



Rhagoriaeth i bawb – Excellence for all

Arolygiaeth Ei Mawrhydi dros Addysg
a Hyfforddiant yng Nghymru

Her Majesty's Inspectorate
for Education and Training in Wales

Welsh Language Scheme

Prepared under the Welsh Language Act 1993



INVESTORS | BUDDSODDWYR
IN PEOPLE | MEWN POBL

Estyn is Her Majesty's Inspectorate for Education and Training in Wales

Welsh Language Scheme prepared under the Welsh Language Act 1993

This Scheme has been prepared in accordance with Section 21(3) of the Welsh Language Act 1993.

This Scheme has been adopted by Estyn and was approved by the Welsh Language Board in 2007.

Estyn has adopted the principle that in the conduct of public business in Wales, it will treat the Welsh and English languages on a basis of equality. This Scheme sets out how Estyn will give effect to that principle when providing services to the public in Wales.

Every possible care has been taken to ensure that the information in this document is accurate at the time of going to press. Any enquiries or comments regarding this document/publication should be addressed to:

Publication Section

Estyn

Anchor Court

Keen Road

Cardiff

CF24 5JW or by email to publications@estyn.gov.uk

This and other Estyn publications are available on our website: www.estyn.gov.uk

© Crown Copyright 2010: This document may be re-used free of charge in any format or medium provided that it is re-used accurately and not used in a misleading context. The material must be acknowledged as Crown copyright and the title of the document/publication specified.

Contents	Page
Introduction	1
General principles	4
Estyn's relationships with others: inspection and advice	5
The standard of our Welsh language service	8
Estyn's Welsh language service	9
Implementing the Scheme	14
Monitoring the Scheme and publishing information	17
Publishing the Scheme	18
Suggestions for improving the Scheme	19
Complaints	20
Annex 1	
Action plan for implementing the Scheme	

Introduction

Estyn is the office of Her Majesty's Chief Inspector of Education and Training in Wales.

Estyn challenges for improvement through providing an independent and high quality inspection and advice service that is distinctive to and serves the needs of Wales. Estyn's unique all Wales perspective contributes to the development and implementation of policy for education and lifelong learning.

Estyn is responsible for inspecting and reporting on:

- ▲ nursery schools and settings that are maintained by, or receive funding from, local authorities (LAs);
- ▲ primary schools;
- ▲ secondary schools;
- ▲ special schools;
- ▲ pupil referral units;
- ▲ independent schools;
- ▲ further education;
- ▲ adult community-based learning;
- ▲ youth support services;
- ▲ LAs;
- ▲ teacher education and training;
- ▲ work-based learning;
- ▲ careers companies; and
- ▲ the education, guidance and training elements of Jobcentre plus.

We also conduct thematic and area surveys, surveys of curriculum subjects and other aspects of education and issue reports on the findings. We undertake particular enquiries/inspections in response to requests from the Welsh Assembly Government.

In discharging its responsibilities for inspecting education and training providers, including initial teacher training institutions, Estyn has regard for the need to report on the quality and standards of work in:

- institutions which provide bilingual and Welsh-medium education;
- the teaching and learning of Welsh and Welsh as a second language; and
- the training of teachers for bilingual, Welsh language work and Welsh-medium education provided in schools and colleges.

We also report on how well all education and training providers promote learners' bilingual skills.

Estyn is committed to the key principles of sustainable development, social inclusion and equal opportunities. Estyn endeavours to apply these principles to all aspects of its work and will work in co-operation with the Welsh Language Board and others to achieve this vision.

Estyn is led by Her Majesty's Chief Inspector (HMCI). Its structure relates directly to the delivery of its organisational objectives and is based on three directorates. Two of the directorates deal with inspection and HMI, delivering inspections and advice, whilst the third directorate provides business planning, operational systems and corporate services. We have offices in both Cardiff and Mold.

Our mission

To achieve excellence for all learning in Wales

The mission will be achieved by providing an independent, high quality inspection and advice service in relation to education and training in Wales.

Our vision

To be recognised through the expertise of our staff as an authoritative voice on learning in Wales

We will learn and develop, celebrate and disseminate best practice, share our expertise and work closely with the Welsh Assembly Government, and other partners and stakeholders.

Excellence will be at the forefront of our business aspirations as well as in the expectations we have of those we inspect.

Our purpose

To raise standards and quality in education and training in Wales

We will do this through high quality inspection and providing advice, in support of the Welsh Assembly Government's strategic direction.

