



# WELSH LANGUAGE SCHEME 2010 – 2013

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## INTRODUCTION

WJEC has adopted the principle that in the conduct of public business in Wales it will treat Welsh and English on a basis of equality. This revised Welsh Language Scheme sets out how WJEC will implement that principle in the provision of services to the public in Wales.

WJEC recognises that individuals can express their views and needs better in their preferred language and that enabling them to use their preferred language is a matter of good practice rather than a concession and that the denial of that right could place them at a real disadvantage.

WJEC will therefore offer its customers and other stakeholders the right to choose which language to use in all dealings with it and will also apply this principle to its expectations of the other bodies that assist WJEC in undertaking its work.

### **1. Foreword**

WJEC/CBAC Ltd is a registered charity and a company limited by guarantee. The charity is controlled by all the local authorities of Wales through the Board of Directors. Twenty two members of the Board are nominated by local authorities and there are two members who have been recruited through an open search.

WJEC has approximately 350 members of staff, including full-time and part time members. Our main office is located at 245 Western Avenue, Cardiff. Most staff in the Examinations, Finance and Estates, ICT and Chief Executive's departments are located at this address. Some operational departments, including Print and Distribution Units, are located at Upper Boat, near Trefforest.

WJEC manages the National Grid for Learning Cymru and Welsh Baccalaureate on behalf of DfES, and has also been commissioned by DfES to manage piloting and implementation of arrangements to support and secure teacher assessment at Key Stage 3 in Wales. WJEC manages the National Youth Theatre and Orchestra of Wales on behalf of local authorities in Wales.

All examinations which are offered in Wales are available through the medium of Welsh at all levels: Key/Essential Skills Wales, Entry Level, GCSE, GCE AS and Advanced, the Welsh Baccalaureate, Project and Extended Project and some lines of Principal Learning which can be taken as elements within the Welsh Bac. Examinations are offered through the medium of Welsh according to demand: a Welsh version of an examination paper will be prepared when one or more candidates wish to sit a particular examination through the medium of Welsh.

WJEC is the only major examination board based in Wales, and this Scheme relates specifically to WJEC's work in Wales. Approximately half of WJEC's examinations business is carried out in England, generally through the medium of English only.

## **2. Contact**

WJEC is located in a new, purpose-built building on 245, Western Avenue, Cardiff. A notice will be placed in the reception area to inform members of the public that WJEC has a Welsh Language Scheme; the revised Scheme is available on the website.

Anyone who wishes to discuss this Scheme should contact Ceri Thomas, Marketing & Communications Manager, WJEC, 245 Western Avenue, Cardiff, CF5 2YX  
Telephone: 029 2026 5309 E-mail: [ceri.thomas@wjec.co.uk](mailto:ceri.thomas@wjec.co.uk)

## **3. SERVICE PLANNING AND DELIVERY**

### **3.1 New policies and initiatives**

The aim of WJEC's bilingual policy, first adopted in 1992, is "to implement a comprehensive bilingual policy that would include allowing people who came into contact with WJEC to do so in their preferred language".

As new policies and initiatives are considered, WJEC will ensure that they are consistent with the principles adopted by WJEC, and follow the requirements of the 1993 Welsh Language Act. WJEC commits itself not to amend the Welsh Language revised Scheme without prior consultation with the Welsh Language Board.

### **3.2 Delivery of services**

- 3.2.1 The revised Scheme will apply to all WJEC's offices and buildings and notices to this effect will be displayed. Any costs will be included in unit/sectional budgets.
- 3.2.2 The standard of service provided in Welsh and English will be equal and WJEC commits itself to provide a translation service, where appropriate.
- 3.2.3 The Board of Directors of WJEC/CBAC will be responsible for ensuring that the revised Scheme is followed and WJEC's Strategic Management Team will be responsible for ensuring the implementation of the revised Scheme.
- 3.2.4 Each member of WJEC staff will be advised that the revised Scheme is available on the Intranet.
- 3.2.4 WJEC's Strategic Management Team will consider the effectiveness of the revised Scheme and will be responsible for administration on a day-to-day basis.
- 3.2.5 WJEC staff and outside agencies will be informed of the necessity to comply with WJEC's Welsh Language Scheme when publishing bilingually.

