

Welsh Language Scheme

Prepared under the Welsh Language Act 1993



Higher Education Funding Council for Wales

Welsh Language Scheme

This Scheme received the approval of the Welsh Language Board on 22 November 2010.

Conventions:

The terms 'bilingual' and 'preferred language' in this document refer to the Welsh and English languages.

Please email info@hefcw.ac.uk or call 029 2068 2225 if you need the Scheme in an alternative format.

Introduction

The Higher Education Funding Council for Wales (hereafter HEFCW) has adopted the principle that in the conduct of our public business in Wales, we will treat the Welsh and English languages on the basis of equality. This Scheme sets out how HEFCW will give effect to this principle when providing services to the public in Wales.

All commitments noted in this scheme are operational from date of approval unless otherwise stated.

The Higher Education Funding Council for Wales

The Higher Education Funding Council for Wales (HEFCW) is an Assembly Government Sponsored Body. HEFCW was established by the Further and Higher Education Act 1992. Our responsibilities for initial teacher training are covered under the Education (School Teachers' Qualifications) (Wales) Regulations 2004 and the Education Act 2005.

Our Mission

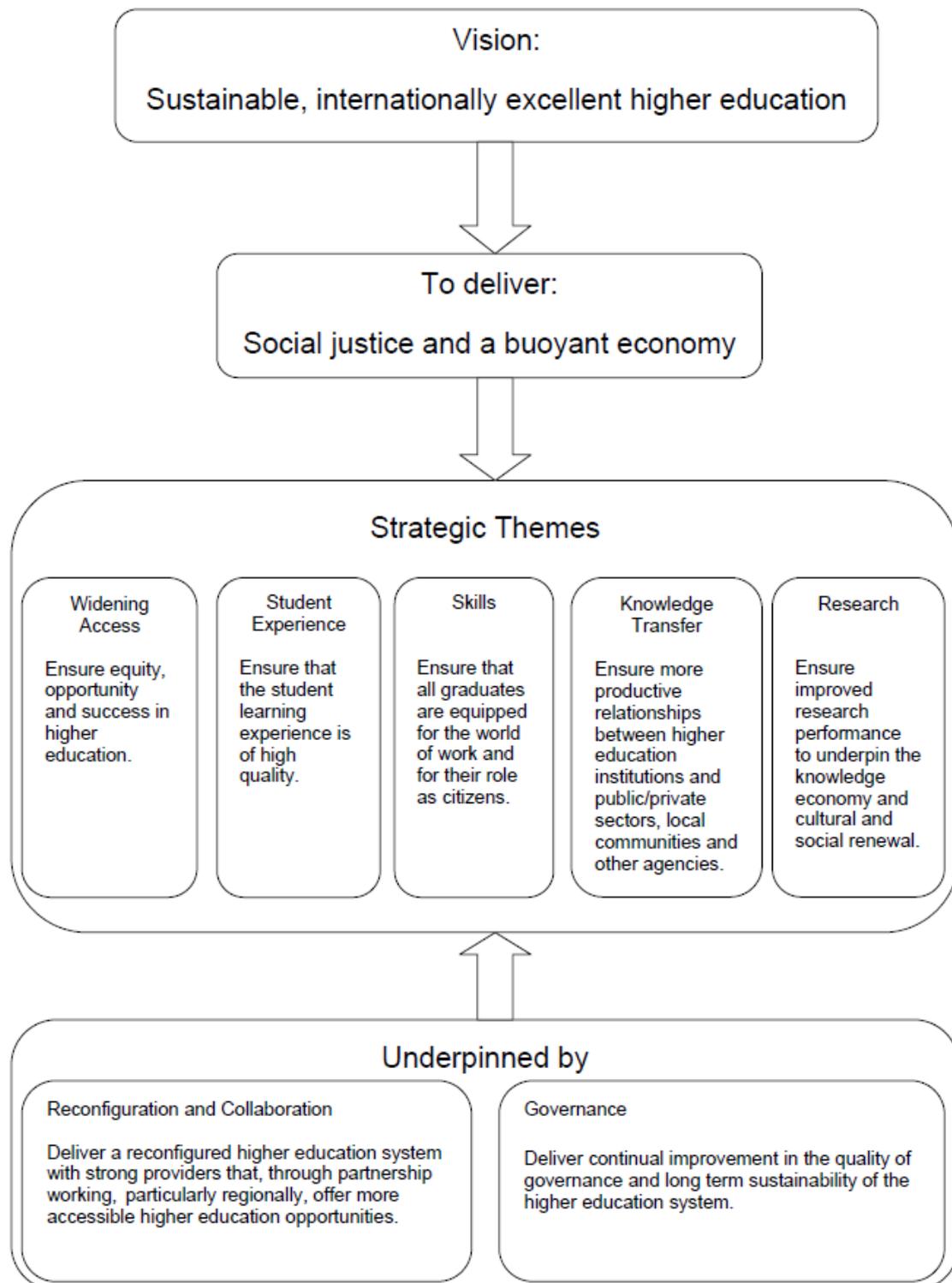
HEFCW strategically uses resources from the Welsh Assembly Government and others to:

- secure higher education learning and research of the highest quality;
- make the most of the contribution of higher education to the culture, society and economy of Wales;
- Ensure high quality, accredited teacher training across Wales.

In order to

- Enhance social justice;
- Support a buoyant economy

Our strategic framework



Delivering these strategic aims will be done in clear and positive support of the Welsh Assembly Government's cross-cutting themes, including **bilingualism**. This will be achieved especially through Welsh medium provision in the higher education (HE) sector and the training of Welsh medium school teachers and further education

lecturers, and through HEFCW's own Welsh Language Scheme. We will align the operation of our Welsh Language Scheme and our Equality Scheme.

HEFCW's Council (board of members) consists of up to twelve members, including the Chair. Council meetings are attended by assessors appointed by the Welsh Assembly Government. The Council usually meets eight times a year. Most meetings are held at HEFCW's offices in Cardiff, although up to three meetings are held at HE institutions in Wales.

HEFCW employs around 55 members of staff.

Twelve higher education institutions in Wales receive funding from HEFCW:

Aberystwyth University
Bangor University
Cardiff University
Glyndŵr University
The Open University in Wales
Swansea Metropolitan University
Swansea University
University of Glamorgan
University of Wales Institute, Cardiff (UWIC)
University of Wales, Newport
University of Wales: Trinity Saint David

Welsh higher education institutions are autonomous bodies. Each has its individual mission, which means a sector in Wales which offers a diversity of undergraduate and postgraduate academic and vocational provision for full-time and part-time students.

The largest institutions are Cardiff University with around 27,000 students and the University of Glamorgan with 20,000 students. Some higher education courses, particularly non-degree diploma courses, can be taken at further education colleges. These courses are mainly provided through franchise arrangements with a higher education institution, although HEFCW funds some directly.

The Scheme

The Welsh Language Scheme is aimed both at the public and the HE institutions and FE colleges to which HEFCW gives funding.

The Scheme has two main focuses:

- 1) Services to the public in Wales
- 2) HEFCW's role in funding teaching and research in the higher education sector.

Therefore the Scheme is structured as follows:

1 General principles

Part 1 2 Dealing with the Welsh-speaking public

Services provided by HEFCW to the public in Wales and general services to HE institutions and FE colleges.

3 HEFCW's public face

Part 2 4 Welsh medium and bilingual higher education

HEFCW policies and plans to support the maintenance and development of Welsh medium and bilingual higher education within the HE sector in Wales.

Part 3 5 Implementation and monitoring

1 General Principles

The Scheme has been approved by HEFCW and carries our full authority. We will not alter the Scheme without the Welsh Language Board's prior approval.

The Scheme is consistent with HEFCW's Publication Scheme drawn up under Section 19 of the Freedom of Information Act 2000.

1.1 Planning: new and revised policies and initiatives

1.1.1 HEFCW will ensure that staff involved in formulating or revising policies are aware of the Scheme and HEFCW's responsibilities under the Welsh Language Act.

1.1.2 HEFCW will:

- assess the impact on the Welsh language of any new or revised policies and initiatives when formulating them.
- ensure that new or revised policies and initiatives:
 - promote and facilitate the use of Welsh wherever possible;
 - move the organisation closer to implementing the principle of equality at every opportunity; and
 - are consistent with the Scheme and do not undermine it.
- ensure that measures contained in the Scheme are applied to new or revised policies and initiatives when they are implemented; and
- consult with the Welsh Language Board in advance about proposals which will affect the Scheme.

1.1.3 We will implement the above commitments through established structures for managing and administering HEFCW business, and for policy development, such as Management Board, Policy Forum, Works Council and Council meetings. Any future changes to the internal organisation of HEFCW will take account of responsibilities under the Scheme for new and revised policies and initiatives.

1.1.4 All papers presented to our Council and to Management Board meetings will show that HEFCW has considered the implications of the policy on the Welsh language and, where appropriate, checked for compliance with the Welsh Language Scheme. We will operate our Welsh Language Scheme in conjunction with our Equality Scheme.

