



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

May 2012



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

It has been adopted by Estyn and was approved by the Welsh Language Commissioner on 16 May 2012.

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.gsi.gov.uk

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

© Crown Copyright 2012: This report 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
1 Introduction	1
2 General principles	5
3 Estyn's relationships with others: inspection and advice	6
4 The standard of our Welsh language service	8
5 Estyn's Welsh language service	9
6 Implementing the Scheme	16
7 Monitoring the Scheme and publishing information	19
8 Publishing the Scheme	20
9 Handling complaints and suggestions for improvement	20
Annex 1: Key questions for inspection in the context of our Welsh Language Scheme	
Annex 2: Supplementary guidance for inspecting Welsh Language in schools, September 2010	
Annex 3: Action Plan for implementing our Welsh Language Scheme	

1 Introduction

Background to the organisation

Estyn is the office of Her Majesty's Chief Inspector of Education and Training in Wales, providing an independent, high quality inspection and advice service to the Welsh Government and the citizens of Wales. Our name, Estyn, means to stretch or to reach in Welsh.

We are funded by the Welsh Government (Section 104 of the Government of Wales Act 1998) and our office is in Cardiff.

We have a wide range of statutory inspection and reporting responsibilities, including inspection of all publicly-funded education and training across Wales (other than most of higher education).

We inspect in partnership with the provider, with an overall focus on learners' needs. Self-evaluation, using Estyn guidance, is a key part of providers' quality assurance process, which identifies their strengths and areas for development. Using this information, the inspection teams report on the standards achieved by learners, the quality of the education or training provided and the quality of leadership and management.

We contribute to the development of education and training policy in Wales through our inspection work and remit reports, which provide high-quality advice on themes set out in the annual remit letter from the Minister for Education and Skills. We also work with other major stakeholders by participating in policy working groups and in regular forums.

Estyn is responsible for inspecting and reporting on the following:

- nursery schools and settings that are maintained by, or receive funding from local authorities;
- primary schools;
- secondary schools;
- special schools;
- pupil referral units;
- independent schools;
- further education;
- adult community learning;
- local authority education services for children and young people;
- teacher education and training;
- work-based learning;
- offender learning; and
- careers companies.

Also, Estyn, in partnership with Ofsted, has responsibility for inspecting learners in England who are funded by the Welsh Government and who attend independent

special colleges, work based learning courses, programmes provided through youth offending teams. In addition, Estyn inspects the education of offenders in secure estate and prisons in Wales.

Finally, Estyn provides a bilingual service across Wales to ensure that engagement with all stakeholders can be effective.

Our plans are aligned to the Welsh Government's policy statement for inspection, audit and regulation in Wales.

- Our new common inspection framework from September 2010 enhances our public accountability by developing stronger partnerships with education and training providers, maintains our independent view and encourages providers to objectively self-assess their performance and manage their own improvement agendas.
- Our approach to inspection activities is proportionate, concentrating on improving performance and service provision where it is most needed.
- We identify and share examples of best practice, promoting improvement, so that the services provided to learners are the best available.
- We also seek to create a greater capability to capture and analyse our understanding of education and training provision nationally and to use this unique knowledge to provide expert, professional input to education policy development.

Our mission

Our mission remains:

- to achieve excellence for all learners in Wales through providing an independent, high-quality inspection and advice service.

Our vision

Our vision captures where we want to get to as an organisation in the future:

- to be recognised through the expertise of our staff as an authoritative voice on education and training in Wales.

We see the Welsh language as an integral part of this vision as it is integral to our national identity. We are committed to supporting and promoting the Welsh language. The Chief Inspector's Annual Report contains a range of sector reports about Welsh. We also regularly produce specific remit reports about Welsh.

However, simply articulating our mission and vision would not give us a sufficiently defined focus for our work. We have, therefore, defined in our strategic objectives more precisely what it is that an independent national inspectorate can uniquely offer to help promote excellence in the system.

Our strategic objectives

Estyn's strategic objectives are to improve the quality of outcomes for learners in Wales, through more effectively:

- providing public accountability to service users on the quality and standards of education and training provision in Wales;
- informing the development of policy by the Welsh Government;
- promoting the spread of best practice in the delivery of education and training in Wales;
- working collaboratively with other inspectorates to support improvement; and
- developing Estyn as a 'best value' organisation and as an exemplary employer.

Our values

Everything we in Estyn do reflects our mission, vision and our core values which are to:

- keep learners and citizens at the centre of our work;
- act with openness, integrity and objectivity, demonstrating the highest standards of public service;
- work in partnership with others, whilst maintaining our independence;
- demonstrate effective leadership and teamwork at all levels;
- value people and the contributions they make;
- encourage responsibility, initiative and innovation; and
- foster an engaging and healthy working environment.

Our Welsh Language Scheme

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

This revised Scheme was prepared in accordance with Section 78 of the Government of Wales Act 2006 and in accordance with the statutory guidelines issued under Section 9 of the Act. It came into effect on 16 May 2012.

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

We take account of the aspirations of **laith Pawb: A National Action Plan** for a Bilingual Wales (2003) and the vision of the Welsh Government in its Welsh-medium Education Strategy (2010) in all our work, including the strategy's objective:

To have an education and training system that responds in a planned way to the growing demand for Welsh-medium education, reaches out to and reflects our diverse communities and enables an increase in the number of people of all ages and backgrounds who are fluent in

Welsh and able to use the language with their families, in their communities and in the workplace

Welsh-medium Education Strategy, page 4

We also take account of the aim of the Welsh Government in its strategy **laith fyw: laith byw** (A living language: a language for living) in our work and support the realisation of its vision over the next five years. The strategy sets out six areas for action. They are:

- 1 to encourage and support the use of the Welsh language within families.**
- 2 to increase the provision of Welsh medium activities for children and young people and to increase their awareness of the value of the language;**
- 3 to strengthen the position of the Welsh language in the community;**
- 4 to increase opportunities for people to use Welsh in the workplace;**
- 5 to improve Welsh language services to citizens; and**
- 6 to strengthen the infrastructure, including technology and media, for the language.**

A living language: a language for living, page 16

In Appendix 1, there is a copy of the guidance that we produced for inspectors about inspecting Welsh in our Common Inspection Framework. In all our inspection work, inspectors are required to evaluate standards in Welsh in all educational providers. In Appendix 2, there is a copy of the supplementary guidance for inspecting Welsh language in schools, which is given to each inspector to inspect Welsh provision. In Appendix 3, there is a copy of our action plan to implement our Welsh Language Scheme.