Our strategic priority

To transform inspection to meet citizen and stakeholder needs.

We will achieve this by continuous improvement of capacity and capability in Estyn.

Our operational objectives

To deliver a high quality education and training inspection service in Wales

Our inspection will be proportionate to risk and support the continuous improvement of education and training in Wales.

To provide sound advice, based on independent inspection evidence

Our advice will inform the Welsh Assembly Government in the formulation and evaluation of strategy and policy.

Our website at www.estyn.gov.uk has more information about our work.

The Scheme

This is the third Welsh Scheme that Estyn has produced. The scheme builds on the previous two schemes and develops aspects of our work through the medium of Welsh.

The Scheme is aimed at the public as a whole, sections of the public involved in education and training and, in particular, parents, governors, local education authorities, independent inspectors, inspection agencies and others involved in education and training services.

We take account of the aspirations of *Iaith Pawb* in all our work. These include achieving the following key targets set in *Iaith Pawb*:

by 2011 -

the percentage of people in Wales able to speak Welsh has increased by 5 percentage points from the figure which emerges from the census of 2001

Iaith Pawb, page 11

.... work to ensure that there are opportunities to use the language in all aspects of life. In the first instance, this means safeguarding and promoting the *rights of individuals to use the Welsh language.*

Iaith Pawb, page 47

General principles

Principle of equality

In providing services for the public in Wales, we are committed to the principle that we will treat the English and Welsh languages on a basis of equality. This applies to the services that Estyn's employees provide ourselves and to those provided by others on our behalf such as staff seconded into Estyn and those contracted to work for Estyn.

The delivery and standard of service

All the policies in this Scheme are being implemented currently or are included in the action plan at Annex 1.

We are committed to delivering an equally high standard of service in English and Welsh. We aim for consistency in the standard of our services regardless of whether those services are delivered in English or in Welsh.

We will monitor the delivery and standard of our service.

Planning of services

In the planning of our services, we are committed to taking close account of the need to provide equally for English and Welsh speakers.

New policies and procedures

When we put new policies and initiatives into action, we will make sure that they meet the policy aims set out in this Scheme. We will not alter the Scheme without the prior approval of the Welsh Language Board.

Estyn's relationships with others: inspection and advice

Inspection

We will offer inspection through the medium of Welsh and provide bilingual provision and services whenever they are required under this Scheme.

Estyn is responsible for the inspection of a wide range of education and training providers in Wales as listed on page 2. The Common Inspection Framework and supporting handbooks set out our inspection practice clearly. The framework and handbooks are available on our website at www.estyn.gov.uk. They have been the subject of consultation with all those who have an interest in education and training in Wales, including the Welsh Language Board. They set out in considerable detail the way in which we inspect the extent to which all providers, services and partnerships, ensure that their provision and their contacts with the public:

- respect the learners' choice of language¹; and
- promote learners' bilingual skills and learners' awareness of the benefits of bilingualism.

We have also produced supplementary guidance on inspecting Welsh and bilingualism when carrying out inspections of all providers.

We offer additional guidance for the inspection of Welsh-medium and bilingual education and training.

Estyn's inspection frameworks and handbooks

Our frameworks and guidance for inspection set out in detail how we will judge the extent to which providers give consideration to the linguistic requirements of learners and other key stakeholders when providing education, training and other services. As far as statutory education is concerned, we will inspect the provision in accordance with the linguistic nature of the school as defined by the local education authority.

We look at how the activities and services of the provider reflect the linguistic profile of the area that it serves and the linguistic links that exist between the provider, the community and all stakeholders.

Inspectors consider how well learners are able to progress between sectors, following their chosen educational routes in the language of their choice.

Estyn also considers how providers give leadership in promoting these linguistic principles and ensuring that the language of the learner is a key concern in, for

¹ Learner – everyone who receives education or training throughout his/her life.

example, securing individual educational referrals between departments or agencies and in providing career and other advice and guidance.