1.2 Delivery of services

- 1.2.1 We implement policies through the HE institutions and FE colleges which receive HEFCW funding. Policies and activities are normally applied on a Wales-wide basis. HEFCW's functions do not include providing services directly to the public. Therefore, when in contact with the public in Wales, our aim is to provide a consistent level of service which will enable members of the public to use their preferred language in their dealings with us.
- 1.2.2 The specific measures to enable HEFCW to deliver the services to the public in this Scheme and to implement our policies on Welsh medium provision in HE are set out, as appropriate, in the sections below, particularly in Part 3: *Implementation and Monitoring*. All members of staff are advised of and provided with guidelines on their responsibilities under the Scheme, and additional advice will be provided as needed by senior management or the Communications Manager (the designated Welsh Language Scheme Officer for the Scheme). New members of staff learn about HEFCW's Welsh Language Scheme on induction. Staff have access to external translation services. Policy teams within HEFCW, in particular the Strategy, Learning and Funding Team, will take forward the policies in Part 2 of the Scheme.

Working in partnership

- 1.2.3 HEFCW often works in partnership with other organisations, agencies and public bodies in Wales. Where the activities of the partnership involve services to, or contact with, the public in Wales, HEFCW will seek to ensure that the principle of equality for the Welsh and English languages is applied and that our own role in such partnerships conforms with our Welsh Language Scheme.
- 1.2.4 HEFCW works with a number of UK higher education sector-owned bodies. Within the scope of their remits, HEFCW will seek to encourage them to take account of Welsh language and Welsh cultural issues within their activities. Where we are partners in an agreement for particular projects, we will specify any Welsh language requirements, as appropriate, to the project concerned.
- 1.2.5 The policies as set out in Part 2 of the Scheme are a significant element in the contribution which HEFCW makes to encouraging and supporting higher education through the medium of Welsh.

1.3 Standards of Service

- 1.3.1 HEFCW is committed to providing an equally high standard of service to the public in Welsh and English, in accordance with the principle of treating the Welsh and English languages on the basis of equality.
- 1.3.2 This commitment will be stated in HEFCW's Annual Report, Corporate Strategy and Operational Plan, Communications Strategy, in job advertisements, on HEFCW's website and in other documents, as appropriate.

- 1.3.3 HEFCW's standards of service and complaints procedure will apply equally to the provision of services to the public in Welsh and English. Our standards of service will be consistent with our Welsh Language Scheme to enable the public to deal with HEFCW in their preferred language. When assessing and measuring the standards and effectiveness of HEFCW's service to the public in Welsh, we will employ exactly the same performance indicators as those used for services in English.
- 1.3.4 We will monitor the operation of HEFCW's standards of service and our complaints procedure as part of our normal monitoring of performance. We will review the appropriateness of our standards of service and our complaints procedure, including in relation to the provision of Welsh language services to the public, periodically. We will also gather information about our Welsh language services through our external survey of stakeholders and partners. All this information feeds into the monitoring of the Welsh Language Scheme as a whole.
- 1.3.5 In accordance with our Equality Scheme, we will make Welsh documents available in alternative formats, as appropriate and on request.

2 Dealing with the Welsh speaking public

This section sets out our provision of services to the Welsh-speaking public in Wales and general services to HE institutions and FE colleges. HEFCW's policies and plans to support Welsh medium and bilingual education in the higher education sector in Wales are set out in Part 2.

2.1 Written correspondence

- 2.1.1 HEFCW welcomes emails, letters and other written correspondence in Welsh and in English.
- 2.1.2 We will reply to correspondence received in either Welsh or English in the language of the original correspondence. Letters received in Welsh will receive a signed reply in Welsh.
- 2.1.3 We will initiate correspondence with a member of the public or a business in Wales in the preferred language, if it is known. Correspondence will be in Welsh following face-to-face or telephone communications in Welsh. Where the language preference of the recipient is not known, we will issue correspondence to the public bilingually. In some cases where the recipient would be detrimentally affected by a delay in waiting for a translation, we may issue letters or emails in English with a standard message that the recipient is welcome to respond in either Welsh or English. Subsequent correspondence will then be in the language preferred by the respondent.
- 2.1.4 HEFCW will issue standard letters or notices to the general public in Wales bilingually.
- 2.1.5 All email correspondence from HEFCW will include a bilingual footnote indicating that the recipient is welcome to respond in either Welsh or English. Any subsequent replies from HEFCW will be in the language of the response to HEFCW.
- 2.1.6 Where staff who are not able or confident to reply in Welsh receive emails, and translation is therefore required, HEFCW will make every effort to ensure that the response times are not greater than for emails sent in English. When it is not practical to arrange a translation, for example in an emergency, it is acceptable for HEFCW to send an English-only message and an apology. HEFCW will make a note of the explanation for future Welsh Language Scheme monitoring documents.
- 2.1.7 Requests for information from organisations or a member of the public, including requests for information received under HEFCW's Code of Practice on Public Access to Information, will receive a covering letter in the preferred language of the enquirer. Copies of documents or information requested will be made available in their current form, whether this is English, Welsh or bilingual (see also below 3.3.5 to 3.3.7).

2.1.8 The commitment to corresponding through the medium of Welsh will not of itself lead to a delay in responses:

- HEFCW contracts with external translators and all members of staff have been informed how to access these services.
- Welsh-speaking staff are usually available to advise on the content of correspondence received in Welsh; otherwise correspondence can be sent directly to external translators, so that we can prepare an appropriate response.
- HEFCW buys and updates computer software, as necessary, to provide Welsh spell-checking. Dictionaries and reference books are also available to staff as required and staff are made aware of web resources.

2.1.9 HEFCW will prepare and provide Welsh language audio copies of documents available in Welsh on request.

2.2 Telephone Communication

2.2.1 HEFCW welcomes telephone calls in Welsh and English.

2.2.2 Calls made to the HEFCW switchboard will be answered with a bilingual greeting.

2.2.3 HEFCW will deal with calls in Welsh to the switchboard *either* by the switchboard operator or by *transferring* the call to a Welsh-speaking member of staff. Should a Welsh speaker not be available at the time, we will: i) make arrangements for a Welsh speaker to call back as soon as possible; or ii) give the caller the option to continue the call in English if they wish; or iii) advise the caller that they can write to HEFCW in Welsh and receive a written response in Welsh. Non Welsh-speaking members of staff who receive calls in Welsh directly will follow a similar procedure.

2.2.4 HEFCW's main switchboard voicemail service contains a bilingual message, and we welcome messages in Welsh or English.

2.2.5 When appointing switchboard operators in future, HEFCW's policy will be to recruit fluent Welsh and English speakers to the posts or, if this proves to not be possible, to provide appropriate training to enable switchboard operators to handle basic enquiries in Welsh before transferring the call to a Welsh-speaking member of staff.

2.2.6 Welsh speakers within HEFCW, who are able to deal with calls through the medium of Welsh, are identified on the internal telephone directory, which is updated regularly and available to all staff.

2.3 Public Meetings

- 2.3.1 Those attending public meetings, such as HEFCW's annual public meeting, will be welcome to contribute through the medium of Welsh or English, and simultaneous translation facilities will be available for Welsh to English translation. For public meetings where those attending are confirmed in advance, HEFCW will establish the language preference of attendees before the event to determine whether simultaneous translation facilities are required.
- 2.3.2 Seminars and conferences organised by HEFCW, which are not open to the general public but are for invited representatives from the HE sector, will usually be conducted through the medium of English. However, staff will make a decision on an event by event basis, with guidance from senior management, on whether a particular event should be conducted bilingually, wholly or in part, based on its subject and nature, and likely audience. If we decide that there should be an opportunity to contribute in Welsh or English, then staff will establish the language preference of attendees in advance. We expect that all such events related to *Welsh medium higher education provision: Part 2* will be conducted in Welsh or bilingually.
- 2.3.3 Welsh-speaking members of staff, wearing badges to identify them, will be present at all major public events to welcome the public and deal with any queries.

2.4 Other meetings with the public

- 2.4.1 Members of the public visiting HEFCW's offices are welcome to address general enquiries through the medium of Welsh or English. A bilingual notice is displayed in the reception area to make it clear to visitors that they may deal with the organisation in either language. If bilingual reception staff are not available, efforts will be made to ensure that a Welsh speaking member of staff is made available either in person or by telephone to deal with the initial general enquiry.
- 2.4.2 We will make arrangements for Welsh-speaking staff within HEFCW to deal with any face-to-face enquiries on more specific issues when a member of the public gives sufficient notice of the intended visit. However, there may be instances when this is not possible due to the technical or specialist nature of the enquiry. In these instances, the enquirer will be invited to write to HEFCW so that a considered response in Welsh can be given. Alternatively, an appointment may be made at which a translator will be present.
- 2.4.3 If a meeting is arranged with a member or members of the public, either face-to-face or through video-conferencing, they will be welcome to contribute in Welsh or English, provided sufficient notice is given so that the preferred language of the attendee(s) can be determined and translation facilities arranged if required.

3 HEFCW's public face

3.1 Corporate Identity

3.1.1 HEFCW is committed to a bilingual corporate identity in Wales. This is expressed through HEFCW's name, address, logo and other standard information, as they appear on:

- official stationery, including headed paper, fax paper, compliments slips, and other official material, goods and publications
- internal and external signs on HEFCW buildings, or HEFCW signs at other locations
- advertisements
- HEFCW's website, and
- HEFCW banners, displays and exhibitions.