2 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 to ourselves and to those provided by others on our behalf, such as staff seconded into Estyn and those contracted to work for Estyn.

1 The quality and standards of service delivery

All of the policies in this Scheme are being implemented currently or are included in the action plan at Annex 3.

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 through a range of internal quality assurance procedures on inspections, which include questionnaires for providers, additional and peer inspectors. All participants on Estyn training events complete evaluation sheets regarding the quality of the event. We will analyse the results of these questionnaire carefully and make adjustments to our procedures, when required. Institutions and members of the public can also access the Estyn complaints procedure, which is available on our website.

2 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. We have a detailed list of the Welsh-speaking staff who are available to deal with queries from the public. This list is updated regularly. We also keep a comprehensive list of inspectors available to inspect through the medium of Welsh, as and when required.

3 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 Commissioner.

We have produced a range of inspection guidelines to inspecting Welsh language provision for each sector of education. These guidelines note the criteria and the issues inspectors should consider when inspecting the Welsh language in every institution, whether they are Welsh medium or English medium or bilingual institutions.

Inspectors in all sectors have received training on the use of these Welsh language guidance documentation. Issues regarding the Welsh language are discussed on regular update training events for independent inspectors.

3 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. We will discuss the Welsh language inspection requirements of the provision on our first contact with the provider to be inspected.

Estyn is responsible for the inspection of a wide range of education and training providers in Wales as listed on page 1. 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' Welsh language skills and learners' awareness of the benefits of bilingualism.

We have also produced supplementary guidance materials on inspecting Welsh when carrying out inspections of all providers, which are available on our website. We offer additional guidance and training for the inspection of Welsh-medium and bilingual education and training. All inspectors who inspect these providers are regularly updated on current issues in our training events.

In all of our inspection reports we will note the extent to which providers give consideration to the linguistic requirements of learners and other key stakeholders when providing education, training and other services. We will also note the progress made by learners in their Welsh skills in our reports.

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 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.

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

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

Advice

Estyn is also responsible for advising the Welsh 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 the Welsh Government's 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.

The Welsh Government produces an action plan as a response to Estyn's recommendations in the remit reports, which is published on their website. Local authorities are also required to respond to the recommendations in the remit reports and Estyn's local authority link inspectors ask for regular progress reports on their implementation during their termly visits.

In undertaking this work, Estyn will maintain a regular dialogue with the Welsh Language Commissioner, and will consult with their 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 required and 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 capable 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 Government's requirements and initiatives, are conducted bilingually as appropriate;
- promote the raising of standards in Welsh;

- where we join other inspectorates in inspections of education and training providers outside Wales, where there are Welsh learners, report on the Welsh language provision at these providers;
- ensure that information is gathered about each agent's/contractor's compliance with the Welsh language requirements in the contracts;
- quality assure all internal Estyn reports and monitor a sample of contracted-out inspections to ensure that our work complies with the Scheme; and
- monitor post-inspection questionnaire responses to check on compliance.

4 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;
- 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 Scheme's implementation;
- act with courtesy and helpfulness at all times; and monitor our performance in delivering a Welsh language service regularly and set targets for improvement, where this is appropriate; see:
 - Annex 3: Action Plan for implementing our Welsh Language Scheme; and
 - Estyn's Annual Plan 2011-2012, Annex 4: Estyn's key performance indicators <http://www.estyn.gov.uk/download/publication/200518.5/annual-plan-2011-2012/>

5 Estyn's Welsh language service

Corresponding with the public

We welcome letters and electronic mail in Welsh or English.

Correspondence we receive

When someone writes to us in Welsh we will reply in Welsh, if a reply is required. Our target times for replying to letters in Welsh are the same as for those in English.

Correspondence initiated by us

We will use Welsh with those who are known to prefer corresponding through the medium of Welsh.

We will write bilingually, in Welsh and English, about matters which have a general application in Wales.

We will ensure that any circular, standard letter or form issued to the public is bilingual.

We will write letters to an individual, group or organisation in the language chosen by the correspondent. Where the preferred language is not known, the initial letter will be bilingual. We will keep a record of the preferred language of the correspondent for subsequent correspondence.

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.

All new staff will receive training on these arrangements and desk instructions will be prepared to help staff to comply with the Scheme.

Email

All email auto-signatures, disclaimers and out-of-office replies will be bilingual.

Telephone and face-to-face communication with the public

Estyn does not have designated telephone receptionists; however, 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, if the member of staff who replies initially cannot speak 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;
- ensure that all staff are aware of the regularly updated staff list of Welsh speakers within each section of Estyn;
- ensure that Welsh speakers are identified in each department to allow calls to be diverted according to the wishes of the caller or otherwise to enable the call to be returned; and
- ensure that, when Welsh speaking staff are not present, the offer is 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.

Automated telephone systems

Our automated telephone system gives callers the choice of conducting their phone call in Welsh or English.

Website and information and communication technology

We encourage and welcome the use of Welsh and English in electronic communication. We recognise the need to develop information and communication technology resources to deliver bilingual services to the public, as well as increasing opportunities for staff to work bilingually.