Key questions for inspection in the context of our Welsh Language Scheme

In all our inspection work, the key questions of all education and training providers, including those making Welsh-medium and bilingual provision, are as follows:

- How well do learners achieve? Do they reach appropriate levels in bilingual competence?
- How effective are teaching, training and assessment? Do the teaching, training and assessment meet the language needs of the learners?
- How well do learning experiences meet the needs and interests of learners and the wider community? Do they promote learners' bilingual skills and reflect the language and culture of Wales?
- How well are learners cared for, guided and supported? Do providers support and guide learners appropriately, taking account of their social, educational, ethnic or linguistic background?
- How effective are leadership and strategic management? This includes taking account of the Welsh Assembly Government's priorities, including particularly those about bilingualism.
- How well do leaders and managers evaluate and improve quality and standards in their provision for Welsh and bilingualism?
- How efficient are leaders and managers in using resources? Where there is Welsh-medium or bilingual provision, this section will report on the relevant expertise of staff and the appropriateness of the resources used.

The linguistic profile of the community served

These questions will include consideration of the extent to which the organisation takes account of the linguistic profile of the community and the needs of employers in taking decisions about the allocation of resources and the development of its linguistic capacity to meet its objectives.

Advice

Estyn is also responsible for advising the Welsh Assembly Government and others in Wales on the quality and standards of education and training. It publishes reports on a range of issues in response to Welsh Assembly Government requests in an annual remit from the Minister.

In its advice work, Estyn will:

- consider the linguistic dimension of the advice, drawing attention to relevant language issues within the document;
- work within a well-established overarching policy framework which will give full consideration to language issues. For example, Estyn's Panel for Welsh-medium and bilingual education will provide advice in line with its cross-sector remit; and
- disseminate and promote good practice about Welsh-medium and bilingual education.

In undertaking this work, Estyn will maintain a regular dialogue with the Welsh Language Board and consult with its representatives on matters of mutual interest.

In applying the principle of equality for both Welsh and English to all our inspection and advice work we will:

- provide bilingual provision and services whenever they are appropriate and ensure that all our inspection and advice work takes account of linguistic and cultural issues;
- give close attention to the linguistic and cultural dimensions in the development and implementation of all inspection frameworks and handbooks of advice, consulting widely on their content;
- consult with the organisations that we work with, using their language of choice;
- ensure that inspectors who inspect Welsh-medium and bilingual provision are qualified to do so, and are conversant with Estyn's guidelines for inspecting Welsh-medium or bilingual education and training;
- ensure that our inspection work and our activities which derive from the Welsh Assembly Government's requirements and initiatives, are conducted bilingually as appropriate;
- promote the raising of bilingual standards;
- ensure that information is gathered about each agent's/contractor's compliance with the Welsh language requirements in the contracts;
- monitor a sample of inspections to ensure that our work complies with the Scheme; and
- monitor post-inspection questionnaire responses to ensure compliance.

The standard of our Welsh language service

We aim to deliver a high quality bilingual and Welsh language service and, in keeping with the requirements of the Welsh Language Act 1993, to adopt the best possible practice with regard to the use of Welsh.

To achieve this we will:

- publish and promote our Welsh Language Scheme to raise awareness and further understanding;
- act with courtesy and helpfulness at all times;
- set clear guidelines for dealing with the Welsh-speaking public;
- identify clear lines of contact for the public with Estyn to aid further understanding, promote improvements and draw attention to shortcomings in the policy's implementation; and
- monitor our performance in delivering a Welsh language service regularly and set targets for improvement, where this is appropriate;

Estyn's Welsh language service

Corresponding with the public

We welcome written communication in Welsh or English. Correspondence which we initiate about matters which have a general application in Wales will be bilingual.

We will:

- ensure that all correspondence is answered in the language in which it was received. All personal correspondence will be written in the language chosen by the correspondent when contacting Estyn. Where the preferred language is not known, the initial letter will be bilingual. Correspondence will be initiated in Welsh with those who are known to prefer corresponding through the medium of Welsh;
- ensure that any circular, standard letter or form issued to the public will be bilingual; and
- ensure that the same timescales shall apply to Estyn's response in Welsh and English.

To implement the above policy all staff will be made aware of these arrangements and assistance provided as necessary to non-Welsh speaking members of staff to communicate with the public.

Telephone and face-to-face communication with the public

Any person contacting us by telephone is welcome to do so in Welsh or English. Everyone will be greeted bilingually. They can expect to be transferred, if they so wish, to a member of staff able to converse with them in Welsh. Visitors to Estyn's offices will receive a similar service.

To achieve this we will:

- ensure that all staff at contact points have been instructed to give a bilingual greeting; and
- ensure that where Welsh speaking staff are not present, the offer will be made to arrange for a Welsh speaker to return the call as soon as possible. Alternatively the caller will be offered the option of either continuing the call in English or writing to us in Welsh.