3.2 Signs

3.2.1 HEFCW's external signs, and internal signs in areas where the public or visitors may have access, are bilingual. This also applies to any HEFCW signs at other public sites or locations.

3.2.2 Where official signs and notices provided by others are used in HEFCW premises for the benefit of the public, HEFCW will ensure that bilingual versions are obtained and used.

3.2.3 Signs will respect the principle of equality between Welsh and English. Welsh and English signs, and the text in both languages on bilingual signs, will be equal in format, size, quality, legibility and prominence.

3.2.4 Bilingual/Welsh signs will be checked for accuracy by a translator or other suitably qualified Welsh speaker before installation.

3.3 Publishing and Printed Materials

3.3.1 HEFCW currently publishes the following annual publications bilingually on our website:

Annual Report
Corporate Strategy
Equality and Diversity Annual Report
Funding outcomes: Allocations
Initial teacher training statistical information

The following are also available bilingually:

Publication Scheme

HEFCW Equality Scheme

Participation Rates for Welsh students in higher education within the UK

HEFCW will provide Welsh language executive summaries of English-language reports, where practical, which might normally include:

Specialist statistical studies

Published reports and research commissioned by HEFCW

Other information, which might not be available as a traditional publication, may be available as bilingual content on HEFCW's website.

- 3.3.2 Where published material is produced bilingually, Welsh and English versions will appear together in one document rather than separate Welsh and English versions, unless their size makes this impractical.
- 3.3.3 Where it is necessary to publish documents in separate Welsh and English versions, both versions will be issued simultaneously, distributed together and be equally accessible. Each will contain a message stating that the document is available in the other language. Where HEFCW produces a large document in English for a specialist audience, or where HEFCW has contracted another company to produce a piece of research or a report in English, HEFCW will endeavour to make available an accompanying executive summary or introduction in Welsh.
- 3.3.4 If a priced document is issued, the price of a Welsh version will not be greater than the price of the English version, nor the price of a bilingual format document greater than if it had been published as a single language document.
- 3.3.5 Documents relating to the internal business of HEFCW, or which have restricted circulation, but which are included in HEFCW's Publication Scheme under the Freedom of Information Act 2002, will be made available in the language of origination.
- 3.3.6 The official series of circulars produced by HEFCW, and any accompanying reports, are directed at institutions and organisations in the HE sector and sometimes further education colleges, not the general public. They are addressed specifically to the heads of the institutions concerned. HEFCW staff, with guidance from senior management and the designated Welsh Language Scheme officer, will consider whether particular documents, given their subject matter and the staff in institutions who will have responsibility for dealing with them, should be issued bilingually. All circulars and reports relating specifically to Welsh medium higher education provision in Part 2 (including Welsh medium ITT) will be issued bilingually.

- 3.3.7 We are committed to openness about HEFCW's policies and activities, and make many documents more widely available in the language(s) of origination through our website. Many documents which are available in English will have accompanying or explanatory web pages in Welsh. Our policies and procedures on publications are set out in HEFCW's Publication Scheme.
- 3.3.8 Other materials with a wide and general distribution, such as posters and leaflets, will be produced bilingually. Both languages will be treated equally in format, size, quality, legibility and prominence. When distributing such materials - or other HEFCW documents available bilingually - in person, (for example, at an exhibition or public meeting), HEFCW representatives will offer bilingual or Welsh and English versions.
- 3.3.9 We will provide staff, consultants, designers and publishers with written guidance for dealing with bilingual publications.

3.4 HEFCW's website

- 3.4.1 HEFCW's website pages are available in Welsh and English and can be accessed at www.hefcw.ac.uk. The website's main splash page allows visitors to enter in either language, and there is a language switch on each page.
- 3.4.2 As part of our Publication Scheme, as noted above, we makes documents that are initially directed to a restricted audience more widely available. The same criteria apply to both documents placed on the website and printed documents. Documents placed on the website will be in their original language(s). This includes documents originally directed to heads of HE institutions and FE colleges, and documents relating to HEFCW's internal business, or produced for internal purposes, which are made available as part of our Publication Scheme. Documents produced bilingually will appear in Welsh and English versions on the website.
- 3.4.3 The equivalent English and Welsh pages on the HEFCW website are updated simultaneously to ensure parity between the English and Welsh content.

3.5 Forms and associated explanatory material

- 3.5.1 The range of forms and associated explanatory material produced by HEFCW for use by the public is limited. The following are available bilingually. In some instances, where the preferred language of the recipient is known in advance, they will be in separate English and Welsh forms.

- The pre-printed part of cheques
- Job application forms
- Information sent to applicants on job vacancies
- External travel and subsistence claim forms

Purchase order forms and remittance advice issued electronically are bilingual.

- 3.5.2 Whether other forms will be bilingual or in one language will be determined by the nature of the form, the frequency of use, access by the public to the form and the extent to which the users include Welsh speakers.

3.6 Press Releases

- 3.6.1 We issue HEFCW press releases bilingually.

3.7 Public Relations and Marketing

- 3.7.1 HEFCW will produce publicity literature directed at the public in Wales in Welsh and English, unless the target audience is known to have one preferred language.
- 3.7.2 HEFCW does not normally run press, television, radio or other advertising, marketing or publicity campaigns in Wales. If we were to run any, we would run them in Welsh and English (or, potentially in some instances in Welsh only if this is the preferred language of the target audience). Welsh and English will be treated equally in format, size, quality, legibility and prominence. We would put in place mechanisms to enable responses in Welsh or English.
- 3.7.3 We will conduct public surveys, major stakeholder surveys and full equality impact assessments in Wales bilingually.
- 3.7.4 HEFCW exhibition and public information stands in Wales will be bilingual. Any literature which is available in separate Welsh and English versions will be displayed together and a choice offered to the recipient.

3.8 Official Notices, Public Notices and Staff Recruitment Advertising

- 3.8.1 Official notices, public notices and staff recruitment advertisements appear in Wales with Welsh and English versions shown together. They will be equal in format, size, quality, legibility and prominence.
- 3.8.2 The publications which HEFCW uses for advertising posts vary according to the nature of the post. All advertisements for posts appear bilingually in English language publications circulating in Wales and in Welsh only in Welsh language publications. Where an advertisement is placed in a paper circulating mainly in the UK for a post where fluency in Welsh is essential, the advertisement will be bilingual. Posts are advertised in Welsh and in English on the HEFCW and Job Centre Plus websites.
- 3.8.3 All staff advertisements (whether Welsh-only, English-only or bilingual) will contain a bilingual statement of HEFCW's commitment to bilingualism and that we welcome responses in Welsh and English.

4 Welsh medium and bilingual higher education

This section of HEFCW's Welsh Language Scheme sets out the context for our policies on bilingualism, Welsh language and Welsh medium provision in the higher education sector. It describes recent developments leading to the current position and indicates future direction.

4.1 Policy Context

- 4.1.1 We recognise the important role which higher education has in fulfilling the Welsh Assembly Government's vision for a bilingual Wales, and in building linguistic capacity to enable the provisions of the 1993 Welsh Language Act for equality between the Welsh and English language in the conduct of public business to be realised:
- Departments of Welsh and Celtic Studies in Wales provide the academic underpinning of scholarship and research which is essential for the vitality and development of the language. They also produce graduates who are able to work in the Welsh language at a high level.
 - The Centre for Research on Bilingualism in Theory and Practice at Bangor University, which is being jointly funded by the Economic and Social Research Council (ESRC), HEFCW and the Welsh Assembly Government for an initial five-year period from 2007, will contribute to the understanding and development of bilingualism in Wales and the UK and in an international context.
 - Research and scholarship in other disciplines on issues relating to Wales, undertaken either in Welsh or English, contribute to the base of knowledge and understanding which informs social, cultural, educational and economic development in Wales.
 - The opportunity to take other subjects through the medium of Welsh in higher education is important in enabling students to study in their preferred language, in extending the scope of their bilingualism, enhancing their career opportunities, and in providing progression routes from school, further or adult education and work-based learning.
 - Welsh medium higher education is also key in meeting the needs of the economy, communities, and the wider education system for bilingual graduates and postgraduates in a range of subject areas and professions, serving the public and private sector.
 - Welsh medium provision in higher education contributes to the development and dissemination of terminology across a wide range of subject areas.
 - Welsh higher education institutions (HEIs) provide initial training for primary and secondary school teachers and other education sectors. This includes teachers for the Welsh medium and bilingual sectors as well as for pupils in English medium schools to learn Welsh. They also provide Welsh medium provision in areas such as Early Years education and Youth Work.

