.3 If the individual who would be the best person to deal with the call is unable to speak Welsh, the caller should be informed of this and told that they can continue with the call in English or that they can send an e-mail in Welsh with a response to be provided in Welsh as quickly as possible.
- 3.2.4 When WJEC telephones an individual or an organisation for the first time, it will need to establish whether they would prefer to receive phone calls through the medium of Welsh. This choice should be recorded and any future contact with that individual or organisation should be made by a Welsh speaker.

4. Receiving visitors to WJEC sites

- 4.1 Services at the main reception area at Western Avenue, Cardiff are provided bilingually with Welsh and English corresponding: reception staff are expected to use Welsh as their usual way of communicating with each other in order to emphasise the natural use of the language on a daily basis.
- 4.2 If there are times when a Welsh language service is not available at reception (at Western Avenue and Treforest), it's essential for a Welsh medium reception service to be provided over the phone if necessary.
- 4.3 If arrangements are made in advance to receive a visitor, that visitor should be asked whether they would like a Welsh language service when they arrive at reception. In that case provision should be available.
- 4.4 A sign should be displayed in reception at Western Avenue showing that visitors are welcome to use Welsh. Reception staff who can speak Welsh should wear badges showing their ability to provide a service in Welsh.
- 4.5 A sign should be displayed in reception at Treforest stating that a Welsh medium reception service is available over the phone if necessary.

5. Meetings

5.1 Meetings between WJEC and other individuals

- 5.1.1 When individuals are invited to meetings by WJEC, it will request their preferred language. The meeting will then be conducted in Welsh or a simultaneous translation service will be arranged for non-Welsh speakers.

5.2 Meetings with one person relating to a complaint, a disciplinary case or student support

5.2.1 The provision stated above in section 5.1.1 also applies to meetings relating to a complaint, a disciplinary case involving a member of staff and to issues relating to support or provision for an individual student.

5.3 Meetings with more than one person relating to a complaint, a disciplinary case or student support

5.3.1 When we invite more than one individual to a meeting relating to a complaint, disciplinary case or issues relating to support or provision for individual students, we will ask each person whether they would wish to contribute through the medium of Welsh during the meeting.

5.3.2 If at least one of those people invited to such a meeting has stated that they wish to contribute through the medium of Welsh, WJEC will make simultaneous translation arrangements for the benefit of those who are unable to follow any contributions made through the medium of Welsh.

5.4 Meetings with a cohort of learners, public meetings and standing committees

5.4.1 When WJEC invites people to attend a meeting which is open to the general public or to a cohort of learners, the invite will clearly state that WJEC welcomes contributions through the medium of Welsh in the meeting.

5.4.2 Invites to such meetings will be published bilingually.

5.4.3 People who are invited to such events will be asked whether they wish to contribute through the medium of Welsh.

5.4.4 A simultaneous translation service will be provided in each meeting which is open to the public or to a cohort of learners and all the materials used or displayed in such meetings will be available in both languages. This ensures that the Welsh is treated no less favourably than the English.

6. Events and training

6.1 Training provided by WJEC

6.1.1 Delegates booking a Continuous Professional Development Course (CPD) will be asked whether they wish to participate through the medium of Welsh. Where there is sufficient demand (10% of the audience/participants), WJEC will offer an additional meeting room and/or Welsh medium presenters and/or a simultaneous translation service.

6.2 Public events organised or funded by WJEC

6.2.1 If we arrange a public event or provide at least 50% of the funding for an event, we shall ensure that the Welsh is treated no less favourably than the English during the promotion of the event.

6.2.2 If we arrange a public event or provide at least 50% of the funding for an event, we shall ensure that the Welsh language is treated no less favourably than the English language during the event. This includes in terms of the services available, the materials on display and any audio messages communicated.

6.3 Publicity and advertising

6.3.1 WJEC ensures that it will publish any material to market WJEC to the public in both Welsh and English. Documents are produced bilingually unless it is impracticable to do so due to their size.

6.3.2 Welsh will be treated no less favourably than English in publicity and advertising material (i.e. the Welsh version will be above and/or to the left of the English version).