We will maintain a bilingual website for Estyn. English and Welsh language content will appear simultaneously on our website. We will apply the same principles to the use of Welsh and English on our website as are detailed in this Scheme under 'Publications'.

Internal documents will appear in their original language or languages on our intranet.

When designing new websites, developing our existing websites, procuring new technology, or when redeveloping our existing technology, be it web-based, or back office software, we will follow the guidance issued by the Welsh Language Commissioner.

Wherever we offer transactional services, such as registration or bill paying a language choice will be offered at all points. Any other guidance issued by the Welsh Language Commissioner with regard to developing websites, will also be considered.

We will adopt the above principles for other social media, such as Twitter and YouTube, if and when we use them.

We will ensure that:

- any new software is compatible with the Scheme and our commitment to providing services in Welsh and English;

- members of the public can access the Estyn website in Welsh and English;
- each page and section on the website can be accessed in either language;
- all public material prepared, written and published on the Estyn website will be bilingual. All inspection information, guidance materials, forms and supplementary materials are prepared bilingually;
- when web pages are updated the Welsh and English versions are uploaded simultaneously;
- all newsletters and press notices are published bilingually on the Estyn website;
- all remit reports are published bilingually;
- most inspection reports are published bilingually. However, a minority of inspection reports are published in English only, according to the wishes of the individual education provider or local authority; and
- the Welsh language content on the website is reviewed regularly to ensure that it complies with the Welsh Language Scheme.

Public meetings

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

To achieve this we will:

- require all inspection teams to base any bilingual service requested on the model used by the school for parent meetings; and
- ensure that the reporting or registered inspector speaks to the audience in Welsh, when a translator has been organised.

Interpretation during meetings

We can provide simultaneous interpretation from Welsh into English at our public meetings (unless we have established that all participants are likely to use the same language).

Any invitations and advertisements issued in advance of public meetings will be bilingual and either note that interpretation facilities will be available, or invite the public to let us know in advance in which language they wish to speak.

We will also be able to gauge the likely need for interpretation by considering the theme, location, likely attendees and experience of past meetings.

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 always provide the following bilingually:

- invitations, advertisements and flyers;

- signs, badges and name plates; and
- registration forms.

In addition, we will provide the following:

- bilingual leaflets, programmes, agendas, welcome packs and feedback forms;
- bilingual supporting papers – and bilingual reports and papers following the meeting;
- bilingual presentation slides;

as well as:

- encouraging our guest speakers to do the same; and
- ensuring that suitably qualified Welsh-speaking staff, if available, deal with clients who prefer to use Welsh.

We will facilitate contributions in Welsh in breakout sessions. There will be a presumption in favour of separate Welsh and English language groups, rather than mixed language groups with simultaneous interpretation.

We will arrange at least one Welsh-medium breakout session, whenever possible and appropriate.

Course organisers will also take into account this guidance when arranging workshops and discussion groups.

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. Audible messages in the lifts in our offices are in Welsh and English.

Our public face

Estyn's name, address, logo will be bilingual and used in all publications, forms, stationery, references, presentations and electronic communications. We prefer both languages be placed side by side with the Welsh on the left. Information signs on Estyn office at Cardiff 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 are 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 are 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 separate Welsh and English versions of all Estyn reports, documents and guidelines are published simultaneously and issued together. The Welsh reports are placed on the Welsh pages of Estyn's website and the English reports are placed on the English pages of the website; and
- establish an internal process to ensure that, when any document or part of a document needs to be amended, the Welsh and English versions are amended at the same time.

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, (eg 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 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

When recruiting staff we will be guided by the commitments set out in the staffing section, in section 6. We will also follow the advice and guidance published by the Welsh Language Commissioner.

Before advertising a vacancy, the Welsh language skills required for the post will be assessed. Where Welsh language skills are deemed essential or desirable, this will be made clear in job advertisements and job descriptions. Skills will be assessed as part of the recruitment process.

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 (for example, a designated Welsh administrative or specialist HMI post) and the circulation of the newspaper or magazine (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) an advertisement may appear in one language 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;
- make bilingual information and application forms for external recruitment exercises available on our internet site; and
- ensure that selection interviews can be carried out in Welsh or English, using simultaneous interpretation facilities as appropriate, according to the preference of the candidate, although ability in both languages will need to be assessed at interview for posts where Welsh language ability is a requirement.

Services delivered on Estyn's behalf by others

Estyn inspects approximately 300 schools annually. A small and decreasing proportion of inspections are carried out by independent inspectors (25% in 2011-2012) 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, for example the Welsh Government, the Wales Audit Office and the Care and Social Services Inspectorate Wales. 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 a consortium, 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 devise Language Schemes, and arrangements for operating bilingually. As part of every partnership, Estyn may offer advice and assistance to the other parties concerned.

Welsh language awareness training

We provide Welsh language awareness training for our new staff, during their induction training. The training will develop the understanding of the workforce, promote more opportunities to use Welsh in our internal work and highlight the need to ensure compliance with this Scheme.

We will consider how best to provide awareness training for our existing staff and, in doing so, we will be guided by the 'Language Awareness Training Package', developed by the Welsh Language Board.

We will ensure that all Estyn staff are aware of the requirements of the Welsh Language Scheme and how to work in accordance with them, as well as ensuring that all staff are fully aware of the official status of the Welsh language in Wales following enactment of the Welsh Language Measure (Wales) 2011.

We will offer a range of Welsh courses such as gloywi iaith courses, writing skills and public speaking skills as well as increasing the confidence of staff to use Welsh orally. On corporate training days we will offer Welsh discussion groups so that Welsh learners will have a good range of opportunities to develop their technical language skills during group discussion activities.

We will promote the use of Welsh and ensure a supportive institutional culture where the Welsh language is appreciated and promoted; for example, we encourage staff to send internal emails in Welsh where the recipient(s) understand(s) Welsh.