- Higher education institutions lead five of the six Welsh Assembly Government funded Welsh for Adults Centres, as well as providing further opportunities through lifelong learning provision.
- 4.1.2 *Reaching Higher*: The Welsh Assembly Government's initial strategy for higher education in Wales to 2010, *Reaching Higher – Higher Education and the Learning Country*, published in 2002, included strengthening Welsh medium higher education provision as one of its themes.
- 4.1.3 *Coleg Ffederal Planning Board*: The *One Wales* agreement (June 2007), which forms the basis of the current programme of government, stated: "We will establish a Welsh-medium Higher Education Network - the Federal College - in order to ensure Welsh-medium provision in our universities".¹ In July 2008 the Minister announced the establishment of a Coleg Ffederal Planning Board, chaired by Professor Robin Williams, former Vice-Chancellor of Swansea University. Professor Williams' report, setting out a way forward, was published in June 2009.²
- 4.1.4 *For our Future* states that, working with stakeholders and HEFCW, the Welsh Assembly Government will "enable study through the medium of Welsh to take place in a wider range of programmes and locations in Wales". This encompasses action to establish the Coleg Ffederal in line with the recommendations made in Professor Williams' report.
- 4.1.5 The Welsh Assembly Government published its *Welsh-medium Education Strategy* in April 2010. The strategy recognises the role which the Coleg Ffederal will have in the development of Welsh medium higher education. There a number of aspects of the broader strategy which are relevant to the higher education sector, including contributing to improved progression routes into Welsh medium higher education.
- 4.1.6 The Welsh Assembly Government published its *Welsh-medium Education Strategy* for consultation in May 2009. The document contained a number of proposed actions pertinent to the higher education sector, as well as recognising that the findings of the Coleg Ffederal report will influence future developments in Welsh medium higher education. Once the final strategy is published, HEFCW will need to take it into account in its future actions.
- 4.1.6 *Initial teacher training (ITT)*: plays a vital role in the supply of Welsh language and Welsh medium teachers in Wales and HEFCW takes this into account in developing its policies for ITT. HEFCW has specific statutory responsibilities for ITT in Wales. Our role includes: accrediting higher education institutions as providers of ITT; allocating intake targets to providers based on Welsh Assembly Government sector targets; and working with Estyn to ensure that ITT providers continue to meet expected requirements and standards. A review of ITT commissioned by the Welsh Assembly Government which reported in 2006 concluded that there was an

¹ One Wales – A Progressive Agenda for the Government of Wales. An agreement between the Labour and Plaid Cymru Groups in the National Assembly – 27th June 2007

² <http://wales.gov.uk/topics/educationandskills/publications/wagreviews/colegffederal/?lang=en>

oversupply of teachers in Wales. We have been working with higher education institutions since 2006 to achieve a reconfiguration of the ITT sector which will enable it to meet the needs of Wales for newly-trained teachers better in future. This is being achieved through the formation of three Centres of Teacher Education based on partnerships of higher education institutions in South East Wales, South West Wales and North and Mid Wales.

- 4.1.7 *Skills that work for Wales (2008)*: The Welsh Assembly Government's skills and employment strategy and action plan encompasses Welsh language skills. The higher education sector will have a key role in raising higher level skills in Wales, including Welsh language and Welsh medium and bilingual skills.
- 4.1.8 The economic recession is the most significant factor impacting upon the higher education sector. We can expect there to be increased financial stringency in the core grant from the Welsh Assembly Government which HEFCW will have available to allocate to the sector over the next few years at least. However, we will encourage HEIs to respond positively to the economic downturn, both in terms of their support for individuals, communities and businesses across Wales in inclusion and upskilling and also in their roles as significant local and regional employers.

4.2 Recent developments and current position

- 4.2.1 *Reaching Higher's* emphasis on Welsh medium provision and the political expectations associated with it provided an impetus for significant developments in Welsh medium higher education provision.
- 4.2.2 In 2003 HEFCW established a Welsh Medium Provision Steering Group, chaired by Andrew Green, Librarian, National Library of Wales, which met between November 2003 and November 2006. The Group prepared a strategy for Welsh medium provision which HEFCW presented to the Minister for Education, Lifelong Learning and Skills in October 2004.

- 4.2.3 The Minister gave approval for HEFCW to provide funding to implement various aspects of the strategy. This included funding for Postgraduate Scholarship and Teaching Fellowship Schemes to increase the potential future supply of Welsh medium academic staff. The staffing and resources of the Welsh Medium Teaching Development Centre, originally established as a small scale unit in 2000, were also strengthened to enable it to support delivery of the strategy.
- 4.2.4 As part of the strategy, independent consultants were commissioned to undertake an options appraisal of possible future models for the delivery of Welsh medium provision. The consultants' report, submitted in June 2006, proposed a network model, supported by a strong, national strategic framework and an expanded role for the Welsh Medium Teaching Development Centre, as the preferred option. There was general support within the HE sector for the main aspects of the model as put forward.

Welsh Medium Higher Education Strategic Framework and National Development Plan

- 4.2.5 In November 2006, the heads of all the HEIs, through their representative body, Higher Education Wales (HEW), agreed to set up a sector-wide strategic framework, including preparing and agreeing a national development plan and supporting the work of the Welsh Medium Teaching Development Centre (renamed the Centre for Welsh Medium Higher Education). This development marked a significant shift in terms of higher education institutions in Wales committing as a sector at senior management level to taking responsibility for the development of Welsh medium provision.
- 4.2.6 Strategic direction and leadership are provided by the Welsh Medium Higher Education Sector Group (WM HESG), which has senior representation from each institution. Through the WM HESG, institutions work together to plan at a national level how Welsh medium provision will be developed and delivered across Wales. The development plan focuses on the various areas which affect supply and demand in Welsh medium education, primarily, provision development, marketing, student recruitment, and staff development and recruitment.
- 4.2.7 Staff across institutions are involved in development work through sub-groups and subject network panels. Members are not necessarily "Welsh-medium staff" but those who can bring expertise in marketing, staff development and e-learning to further Welsh medium provision. The framework is kept flexible to respond to developing needs. For example, as the volume of development work has increased, a co-ordinating group of staff responsible for administering Welsh medium provision in institutions within the sector has been set up and support is being provided for additional co-ordinating staff in institutions.
- 4.2.8 The Centre for Welsh Medium Higher Education has, since August 2007, operated under a sector-owned consortium of which all the HEIs are members, with Trinity University College acting as host institution on behalf

of the sector. The Centre has a management board which provides guidance and oversight of its operations. The Centre's role has been enhanced and re-defined so that its work is focused fully on supporting the implementation of all areas of the national development plan, as directed by the WM HESG, working closely with all institutions in the sector. This includes the Mantais campaign to raise interest and stimulate demand for Welsh medium provision amongst prospective students.

- 4.2.9 Further information on all aspects of the work being undertaken through the national development plan can be found on the Centre for Welsh Medium Higher Education website which is regularly updated (<http://www.aucyfrwngcymraeg.ac.uk>).

4.3 Future developments

- 4.3.1 The main part of HEFCW focus over the coming period will be working with the sector and other stakeholders to establish the Coleg Ffederal. The first part of this process has been the setting up of the Coleg Ffederal Implementation Board and supporting its work. However, we will also provide continuing support for the Strategic Framework and National Development Plan and for the Centre for Welsh Medium Higher Education in the meantime. This is essential to maintain progress and momentum and to provide a firm foundation for the Coleg Ffederal which will build on the existing work of the higher education sector.

4.4 The role of HEFCW

- 4.4.1 We play a significant role in working with the sector to achieve developments in Welsh medium higher education. This is reflected in specific references to Welsh medium provision in the annual remit letters which we receive from the Welsh Assembly Government. The Assembly Government looks to HEFCW to provide formal advice on Welsh medium provision and to take forward implementation following the Minister's response to such advice. We have been closely involved in the development of the current strategic framework and national development plan and were represented on the Coleg Ffederal Planning Board chaired by Professor Robin Williams.
- 4.4.2 Within the strategic framework, the Centre for Welsh Medium Higher Education, HEFCW and HEW provide secretariat to the WM HESG, and there is regular contact between the officers concerned. HEFCW officers are also represented on the WM HESG sub-groups and the Centre Management Board. In particular, HEFCW officers work closely with the Centre to support progress generally and in particular in relation to activity which we fund.
- 4.4.3 As indicated above, HEFCW will now have a significant role in the work to establish the Coleg Ffederal.

Funding for Welsh medium provision

- 4.4.4 The funding which we provide falls into two main elements: funding as part of recurrent mainstream funding for teaching and additional funding to support the implementation of the National Development Plan.
- 4.4.5 *Welsh medium premium:* We provide mainstream funding for teaching in higher education on a credit basis, with a unit of resource per credit value according to the academic subject category within which the provision falls. This funding forms the core recurrent teaching grant which institutions receive and which contributes to the teaching, learning and associated resources, services and infrastructure which provide for the student experiences. As part of this recurrent funding, we pay a premium for enrolments on to Welsh medium modules in recognition of the extra costs of delivering provision through the medium of Welsh. (Welsh language and literature modules are generally not included.) The calculation of the premium is based on the data on Welsh medium enrolments which institutions record on their Higher Education Statistics Agency (HESA) returns. Students may be taking a complete module through the medium of Welsh or part of a module. The minimum number of Welsh medium credits within a module to be eligible for the premium is two credits. The premium is equivalent to an additional 34% on the unit of funding for each eligible credit. The total sum paid in the premium each year therefore depends on the number of Welsh medium enrolments recorded. The total premium for 2009/10 is £1.4M.
- 4.4.6 *National Development Plan:* The funding which supports the implementation of the national development plan has built up over recent years. It includes funding which we have made available for some time, namely, a development fund and a basic allocation to the Centre for Welsh Medium Higher Education. Following advice from HEFCW at various key points to the Welsh Assembly Government, the Assembly Government has agreed the use of a total of £5.18M from HEFCW's Reconfiguration and Collaboration Fund between 2004/05 and 2010/11 as well as a further £3M as part of One Wales funding for the three years from 2008/09. Taken together, this will provide a budget in 2009/10 of around £2.79M for development and co-ordination work and for the staffing and infrastructure of the Centre.
- 4.4.7 The funding to support the development plan is administered through the Centre. Plans and targets for the use of the funding, together with procedures for the release of funding and monitoring are agreed with HEFCW, following discussion with the Centre and in the WM HESG. The Centre reports on progress at each WM HESG meeting and to its management board. It also provides regular formal monitoring reports to HEFCW against agreed targets and deliverables. These arrangements enable HEFCW to ensure that it is satisfied with progress, and that it is playing an appropriate and supportive role, both through the input of staff and the use of its funding, to further the framework and development plan.