## **4. DEALING WITH THE PUBLIC, INCLUDING CUSTOMERS AND OTHER CONTACTS**

### **4.1 Correspondence**

- 4.1.1 Members of the public are welcome to correspond with WJEC in either Welsh or English.

- 4.1.2 Correspondence received in either Welsh or English will be answered within the same period of time, i.e. within ten working days.
- 4.1.3 WJEC will respond to all correspondence received in the language of the original correspondence.
- 4.1.4 All generic circulars and letters within Wales will be bilingual.
- 4.1.5 After meetings or discussions in Welsh, correspondence will be in Welsh.
- 4.1.6 Correspondence received by e-mail will be answered in the language of the original correspondence.
- 4.1.7 The preferred language of the correspondent will be recorded and up-dated as necessary.
- 4.1.8 These measures will be monitored by sample exercises agreed in advance with Bwrdd yr Iaith Gymraeg (The Welsh Language Board).

## **4.2 Telephone communication**

- 4.2.1 Members of the public are welcome to contact WJEC by telephone in either Welsh or English.
- 4.2.2 Callers will be greeted bilingually to show that they are welcome to use Welsh.
- 4.2.3 All members of staff are required to have a bilingual voicemail message.
- 4.2.4 WJEC will provide bilingual staff to answer the telephone and be the first point of contact for visitors at the main reception; Welsh language skills will be an essential qualification for these posts.
- 4.2.5 If there are no Welsh-speakers available to discuss a matter in Welsh, the receptionist will offer to transfer the call to a Welsh speaker or take the name and number and arrange for a Welsh speaker to return the call as soon as possible.
- 4.2.6 A list of Welsh-speaking members of staff is available at the main switchboard to enable calls to Welsh-speakers to be transferred.
- 4.2.7 In most departments there is at least one member of staff available to help with enquiries through the medium of Welsh. A bilingual helpline has been set up by the Key Stage 2/3 department, which is promoted on WJEC's website.
- 4.2.8 They will be monitored by sample exercises agreed in advance with Bwrdd yr Iaith Gymraeg (The Welsh Language Board).

## **4.3 Meetings**

- 4.3.1 When meetings are held by WJEC, it will be made clear to members that they are welcome to contribute in Welsh or English or bilingually. At Board meetings, simultaneous translation facilities will be provided to facilitate this. At Continuing Professional Development (CPD) sessions, wherever possible training will be provided in Welsh, English or bilingually.

4.3.2 During meetings arranged by WJEC, if the chair/main speaker is able to speak in Welsh, we will ensure that he/she will create a bilingual context to the presentation.

#### **4.4 Examinations and assessment**

##### **4.4.1 Relationships with awarding organisations**

Welsh versions of papers are provided for a number of subjects which are not offered by WJEC but are offered by other awarding organisations.

##### **4.4.2 The cost of providing Welsh-medium examinations**

WJEC provides examinations in Welsh and English in all subjects offered by WJEC and requested by schools.

Since WJEC is now in competition on the open market with other awarding organisations to supply the needs of examination centres, financial considerations are of the utmost importance. It is known that examinations through the medium of Welsh form a very small proportion of the market, so small that a considerable financial loss is made to secure the provision.

In order to enable WJEC to compete fairly with other boards, application is made annually to the DfES within the Welsh Government for financial support to provide Welsh versions of examination documents.

##### **4.4.3 Examinations support materials**

It is WJEC's policy that every circular sent to examination centres (schools and colleges for the most part) should be bilingual. WJEC staff are conscious of the importance of having everything translated in good time to meet the monthly deadlines for circulars to examination centres.

Usually, supplementary materials will be produced separately in Welsh and English; Welsh copies of these materials will be sent to the centres that teach through the medium of Welsh.

Welsh versions of specifications will be produced, as well as sample papers, instructions to teachers etc; the aim is to distribute these at the same time as English versions. However, if the Government is undertaking a major review of specifications it may not be possible to publish the two language versions at the same time but WJEC will aim to ensure that the Welsh versions reach centres at least two months before any course commences.

Circulars and materials regarding English as a subject will not be produced in Welsh. Similarly, English versions of materials relating to Welsh as a subject will not usually be produced unless there are good reasons for doing so (e.g. examination officers who are unable to speak Welsh administering Welsh as a Second Language examinations). Chief examiners' reports produced in English will not usually be translated.

