

# Education Workforce Council

## Welsh Language Standards Monitoring Report 2022–23



Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

## Introduction and background

The Education Workforce Council (EWC) is the independent, professional regulator for the education workforce in Wales.

Established by the Education (Wales) Act 2014, practitioners from across seven different groups within the education workforce are legally required to register with the EWC. They include practitioners from the foundation phase through to further education, youth work, and work-based learning. Our [Register of Education Practitioners in Wales \(the Register\)](#) is the biggest public register of any profession in Wales and the most wide-ranging register of education professionals in the world, with over 88,000 practitioners registered.

This report sets out our compliance with the Welsh Language Standards during 2022-23, detailing how we have worked to promote the use of the language, both amongst our own employees, and in engaging with registrants and other external stakeholders.



## Our standards, compliance and monitoring

We are included in category four of the Welsh Language Standards. This requires us to comply with 148 standards covering service delivery, operational matters, policy making, and record keeping.

All employees have a responsibility to ensure that they comply with [the standards which are available to employees and service users on our website](#) (in compliance with operational standard 149). We also publish information on our website detailing our compliance with the Welsh Language Standards.

Compliance with the Welsh Language Standards is a standing agenda item at monthly senior management team meetings. Responsibility for monitoring compliance with the standards lies with the Director of Professional Development, Accreditation and Policy. This annual report, detailing our compliance with the Welsh Language Standards, is approved by our Council.

In March 2023, our regulatory compliance arrangements (which included our compliance with the Welsh Language Standards) were subject to an internal audit. We received substantial assurance with no recommendations.

Should the Welsh Language Commissioner request information on how we comply with the standards, we are under a duty to provide it. We have continued to engage constructively with the Welsh Language Commissioner over the course of the reporting period, regarding our efforts to promote and encourage the use of the Welsh language. During the reporting period, we have attended two of the Commissioner's events, Using Welsh language services – effective practices (December 2022), and Policy making standards (January 2023).



# Compliance

## Service delivery standards

### Written correspondence (including email correspondence)

When the preferred language of the person we are contacting is unknown, or when writing to groups of people such as through email newsletters, all initial correspondence is bilingual with Welsh positioned on the left, or on top, so that it appears first. Where we know the language preference, communication is then conducted in that language. When someone writes to us using both Welsh and English, we provide a bilingual response.

Our letterheads include a statement welcoming correspondence in Welsh and advising that the use of Welsh will not lead to a delay in responding.

All email signatures and/or email footers:

- state that we are happy to receive correspondence in Welsh and English, and that response times are the same for both languages
- for employees who are fluent speakers or learners, include Welsh in the Workplace logos (also demonstrating compliance with operational standard 128)
- include bilingual job titles and contact details (also demonstrating compliance with operational standard 129)

All out of office replies are in Welsh and English as standard.

### Telephone calls

Our main telephone number connects to an automated telephone system which greets the caller bilingually (Welsh message first). Thereafter, the system allows the caller to choose whether they wish to speak to an employee in Welsh or English. We have instructed employees on how to deal with calls in order to ensure that callers receive the best service in the language of their choice. A summary of the number of calls received during 2022-23, in Welsh and English, is provided below:

	Number of calls received in Welsh	Number of calls received in English
Quarter 1	558	5,267
Quarter 2	497	3,902
Quarter 3	368	3,541
Quarter 4	373	4,311
<b>Total</b>	<b>1,796</b>	<b>17,021</b>

## Meetings

When arranging meetings, we confirm the preferred language of attendees in advance and offer simultaneous translation if required.

The Council conducts its meetings in English by agreement of Council members. However, we provide full simultaneous translation upon request, and we provide all minutes in Welsh and English.

## Events

Over the last year, we have hosted several large and small scale events to promote our work and engage with registrants and stakeholders. We provide full simultaneous translation at all public events that we organise, allowing presenters and audience members to participate in Welsh or English. All events in the reporting year have taken place virtually via Zoom. We use the Zoom platform to host our events as it allows for simultaneous translation to be provided.