- 4.4.8 The main disadvantage of the present arrangements has been that the bulk of the funding is short-term. This point was highlighted by Professor Williams in his Coleg Ffederal report and the Welsh Assembly Government is therefore making provision for HEFCW to provide recurrent funding for the Coleg Ffederal.

Other aspects of HEFCW's role

- 4.4.9 *Quality assurance of teaching:* HEFCW's quality assurance and standards framework for higher education provision in Wales is based upon institutional reviews undertaken across Wales with every institution being reviewed at least once within a six-year period. The review process is undertaken on HEFCW's behalf by the Quality Assurance Agency for Higher Education (QAA). QAA guidelines have been provided on effective practice in examining and assessing in a language other than the language of tuition. These guidelines acknowledge the particular circumstances of higher education institutions in Wales in ensuring the equal status of Welsh and English, and their responsibilities to provide opportunities wherever possible for assessing student performance in the Welsh language irrespective of the language(s) of teaching/tuition. Our service level agreement with the QAA sets out our expectations that in its dealings with the sector in Wales, the QAA will meet the requirements of its own, higher education institutions' and the HEFCW Welsh Language Schemes, including ensuring that it establishes and maintains an appropriate organisational capacity in the Welsh language.
- 4.4.10 *Research Assessment and Research Funding:* The four UK higher education funding bodies are currently developing new arrangements for research assessment. These new arrangements, known as the Research Excellence Framework (REF) will replace the Research Assessment Exercise (RAE). We will ensure that, as with the RAE, the new arrangements will include appropriate formal provision for assessing work submitted through the medium of Welsh, in recognition of the equal status of the Welsh and English languages within Wales. This will safeguard the academic integrity of research presented through the medium of Welsh by ensuring that it can be judged against UK-wide quality criteria. It enables the sector to support academic staff undertaking research through the medium of Welsh with confidence.
- 4.4.11 Such work, within the criteria for assessment and funding, will be funded through the HEFCW's research funding method at the time. This includes research on Welsh language issues undertaken in higher education institutions as well as the work of the University of Wales Centre for Advanced Welsh and Celtic Studies. We also provide support to the University of Wales for the Welsh Dictionary Unit and to the University of Wales Press.

4.5 HEFCW's Corporate Strategy

- 4.5.1 We have a three-year corporate strategy which sets out HEFCW's mission and aims and which operates in the overall policy environment set by the Welsh Assembly Government. (The most recent corporate strategy can be found under "Publications/Corporate Publications" on HEFCW's website.)
- 4.5.2 Our most recent corporate strategy includes HEFCW's role in establishing the Coleg Ffederal and our continuing support for the National Development Plan and the Centre for Welsh Medium Higher Education in the transition period. It will also include action on support for Welsh medium initial teacher training.

4.6 Policy development and implementation within HEFCW

- 4.6.1 Ultimate responsibility for policy on Welsh medium provision rests with the HEFCW Council. The HEFCW Student Experience, Teaching and Quality Committee, which advises the Council, includes Welsh medium provision within its remit. The Chief Executive, supported by the Director of Strategic Development, is responsible for ensuring implementation. Day-to-day responsibility for leading on and ensuring the development and delivery of policy rests with the Head of Strategy, Learning and Funding. Staff in the Strategy, Learning and Funding Team consult with other colleagues in HEFCW as appropriate. Taken together, these arrangements ensure that policy development is undertaken within the wider context of priorities and policies for higher education, including reconfiguration and collaboration, widening access for groups under-represented in higher education and fostering best practice in learning and teaching and the student experience.
- 4.6.2 Our corporate strategy reflects *For our Future*. It includes HEFCW's role in establishing the Coleg Ffederal and contains a measure to increase the take-up of Welsh medium higher education:

"The number of Welsh domiciled students at Welsh higher education institutions and further education institutions undertaking some element of their course through the medium of Welsh will rise from 4,667 in 2008/09 to 5600 in 2012/13".

Action Plan 2009/10

This action plan covers:

- mainstream funding for higher education institutions
- continuing support for the Strategic Framework and National Development Plan and for the Centre for Welsh Medium Higher Education
- initial actions to set up the Coleg Ffederal
- initial teacher training.

It includes actions which are part of annual cycles as well as specific development activity.

We will report progress in these areas to the Welsh Language Board as part of our annual compliance reporting and update the action plan annually to reflect forthcoming work.

Issue	Objective	Action	Targets/ timescales	
Mainstream funding	1 To provide funding support for existing Welsh medium provision and new provision as it becomes available	1.1	Make premium payments each year, as part of mainstream teaching funding allocations, for enrolments onto Welsh medium provision.	Welsh medium premium allocations for the forthcoming academic year announced each March, as part of the HEFCW's publication of institutions' recurrent grant allocations
Strategic Framework and National Development Plan	2 To support the implementation of the national development plan	2.1	Continue financial support for the implementation of the national development plan	Some financial support provided through HEFCW's recurrent teaching grant. Additional financial support agreed by Welsh Assembly Government until March 2011.
		2.2	Contribute with Centre for Welsh Medium Higher Education and Higher Education Wales to the joint secretariat for the Welsh Medium Higher Education Sector Group (WM HESG)	Meetings of the WM HESG held three times a year

Issue	Objective	Action	Targets/ timescales
		2.3 Contribute to the work of WM HESG sub-groups as required.	HEFCW officers to be members of main sub-groups and to attend other groups, eg, Task and Finish groups, as appropriate.
		2.4 Maintain regular contact with the Centre for Welsh Medium Higher Education to progress development work between WM HESG meetings	Liaison as required.
Centre for Welsh Medium Higher Education	3 To provide support to the Centre to enable it to fulfil its role in contributing the implementation of the national development plan	3.1 Continue financial support to contribute to the staffing and infrastructure of the Centre	Financial support provided through HEFCW's recurrent teaching grant in place until July 2011. Additional financial support agreed by Welsh Assembly Government until March 2011
		3.2 HEFCW to be represented at officer level on the Centre's Management Board	Meetings of the Management Board held three times a year.
		3.3 Monitor the use of funding allocated to the Centre for the national development plan and its staffing and infrastructure.	Monitoring meetings with the Centre to be held twice a year. Formal progress reports to be received from the Centre twice a year.

Issue	Objective		Action		Targets/ timescales
Coleg Ffederal	4	To work with the sector and other stakeholders on the establishment of the Coleg Ffederal	4.1	Establish the Implementation Board for the Coleg Ffederal and support its work.	Work on establishing the Coleg to be undertaken so that the Coleg can become operational from 2011/12.
Performance data on Welsh medium provision	5	To monitor institutional and sector performance on Welsh medium enrolments	5.1	Request institutions to submit information on progress as part of the Council's request for institutional strategic plans.	Analysis to be presented to the HEFCW Council in October.
	6	To provide the sector with data to inform the planning and development of Welsh medium provision	6.1	Provide analyses of data on Welsh medium provision, Welsh speaking students and Welsh medium staff at sector and individual institution level.	Analyses to be distributed to the Centre for Welsh Medium Higher Education and individual institutions in April to May each year.
Higher Education Academy	7	To ensure that the Higher Education Academy contributes to Welsh medium developments so that provision is able to benefit from best practice and innovation in learning and teaching.	7.1	Include within the Higher Education Academy's annual grant letter HEFCW expectations of the Academy in working with the sector in Wales and in particular with the Centre for Welsh Medium Higher Education.	Continuation of current activity. Progress monitored at termly liaison meetings.

Issue	Objective	Action	Targets/ timescales
Initial teacher training	8 To contribute to meeting the need for Welsh language and Welsh medium teachers in schools	8.1 Initial teacher training strategies from the new Centres for Teacher Education to include plans and targets for Welsh language and Welsh medium provision, to be supported by ITT Strategy Fund allocations.	Providers to report progress against strategies for 2009/10 to 2010/12 and update strategies annually in November each year through HEFCW's Annual Monitoring Statement process
		8.2 Following a request from the Welsh Assembly Government, work with the sector to explore the potential for a common competency certificate for Welsh medium ITT students.	Initial progress report made to the Welsh Assembly Government in April 2010. Further development work to be undertaken in 2010/11.
Widening access	8 To contribute to ensuring that admissions procedures for HE take account of the needs of Welsh medium applicants	8.1 Continue to work with the UK HE Supporting Professionalism in Admissions (SPA) Programme and with UCAS to ensure that policy development and practice take account of the needs of Welsh medium applicants.	Member of UK SPA steering group (meets approximately 4 times a year) and of UCAS Welsh Standing Group. UCAS will establish an admissions-related policy group in partnership with HEFCW and Higher Education Wales to take forward specific Welsh language/medium issues.