Information and communications technology

We encourage and welcome the use of Welsh and English in electronic communication.

To achieve this we will:

- ensure that any new software, and the Estyn website, is compatible with the Scheme and our commitment to providing services in Welsh and English.

Public meetings

When arranging meetings involving members of the public, including inspection meetings with parents and governing bodies, we will consider the practical arrangements required to ensure that everyone can speak in the language of his or her choice. This applies to inspection meetings led by HMI, inspectors seconded to Estyn and contracted inspectors.

To achieve this we will:

- use the inspection specification form, in the case of inspection meetings, to ask the governing body whether or not translation is required at the inspection meetings. The decision is made by the governing body on the basis of parental wishes and the linguistic nature of the school or other institution and the locality. In the invitation to registered inspectors to tender for the inspection of a school, we stipulate that translation must be undertaken where it has been required. The same applies to all inspections led by HMI; and
- ensure that when arranging meetings with parents, governors or other members of the public, consideration is given to the practical arrangements necessary to ensure that every person in attendance has the choice of speaking in Welsh or English.

Estyn meetings and conferences

Members of the public are welcome to speak in Welsh or English at meetings and conferences hosted by us.

To achieve this we will:

- arrange for translation, particularly in open discussion sessions; and
- provide opportunities for choice of group discussion in Welsh and in English, so that all present can contribute in the language of their choice.

Other contact with the public

- Members of the public who wish to have face-to-face dealings with Estyn are welcome to do so in Welsh or in English, according to their preference.

Corporate identity

Estyn's name, address, logo will be bilingual and used in all

publications/references/presentations. Information signs on Estyn offices at Cardiff and Mold are bilingual, with both languages given equal prominence in terms of format, size, quality and legibility.

To achieve this we will:

- ensure that letter headings, compliment slips, cover sheets (fax and others), staff business cards and similar items will be bilingual and the two languages afforded equality in terms of format, size, quality, legibility and prominence; and
- ensure that all new or replacement signs will be bilingual.

Publications

All members of the public will be able to read those publications of Estyn's that have an all-Wales relevance in the language of their choice. Any person connected with any education and training institution in Wales can expect that reports published by Estyn on individual institutions will be issued bilingually when requested by the institution, or in the case of schools, or a local authority service, by the school or local authority. Where a bilingual report is not requested, reports on individual institutions will appear in English only.

To achieve this we will:

- ensure that Estyn reports that are published bilingually have a bilingual format. Separate Welsh and English versions of texts will only be published if this format is more appropriate in particular circumstances, for example, where a bilingual format will render a document unwieldy. All material will be published simultaneously and issued together.

Forms and explanatory material

All published forms and explanatory material will issue bilingually. In circumstances where issuing separate English and Welsh forms may be more appropriate, (e.g. when documents produced bilingually could become unwieldy) we will issue both versions simultaneously and make them equally available.

To achieve this we will:

- monitor all our forms and explanatory guidance to ensure that they are issued bilingually. On occasion, Welsh and English versions are issued separately and in accordance with the circumstances and procedures noted above.

Press notices

Press notices about all aspects of our work will be issued in Welsh and English. Notices will be distributed to English-medium and Welsh-medium media centres in Wales.

To achieve this we will:

- provide office instructions to ensure that all press notices and releases are issued bilingually and monitor compliance.

Publicity material

All publicity material, in print or other format, and including exhibition material, will be in Welsh and English. Welsh and English language versions will be of the same quality as one another and will be available at the same time.

To achieve this we will:

- produce and monitor the production of Welsh and English language publicity materials to ensure consistent quality in the final published material in both versions.

Recruitment

Recruitment advertisements for all posts within Estyn, and for training for inspection, will be in English and Welsh and shown together. Both languages will be afforded equality in terms of format, size, quality, legibility and prominence. In exceptional cases, such as the linguistic requirements of the post and the circulation of the newspaper and/or magazine, an advertisement may appear in one language only (for example in The Times Educational Supplement where it will be in English only, and the Welsh language press where it will be in Welsh only).

To achieve this we will:

- publish our advertisements for posts and training courses in accordance with our policy and monitor them to make sure that they are produced and published in accordance with our requirements.

Services delivered on Estyn's behalf by others

Estyn inspects approximately 300 schools annually. Most of these inspections are carried out by independent inspectors and are governed by the measures set out in this Scheme.