At all events that took place during the reporting period, the event's host addressed the audience bilingually, in Welsh and English, in the opening and closing remarks. The audience were able to submit questions via the chat function in Welsh or English. In addition, at one event, the audience was able to ask questions orally in Welsh or English (one question was asked in Welsh), and one event featured several presentations delivered (partially or fully) in Welsh.

All PowerPoint presentations used at these events have been bilingual.

We also held one event where we ran simultaneous presentations in Welsh and English, and attendees were able to select which presentation they wished to view.

We subtitle all recordings of events uploaded onto our website in Welsh.

All of our public events are free of charge and we administer our ticketing through the bilingual platform, [tocyn.cymru](https://tocyn.cymru). This website fully supports Welsh and English and allows us to record information regarding attendees' level of proficiency in Welsh, or, whether they require Welsh simultaneous translation.

We had a week-long presence at the Urdd Eisteddfod in May, sharing a stand with Educators Wales. We ensured that at least one Welsh-speaking employee was present throughout the week and employees who are learning Welsh were also encouraged to volunteer.

We also attended events including conference 'market places', university open days, and recruitment fairs (both virtually and in person). We ensure that at least one employee attending events such as these is a Welsh speaker.

## Presentations

As summarised below, we offer presentations about a number of our operational areas in Welsh or English, at the request of employers/stakeholders. We provide all presentations in the language requested.

### Fitness to practise

The fitness to practise team (and senior officers), regularly visit schools, further education (FE) colleges, and other settings across Wales to deliver presentations to current and future registrants, employers/agents, and others about the [Code of Professional Conduct and Practice](#) (the Code). During 2022–23, we delivered 58 presentations. We delivered presentations in a number of Welsh medium and bilingual schools, however no presentations were requested through the medium of Welsh.

### Registration

Registration team members present to final year teaching (school and further education) and youth work students at institutions across Wales. In the reporting period, we delivered 27 registration presentations of which nine were requested and provided in Welsh. Copies of all slides were provided in Welsh and English after each presentation. Attendees at all presentations were able to ask questions (and receive a response), in Welsh or English.

### Professional development and funding

The professional development and funding team offer presentations to newly qualified teachers and relevant stakeholders about the induction profile, and to all registrants and stakeholders about the [Professional Learning Passport \(PLP\)](#). In the reporting period, we received requests for 26 presentation sessions in Welsh out of a total of 87.

### Promotion of Careers

The promotion of careers team have delivered a number of demonstrations of the new [Educators Wales website](#). In the reporting period, seven demonstrations were requested and provided in Welsh, out of a total of 144.

## Signage, notices, publicity, and promotional materials, documents, and forms

We produce all EWC materials either bilingually, with Welsh positioned on the left or on top so that it appears first, or in separate Welsh and English versions. English only versions notify the reader that the material is available in Welsh (demonstrating compliance with operational standards 136, 137, and 138).

## Website and social media

Our website and associated web-services are fully bilingual and users can easily switch between Welsh and English. This applies to all of our web services, including the public [Register of Educational Practitioners](#) which can be checked by learners, parents/guardians, members of the public, and employers. Of the other web-services we provide to our registrants, the Professional Learning Passport (PLP), is supported by a bilingual app. In addition, we can report that during the reporting period, of those using the PLP, 217 newly qualified teachers have created the Welsh language version of the induction profile and 1,353 have created the profile in English.

During the reporting period there were also 4,734 Welsh professional learning experience templates created in the PLP, and 26,024 responses created to the English language experience template. The career entry profile (created by ITE students in the PLP at the end of their studies and used to identify their strengths and areas for development going into induction), had 467 Welsh language responses, and 1,573 English language responses.