6 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 Strategic Director and 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 Strategic Director regularly and to the Executive Board twice a year;
- secure liaison between the named Assistant Director and the other Assistant Directors to facilitate the implementation of the Scheme and to monitor its effectiveness;
- make a quarterly report to the Executive Board and Strategy Board on the number of inspectors and corporate services front line staff who can use Welsh; and
- set up suitable monitoring arrangements to report regularly to the Executive Board and to produce an annual self-assessment report.

Staffing

Estyn will try to ensure that it has 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.

We will ensure that Welsh language skills are available in posts and/or teams where:

- front-line services are provided;
- they are a point of contact with the Welsh-speaking public organisations, including local authorities, schools and colleges;
- they regularly organise Estyn conferences/external events; and
- the main purpose is providing services/information to the public eg inspection co-ordinators.

To achieve this objective we will:

- monitor the language capacity and language awareness of the organisation to adjust recruitment targets in order to make available the bilingual services, including those for bilingual inspection, that are needed in the organisation to meet the requirements of this Scheme;
- ensure that both permanent HMIs and seconded additional inspectors have opportunities for home working, in order to attract staff from north west and south west Wales who might not apply to work for Estyn if they had to be office-based in Cardiff;
- try to employ enough 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;
- provide Cysill and Cysgair software on all Estyn computers;
- 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. We will continue to review the staff needs of Estyn in response to the pattern of retirement of existing staff. Workforce planning will take account of the need to meet the requirements of the Welsh Language Scheme.

We also want to develop more opportunities for our staff to use the Welsh language at work. We will be guided by the Welsh Language Commissioner's advice and guidance as we do so. During our corporate training weeks we will continue to offer staff opportunities hold discussion groups in Welsh.

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 in Welsh 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:

- publicise the scheme to our staff, and to the public in Wales. It will be published on our website and be available to download;
- issue all staff with a copy of the Language Scheme to ensure that they know how to implement the commitments in this scheme;
- offer briefing and training sessions to staff to ensure they are aware of this Scheme and to explain how it will affect their day-to-day work;
- amend desk instructions, or similar guidance used by our staff, to guide their day-to-day work will, where appropriate, to reflect the measures contained in this Scheme;
- provide Cysill and Cysgair software on all Estyn computers;
- provide instructions/guidance to support the following aspects of the Scheme:
 - communicating with the public (telephone and face to face contact);
 - implementing Estyn's bilingual publications practice;
 - providing Welsh language training opportunities including language awareness courses;
 - requesting information from providers being inspected about their practice in offering bilingual services in public meetings with parents and governors; and
 - collecting, storing and retrieving and producing bilingual material on information technology systems.

Translation services

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

Where there is a clear requirement to use external translation or interpretation services to support compliance with this scheme, we will ensure that we use only qualified translators for translation of documents and qualified interpreters for simultaneous interpretation.

We will expect those translators and interpreters to be members of the Association of Welsh Translators and Interpreters or an equivalent organisation, or to have satisfied the quality assurance criteria established by our Translation Service during a formal recruitment or procurement exercise.

Any form of contact with the public in Wales, which is not specifically dealt with by this scheme, will be undertaken in a manner which is consistent with the general principles of this 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.

Freedom of Information Act and the Environmental Information Regulations

We will be guided by the advice issued, following consultation with the Information Commissioner, on the 'Welsh Language Act, the Freedom of Information Act and the Environmental Information Regulations'.

7 Monitoring the Scheme and publishing information

We will monitor our progress in delivering this scheme regularly.

We will report to the Welsh Language Commissioner on our progress in delivering this Scheme. In doing so, we will report on our progress in meeting the key performance indicators. See:

- Annex 3: Action Plan for implementing our Welsh Language Scheme; and
- Estyn's Annual Plan 2011-2012, Annex 4: Estyn's key performance indicators <http://www.estyn.gov.uk/download/publication/200518.5/annual-plan-2011-2012/>

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

- Internal progress reports will be prepared and submitted to the Executive Board twice a year.
- Estyn will prepare an Annual Self-Assessment Report, which will enable the organisation to achieve the following objectives:
 - measure compliance with the Scheme;
 - measure progress against the targets set in the Scheme's Action Plan (Annex 3) through termly monitoring and writing an annual review of the Action Plan;
 - measure the effectiveness of its Scheme management procedures;
 - measure Estyn's linguistic skills capacity;
 - analyse performance on a, corporate basis to ensure consistency; and
 - identify any key weaknesses with an action plan and timetable to remedy the situation.

Following the Executive Board's approval, a copy of the official report will be sent to the Welsh Language Commissioner.

Reviewing and amending the scheme

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.

Also, from time to time, we may need to review this Scheme, or propose amendments to this Scheme, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

No changes will be made to this Scheme without the Welsh Language Commissioner's approval.

8 Publicising 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 ongoing basis; and
- publish it on the Estyn website.

9 Handling complaints and suggestions for improvement

Complaints related to this scheme, or suggestions for improvement, should be directed to the senior member of staff with responsibility for the scheme, at the following address:

Meilyr Rowlands
Strategic Director
Estyn
Anchor Court
Keen Road
Cardiff
CF24 5JW

Or by email to: meilyr.rowlands@estyn.gov.uk

All complaints will be dealt with according to the procedures and timescales set out in Estyn's published complaints procedure, which is available on our website.

Annex 1: 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:

Key Question 1: How good are outcomes?

Key Question 2: How good is provision?

Key Question 3: How good are leadership and management?

Key Question 1: How good are outcomes?

Inspectors are required to evaluate standards in Welsh when inspecting in all sectors. A section on evaluating standards in Welsh appears in all our sector inspection guidance.