6.4 Material for display

6.4.1 WJEC posters and displays will be bilingual and Welsh will be treated no less favourably than English. The Welsh version will be above and/or to the left of the English version or corresponding forms will be produced separately in each language.

6.4.2 These arrangements will apply to material displayed at events and exhibitions arranged by WJEC as well as when participating at events organised by others.

6.5 Public lectures arranged by WJEC

6.5.1 For any public lecture organised by WJEC, simultaneous translation facilities will be provided when the subject matter or intended audience indicate that this would be appropriate.

6.5.2 At such events, where a simultaneous translation service is available, an announcement will be made to indicate that contributions from the audience through the medium of Welsh are welcomed.

6.6 Award ceremonies organised by WJEC

6.6.1 Where WJEC organises such events, arrangements will be made to ensure that the Welsh is treated no less favourably than the English in any aspect of the event. This applies to invitations, display material (printed or digital), and announcements.

6.6.2 Persons invited to speak at such events shall be asked whether they wish to contribute through the medium of Welsh. Simultaneous translation facilities will be available at such events (unless the meeting is able to be conducted entirely through the medium of Welsh).

7. Producing and publishing examinations and assessments

- 7.1 WJEC provides examinations and assessments through the medium of Welsh and English for each qualification it offers. Complete English versions of examination papers will be sent to the centres to be used, for information, by Welsh medium candidates.
- 7.2 WJEC is able to provide assurance that work submitted for assessment through the medium of Welsh is treated no less favourably than work submitted through the medium of English.
- 7.3 Unless there are exceptional circumstances in which a Welsh medium examiner may not be available (e.g. in an area where expertise is scarce or in a re-marking situation in which the only available Welsh medium examiner has already been involved in the initial marking), candidates' work is assessed in the language in which it has been submitted. In those exceptional cases, candidates' work will be translated in house into English.
- 7.4 Welsh medium marking schemes are produced at the end of each series.

8. Producing and publishing documents and forms

- 8.1 Documents are produced bilingually unless it is impracticable to do so due to their size. In such cases, Welsh and English medium materials will be produced separately (e.g. qualifications specifications, specimen assessment materials, guidance for teaching).
- 8.2 If WJEC prepares material separately in Welsh and English, which is available for sale, the same price will be charged for both versions.
- 8.3 Press releases relating to all matters of interest to Wales will be produced bilingually. If it is necessary to provide separate Welsh and English medium versions at specific times, they will be published simultaneously in both languages. There may be occasions when a reactive statement to the media is issued in one language only if it is in response to interest expressed by one media party only.
- 8.4 Agendas, papers and minutes for all meetings that are open to the public will be produced in both Welsh and English: this also applies to meetings of our Wales Advisory Group (although it is an invited group rather than being open to the public).
- 8.5 Certificates produced for learners in Wales are produced bilingually; and Welsh will be treated no less favourably than English in terms of font, size etc. Furthermore, the Welsh version will be above and/or to the left of the English version.

- 8.6 Documents, which are produced bilingually, or as separate Welsh and English medium versions include booklets, pamphlets, brochures, specifications and guidance documents for use by centres and learners; policies, strategies, corporate annual reports; guidelines and codes of conduct; consultation papers.
- 8.7 In producing any document bilingually, we will ensure that the Welsh is treated no less favourably than the English and the Welsh version will be above and/or to the left of the English version.
- 8.8 When a document (other than an examination paper) is produced as separate Welsh and English medium versions, the English version will show that the document is also available in Welsh.
- 8.9 WJEC forms will be bilingual or will be available as separate Welsh and English medium versions. In producing a Welsh and an English version of a form separately, the English version will show that the form is also available in Welsh.
- 8.10 In producing any form bilingually, we will ensure that the Welsh is treated no less favourably than the English and the Welsh version will be above and/or to the left of the English version). This convention will be used for all internal forms in order to become embedded as good practice.
- 8.11 When Welsh and English medium versions of a form exist (whether separately or within a single document), we shall ensure that they are treated equally in every respect (including response times and submission dates).
- 8.12 In all cases, WJEC will make it clear that applications for grants or financial aid that we provide can be submitted through the medium of Welsh or English. Any such forms received through the medium of Welsh will be treated no less favourably than those received through the medium of English (including in relation to submission dates and timelines for notifying outcomes).
- 8.13 WJEC provides a wide range of materials relevant to learning opportunities and relating to qualifications. This provision is relevant to all the WJEC qualifications that are "approved" (by the regulator, Qualifications Wales) for use in Wales. For any of our qualifications that are "designated" for use in Wales (specifically, those produced under our Eduqas brand and regulated by Ofqual), Welsh medium documentation will be provided.
- 8.14 In publishing its own printed educational materials (e.g. textbooks), WJEC will publish the Welsh and English version simultaneously.
- 8.15 In inviting tenders and awarding contracts, invites to tender and supplementary documentation will be bilingual or through the medium of Welsh. In all cases, WJEC will make it clear that responses to tenders can be submitted through the medium of Welsh or English and that those received through the medium of Welsh will be treated no less favourably than those received through the medium of English (including in relation to submission dates and timelines for notifying outcomes).