We are also responsible for Educators Wales, a service driven website which provides an online platform for the recruitment and retention of education professionals in Wales. The website is fully compliant with the Welsh Language Standards, allowing users to use the website/service through the medium of Welsh or English. It also provides a bilingual webchat service, offering live or next day reply by EWC officers. One query was received via the webchat service in Welsh and 113 in English. We also received 114 direct emails, two of which were in Welsh.

Our main social media accounts are on [Twitter](#) and [YouTube](#). We post all tweets and messages in Welsh and English on one feed. In November 2022, to broaden our reach with our audiences, we launched an EWC [Facebook](#) page, where we post in Welsh and English.

We respond to all social media messages in the language of the original query. Videos on our YouTube channel are posted in Welsh and English wherever possible. We provide subtitles in Welsh and English when an interviewee speaks in one language. The Communications Manager is responsible for all social media output.

## Office reception

Within our corporate services team, three of the four posts are Welsh essential, ensuring that we are able to provide bilingual reception cover. All Welsh-speaking employees are provided with, and encouraged to wear, the Welsh at work lanyard or pin badge (also demonstrating compliance with operational standard 130 and 130A) and posters are on display in reception to inform visitors that we provide a bilingual service. The visitors' guest book is also bilingual.

## Other Welsh language service delivery information

### Initial Teacher Education (ITE) accreditation

We are responsible for accrediting and monitoring programmes of ITE in Wales. We notify all providers about the importance of the Welsh language in the accreditation process and that the accreditation arrangements operate bilingually. On all visits (virtual or on site), to partnerships, we welcome presentations and professional dialogue through the medium of Welsh, or bilingually. We offer simultaneous translation services at all visits (virtual or on site).

During the period 1 April 2022 to 31 March 2023, simultaneous translation services were used for one accreditation assessment (CaBan) and five monitoring visits (APLP, Aberystwyth, Open University, Swansea, and Cardiff). In addition, it was used at our ITE partnership event, which took place virtually in March 2023. At the event, four presentations were delivered fully or partially in Welsh.

In November 2022, in collaboration with Welsh Government, we allocated ITE intake numbers for programmes commencing in September 2023 to ITE partnerships. We also provided partnerships with specific targets for the recruitment of Welsh medium

teachers (30% of total recruitment). We will monitor recruitment against these targets in 2023–24 and report on this to Welsh Government.

We delegate responsibility for accrediting ITE programmes to our ITE accreditation board (the board). The board consists of twelve members, including the chairperson and two deputies, all drawn from different fields of education. Of those twelve members, six are fluent Welsh speakers and one is currently a level 5 learner.

### Promoting careers in the education workforce to Welsh speakers

During 2022–23, we continued to work on a new strategic approach to the promotion of careers in the registered professions. Our approach is aligned with Welsh Government's ambitions with respect to developing the language skills of all practitioners (and their ability to teach Welsh or deliver through the medium of Welsh) and responds to the Cymraeg 2050 strategy, which identifies the education sector as having a key contribution to make in order to achieve the vision of a million Welsh speakers.

Our advocacy and support team has developed recruitment and engagement plans which include targeted recruitment for Welsh medium teachers. We have a dedicated Recruitment and Support Officer with responsibility for planning and delivering events, and promotional activity specifically to support Welsh speaking individuals. This has included:

- working with ITE partnerships to deliver information evenings for those considering becoming a Welsh medium teacher
- delivering employability workshops and presentations on careers in education in Welsh medium secondary schools
- attendance at careers fairs in Welsh medium schools and colleges
- presentations to Welsh medium teaching assistants to encourage them to progress into a career in teaching

We are also working closely with Coleg Cymraeg Cenedlaethol in relation to a number of actions within Welsh Government's 10 year Welsh in Education Plan. We have met bi-monthly with colleagues from Coleg Cymraeg Cenedlaethol and Welsh Government to monitor progress, avoid duplication of efforts, and identify opportunities for collaboration.