For example, this is the section that appears in the **Guidance for the inspection of primary schools, September 2010, page 19:**

“1.1.5: Welsh language

In coming to an overall judgement on pupils’ Welsh language development, inspectors should consider what it is reasonable to expect taking into account the linguistic background, the context of the school and the area it serves and the local authority’s Welsh language policy. For example, pupils studying Welsh second language in a school with Welsh and English streams serving an area where Welsh is spoken by a significant proportion of the local community should achieve higher standards in Welsh than in an English-medium school serving an area where pupils have few opportunities to come into contact with Welsh other than at school.

You should consider:

- pupils’ attainment at key stages 1 and 2 in Welsh or Welsh second language, as applicable, when compared with similar schools and previous attainment;
- continuity between the end of key stage 1 and key stage 2;
- the progress pupils make in Welsh lessons; and
- in the English-medium sector in particular, pupils’ progress in using Welsh both passively and actively in different contexts beyond their Welsh lessons, for example in other subjects, during registration periods, assemblies and in extra-curricular activities.”

Key Question 2: How good is provision?

Inspectors are required to evaluate the provider’s Welsh language provision. For example, in the **Guidance for the inspection of primary schools, September 2010, page 24:**

“2.1.3: Welsh language provision and the Welsh dimension

You should evaluate the extent and quality of the school’s provision for Welsh language development in terms of its impact on the aspects listed under section

1.1.5. Schools should take account of the Welsh Government policy, objectives and guidelines identified in documents such as 'Our Language: Its Future', 'Iaith Pawb' and the Welsh-medium Education Strategy. Pupils should be aware of the advantages of learning Welsh and becoming increasingly bilingual.

It is a statutory requirement that all pupils learn Welsh up to school-leaving age. This includes pupils with statements of SEN, other than in cases where the statement of SEN stipulates that the pupil is disapplied from learning Welsh. Schools also have a statutory duty to have regard for the local authority language policy.

In primary schools with significant use of Welsh, you should consider the appropriateness of the time allocated for Welsh as a first language. This should normally be the same as for other core subjects. In predominantly English-medium primary schools, you should judge whether the school provides enough time to teach Welsh second language to all pupils. If the time allocation is well below one hour per week, it is unlikely that pupils are achieving well. You should comment on the arrangements to ensure that pupils learning Welsh reach appropriate standards.

National Curriculum subject orders for key stage 2 include specific references to Y Cwricwlwm Cymreig. You should judge the extent to which the school promotes the development of pupils' knowledge and understanding of the cultural, economic, environmental, historical and linguistic characteristics of Wales."

Further details on the inspection of Welsh for each sector can be seen in the sector specific Welsh language guidance, which is available on our website.

Through our quality assurance procedures we will sample a proportion of contracted-out school inspections to ensure that inspectors adhere to the requirements of reporting on the Welsh language during the inspections and in the subsequent reports. These quality monitoring reports are sent to the sector Assistant Directors or to the contractors to ensure consistency in all Estyn reports. All Assistant Directors and contractors are required to ensure that any shortcomings are rectified in future reports.

The linguistic profile of the community served

The report will also note 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.

In all our inspection reports we report on how the needs of Welsh-speaking communities are addressed.

Annex 2: Supplementary guidance for inspecting Welsh Language in schools – September 2010

What is the purpose?

To provide guidance to inspectors for evaluating Welsh language outcomes and provision when it is a line of enquiry.

For whom is it intended?

For inspectors of all maintained and independent primary and secondary schools, special schools and pupil referral units.

From when should the guidance be used?

September 2010

1 Introduction

Increasing the number of Welsh speakers and the number of people who use the Welsh language in their daily lives are government priorities.

The publication of the Welsh Government's Welsh-medium Education Strategy (April 2010) reaffirms its commitment to improving the quality of Welsh-medium and bilingual provision. The Strategy also sets a direction for improving how Welsh is taught, in particular Welsh second language. It sets an expectation that all maintained education providers, not just those delivering Welsh-medium or bilingual provision should move forward on the improvement agenda.

The advantages for learners of increasing their competence in Welsh and in being bilingual are well-documented. They include:

- extending language skills for the workplace;
- expanding their horizons and enriching their experiences of life;
- enhancing intellectual growth and mental agility²; and
- gaining an appreciation of diversity.

When evaluating Welsh language outcomes and provision, it is essential that you always consider what is reasonable when taking into account the linguistic background and context of the school.

In broad terms, schools can be classified according to their linguistic make-up as follows:

- schools which teach mainly through the medium of Welsh;

² Research in Canada has revealed that bilingualism enhances attention and cognitive control in children and older adults, and in 2007, highlighted the impact of bilingualism on delaying the onset of dementia symptoms.

- English-medium schools; and
- streamed schools, which offer both Welsh-medium and English-medium provision to varying degrees.

There are also schools in some parts of Wales that determine the medium of provision on the basis of a linguistic continuum that takes account of varying levels of competence in Welsh.

Inspectors should also take account the linguistic background of the area the school serves. For example, in the English-medium sector, inspectors should expect that the achievements of pupils in Welsh should be enhanced in schools serving an area where there is significant use of Welsh in the local community.

All maintained schools, including special schools and pupil referral units, have a legal obligation to teach Welsh to all pupils of statutory school age other than a very few pupils whose statement of special educational needs (SEN) disapplies them from learning Welsh. *Iaith Pawb* (the Welsh Government's action plan for a bilingual Wales) acknowledges the right of pupils with SEN to receive provision in the language of their choice as set out in the revised SEN Code of Practice for Wales.