9. WJEC website and online services

- 9.1 The website is fully bilingual with the Welsh fully equivalent to the English on each page.
- 9.2 The website provides clear language options by means of offering a choice of “Cymraeg” / “English” as the choice of language for every page.
- 9.3 Welsh and English medium pages will be reviewed and updated simultaneously and every document, report, form on the website will be available in both languages. Easily downloadable information in both languages will be included.
- 9.4 All resources and provision in Welsh and English will be consistent in their updating, accuracy, prominence, clarity and quality. In particular, WJEC makes its qualification specifications, guidance for teaching and digital educational resources available simultaneously in both languages.

10. WJEC’s use of social media

- 10.1 WJEC engages in equivalent social media activity through the medium of both Welsh and English thereby ensuring that the Welsh is treated no less favourably than the English.
- 10.2 Social media communications received through the medium of Welsh will be replied to in Welsh (if a reply is necessary at all).

11. Signs displayed by WJEC

- 11.1 All official signage at each WJEC office and within the boundaries of WJEC buildings is currently bilingual, ensuring that the Welsh is treated no less favourably than the English. Also, the Welsh version will be above and/or to the left of the English version. Every new sign will conform to the above.
- 11.2 If separate signs should have to be used for the two languages, the signs would be equal in terms of size, format, quality, clarity and visibility and placed such that the Welsh language version would likely be read first.

12. WJEC Notices

- 12.1 In any notice displayed or published by WJEC, it will ensure that the Welsh is treated no less favourably than the English (i.e. the Welsh version will be above and/or to the left of the English version).
- 12.2 If separate notices need to be used for the two languages, the notices would be equal in terms of size, format, quality, clarity and visibility and placed such that the Welsh language version would likely be read first.

13. Raising awareness of Welsh language services provided by WJEC

- 13.1 WJEC will promote the Welsh medium services it provides. This includes through showing on our website that Welsh medium assessments and reports are provided in support of Welsh medium education.

14. WJEC Corporate identity

- 14.1 "CBAC" and "WJEC" are used as a concise form of referring to WJEC CBAC Limited. The logo has two formats, with either CBAC or WJEC displayed above.
- 14.2 WJEC's corporate identity is presented bilingually. This includes the name of the organisation, its address, the logo, identity badges, exhibitions, publications, signs on buildings, headed paper, business cards, compliment slips and any other printed matter produced by WJEC.

15. Giving consideration to the effect of WJEC policy decisions on the Welsh language

- 15.1 In developing or adapting a policy, WJEC will take into account what effect this will have, in a positive or negative way, on opportunities for individuals to use the Welsh language and on WJEC's intention to treat Welsh no less favourably than English.
- 15.2 In conducting a consultation or research relating to the development or adaptation of a policy, WJEC will seek views on the effect that the proposal would have, in a positive or negative way, on opportunities individuals will have to use Welsh and on the intention of WJEC itself to treat Welsh no less favourably than English.
- 15.3 In developing or adapting a course (or an element of a course), WJEC will take into account what effect this will have, in a positive or negative way, on opportunities individuals will have to use Welsh and on the intention of WJEC to treat Welsh no less favourably than English.