### Fitness to practise and induction appeals

As at 31 March 2023, we had 52 panel members available to sit on fitness to practise committees, of whom 12 were Welsh speakers.

We hear fitness to practise cases and induction appeals in the registrant's preferred language. Under our procedures, we contact all registrants with a case that comes to us to ask in which language they would like their case conducted. Similarly, if a case continues to a hearing, we again ask the registrant which language they would like the hearing to be conducted in. In addition, witnesses are free to provide evidence in Welsh, irrespective of the language in which the hearing is being conducted.

During the year to 31 March 2023:

- we heard two hearings fully in Welsh (both were adjourned to be concluded in 2023–24) and one hearing in-part in Welsh
- we did not hear any induction appeals

## Quality Mark for Youth Work in Wales (the Quality Mark)

As at 31 March 2023, we had 54 assessors for the Quality Mark. Of these, nine are Welsh speakers (at various levels).

Organisations applying for the Quality Mark may submit documentation in Welsh, English, or bilingually. We conduct Quality Mark assessments in the applicant's preferred language. During the year to 31 March 2023, we conducted two Quality Mark assessments fully or partially in Welsh.



## Policy making standards

### Policies and procedures

We have integrated questions on Welsh language into our impact assessment process when developing new or revised policies. We have a policy in place on using Welsh in the workplace (standard 92).

### Consultations, research, and statistics

We published two consultations during the reporting year. These related to our revised [Code of Professional Conduct and Practice](#) and our [Strategic Plan 2023–2026](#). We conducted both consultations bilingually, and considered and sought views about the Welsh language in line with standards 86–88.

In March 2023, we launched the [National Further Education and Work-based Learning Workforce Survey for Wales](#). We issued bilingual correspondence to all FE and work-based learning registrants inviting them to complete the online survey, which was available, and which they could complete, in Welsh or English. Responses will be analysed and published in 2023–24.

In September 2022, we published our [Annual Education Workforce Statistics for Wales 2022](#). This report detailed Welsh language information for the whole education workforce in Wales, across schools, FE, work-based learning, and youth work settings. We have also published data releases on the supply workforce (school teachers and school learning support workers), school leaders, and newly qualified teachers, all of which have included Welsh language information.

During summer 2022, we were commissioned by Welsh Government to scope the development of an apprenticeship route or vocational qualifications for learners in post-16 education and training as a pathway into teaching, with a specific focus on Welsh medium. This was in response to a commitment in Welsh Government's 10 year Welsh in Education Plan (action 1 under objective 1.3). We will be submitting our recommendations to Welsh Government in 2023–24.



## Operational standards

### Promotion of the Welsh language

We have a policy in place for the promotion of the Welsh language in the workplace. The purpose of this policy is to encourage and promote the use of Welsh internally, highlighting its use as part of our office culture. Awareness of the Welsh Language Standards is part of the induction programme for new employees.

We issued our Cymraeg ar Waith (Welsh at Work) e-newsletter to all staff on a quarterly basis through the year. We have designed the newsletter to promote the use of the Welsh language across our organisation, and help ensure we implement the Welsh Language Standards consistently.

We have fostered an encouraging environment for Welsh learners within the organisation. We encourage employees to speak/learn Welsh and first language Welsh speakers are highly supportive of colleagues who are learners. For example, throughout the year the bilingual Communications Officer offered opportunities for colleagues to consolidate their learning through informal sessions.

We have a dedicated EWC Welsh style guide, Yr Arddulliadur, which provides guidance on communicating in Welsh.

We have installed the Cysgliad software package which includes an online Welsh dictionary and spellchecker on the computers of Welsh-speaking employees. We have installed another program, 'To Bach' on all computers to assist with using the circumflex accent which frequently appears in the language including personal and place names, e.g. Siân, Dŵr Cymru, Penarlâg.

We also engaged with the 2022 Welsh Language Rights Day (Diwrnod Hawliau'r Gymraeg), which celebrated the Welsh language services that organisations provide and the rights that people have to use the Welsh language when dealing with them. During the day, we published a video on Twitter, publicising our Welsh language services.