To ensure that these comply with this Scheme we will:

- make sure that all contracts are consistent with the terms of this Scheme;
- include specific requirements concerning the use of Welsh in contract specifications;
- provide written desk instructions for staff who deal with contracts and for independent inspectors who act on our behalf;

- scrutinise inspection tenders carefully to ensure that the inspection specifications are met. Through the terms of the contract for inspection we are able to ensure that the contractor implements the relevant sections of our Scheme; and
- monitor a sample of inspections undertaken, to ascertain whether or not the language requirements have been met and pursue any breach of contract.

We have produced a bilingual leaflet '*Estyn's Welsh Language Services Relating to Inspections*', which sets out clear guidance to inspectors. This is available on our website.

Partnerships

Estyn works in partnership with public bodies, voluntary sector institutions and other agencies. In working with others Estyn will adopt the following approaches:

- when responsible for the strategic and financial leadership of a partnership, Estyn will ensure that the public provision is compliant with Estyn's own Language Scheme;
- when joining a partnership led by another body, Estyn will ensure that its own input to the partnership is compliant with the Scheme and will encourage the other parties to do likewise; and
- when operating as part of consortia, Estyn will encourage the consortium to adopt Estyn's language policy. When operating publicly in the name of the consortia, Estyn will operate in accordance with its own Scheme.

When either joining or forming a partnership, Estyn will encourage the potential partners to provide Language Schemes, language policies or arrangements for operating bilingually. As part of every partnership, Estyn will offer advice and assistance to the other parties concerned.

Implementing the Scheme

The leadership and management of the Scheme

We will give high status to our Scheme and aim to implement it well.

To achieve this we will:

- ensure that the responsibility of the Chief Inspector for the Scheme is delegated to a named Assistant Director. This Assistant Director will take responsibility for the day-to-day operation of the Scheme. The Assistant Director will report progress to the Chief Inspector and/or the senior management team regularly;
- secure liaison between the Assistant Director and representatives from other directorates and sections within directorates to facilitate the implementation of the Scheme and to monitor its effectiveness;
- involve a working group representative of all Estyn staff which has been approved by the Estyn management team in the review and development of the Scheme; and
- set up suitable monitoring arrangements.

Staffing

Estyn will endeavour to have a sufficient number of bilingual staff to carry out its business in line with the requirements of this Scheme. It will also ensure that all members of staff, including independent inspectors, are aware of the Scheme's requirements.

To achieve this objective we will:

- monitor the language capacity and language awareness of the organisation to make sure that we have the bilingual skills, including bilingual inspecting skills, needed to meet the requirements of this Scheme;
- signal in recruitment literature and job advertisements where it is essential or desirable for those applying to be able to work bilingually;
- employ a sufficient number of bilingual staff to enable Welsh language work to be carried out effectively and efficiently and to the set timescales;
- prioritise the training needs of staff in the light of the need to meet the requirements of this Scheme;

- secure training for Welsh-speaking staff to enhance their speaking and writing skills in Welsh so as to enable them to prepare and contribute to meeting our objectives;
- secure training for non-Welsh-speaking staff who wish to learn Welsh or improve their ability to speak or write in Welsh; and
- use additional inspectors and peer assessors who are aware of this Scheme's requirements, as necessary.

When recruiting staff, the Chief Inspector considers the Welsh language capacity of current staff and advertises accordingly.

Welsh language training for staff

Training will be offered to all staff, including non-Welsh speaking members of staff, to develop or enhance their speaking and writing skills in Welsh.

To achieve this we will:

- support staff who wish to attend courses at appropriate centres to improve their speaking/writing skills;
- provide in-house training for improving writing for inspectors; and
- take into account the training needs identified during induction and subsequently in appraisals, to plan language development courses for staff in accordance with their requests and with the needs of Estyn.

Support to staff in implementing the Welsh Language Scheme

We will provide support to staff in implementing our Welsh Language Scheme.

To achieve this we will:

- issue all staff with a copy of the Language Scheme;
- provide instructions/guidance to support the following aspects of the Scheme:
 - communicating with the public (telephone and face to face contact);
 - establishing the need for Welsh language meetings with heads and chairs of governors;
 - implementing Estyn's bilingual publications practice;
 - providing Welsh language training opportunities including language awareness courses; and
 - data collection, storage and retrieval and the production of bilingual material on IT systems.