- 4.4.4 Welsh-medium professional development will be available on request for individual examination centres, local authorities and consortia whenever possible. The same fees will apply for both Welsh-medium and English-medium training.

#### **4.5 Educational Resources and Youth Arts**

- 4.5.1 One of WJEC's main aims is to promote Welsh-medium education on behalf of local authorities in Wales. This aim is achieved through a Service Level Agreement between WJEC and local authorities in Wales.

The Agreement contributes to a national framework that develops, promotes and supports education in the Welsh language. Local authorities are represented by language advisers and Welsh-medium classroom practitioners on the Agreement's working parties and panels.

- 4.5.2 Under its Welsh Teaching and Learning Resources Scheme WJEC sponsors the publication of Welsh-language curriculum resources on behalf of the local authorities of Wales under the Service Agreement. Sponsorship is given in the form of an initial guaranteed sale to publishers (see 4.5.3): this guarantee is based on the agreed resource needs of all local education authorities in Wales.

Sponsorship is extended to Welsh, Welsh Second Language and Welsh-medium teaching and learning resources that address prioritised needs across all key stages and the breadth of the school curriculum.

Professional development is provided through the National Welsh and Welsh-medium CPD Programmes. In addition, the agreement enables WJEC to publish resources to support teachers of English to develop and promote a Cwricwlwm Cymreig. The Service Agreement also provides the management of the National Welsh and Welsh-medium CPD Programmes.

The details of the Agreement are decided by the following working parties:

- WJEC Educational Resources and Professional Development: Welsh (comprising Welsh language advisers - representing the Association of the Directors of Education Wales [ADEW] – together with Estyn)
- WJEC Educational Resources and Professional Development: Welsh-medium (comprising Welsh language advisers and Welsh-medium classroom practitioners - representing the Association of the Directors of Education Wales [ADEW] – together with CYDAG and Estyn)
- WJEC English in Wales Panel.

#### **4.5.3 WJEC Welsh Teaching and Resources Scheme**

On behalf of the local authorities of Wales, WJEC offers an initial guaranteed sale to publishers which enables the provision to every local authority of a supply of new resources commissioned under the scheme. This guarantee helps ensure that the work is published and promotes the work of the local authorities in providing education through the medium of Welsh.

To fulfil these objectives, WJEC staff provide comprehensive quality assurance support to ensure the editorial integrity of resources developed and delivered under the scheme.

The essence of this support by the local authorities is that it is more effective to produce some resources on a national scale. WJEC co-operates with DfES, commercial publishers and other publishing agencies in this respect. Where appropriate, professional development is provided by the National Welsh and Welsh-medium CPD Training Programmes (see 4.5.4) to support new teaching and learning resources.

#### **4.5.4 National Welsh and Welsh-medium CPD Programmes**

The National Welsh and Welsh-medium CPD Training Programmes are administered by WJEC (on behalf of the local authorities of Wales) and the Welsh Government (through the Welsh in Education Grant). The Programmes are financially supported on an annual basis. The Programmes support a National Professional Development Officer and assistant trainers who supplement the work of the Programmes.

Professional Development is provided for primary and secondary teachers of Welsh as a first and second language and teachers who teach through the medium of Welsh. Training materials are published as part of the Programmes.

#### **4.6 Partnerships**

In co-operation with the local authorities, WJEC creates partnerships with other bodies, including Bwrdd yr Iaith Gymraeg (the Welsh Language Board), DfES and the Welsh Books Council and co-operates closely in order to avoid duplication of effort and to ensure that the development of education in the Welsh language is both effective and efficient and to promote Welsh education in general.

#### **4.7 Other responsibilities**

Under a Service Agreement with local authorities in Wales, WJEC administers the National Youth Orchestra of Wales and National Youth Theatre of Wales. WJEC is committed to provide theatrical opportunities in the Welsh language to members of the National Youth Theatre of Wales. The administration of the Orchestra and Theatre is bilingual.

### **5. WJEC'S PUBLIC FACE**

#### **5.1 Corporate identity**

WJEC's corporate identity is presented bilingually, including the name of the institution, its address, logo, identity badges, exhibitions, publications, signs, corporate stationery and any other printed matter produced by WJEC.

#### **5.2 Signs**

5.2.1 Official signs within all WJEC offices are bilingual.

5.2.2 Official signs within the boundaries of WJEC premises are bilingual.

5.2.3 In cases where it is necessary to use separate signs for the two languages, the signs will be equal in terms of size, format, quality, clarity and visibility.