### Policies and procedures

We publish all EWC policies, including those listed in the Welsh language standards, in Welsh and English on the staff library. Any forms or documents associated with the policies are available to employees in Welsh and English, or bilingually.

Our discipline and grievance policies set out employee rights, as per the standards, to use the Welsh language during any procedure.

### Complaints

If we receive any complaints, we have processes in place to ensure that we note these in detail and save them electronically. Our [standards of service document](#) is available on our website and we make hard copies available upon request. We have received no requests for copies of our standards of service.

During 2022-23, we received no complaints regarding the Welsh language or our compliance with the standards.

## Welsh language training

The performance development review (PDR) process, together with the staff survey referenced on page 12, are the primary tool for identifying training and development in Welsh for employees. We fully support relevant Welsh language training for all employees.

During the reporting year, one member of staff undertook formal Welsh language training.

No training has been provided on the areas outlined in operational standards 122 and 123 during the reporting year. If training is provided in these areas, it will be provided in Welsh as well as English.

## EWC - Welsh language skills

### Employees

We conduct a survey of our employees' Welsh language skills and abilities annually. We also ask all new starters to complete the questionnaire during their induction. The survey asks employees to provide information regarding their Welsh language skills in relation to listening, reading, speaking, and writing, asking them to assess their abilities, using the Welsh Language Skills Framework (as suggested within the Welsh Language Commissioner's advice document). We have summarised the response from all employees in the table below and attached a detailed breakdown of responses (by department) as [Appendix 1](#).

### EWC employee Welsh language survey – summary of results<sup>1</sup>

	Competency score						Total
	0	1	2	3	4	5	
Listening	13	15	1	1	-	21	51
Reading	14	15	-	1	2	19	51
Speaking	15	14	-	1	4	17	51
Writing	20	8	2	3	5	13	51

The employee Welsh language survey also asked employees about their Welsh language training requirements. A total of 21 employees requested Welsh language training with 15 interested in introductory/beginner level training, three requesting extension level training, and three wishing to undertake revision/special skills training (for fluent Welsh speakers).

<sup>1</sup> Note that the number of employee responses to the survey (51) is six short of the total number of employees working for EWC as at 31 March 2023. This is due to four individuals being on maternity leave and two members of staff not responding to the survey.

## Council members

As part of our data collection, all Council members are asked to indicate their Welsh language abilities. Due to the term of the Council ending on 31 March 2023, the data was not refreshed at the end of March 2023, however, data from 2022 can be found below.

Can you understand/speak/write Welsh? (Tick all that apply)	Understand spoken Welsh	Speak Welsh	Read Welsh	Write Welsh	None	Other	Prefer not to say
	2	1	2	1	7	1	0

Data for the new Council, commencing 1 April 2023, will be collected in March 2024.

## ITE accreditation board members

The ITE accreditation board consists of twelve members. Of these, six are Welsh speakers. One is a Welsh learner – level 5.

## Fitness to practise panel members

At the end of the 2022–23 financial year, we had 52 panel members available to sit. Of those, 12 are Welsh speakers.

## Quality Mark assessors

At the end of the 2022–23 financial year, we had 54 Quality Mark assessors. Of those, nine are Welsh speakers.



## Recruitment

Before embarking on a process of recruitment, a line manager and the relevant director, using our recruitment requisition form, will evaluate the need for, and nature of, the potential post, including the need for Welsh language skills. Thereafter, the recruitment process in its entirety, is completed in Welsh and English or bilingually to include job advert (including the Welsh language skills category), all supplementary information, application form, and correspondence with applicants.

When advertising Welsh essential posts, we use Welsh language recruitment websites. At interview stage, at least one member of the selection panel is a fluent Welsh speaker and asks the candidate at least one question in Welsh, requiring a response in Welsh.