5.1 Staffing, staff development and recruitment

5.1.1 HEFCW is committed to working towards ensuring a sufficient complement of Welsh-speaking staff to enable us to effectively implement our Welsh Language Scheme.

Linguistic Skills Strategy

5.1.2 In order to ensure that we are able to deliver HEFCW's services in Welsh to a high quality, both effectively and efficiently, we have adopted a Linguistic Skills Strategy as part of our human resources planning process. This Strategy enables us to maintain an overview of HEFCW's linguistic skill needs and resources, and co-ordinate training and recruitment activities to facilitate the Scheme's objectives.

5.1.3 We carry out an annual audit of HEFCW services and staff in order to identify objectively:

- the situations where there is contact with the public in Wales and the nature of that contact
- the situations where policy development relates to Welsh language and Welsh medium issues in higher education, and
- the bilingual skills of existing staff and to what extent staff would be interested in learning Welsh or upgrading their skills.

The audit enables HEFCW to identify those posts where the ability to communicate in Welsh is essential, desirable or is not deemed required as a skill. The audit also helps to inform our staff development programme.

5.1.4 The Welsh language skills of new staff are evaluated as part of their induction.

5.1.5 All new posts and all existing posts which fall vacant will be considered in the context of the Linguistic Skills Strategy. In doing so, HEFCW will be conscious of the need to take every opportunity to address shortages in Welsh language skills which will affect the delivery of HEFCW Welsh language service provision.

5.1.6 Following the analysis of the initial audit, HEFCW will draw up a staff development and recruitment strategy, with appropriate short and longer-term actions and targets. This will take into account the measures set out under *Staff Development* below.

Staff development

- 5.1.7 We will promote the use of Welsh among HEFCW staff. Encouragement and support is given to all members of staff to learn Welsh or to improve their competence and confidence to speak, read and write through the medium of Welsh. The level of training provided to members of staff will be such as to improve the standard of Welsh needed to conduct their duties efficiently, and will normally be determined following an annual audit of staff Welsh Language Skills. We regard such support as important in increasing our overall capacity to deliver our Welsh Language Scheme and in fostering a bilingual culture within the organisation, which will be reflected in our contacts with the HE sector, other stakeholders and the public in Wales. HEFCW staff who so wish will be able to respond to Welsh speakers, in line with their developing skills. This will be valuable in an organisation such as HEFCW, where many staff deal with specialist policy areas.
- 5.1.8 HEFCW will also assess the need for job-related training to develop the ability of Welsh speakers, and Welsh learners as they progress, to operate through the medium of Welsh.
- 5.1.9 HEFCW will
- prioritise the training needs of staff, in the light of the requirements of the Scheme
 - take into account training needs identified during induction, and subsequently, as part of performance management and development, to plan language development courses for staff in accordance with their requests and the needs of HEFCW
 - support or arrange training for Welsh-speaking staff to enhance their speaking, reading and writing skills in Welsh
 - support or arrange training for non-Welsh-speaking staff who wish to learn Welsh, and
 - support or arrange job-related training through the medium of Welsh where such a need is identified to facilitate the implementation of the Scheme.

Recruitment

- 5.1.10 HEFCW will identify the linguistic skills required for new posts and confirm the linguistic skills required when vacancies arise for existing posts.
- 5.1.11 Where linguistic ability in Welsh is considered to be essential or desirable for any post within HEFCW, this will be specified in advertisements and job descriptions when recruiting to that post. All advertisements will contain a statement on HEFCW's commitment to bilingualism.
- 5.1.12 In the event of a non-Welsh speaker being appointed to a post where the ability to speak Welsh is considered essential, a condition of employment will be to learn the language to the required level within a reasonable agreed

period. In all arrangements of this nature, HEFCW will provide the time and support necessary to enable the member of staff to meet the condition, and will ensure that the member of staff is not disadvantaged in other ways as a result of meeting this condition. The learning programme will be structured and regularly monitored to ensure that both employer and employee are honouring the commitment.

5.2 Administrative Arrangements

- 5.2.1 The commitments and arrangements set out in this Scheme have been approved by our Council, and carry HEFCW's full authority in their implementation.
- 5.2.2 The ultimate responsibility for ensuring that the Scheme is implemented lies with the Chief Executive. The Director of Finance and Corporate Services and the Director of Strategic Development are responsible for implementing those aspects of the Scheme relevant to their own remits. Overall co-ordinating responsibility for the whole Scheme rests with the Communications Manager (hereafter the Welsh Language Scheme Officer for the purposes of this Scheme). The Communications Manager is responsible in particular for Part 1, while the Senior Learning and Teaching Manager who covers policy on Welsh medium provision has specific responsibilities to bring together Part 2. Particular responsibilities are set out in the implementation table below.
- 5.2.3 Staff are provided with guidelines on their responsibilities under the Scheme and the actions required of them to ensure implementation. This includes guidelines on aspects of the Scheme which all staff need to be aware of and more detailed guidance on specific aspects for relevant staff.
- 5.2.4 New staff are informed of their responsibilities under the Scheme as part of their induction, and further training will be arranged if necessary.
- 5.2.5 We will continue to integrate Welsh language aspects of our services within our normal administrative procedures.
- 5.2.6 HEFCW maintains an up-to-date list of Welsh-speaking staff who can respond to members of the public in Welsh or who can assist non-Welsh-speaking staff to provide a service to the public through the medium of Welsh. The staff concerned are marked on the internal telephone directory and on the staff directory on HEFCW's website.
- 5.2.7 External translators are employed as required. We maintain a list of translators, based on periodic competitive quotations. The quality of translations is an essential factor in the process of selecting translators.
- 5.2.8 Welsh spelling/grammar checking software, and electronic dictionaries will be made available to staff, and updated, as required.
- 5.2.9 We will endeavour to take all possible steps to ensure that HEFCW IT systems and computer equipment does not impede the implementation of the

commitments and measures set out in this Language Scheme. Any specifications for new or replacement IT systems or computer programmes will take this Language Scheme into account as appropriate.

5.3 Services delivered on behalf of HEFCW by other parties

- 5.3.1 HEFCW will ensure that any agreements or arrangements made with third parties which relate to the provision of services to the public in Wales are consistent with the obligations of the Scheme. This includes services which are contracted out. To achieve this HEFCW will:
- Specify in tender documents and contracts, and grant and loan conditions, any particular requirements concerning the use of Welsh, and
 - Monitor the fulfilment of any such requirements by the contractor.
- 5.3.2 Where HEFCW engages external consultants to undertake studies or reviews in the HE sector in Wales, we will specify any requirements concerning the provision of Welsh language services or the consideration of Welsh medium issues, as appropriate, to the particular projects concerned.
- 5.3.3 HEFCW will normally issue tender documentation in English only in order to make the most effective use of public money and ensure the cost effectiveness of the tendering process.
- 5.3.4 Exceptions to 5.3.3 above are likely to be tenders for Welsh language training or for consultancy work relating to Welsh medium higher education provision.
- 5.3.5 In addition, the QAA itself is designated as a body whose services to the public in Wales fall under the terms of the Welsh Language Act 1993 and has its own Welsh Language Scheme.

5.4 Monitoring

- 5.4.1 Overall responsibility for co-ordinating the monitoring of the whole Scheme rests with the Welsh Language Scheme Officer. The Welsh Language Scheme Officer is responsible in particular for co-ordinating the monitoring of Part 1, while the Senior Learning and Teaching Manager has specific responsibilities for co-ordinating the monitoring of Part 2.
- 5.4.2 Formal reporting for the Welsh Language Scheme will be through HEFCW's Management Board, which includes senior managers and is chaired by the Chief Executive. The Welsh Language Scheme Officer will request staff responsible for various parts of the Scheme, as set out in the action plan below, to report termly (three times a year) on progress. A report will then be compiled for consideration by the Management Board. The Management Board will also consider the annual compliance report for parts 1 and 3 (see below 5.4.4) before it is presented to HEFCW's Council.

5.4.3 The activities in Part 2 of the Scheme will also be monitored through the normal monitoring of the HEFCW's Operational Plan, which includes quarterly progress reports to HEFCW's Council.

5.4.4 We will present an annual compliance report to our Council, which will address the two following basic questions:

- Is HEFCW complying with the Scheme?
- How well are we doing this?

The report will deal with:

- the provision of services to the public
- the development and implementation of policy on Welsh medium provision in higher education
- progress on HEFCW's Linguistic Skills Strategy (5.1.2)
- the sufficiency of HEFCW's administrative procedures to support the implementation of the Scheme, and
- complaints and suggestions for improvement made by members of the public.

If the compliance report identifies any weaknesses, HEFCW will prepare an action plan to address these. A copy of the compliance report will be sent to the Welsh Language Board.

5.4.5 During the third year of this revised Scheme, HEFCW will evaluate performance in implementing the Scheme. The evaluation report will:

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

5.4.6 Following the evaluation, we will review and update HEFCW's Welsh Language Scheme and present it for approval by the Welsh Language Board for the next period of implementation.