There is no statutory requirement of independent schools to teach Welsh as a subject. When the school makes a positive decision not to provide for teaching of Welsh or to develop the Welsh dimension of the curriculum, the report should simply state: 'The school does not teach Welsh' or 'The school does not seek to develop the *Cwricwlwm Cymreig*'. In independent schools that teach Welsh or deliver Welsh-medium provision, inspectors should use the questions listed in the next section, as applicable. Inspectors should examine the school's policy for Welsh and evaluate how well the school is implementing it. They should also judge the extent to which the school contributes to the development of pupils' knowledge and understanding of the cultural, economic, environmental, historical and linguistic characteristics of Wales

The Common Inspection Framework requires inspectors to comment on standards in 1.1.5 Welsh language and provision in 2.1.3 Welsh language provision in maintained schools. It does not require inspectors to provide an overall judgment for these aspects. Inspectors should give careful consideration to the impact of any important areas for improvement relating to the questions overleaf on the judgment for the relevant quality indicator. When considering whether an area for development is important, inspectors should take into account the proportion of learners involved or affected by the shortcoming, in the light of the socio-linguistic nature of the provider and that of the area it serves.

2 Evaluating Welsh language

Key Question 1: How good are outcomes?

1.1 Standards

Inspectors should consider the following questions when inspecting and reporting on aspect 1.1.5 Welsh language:

- Does attainment in Welsh according to teacher assessment at key stages 1, 2

and 3, and in external examinations at key stage 4 and the sixth form, compare favourably with that in similar schools?

- Are pupils making good progress in Welsh lessons?
- Do pupils who join the school with little or no previous competence in Welsh achieve well?
- Where applicable, do pupils have a good grasp of subject terminology in Welsh in subjects across the curriculum?
- Where applicable, are pupils developing increasing competence in using dual literacy skills?
- As appropriate, are pupils confident and competent in using Welsh in a range of situations beyond their Welsh lessons?
- In Welsh-medium provision, do all pupils complete written work and final assessments in Welsh in all subjects and courses?
- Where applicable, do all pupils gain a recognised qualification in Welsh at the end of key stage 4, apart from those pupils disapplied by their statements of SEN?
- Where applicable, does a significant proportion of pupils learning Welsh as a second language gain a qualification in the GCSE full course?

1.2 Wellbeing

Do pupils display positive attitudes and enjoyment in learning Welsh? What proportion of pupils is involved in extra-curricular or community events or activities where they are able to use their skills in Welsh?

Key Question 2: How good is provision?

2.1 Learning experiences

Inspectors should consider the following questions when inspecting and reporting on aspect 2.1.3 Welsh language provision and the Welsh dimension.

- Is the school meeting the statutory requirement to teach Welsh to all pupils up to school-leaving age, other than pupils whose statements of SEN disapples them?
- Do curriculum organisation and the time allocation enable pupils to make and sustain good progress in Welsh?
- Is there continuity between and across key stages in terms of pupils' experiences in Welsh and, where applicable, the extent of Welsh-medium provision? Where applicable, is there continuity in developing pupils' skills in Welsh in the provision in pupil referral units?
- Where applicable, do pupils have access to a full range of Welsh-medium vocational options?
- Where applicable, are all pupils that are assessed in Welsh first language at the end of key stage 2 also assessed in Welsh first language at the end of key stages 3 and 4?
- Do pupils learning Welsh as a second language have increasing opportunities to develop their use of Welsh in a range of situations beyond Welsh lessons?
- Do learning experiences across the curriculum enhance the development of learners' knowledge and understanding of the cultural, economic, environmental, historical and linguistic characteristics of Wales?

2.2 Teaching

- Is there a sequence of learning activities that reinforces pupils' skills in speaking and listening, reading and writing Welsh and their inter-dependency?
- Is there sufficient consolidation of new vocabulary and sentence patterns to ensure pupils are able to use them with increasing independence?
- Are pupils given regular opportunities to apply and build on what they have learnt in previous lessons?
- Is there sufficient teacher intervention to improve quality and accuracy of pupils' oral competence in Welsh?
- Do Welsh second language teachers make increasing use of Welsh as a medium of communication, both in lessons and in other situations?
- Where applicable, do pupils have good opportunities and support to develop dual literacy skills?

2.3 Care, support and guidance

- Is there good support for pupils who are latecomers and have limited or no previous competence in Welsh?
- Are pupils aware of the advantages of learning Welsh and becoming increasingly bilingual?
- Where applicable, do pupils have access to Welsh-speaking specialist teachers and educational psychologists, as well as provision for intensive specific needs such as speech and hearing therapists?

2.4 Learning environment

- Does the school have an ethos that promotes the Welsh language and culture and positive attitudes towards them?
- Is there extensive use of Welsh in displays and signage around the school?
- Does the school encourage pupils and staff to make increasing use of Welsh, at the appropriate level, as a medium of informal communication?

Key Question 3: How good are leadership and management?

3.1 Leadership

- Does the school take good account of national priorities relating to Welsh as identified in Iaith Pawb and the Welsh Government's Welsh-medium Education Strategy?
- Does the school have regard for the local authority language policy and its Welsh Education Scheme objectives?

3.2 Improving quality

- Do managers at all levels have a realistic view of what needs to be done to improve outcomes and provision in Welsh?
- Do improvement plans identify clear proposals to address areas in need of development?

- Is there clear evidence of a commitment to moving forward on the improvement agenda in relation to the Welsh Government's Welsh-medium Education Strategy?

3.3 Partnership working

- Is the school working well in partnership with other providers to extend the availability of Welsh-medium provision on offer to pupils, especially to meet the requirements of the Learning and Skills (Wales) Measure?
- Is there joint-working between primary schools and pre-school groups and between secondary and partner primary schools to ensure consistency and progression in pupils' learning experiences in Welsh at transition?
- To what extent does the school take advantage of the support offered by other bodies, such as the Urdd and Mentrau Iaith?

3.4 Resource management

- Where applicable, does the school have enough staff who can teach effectively through the medium of Welsh to ensure progression and continuity in Welsh-medium provision?
- Are all teachers who teach Welsh first or second language qualified to do so?
- Where applicable, is there good quality support for non-specialist Welsh teachers and for other staff within the school, such as participation in the Sabbaticals Scheme?
- Is the school taking every reasonable action in relation to the cost-effectiveness of delivering Welsh-medium provision?