Our application form provides a space for applicants to indicate if they wish to use the Welsh language at interview, or at any other method of assessment. It also explains that we will provide a translation service, if required.

When we offer a new post, we ask the individual whether he or she wishes to receive any formal correspondence, including the contract of employment, in Welsh.

In the reporting year, we advertised 17 new and vacant posts (as detailed below):

	AO	EO	HEO	SEO	Grade 7	Director	Total
Essential	0	7	2	0	0	0	9
Desirable	1	4	1	1	0	1	8
Other	0	0	0	0	0	0	0
Total	1	11	3	1	0	1	17

## Record keeping standards

We keep all records in accordance with the standards and we will provide these to the Welsh Language Commissioner on request.

## Appendix 1: Welsh language employee survey: summary of results by department<sup>2</sup>

### Listening

	Competency score						Total
	0	1	2	3	4	5	
Senior management	2	1	-	-	-	1	4
Data	-	-	-	-	-	4	4
Finance & Corporate services	2	4	-	-	-	3	9
Fitness to practise	4	4	-	-	-	-	8
Policy and planning & Communications	-	2	1	-	-	2	5
Professional development and funding	2	-	-	1	-	3	6
Registration	1	3	-	-	-	4	8
ITE accreditation	1	-	-	-	-	1	2
Promotion of careers	1	-	-	-	-	3	4
Quality Mark	-	1	-	-	-	-	1
<b>Total</b>	<b>13</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>21</b>	<b>51</b>

<sup>2</sup> Note that the number of employee responses to the survey (51) is six short of the total number of employees working for EWC as at 31 March 2023. This is due to four individuals being on maternity leave and two members of staff not responding to the survey.

## Reading

	Competency score							Total
	0	1	2	3	4	5		
Senior management	1	2	-	-	-	1	4	
Data	-	-	-	-	-	4	4	
Finance & Corporate services	2	4	-	-	-	3	9	
Fitness to practise	5	3	-	-	-	-	8	
Policy and planning & Communications	-	3	-	-	1	1	5	
Professional development and funding	2	-	-	1	-	3	6	
Registration	2	2	-	-	-	4	8	
ITE accreditation	1	-	-	-	-	1	2	
Promotion of careers	1	-	-	-	1	2	4	
Quality Mark	-	1	-	-	-	-	1	
<b>Total</b>	<b>14</b>	<b>15</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>19</b>	<b>51</b>	

## Speaking

	Competency score							Total
	0	1	2	3	4	5		
Senior management	2	1	-	-	-	1	4	
Data	-	-	-	-	-	4	4	
Finance & Corporate services	3	3	-	-	3	-	9	
Fitness to practise	5	3	-	-	-	-	8	
Policy and planning & Communications	1	2	-	-	-	2	5	
Professional development and funding	2	-	-	1	-	3	6	
Registration	1	3	-	-	-	4	8	
ITE accreditation	-	1	-	-	-	1	2	
Promotion of careers	1	-	-	-	1	2	4	
Quality Mark	-	1	-	-	-	-	1	
<b>Total</b>	<b>15</b>	<b>14</b>	<b>-</b>	<b>1</b>	<b>4</b>	<b>17</b>	<b>51</b>	

## Writing

	Competency score							Total
	0	1	2	3	4	5		
Senior management	2	1	-	-	1	-	4	
Data	-	-	-	-	1	3	4	
Finance & Corporate services	3	2	1	2	1	-	9	
Fitness to practise	7	1	-	-	-	-	8	
Policy and planning & Communications	-	3	-	-	1	1	5	
Professional development and funding	2	-	1	-	-	3	6	
Registration	3	1	-	1	-	3	8	
ITE accreditation	1	-	-	-	-	1	2	
Promotion of careers	1	-	-	-	1	2	4	
Quality Mark	1	-	-	-	-	-	1	
<b>Total</b>	<b>20</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>13</b>	<b>51</b>	