Translation services

We will secure effective translation services of a high quality which enable us to meet the requirements of the Scheme.

To achieve this we will:

- monitor the achievement of agreed time targets; and
- evaluate the quality of the translations produced and provide feedback to the translation service.

Monitoring the Scheme and publishing information

The following reporting structure will be adopted during the three years of Scheme implementation:

- 1 Internal progress reports will be prepared and submitted to the Senior Management Team on a termly basis.
- 2 Estyn will prepare an Annual Monitoring Report which will enable the organisation to achieve the following objectives:
 - measure if Estyn is complying with the Scheme;
 - measure the quality of the Welsh-medium service;
 - measure the effectiveness of its Scheme management procedures;
 - measure the sufficiency of Estyn's linguistic skills capacity;
 - analyse performance on a directorate, corporate and thematic basis to ensure consistency; and
 - identify any key weaknesses with an action plan and timetable to remedy the situation.
- 3 Following the senior management team's approval, a copy of the official report will be sent to the Welsh Language Board.
- 4 In the third year of the Scheme's Implementation, Estyn will review and update its Welsh Language Scheme and produce a revised document. Estyn will also prepare an evaluation report, which will analyse performance in implementing the Scheme over the first three years. This third year report will include:
 - An overview and thematic analysis of performance and compliance with the Scheme over the three years, both in terms of the quality of the Welsh-medium service and Scheme management; and
 - An outline of Estyn's further aims and objectives and targets for the following three years with a revised implementation timetable. In addition, the report will outline any amendments or additions, which Estyn believes should be included in the revised Scheme.

Publishing the Scheme

We will ensure that people are aware of our Scheme.

To achieve this we will:

- make prominent reference to its development and main features in the corporate or annual plan;
- publish the Scheme itself and issue a press notice on its publication;
- distribute leaflets/handouts describing the main features of the Scheme to governing bodies of schools, colleges and other institutions to be inspected, on an on-going basis; and
- publish it on the Estyn website once it is developed.

Suggestions for improving the Scheme

We welcome suggestions for improving the Scheme. Suggestions should be sent to:

Mererid Wyn Williams
Assistant Director
Estyn
Anchor Court
Keen Road
Cardiff
CF24 5JW.

Complaints

All complaints will be dealt with according to the procedures and timescales set out in Estyn's published complaints procedure.

Welsh Language Scheme

Action plan for implementation of Estyn's Welsh Language Scheme Annex 1

The Chief Inspector and the Assistant Director with a responsibility for the Welsh Language Scheme will have an overview of all monitoring activities

Area	Policy aim	Person responsible for implementation	Person responsible for monitoring	Time-scale	Success criteria	Review dates
3. Estyn's relationship with others; inspection and advice	We will apply the principle of equality for both English and Welsh languages in all our inspection work and we will inspect standards of Welsh-medium and bilingual provision in education and training in Wales	All staff	Strategic Directors	In place: ongoing monitoring	<ul style="list-style-type: none"> • Alertness to the implications of all new policies and initiatives; • All inspection reports contain appropriate judgements on standards of Welsh-medium and bilingual provision; • There is regular liaison with the Welsh Language Board; • Our advice takes account of Welsh-medium and bilingual issues. 	Annual review July 2008
4. The standard of our language service	We aim to deliver a high quality bilingual and Welsh language service and, in keeping with the requirements of the Welsh Language Act 1993, to adopt the best possible practice with regard to the use of Welsh.	All staff	Managers	In place: ongoing monitoring	<ul style="list-style-type: none"> • Evidence of consultation on needs and suitable response made; • Evidence of equal treatment; • Clear guidelines on standards of service; • Policy development in the light of feedback; • Positive feedback from service users; and • No substantiated complaints received. 	Annual review July 2008
5. Estyn's Welsh-language service	Correspondence initiated by Estyn about matters which have a general application in Wales will be bilingual. All correspondence will be answered in the language in which it was received.	All staff	Managers	In place: ongoing monitoring	<ul style="list-style-type: none"> • Updated desk instructions are circulated and displayed at new workstations; 	Annual review July 2008

