



**BUDDSODDWR MEWN POBL.**  
**INVESTOR IN PEOPLE**

## **Estyn's Welsh Language Services Relating to Inspections**

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## **Purpose**

This leaflet:

- outlines to our customers the Welsh language services Estyn provides in relation to the inspection of education and training providers listed below; and
- provides guidelines to inspectors on how to provide these Welsh language services when undertaking inspections.

The leaflet is based on Estyn's Welsh Language Scheme, which the Welsh Language Board approved in March 2003.

## **Introduction**

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

Its purpose is:

- to undertake high-quality inspections of providers of education and training and associated services in Wales; and
- to provide well-informed and independent advice, based on inspection evidence, to the Welsh Assembly Government to assist it in formulating and evaluating education and training policies.

Estyn is responsible for inspecting provision in the following education and training sectors:

- nursery schools and non-state maintained teaching settings<sup>1</sup>;
- primary schools;
- secondary schools;
- special schools including independent special schools;
- pupil referral units;
- independent schools;
- further education;
- adult and community education;
- youth support services;
- voluntary youth agencies;
- LEAs;
- teacher education and training;
- work-based training;
- careers companies; and
- the education, careers and training elements of the New Deal.

## **The principle of equality**

Estyn is committed to the principle of treating Welsh and English on an equal basis when providing services to the public in Wales. We are committed to providing high quality services, whether they are through the medium of Welsh or English.

We apply the principle of equality in all our inspection work.

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<sup>1</sup> Non-state maintained teaching settings are day nurseries, play groups and day centres in the independent, private and voluntary sectors.

This includes the inspection services we provide ourselves as well as the inspections that contracted independent inspectors undertake. Independent inspectors inspect around 400 schools every year.

## **Inspection**

Equality for Welsh and English in all our inspection work means that we will:

- provide bilingual services where they are required;
- ensure that every inspection contract conforms with the terms of our Language Scheme;
- ensure that contract specifications include specific requirements relating to the use of Welsh;
- provide written guidelines on matters relating to the use of Welsh for staff dealing with contracts and for independent inspectors acting on our behalf;
- refer when evaluating inspection tenders to quality assurance statements submitted by contractors, giving their assurances on these. We can use the inspection terms in the contract to ensure that contractors implement the relevant sections of our Language Scheme;
- monitor a sample of inspections in order to ensure that they conform with the requirements of our Language Scheme and the terms of the inspection contract;
- use the information arising from the monitoring work to ensure improvements in the way we provide Welsh language services, where required;
- take action, as required, on the basis of issues relating to the quality of our Welsh language

service arising from the questionnaires providers complete following inspections; and

- hold regular discussions with the Welsh Language Board in relation to our Welsh language inspection service and the implementation of the proposals that our Welsh Language Scheme includes.

## **Inspection meetings**

In relation to inspection meetings with parents, governing bodies and other meetings, Estyn, where appropriate:

- Will write to every provider in Wales to ask the governing body or appropriate authority whether or not a Welsh-English translation service will be required in inspection meetings. It is the governing body or appropriate authority that is responsible for deciding whether or not this is required, on the basis of taking into account matters including parents' wishes, and the linguistic nature of the provider and the area it serves. It will be the responsibility of the governing body or appropriate authority to let Estyn know of any changes to the decisions in the interim period leading up to an inspection.
- Indicates that a translation service is required, where requested, when inviting contractors to submit tenders for inspections. This also applies to HMI-led inspections.

- Monitors the extent to which inspection teams satisfy the requirements of the contract in terms of providing a translation service.

## **Guidelines for inspectors on the use of translation services in inspection meetings**

In order to ensure that everyone can contribute in Welsh or English at inspection meetings with parents, the governing body or others, inspectors should:

- Ensure that a translation service is provided where the inspection contract or arrangements require this;
- ensure when organising inspection meetings that account is taken of the necessary practical arrangements for providing the service; and
- agree in advance with the governing body whether the translation service will be provided either:
  - by using simultaneous translation equipment; or
  - by conducting the meeting bilingually.

## **Where the contractor uses a simultaneous translation service:**

- it is the inspection agency that shall be responsible for the cost, and this should be considered when formulating the tender for the inspection contract.

## **Where the meeting is conducted bilingually, the inspector chairing the meeting:**

- should make a clear statement at the beginning of the meeting to indicate that anyone present is welcome to contribute in Welsh or English;
- should ensure that any questions or comments by himself/herself are posed bilingually, and that this principle is adhered to for the duration of the meeting; and
- should give a summary in English of any comment made in Welsh by parents, governors or other persons.
- Monitoring a sample of inspections to ensure that they conform to the requirements of our Language Scheme and the conditions of the inspection contract.

## **Inspection reports**

Any person involved with a provider that is being inspected can expect to see a bilingual report where the institution has requested this. If a bilingual report is not requested, an English version only will be published. A

bilingual report will be provided in accordance with local authority policy in the case of an institution it maintains.

## Comments on these guidelines

If you have any comments, you should write to:  
Mererid Williams, Managing Inspector, Estyn, Anchor Court, Keen Road, Cardiff CF24 5JW.

## Complaints

Estyn deals with all complaints relating to its Welsh language service in accordance with the agreed timescale indicated in Estyn's complaints procedure. This procedure can be viewed on our website [www.estyn.gov.uk](http://www.estyn.gov.uk). We consider all complaints carefully, by examining evidence, providing a response and implementing subsequent changes, where necessary.