Annex 3: Action plan for implementation of Estyn's Welsh Language Scheme

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

Area	Policy aim	Action to be taken	Targeted Measurable Outcome/ improvement	Person responsible for implementation	Person responsible for monitoring	Time-scale and review dates	Current progress/ Commentary
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 and advice work	<ul style="list-style-type: none"> • All staff will be made alert to the implications of all new Welsh policies and initiatives through a series of corporate training events • All inspection reports contain appropriate judgements on Welsh language standards and provision • There is regular liaison with the Welsh Language Commissioner • We hold regular consultations with our stakeholders • Our advice takes account of Welsh issues 	All inspection reports published have comments on Welsh standards and provision	All staff	Strategic Director	On-going termly monitoring Annual review July 2013	In place
4 The standard of our language service	We aim to deliver a high quality 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.	<ul style="list-style-type: none"> • We collect evidence from our consultation exercises about our stakeholders needs and we will make a suitable response regarding Welsh issues • There is evidence of the equal treatment of Welsh and English in all our work • there are clear guidelines on standards of service in place • We develop new policies in the light of feedback from our stakeholders. 	We receive positive feedback from service users; no substantiated complaints received	All staff	All managers	On-going termly monitoring Annual review July 2013	In place

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.	<ul style="list-style-type: none"> Updated desk instructions to be circulated to all staff A Welsh correspondence log to be updated and loaded on SharePoint New updated Welsh language database established on SharePoint Regular monitoring ensures compliance about the language for correspondence to stakeholders 	All our correspondence complies with the scheme. We receive positive feedback from service users; no substantiated complaints received	All staff	All managers Corporate Lead Officer for Welsh	On-going termly monitoring Annual review July 2013	Mainly in place; updated desk instructions and database to be implemented the term following the acceptance of the new Welsh Language Scheme
	We will write letters to an individual, group or organisation in the language chosen by the correspondent. Where the preferred language is not known, the initial letter will be bilingual. We will keep a record of the preferred language of the correspondent for subsequent correspondence.	<ul style="list-style-type: none"> Updated desk instructions are circulated to all staff New updated Welsh language database established on SharePoint Regular monitoring ensures compliance about the language for correspondence to stakeholders 	All correspondence complies with the scheme; no substantiated complaints about our adherence to the Welsh Language Scheme received	All staff	All managers Corporate Lead Officer for Welsh	On-going termly monitoring Annual review July 2013	Mainly in place; updated desk instructions and database to be implemented the term following the acceptance of the new Welsh Language Scheme
	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.	<ul style="list-style-type: none"> Staff induction and update training for all staff New Welsh Language Scheme guidance and updated desk instructions available and in use 	Regular monitoring in place; compliance with desk instructions universally followed; no substantiated complaints about our adherence to the Welsh Language Scheme received	All staff	All Assistant Directors Strategic Director	On-going termly monitoring: December 2012, March 2013, Annual review July 2013	Mainly in place; updated desk instructions and database to be the term following the acceptance of the new Welsh Language Scheme

	We encourage and welcome the use of Welsh and English in electronic communication and will ensure that our website is bilingual.	<ul style="list-style-type: none"> • Staff induction and update training in place to all staff • Website regularly updated in both languages 	Regular monitoring of compliance with desk instructions on bilingual website publications	ICT Manager	All Assistant Directors Strategic Director	On-going termly monitoring Annual review July 2013	In place
	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.	<ul style="list-style-type: none"> • Updated desk instructions are circulate to all staff in Communications team • All public meetings arranged meet the requirements of the Scheme and follow the guidance issued 	Regular monitoring of compliance of Welsh Language Scheme at public meetings undertaken	All staff	All Assistant Directors Strategic Director	On-going termly monitoring Annual review July 2013	Mainly in place; updated desk instructions to be implemented the term following the acceptance of the new Welsh Language Scheme
	Members of the public are welcome to speak in Welsh or English at meetings and conferences hosted by us.	<ul style="list-style-type: none"> • Updated desk instructions are circulate to all staff in Communications team • Communications team update conference planning documentation for all events to ensure compliance 	Regular monitoring of compliance at public meetings and conferences Undertaken; all meetings and conferences meet the requirements of the Scheme	All staff	All Assistant Directors Strategic Director	On-going termly monitoring Annual review July 2013	Mainly in place; updated desk instructions to be implemented the term following the acceptance of the new Welsh Language Scheme
	Estyn's name, address, logo will be bilingual and used in all publications/ references/	<ul style="list-style-type: none"> • Corporate image meets all Welsh Language Scheme requirements 	Regular monitoring of compliance undertaken	Publications team Office services	Assistant Director Corporate Services Strategic Director	On-going termly monitoring; annual review July 2013	In place

	presentations. Information signs in the Estyn office are bilingual, with both languages given equal prominence in terms of format, size, quality and legibility.						
	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 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.	<ul style="list-style-type: none"> All publications meet the requirements of the Scheme 	Regular monitoring of compliance undertaken	Publications team Corporate Services staff	All Assistant Directors Strategic Director	On-going termly monitoring Annual review July 2013	In place
	All published forms and explanatory material will issue bilingually. In circumstances where issuing separate English and Welsh forms may be more	<ul style="list-style-type: none"> All published and electronic materials to be reviewed to ensure compliance with the Welsh Language Scheme 	All materials meet the requirements of the Welsh Language Scheme	Corporate Services staff	Assistant Director Corporate Services	On-going termly monitoring Annual review July 2013	Mostly in place; review to be implemented the term following the acceptance of the new Welsh Language Scheme

	appropriate, (eg when documents produced bilingually could become unwieldy) we will issue both versions simultaneously and make them equally available.						
	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.	<ul style="list-style-type: none"> Press notices are either published bilingually or in either language according to the medium of the publication. 		Communications team	Assistant Director Corporate Services	On-going termly monitoring Annual review July 2013	In place
	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.	<ul style="list-style-type: none"> Communications team to review desk instructions to ensure compliance to the scheme. 	All publicity materials are available in both languages to the same specification	Communications team and publications section	Communications team and publications section. All Inspectors All Assistant Directors	On-going termly monitoring Annual review July 2013	In place
	Recruitment advertisements for all posts within Estyn, and for training for inspection, will be in	<ul style="list-style-type: none"> Both languages will be afforded equality in terms of format, size, quality, legibility and prominence in recruitment advertisements 	All recruitment materials and advertisements meet the Scheme requirements	Corporate Services Directorate	Assistant Director Corporate Services Human Resources Officer	On-going termly monitoring Annual review July 2013	In place