Welsh Language Scheme

					<ul style="list-style-type: none"> Monitoring indicates compliance; and No substantiated complaints received. 	
	Any person contacting us by telephone is welcome to do so in Welsh or English. Everyone will be greeted bilingually. They can expect to be transferred to a member of staff able to converse with them in Welsh.	All staff	Managers	In place: ongoing monitoring	<ul style="list-style-type: none"> Staff induction and training in place; Updated desk instructions available and in use; and Monitoring of compliance with desk instructions implementation shows that guidance is universally followed. 	Quarterly review June 2007, September 2007, December 2007, March 2008 Annual review July 2008
	We encourage and welcome the use of Welsh and English in electronic communication and will ensure that our website is bilingual.	ICT Manager	Strategic Director	In place: ongoing monitoring	<ul style="list-style-type: none"> New bilingual website established. 	Annual review July 2008
	When arranging meetings involving members of the public and other bodies we will consider the practical arrangements required to ensure that every one can speak in the language of their choice. We will issue guidance to inspectors and stakeholders about this.	All staff	Managers	In place: ongoing monitoring	<ul style="list-style-type: none"> All public meetings meet the requirements of the Scheme and follow the guidance issued. 	Annual review July 2008
	Members of the public are welcome to speak in Welsh or English at meetings and conferences hosted by us.	All staff	Managers	In place: ongoing monitoring	<ul style="list-style-type: none"> All meetings and conferences meet the requirements of the Scheme. 	Annual review July 2008
	Estyn's name, address, logo will be bilingual and used in all publications/ references/ presentations. Information signs on Estyn offices at Cardiff and Mold are bilingual, with both languages given equal prominence in terms of format, size, quality and legibility.	Operations, Policy and Planning Directorate (OPPD) HEO	Strategic Director	In place: ongoing monitoring	<ul style="list-style-type: none"> Corporate image meets Scheme requirements. 	Annual review July 2008
	All members of the public will be able to read those publications of Estyn's that have an all-Wales relevance in the language of their choice. Any person connected with any education and training institution in Wales can expect	Publications Section	AD Strategic Directors	In place: ongoing monitoring	<ul style="list-style-type: none"> Publications meet the requirements of the Scheme. 	Annual review July 2008

Welsh Language Scheme

	that published reports by Estyn on individual institutions to be issued bilingually when requested. Where a bilingual report is not requested, reports on individual institutions will appear in English only.					
	All published forms and explanatory material will issue bilingually. In circumstances where issuing separate English and Welsh forms may be more appropriate, (e.g. when documents produced bilingually could become unwieldy) we will issue both versions simultaneously and make them equally available.	OPPD staff and AD	Responsible AD	Mostly in place.	<ul style="list-style-type: none"> All materials meet the requirements of the Scheme. 	Annual review July 2008
	Press notices about all aspects of our work will be issued in English and Welsh. Notices will be distributed to English-medium and Welsh-medium media centres in Wales.	Communications team and publications section	Operations, Policy and Planning Directorate Managers	In place: ongoing review	<ul style="list-style-type: none"> Press notices are published bilingually or in either language according to the medium of the publication. 	Annual review July 2008
	All publicity material, in print or other format, and including exhibition material, will be in English and Welsh. Welsh language versions will be of the same quality as English language versions and will be available at the same time.	Communications team and publications section. Inspectors	Operations, Policy and Planning Directorate Managers AD	In place: ongoing review	<ul style="list-style-type: none"> All publicity materials available in both languages to the same specification. 	Annual review July 2008
	Recruitment advertisements for all posts within Estyn, and for training for inspection, will be in Welsh and English and shown together. Both languages will be afforded equality in terms of format, size, quality, legibility and prominence.	Operations, Policy and Planning Directorate	Human Resources Officer	In place: ongoing monitoring	<ul style="list-style-type: none"> All recruitment materials and advertisements meet the Scheme requirements. 	Annual review July 2008
	Inspections of over 300 schools are conducted annually, mainly by independent inspectors. These inspections are governed by the principles set out in the Scheme.	Contracts Section	Strategic Director	In place: ongoing monitoring	<ul style="list-style-type: none"> Contracted inspectors meet requirements of the Scheme; and No substantiated complaints received 	Annual review July 2008