16. Using Welsh as part of the internal administration process at WJEC

- 16.1 WJEC will formulate a policy to be available on our intranet drawing staff's attention to how WJEC will promote and facilitate the use of Welsh internally.
- 16.2 When a new role is offered to an individual a contract of employment or a contract for services will be provided bilingually.
- 16.3 A range of documents relating to an individual's employment are provided bilingually or as separate Welsh and English medium versions, including material relating to performance management reviews, related training needs, annual leave, absence from work and flexible working.

- 16.4 A range of policies are provided bilingually or as separate Welsh and English medium versions, including material relating to conduct in the workplace, health and safety, salaries and other benefits, performance management, absence from work, working conditions and working patterns.

17. Dealing with complaints made by a member of WJEC staff

- 17.1 WJEC allows staff to use Welsh when making a complaint or responding to a complaint and this will be indicated in the relevant policy.
- 17.2 In any meeting which needs to be conducted in relation to a complaint by, or about a member of staff, it will be clearly stated that the member of staff is able to make his/her contribution to the meeting through the medium of Welsh. The meeting will either be conducted entirely through the medium of Welsh or simultaneous translation will be available to those unable to understand Welsh.
- 17.3 When communicating to a member of staff about the decision taken in relation to a complaint, this will be done through the medium of Welsh if the member of staff submitted or responded to the complaint in Welsh, or asked to contribute in Welsh at a meeting relating to the complaint.

18. Disciplining a member of WJEC staff

- 18.1 WJEC allows staff to use Welsh when responding within a disciplinary process to any allegations made against them and this will be indicated in the relevant policy.
- 18.2 In any meeting which needs to be conducted in relation to a disciplinary case by, or about a member of staff, it will be clearly stated that the member of staff is able to make his/her contribution to the meeting through the medium of Welsh. The meeting will either be conducted entirely through the medium of Welsh or simultaneous translation will be available
- 18.3 Any communication with a member of staff about the decision made based on a disciplinary case will be made through the medium of Welsh if the member of staff submitted or responded to the case in Welsh, or asked to contribute in Welsh at a meeting relating to the case.

19. Information Technology

19.1 Computer Software to aid Welsh-medium work

- 19.1.1 WJEC provides staff with access to applications software that aids the checking of spelling and grammar in Welsh (e.g. Cysill and Cysgair) and provides training in their use.
- 19.1.2 WJEC makes available Welsh language interfaces for applications software (where available) and provides support for users wishing to make use of them.

19.2 WJEC Intranet

- 19.2.1 WJEC ensures that its home page, menus and individual pages on its intranet are available in Welsh. These pages will be fully operational, and Welsh will be treated no less favourably than English.
- 19.2.2 Users are able to select their preferred language to access the intranet, and a facility to “toggle” between Welsh and English medium pages will also be available.
- 19.2.3 When intranet pages are added or amended, WJEC ensures that the Welsh medium pages are added or amended at the same time.
- 19.2.4 Within the intranet, material will be provided that advises and supports staff in their use of Welsh.

20. Developing Welsh language skills through planning and training the WJEC workforce

- 20.1 The following aspects of training will be provided through the medium of Welsh using a combination of in-house providers, externally commissioned providers and online software: recruitment and interview; performance management; complaints and disciplinary processes; induction; dealing with the public; health and safety.
- 20.2 Training will be provided (in Welsh) on the use of Welsh in meetings and interviews, dealing with complaints and disciplinary processes.
- 20.3 Welsh language skills training will be provided for staff, at levels which are relevant to their needs and with annual progression opportunities being available, as well as training for line managers in how they can use Welsh in their role as managers. This training will be provided during working hours and will be free of charge. Situations may arise where it may be necessary to provide an intensive course offsite in order to develop specific Welsh medium skills. This will include the release of the individual from work duties for a relevant period of time. Staff will be asked to pursue relevant Welsh language qualifications.
- 20.4 A training course will be provided for staff to develop their awareness of Welsh (including the history of the language and its place in the culture of Wales), their understanding of their duty to work in a way that is consistent with the Welsh Language Scheme and their understanding of the ways they can use Welsh at work.
- 20.5 Information provided for new staff at the time of induction will include information to develop their awareness of Welsh.
- 20.6 Standard formats are provided for the use of staff as a means of including the Welsh language version of their designation and contact details at the foot of e-mails. There is also a notification for use when they are unavailable to answer e-mails and to show whether they have fluent Welsh language skills or are learning the language.