5.4.7 Complaints about the operation of the Scheme should be addressed in the first instance to the Welsh Language Scheme Officer (address below). If, following investigation, the matter is not resolved to the satisfaction of the complainant, the matter will be considered and resolved through HEFCW's overall complaints procedure (which is administered by the Clerk to the Council, who can be contacted at the address below).

5.5 Targets

5.5.1 Targets for the implementation of each aspect of the Scheme have been set out in *Section 6: Implementation plan and targets*, below.

5.6 Publishing information

- 5.6.1 We will publish information on performance against the Welsh Language Scheme in the HEFCW Annual Report. The annual compliance report submitted to the Welsh Language Board will be published on www.hefcw.ac.uk.

5.7 Publicity

- 5.7.1 HEFCW's Welsh Language Scheme will be published on our website, together with a covering page outlining the main provisions of the Scheme, including Welsh language services to the public. The webpage will also include details of how to make enquiries or complaints about the Scheme or suggestions for improvement, and will include links to performance/compliance reports as these are produced.
- 5.7.2 The Welsh Language Scheme and associated guidance will be made available to staff through HEFCW's internal intranet, and other measures have been set out in the Scheme to make staff aware of their responsibilities. HEFCW will also ensure that any contractors or agents are informed of their obligations, as appropriate, including through the measures set out elsewhere in this Scheme.
- 5.7.3 Further information on this Scheme may be obtained from:

HEFCW (Higher Education Funding Council for Wales)
Linden Court
The Orchards
Ilex Close
Llanishen
Cardiff
CF14 5DZ

6 Implementation Plan and Targets

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
General Principles		Many of the following actions are already in place. However, HEFCW will need to maintain progress to arrive at the outcomes we want, which is why we are outlining our continuing actions, as well as additional steps, through this implementation plan.			
	1.1.1	Staff are aware of HEFCW's responsibilities under the Welsh Language Scheme.	Staff to be informed of responsibilities through: <ul style="list-style-type: none"> • Annual updates through all staff and team meetings 	From approval of the Scheme	Welsh Language Scheme Officer Heads of Team
			<ul style="list-style-type: none"> • Induction • Intranet and HEFCW website 	In place	
1.1 Planning: New and Revised Policies and Initiatives		The commitments in this section of the Welsh Language Scheme substantially represent existing practice. The following additional steps will be taken.			
	1.1.1	Specific members of staff are aware of their own responsibilities under the Welsh Language Scheme.	Key staff with responsibility for overseeing or implementing the Scheme, or elements of the Scheme, to be aware of requirements of Scheme through meeting termly (three times a year) for monitoring meetings with Welsh Language Scheme Officer.	In place	Welsh Language Scheme Officer Other ROs in the Implementation

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
			Welsh Language Scheme to be monitored through Management Board.		Plan
	1.1.2-4	All new or revised policies are assessed for Welsh language implications.	Welsh language issues to be considered through normal HEFCW processes: <ul style="list-style-type: none"> assessment of Welsh language implications of policies in all Management Board and Council papers; formal internal and external equality impact assessment (EIA) process. 	In place	Policy owners Heads of team
	1.1.2-4	An informal culture of bilingualism, with learners familiarised with Welsh terms.	To consider whether any new internal, static, electronic forms, such as those for annual leave or travel and subsistence, can be issued as bilingual forms.	Within 12 months of approval of Scheme.	HR and Training Manager
1.2 Delivery of Services	1.2.3 – 4	Welsh language issues and Welsh cultural requirements are taken account of in partnership work with:	Welsh Language Scheme Officer to meet with directors and heads of team three times a year to discuss partnership working, as part of monitoring Welsh Language Scheme requirements.	From approval of Scheme	Welsh Language Scheme Officer

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
		<p>a) other organisations, agencies and public bodies in Wales; and</p> <p>b) UK higher education sector-owned bodies, within the scope of their remits.</p>			
1.3 Standards of Service	1.3.1 - 2	HEFCW provides an equally high standard of service to the public in Welsh and English.	<p>To publish HEFCW's commitment to an equally high standard of service in Welsh on HEFCW website and other relevant documents such as HEFCW's Annual Report, Corporate Strategy and Corporate Plan.</p> <p>To address and monitor any complaints received about the standard of service HEFCW provides through Welsh.</p> <p>To use other channels, such as survey of external stakeholders and website surveys, to gauge the opinion of people who use Welsh language services.</p>	<p>In place</p> <p>As they arise</p> <p>Next Stakeholder Survey: December 2010</p>	<p>Welsh Language Scheme Officer</p> <p>Welsh Language Scheme Officer / Clerk to the Council</p> <p>Welsh Language Scheme Officer</p> <p>Co-ordinated by Welsh Language</p>

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
			To revise and add to HEFCW's glossary of terms, which is available on the Intranet.	Annually	Scheme Officer
2.1 Written correspondence		Many of the following actions are already in place. However, HEFCW will need to maintain momentum to arrive at the outcomes we want, which is why we are outlining our continuing actions, as well as additional steps, through this implementation plan.			
	2.1.1-7	All staff are aware of how to respond to email and letters received in Welsh, or where the language preference is Welsh.	To issue revised guidelines	In place. Guidelines to be revised and re-issued within 6 months of approval of Scheme, and reviewed annually thereafter	Welsh Language Scheme Officer
	2.1.3	HEFCW is aware of: a) members of the public and relevant stakeholders who	To keep a list of those wishing to receive correspondence through the medium of Welsh. To keep a list of correspondence, queries	To be maintained and built up incrementally from approval	Welsh Language Scheme Officer

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
		want to receive correspondence through the medium of Welsh; b) number of items of correspondence, queries and requests for information received and responded to through the medium of Welsh each year.	and requests for information received and responded to through the medium of Welsh. To investigate how the post book system in HEFCW can be used for Welsh Language Scheme record keeping.	of the Scheme. Within 6 months of approval of Scheme	Welsh Language Scheme Officer Welsh Language Scheme Officer
	2.1.3	Members of the public know they are welcome to correspond with HEFCW through the medium of Welsh.	To revise guidelines on out of office auto replies. To reissue guidelines about auto signatures as part of HEFCW Style Guide. To offer 'iaith gwaith' signature to all staff who can communicate through the medium	Revision implemented in 2009/10. Further revision Winter 2010/11. Within 6 months of Scheme approval. Within 12 months of	Welsh Language Scheme Officer Welsh Language Scheme Officer Welsh Language

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
			of Welsh. To include a service standard on the HEFCW website.	Scheme approval. In place.	Scheme Officer Welsh Language Scheme Officer
2.2 Telephone Communication	2.2.1-6	Members of the public know they are welcome to correspond with HEFCW through the medium of Welsh.	Switchboard operators to be aware of Welsh-speaking staff. To include a service standard on the HEFCW website.	In place. In place.	Welsh Language Scheme Officer Welsh Language Scheme Officer
	2.2.1-6	Staff are aware of how to deal with telephone correspondents through the medium of Welsh.	To re-issue guidance to all staff.	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	Welsh Language Scheme Officer
	2.2.5	Switchboard operators / reception staff are able to deal with queries through the medium of Welsh.	To re-issue guidance to current switchboard operators / reception staff.	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	Welsh Language Scheme Officer

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
			<p>To seek the appointment of fluent Welsh and English speakers through future job advertisements for switchboard operators / receptionists.</p> <p>HEFCW to provide adequate training where this cannot be done.</p>	As vacancies arise.	<p>HR & Training Manager</p> <p>HR & Training Manager</p>
2.3 Public Meetings		The commitments in this section of the Welsh Language Scheme substantially represent existing practice. The following additional steps will be taken:			
	2.3.2	HEFCW staff are equipped to decide whether a HEFCW seminar or conference should be held through the medium of Welsh, or bilingually.	<p>HEFCW to review and re-issue guidance to staff.</p> <p>Heads of team to familiarise themselves with the guidance to be equipped to advise their teams.</p>	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	<p>Welsh Language Scheme Officer</p> <p>Heads of team</p>
	2.3.3	Welsh-speaking staff present at major public events can be identified through their badges.	<p>HEFCW 'badge' template to include symbol to identify Welsh speakers. </p> <p>'Welsh speaker' badges to be available to staff and on request.</p>	<p>From approval of Scheme.</p> <p>In place.</p>	<p>Welsh Language Scheme Officer Team / Directorate administrators</p>
2.4 Other	2.4.1-	Members of the	HEFCW to review and re-issue guidance to	In place.	Welsh

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
meetings with the public	2.4.3	public are able to deal with face-to-face HEFCW queries in Welsh.	staff. To keep up-to-date identified Welsh speakers on internal telephone and HEFCW website list for easy identification.	Guidelines to be revised and re-issued 6 months of approval of Scheme. In place.	Language Scheme Officer
	2.4.3	HEFCW staff are able, with sufficient notice and resources, to arrange meetings with individuals through the medium of Welsh, or bilingually.	To review and re-issue guidance to staff. Staff to familiarise themselves with the guidance.	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	Welsh Language Scheme Officer Heads of team
3.1 Corporate identity		Commitments in this section of the Welsh Language Scheme reflect existing practice. The following additional steps will be taken to achieve the outcomes.			
	3.1.1	HEFCW has a fully bilingual corporate identity in Wales.	To issue guidance to staff within the HEFCW Style Guide. To review annually HEFCW brand identity guidelines.	In place. Guidelines to be revised and re-issued 6 months of	Welsh Language Scheme Officer