Welsh Language Scheme

	Estyn-led inspections of other education providers, such as Further Education, Work-based learning, Adult Community-based Learning, and Young People's Partnerships will have enough bilingual inspectors to meet the linguistic profile of the community being inspected.	Reporting inspectors Assistant Director	Strategic Director	Ongoing	<ul style="list-style-type: none"> All post-inspection questionnaires indicate high levels of satisfaction; and No substantiated complaints received 	Annual review July 2008
6. Implementing the Scheme	We will give high status to our language Scheme and we will implement it well.	Senior Management Team Responsible Assistant Director	Chief Inspector	In place: ongoing monitoring	<ul style="list-style-type: none"> All success criteria outlined in this action plan are met; and No substantiated complaints received. 	Annual review July 2008
	Estyn will endeavour to have on its staff a sufficient number of bilingual staff to carry out its business in line with the requirements of this scheme and the business objectives of the organisation.	All staff involved in recruitment activities	Chief Inspector	In place: ongoing monitoring	<ul style="list-style-type: none"> Staff are appointed and trained to enable Estyn to meet the requirements of this Scheme. 	Annual review July 2008

Welsh Language Scheme

<p>6a</p>	<p>Training will be offered to develop the ability of all staff to operate through the medium of Welsh</p> <p>A. Estyn to undertake a needs analysis of all staff to determine the level of interest and the type of courses needed.</p> <p>B. Centrally funded training courses will be offered to all staff to improve their ability to operate and communicate through the Welsh language.</p> <p>This funding to be available for two main types of courses:</p> <p>Internal courses These courses will be arranged for:</p> <ul style="list-style-type: none"> • all new non-Welsh speaking staff. All non-Welsh speakers to undertake a half-day training to give new staff sufficient level of competence and confidence to answer basic telephone queries in Welsh. • beginners course • intermediate - up to GCSE • advanced- up to A Level Defnyddio'r Gymraeg • cwrs Gloywi for Welsh speakers to improve their writing skills on inspection <p>External courses A range of external courses will be made available to for staff according to the needs of the business of Estyn, to include:</p> <ul style="list-style-type: none"> • Welsh evening classes • Wlpan courses • intensive training • weekend courses • Saturday day schools • Welsh summer schools 	<p>Managers</p>	<p>Heads of Directorate and Human Resources</p> <p>Heads of Directorate and Human Resources</p> <p>Human Resources</p>	<p>In place: ongoing monitoring</p>	<ul style="list-style-type: none"> • Staff who wish to start learning Welsh, to improve on their current competence or to become more confident in their writing in Welsh are given opportunities to upgrade their language skills. • We will offer additional support to Welsh-speaking Inspectors who need additional support with their writing skills. 	<p>Annual review July 2008</p>
-----------	---	-----------------	--	---	--	------------------------------------

Welsh Language Scheme

	We will provide support to staff in implementing our Welsh Language Scheme	Managers	Responsible Assistant Director	In place: ongoing monitoring	<p>Training, desk instructions and personal support to staff available.</p> <p>A programmed of planned support to enable staff to increase their competency in using Welsh in their day-to-day work</p>	Annual review July 2008
	We will secure effective translation services of a high quality which enable us to meet the requirements of the Scheme.	Publications section	<p>Policy Planning and Corporate Services Managers</p> <p>Responsible Assistant Director</p>	In place: ongoing monitoring	<ul style="list-style-type: none"> • Appropriate services secured which enable Estyn to meet the requirements of the Scheme. 	Annual review July 2008
7. Monitoring the Scheme and publishing information	We will monitor our performance in meeting the commitments made in this scheme with the aim of improving its effectiveness. We will publish information comparing performance with standards and targets set out in this Scheme.	All staff	<p>Members of the Bilingual Steering Group</p> <p>Responsible Assistant Director</p>	In place: ongoing monitoring	<ul style="list-style-type: none"> • Robust monitoring arrangements are in place, which result in service improvement and public satisfaction with the Welsh Language Scheme. 	Annual review July 2008
8. Publicising the Scheme	We will ensure that people are aware of our Scheme.	<p>Communications team</p> <p>Website manager</p>	<p>Members of the Bilingual Steering Group</p> <p>Responsible Assistant Director</p>	In place: ongoing monitoring	<p>Use of website:</p> <ul style="list-style-type: none"> • feedback from the public; • high levels of awareness amongst staff and clients/customers of the content of the Scheme: and <p>No substantiated complaints received.</p>	Annual review July 2008
10. Complaints	All complaints are dealt with according to the timetable agreed in Estyn's complaints procedures.	Appropriate member of staff	Manager responsible	In place: ongoing review	All complaints are dealt with in line with Estyn's complaints policy.	<p>Quarterly review June 2007, September 2007, December 2007, March 2008</p> <p>Annual review July 2008</p>