20.7 WJEC will provide badges for staff to indicate that they have Welsh language skills and they will be encouraged to wear these badges.

21. Staff recruitment and appointment at WJEC

- 21.1 When assessing the requirements for a post that is new or vacant, Welsh language skills will be categorised as being (i) essential, (ii) needing to be acquired by any person appointed to the post, (iii) desirable, or (iv) not necessary. For the Chief Executive post, the categorisation will be undertaken by the Board of Directors in consultation with the Human Resources Manager. For Senior Management Team posts, categorisation will be undertaken by the Board and Chief Executive in consultation with the Human Resources Manager. For all other posts, categorisation will be proposed by the relevant member of the Senior Management Team in consultation with the Human Resources Manager, for approval by the Senior Management Team collectively.
- 21.2 Any posts which are categorised as requiring Welsh language skills which are either (i) essential, (ii) needing to be acquired by any person appointed to the post, or (iii) desirable, will show this in the advertisement for the post. As is the case with every WJEC job advertisement, the advertisement will be in English and Welsh.
- 21.3 In advertising any post, WJEC will state that applications through the medium of Welsh are to be welcomed. Applications received through the medium of Welsh will be treated no less favourably than applications received through the medium of English. This includes anything relating to closing dates and the communication of results.
- 21.4 The following documents will be available bilingually or as Welsh as well as English medium versions, with the Welsh being treated no less favourably than the English: job application form, explanatory guidance relating to the application process, details of the interview process and any related assessments, job descriptions.
- 21.5 Application documents for a post will state that an applicant may indicate whether he/she would prefer to have the interview or related assessments conducted in Welsh. WJEC will facilitate this either by holding the interview in its entirety through the medium of Welsh or by using simultaneous translation, noting that part of the interview and related assessments will be conducted through the medium of English for posts in which communicating through the medium of English is a requirement (these being the majority of posts at WJEC).
- 21.6 The outcome of a job application shall be communicated in Welsh to any person who has submitted an application form in Welsh.

22. Administering and monitoring the Scheme

22.1 Record keeping in relation to the Scheme

- 22.1.1 A record will be kept, for each financial year, of the number of complaints received in relation to compliance with this Scheme and to the Welsh Language Standards and any other matter relating to WJEC's use of the Welsh language and copies will be retained of any written complaints received.
- 22.1.2 A record will be kept of all steps taken to ensure compliance with the Scheme.
- 22.1.3 The names of all members of staff who have Welsh language skills will be kept and updated. This will include the level of those skills. This record will be updated as necessary.
- 22.1.4 A record will be kept of the number and proportion of staff who attended Welsh medium versions of any training courses (where these were provided) during each financial year.
- 22.1.5 A record will be kept of all assessments of Welsh language skills requirements undertaken in relation to a new or vacant post.
- 22.1.6 A record will be kept of the categorisation of all posts (including new and vacant posts, categories showing whether Welsh language skills are (i) essential, (ii) needing to be acquired by any person appointed to the post, (iii) desirable, (iv) not necessary.

22.2 Responsibility and monitoring

- 22.2.1 Ultimate responsibility for ensuring overall compliance with this Welsh Language Scheme lies with the Board of Directors.
- 22.2.2 The guidance outlined in this Scheme is the responsibility of all staff who undertake work within the areas of the Scheme covered. A range of internal communication methods will be used to publicise the Scheme amongst WJEC staff.
- 22.2.3 WJEC will take steps to monitor the impact of its policies, procedures, practices and services.
- 22.2.4 At times, the revised Scheme may need to be adapted in order to accurately reflect the organisation's terms of reference. WJEC will not change this Scheme without consultation with the Welsh Language Commissioner.