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
			<p>To review and re-issue website updating instructions for the new website, to continue to ensure that Welsh and English web content is uploaded to the website at the same time and that web authors know what content should be bilingual.</p> <p>To check annually signs around the office.</p> <p>To check all new signs.</p> <p>HEFCW to have two fully bilingual banner stands for a greater, bilingual, external corporate presence.</p>	<p>approval of Scheme.</p> <p>In place</p>	<p>HR & Training Manager</p> <p>Welsh Language Scheme Officer</p>
3.2 Signs	3.2.1-3.2.4	Commitments in this section reflect existing practice.			
		HEFCW has a fully bilingual office identity.	<p>To issue guidance to staff within the HEFCW Style Guide.</p> <p>To check annually signs around the office.</p>	<p>In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.</p>	<p>Welsh Language Scheme Officer</p> <p>HR & Training Manager</p>
3.3 Publishing and Printed Materials		Commitments in this section substantially reflect existing practice			

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
	3.3.1	HEFCW has a list of publications to be available bilingually.	List to be reviewed annually, taking account of role of HEFCW website	In place. Reviewed every 12 months.	Welsh Language Scheme Officer
	3.3.3	Staff are aware how to make available Welsh medium documents, including executive summaries or introductions to large, specialist English-language documents, reports or pieces of research are widely available in Welsh.	To produce guidance for staff, consultants, designers and publishers on bilingual publications. To issue guidance to staff through Welsh Language Scheme Guidance and HEFCW Style Guide Staff to seek advice early in process from officer responsible for Welsh Language Scheme Officer.	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	Welsh Language Scheme Officer
HEFCW's website					
	3.3.10-12	All direct web content is available, and maintained, in English and in Welsh.	To review and re-issue website updating instructions for the new website, to continue to ensure that Welsh and English web content is uploaded to the website at the same time and that web authors know what content should be bilingual.	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	Welsh Language Scheme Officer
3.4 Forms and	3.4.1	HEFCW has a list of	To review list annually.	Within 12	Welsh

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
Associated Explanatory Material		internal and external forms which are available bilingually.		months of approval of the Scheme	Language Scheme Officer
3.5 Press Releases	3.5.1	HEFCW can advise staff and external organisations about when a joint press release (HEFCW plus (an)other organisation(s) should be issued bilingually.	HEFCW to keep track of press releases issued jointly with other organisations and review decisions made, annually. Prepare guidance for staff.	Guidelines to be issued 6 months of approval of Scheme.	Welsh Language Scheme Officer
3.6 Public Relations and Marketing	3.6.1- 3.6.2	HEFCW publicity literature is available bilingually.	To consider guidance for producing and distributing publicity literature.	Guidelines to be considered 6 months of approval of Scheme.	Welsh Language Scheme Officer
	3.6.3	HEFCW will have conducted any public or major stakeholder surveys bilingually.	To consider guidance for conducting public and major stakeholder surveys.	Guidelines to be considered 6 months of approval of Scheme.	Welsh Language Scheme Officer
	3.6.4	HEFCW banner	HEFCW to review requirements in this	In place.	Welsh

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
		stands and literature are bilingual.	area, particularly literature. HEFCW to buy two new bilingual banner stands.	Guidelines to be revised and re-issued 6 months of approval of Scheme. In place.	Language Scheme Officer
3.7 Official Notices, Public Notices and Staff Recruitment Advertising	3.7.1	Official (public) notices are issued in Welsh.	To consider guidance for issuing public notices.	Guidelines to be considered 6 months of approval of Scheme.	Welsh Language Scheme Officer
	3.7.2.-3	All advertisements in Wales are published bilingually.	HEFCW to consider annually where to advertise, according to HR's usual advertisement methods.	From approval of the Scheme	HR and Training Manager
		Applicants can submit their application forms in either Welsh or English.	Current practice.	In place.	HR and Training Manager

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
5 Implementation and monitoring					
5.1 Staffing, Staff Development & Recruitment					
<i>Linguistic Skills Strategy</i>	5.1.3	HEFCW has a sufficient complement of Welsh-speaking staff to deliver its services in Welsh, as required.	To identify any gaps in job-related training and service delivery through annual audit of services and staff. Outcomes to become HEFCW's linguistic skills strategy.	Ongoing	HR and Training Manager
<i>Recruitment</i>	5.1.10		Each time a vacancy arises, HEFCW to reconsider whether the ability to communicate in Welsh is essential, desirable or not required as a skill.	Ongoing	
	5.1.8		Potential job applicants to be aware of Welsh language training and development opportunities before application (eg in application packs or on HEFCW website). HEFCW to review how it can use its statement of commitment to bilingualism (in advertisements, on website, etc).	Guidelines to be considered 6 months of approval of Scheme.	HR and Training Manager

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
Staff development		Staff feel encouraged and supported to use and / or learn Welsh in the workplace.	<p>To assess the need for job-related training, as required (annually, mainly through appraisal process).</p> <p>To make training available internally or externally for staff at all levels, to build upon considerable progress already made in this area.</p> <p>To complete a questionnaire on Welsh language skills as part of induction for new staff.</p>		<p>HR and Training Manager</p> <p>HR and Training Manager</p> <p>Welsh Language Scheme Officer</p>
5.2 Administrative Arrangements	5.2.3	Guidance and implementation plan are up-to-date and in line with current practices.			
Review guidance and implementation plan	5.2.3	Chief Executive and Directors are aware of their responsibilities in relation to HEFCW's Welsh Language Scheme.	<p>Chief Executive and directors to be aware of requirements of Scheme through:</p> <ul style="list-style-type: none"> meeting termly for monitoring meetings with Welsh Language Scheme Officer; and termly monitoring reports to Management Board, which reinforce responsibilities. <p>Information to be available on HEFCW's Intranet, at induction, and annually at all</p>	<p>Review of existing guidelines within 6 months of approval of Scheme</p> <p>Timetable and priorities for review of guidance to</p>	Welsh Language Scheme Officer

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
			staff meetings.	be developed	
	5.2.4	Other relevant staff are aware of their specific responsibilities under the Welsh Language Scheme.	<p>Key staff with responsibility for overseeing or implementing the Scheme, or elements of the Scheme, to be aware of requirements of Scheme through:</p> <ul style="list-style-type: none"> meeting termly for monitoring meetings with Welsh Language Scheme Officer; and termly monitoring reports to Management Board, which reinforce responsibilities. <p>Information to be available on HEFCW's Intranet, at induction, and annually at all staff meetings.</p>	In place	<p>Welsh Language Scheme Officer</p> <p>Heads of team</p>
	5.2.5	All staff are aware of HEFCW's general responsibilities under the Welsh Language Scheme.	<p>Staff to be informed of responsibilities through:</p> <ul style="list-style-type: none"> Annual updates through all staff and team meetings Induction Intranet and HEFCW website 	From approval of the Scheme	<p>Welsh Language Scheme Officer</p> <p>Heads of team</p>

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
	5.2.7	Queries through the medium of Welsh can be dealt with.	<p>To revise guidance for dealing with queries through the medium of Welsh.</p> <p>To identify Welsh-speaking staff on internal telephone directory. To revise in line with language audit and new starters.</p> <p>Appropriate translation contract in place.</p> <p>Spell checking software/reference books are available</p>	In place. Guidelines to be revised and re-issued 6 months of approval of Scheme.	
5.3 Services delivered on behalf of HEFCW	5.3.1- 5.3.4				
	5.3.5	Agreements with third parties which relate to providing services to the public in Wales are consistent with the obligations of the Scheme.	To review guidance and remind staff of Welsh language and Welsh medium requirements when tendering.	Within 9 months of approval of Scheme.	Welsh Language Scheme Officer / Procurement Manager

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
5.4 Monitoring	5.4.2 5.4.3 5.4.4	<p>Management Board monitors Welsh Language Scheme three times a year.</p> <p>Management Board considers annual compliance report.</p> <p>HEFCW's Council considers annual compliance report.</p>	To prepare appropriate reports in line with timetable for each meeting.	Ongoing.	Welsh Language Scheme Officer
	5.4.5-6	HEFCW has prepared and made available (at www.hefcw.ac.uk) a report in the Scheme's third year, evaluating the Scheme, with a view to revising it for the next three years.	<p>To prepare timetable/ structure in 1st quarter of third year.</p> <p>Evaluation to take account of monitoring information over past three years.</p>	2 years and 3 months after approval of Scheme.	Welsh Language Scheme Officer
	5.71	Accompanying information clear and available on www.hefcw.ac.uk .	To revise content of web page to make clear the main provisions of the Scheme.	From approval of the Scheme	Welsh Language Scheme Officer

Area	Para ref	Outcome	Action	Timescale/ target	Responsible officer (RO)
5.6 Publishing Information and 5.7 Publicity	5.7.2	Agents and contractors are aware of the obligations of the Welsh Language Scheme.	<p>To publish Scheme and appropriate guidance on HEFCW website, and reinforce in tender documents.</p> <p>Staff to be aware when discussing contracts etc.</p>	From approval of the Scheme and as tender / contracting guidance appears during the life of the Scheme.	<p>Welsh Language Scheme Officer</p> <p>Procurement Manager</p>