	Welsh and English and shown together.						
	Estyn-led inspections of all providers will have enough bilingual inspectors to meet the linguistic profile of the community being inspected.	<ul style="list-style-type: none"> All post-inspection questionnaires indicate high levels of satisfaction 	No substantiated complaints received about compliance with the Welsh Language Scheme	All inspectors	All Assistant Directors Strategic Director	On-going termly monitoring Annual review July 2013	In place
6 Implementing the Scheme	We will give high status to our Welsh Language Scheme and we will implement it well.	<ul style="list-style-type: none"> We will carry out an annual audit the Welsh Language proficiency of all our staff We will provide Welsh language training for all staff New staff will receive training on the Welsh Language Scheme 	All staff receive Welsh Language training according to their individual business needs	All staff	All Assistant Directors Strategic Director	On-going termly monitoring Annual review July 2013	Mostly in place; new audit to be implemented the term following the acceptance of the new Welsh Language Scheme
	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.	<ul style="list-style-type: none"> We will carry out an annual audit the Welsh Language proficiency of all our staff We will provide Welsh language training for all staff who need further training New staff will receive training on the Welsh Language Scheme 	All current staff receive Welsh Language training according to their individual business needs; newly appointed staff trained to meet Scheme's requirements	All staff	All staff involved in recruitment activities Strategic Director Chief Inspector	On-going termly monitoring Annual review July 2013	Mostly in place; new audit to be implemented the term following the acceptance of the new Welsh Language Scheme

6a		<p>We will undertake a needs analysis of all staff to determine the level of interest and the type of courses needed.</p> <p>We will offer centrally funded training courses will be to all staff to improve their ability to operate and communicate through the Welsh language through the delivery of Iaith ar Waith or Gwella Cymraeg yn y Gweithle.</p>	<p>Increase the number of Estyn staff who are confident to use Welsh in their duties</p> <p>All staff to complete a Welsh training and development questionnaire to assess their needs</p>	<p>Corporate training group</p> <p>HR team</p> <p>Corporate Lead Officer for Welsh</p>	<p>Human Resources All Assistant Directors Strategic Director</p>	<p>On-going termly monitoring</p> <p>Annual review July 2013</p>	<p>Mostly in place; new training courses to be implemented from September 2012 following the acceptance of the new Welsh Language Scheme</p>
		<p>This funding to be available for two main types of courses:</p> <p>Internal courses</p> <p>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' courses; • intermediate course – up to GCSE; • advanced course – up to A Level Defnyddio'r Gymraeg; and • Cwrs Gloywi for Welsh speakers to improve their writing skills on inspection. 					

		<p>External courses</p> <p>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; and • Welsh summer schools. <p>Estyn will also provide individual tailored support according to specific needs. This support could include:</p> <ul style="list-style-type: none"> • shadowing opportunities on Welsh inspections; • writing courses for inspectors; • individual mentoring; and • participation in discussion groups on various levels of Welsh competency during corporate training events. 					
	We will secure effective translation services of a high quality which enable us to meet the requirements of the Scheme.	<ul style="list-style-type: none"> • Regular tendering events in place to ensure high quality and value for money in allocating the translation service • Regular monitoring of translation service to ensure consistent high quality • HMCi Annual Report Welsh checked to ensure high standards and consistency 	High quality translation service in place; no upheld complaints received regarding quality of translations	Publications section Corporate Services managers Corporate Lead Officer for Welsh	Responsible Assistant Directors Strategic Director	On-going termly monitoring; Annual review July 2013	In place

7 Monitoring the Scheme and publishing information	<p>We will monitor our performance in meeting the commitments made in this scheme with the aim of improving its effectiveness.</p> <p>We will publish information comparing performance with standards and targets set out in this Scheme.</p>	<ul style="list-style-type: none"> • Regular termly reports from each department within Estyn submitted on compliance with the Welsh Language Scheme; and • Annual Report Submitted to the Welsh Commissioner 	Termly monitoring of Welsh Language Scheme in place from July 2012	All staff members of the Welsh Steering Group Corporate Lead Officer Welsh Language	Strategic Director	On-going termly monitoring; Annual review July 2013	Mostly in place; new monitoring procedures to be implemented termly following the acceptance of the new Welsh Language Scheme
8 Publishing the Scheme	We will ensure that people are aware of our Scheme.	<ul style="list-style-type: none"> • Communications team to prepare a communications strategy to publicise the launch of our new Welsh Language Scheme 	Our new Welsh Language Scheme is widely publicised	Communications team Website manager	Members of the Welsh Steering Group Strategic Director	On-going termly monitoring; Annual review July 2013	Mostly in place; new monitoring procedures to be implemented termly following the acceptance of the new Welsh Language Scheme
10 Complaints	All complaints are dealt with according to the timetable agreed in Estyn's complaints procedures.	<ul style="list-style-type: none"> • Complaints manager to undertake a termly audit of any complaints regarding our implementation of the Welsh Language Scheme 	No upheld complaints received regarding our adherence to the Welsh Language Scheme	Complaints manager	Strategic Director	Termly review July 2012, December 2012, March 2013; Annual review July 2013	In place