- 5.2.4 A sign is placed in reception showing that reception staff are bilingual.
- 5.2.5 Official signs will be checked for their accuracy by designated WJEC staff e.g. the translators.

### **5.3 Publications**

- 5.3.1 Any generic publication to promote WJEC in Wales will be in Welsh and English. Such documents are produced bilingually unless it is impracticable to do so, for example for reasons of size, format or distribution arrangements. If material prepared by WJEC appears in Welsh and English, and is offered for sale, the price will be the same for both versions.
- 5.3.2 WJEC forms, posters, cheques, timetables, receipts, invoices and maps will be bilingual.
- 5.3.3 WJEC will employ bilingual staff in the WJEC Bookshop; Welsh language skills will be an essential qualification for the posts.
- 5.3.4 If reasonable and practicable, Welsh and English versions will be published at the same time when WJEC does not have to rely on external agencies.

### **5.4 Press notices**

News items will be produced bilingually for WJEC's website and for bilingual media such as the BBC in Wales, and otherwise distributed in the language appropriate to the individual medium.

### **5.5 Advertising and Marketing Research**

- 5.5.1 In the English/bilingual media in Wales, advertisements such as job advertisements will appear bilingually.
- 5.5.2 In Welsh-only publications, advertisements will appear in Welsh only, with an explanatory sentence in English.
- 5.5.3 All questionnaires distributed in Wales will be bilingual.

### **5.6 Website**

- 5.6.1 WJEC's website is bilingual, with all web pages shown identically in both languages and accessible in a "mirror-image" format.
- 5.6.2 As many supporting documents as possible will be available on the website in both Welsh and English.
- 5.6.3 The website will provide clear language options on each page where the alternative language version is also provided.
- 5.6.4 The Welsh and English language pages on the website will be monitored and updated at the same time.
- 5.6.5 Staff, advisers, designers and publishers will receive guidance to assist them in compiling and handling bilingual material.

## **6. IMPLEMENTATION AND MONITORING**

### **6.1 Implementation**

- 6.1.1 A Steering Group comprised of members from a number of departments coordinates the work of implementing the language policy, by setting and implementing annual targets. A member of the Strategic Management Team chairs the group and reports back to SMT.
- 6.1.2 WJEC's Board of Directors supports the revised Welsh Language Scheme.
- 6.1.3 Publicity will be given to the approval of the revised Scheme by the Welsh Language Board and its adoption by WJEC in accordance with the guidelines of the Welsh Language Board by placing the revised Scheme on WJEC's website.

### **6.2 Staffing**

- 6.2.1 WJEC will endeavour to ensure that it has sufficient numbers of Welsh-speakers with the necessary skills to enable WJEC to provide a complete service through the medium of Welsh.
- 6.2.2 WJEC commits itself to designate posts where the ability to speak Welsh is essential and to ensure that this is included in job descriptions.
- 6.2.3 WJEC management responsible for appointing, training and supervision of staff will ensure that the revised Scheme is followed in this context.
- 6.2.4 WJEC management will supervise the administration of the revised Scheme and will take appropriate action if the number of Welsh speakers in posts which facilitate the administration of the revised Scheme decreases.
- 6.2.5 Guidelines on implementing the Welsh Language Scheme are provided for all staff on WJEC's intranet and communicated to them as part of the induction process.
- 6.2.6 A Welsh Language Skills strategy will be prepared during the life of the Scheme which will formalise issues such as the steps taken to ensure sufficient Welsh-speaking staff in key posts and within public-facing departments across the organisation; the training opportunities for staff, and the regular reviews of designated posts and skills of the staff appointed to them. (see no 14 in the Implementation Timetable)
- 6.2.7 WJEC is exploring further opportunities for staff to use their Welsh language skills internally in the workplace and has made an application to the Welsh Language Board for assistance in achieving this. It is intended to encourage staff to attend training courses appropriate to their skill level and to their work needs; to provide opportunities for all staff to use the language informally and formally, and to dedicate staff resources to co-ordinate, implement and monitor these activities.

### **6.3 Learning Welsh**

- 6.3.1** To ensure, over a period of time, that WJEC is able to provide services through the medium of Welsh to a high standard, effectively and efficiently, it will prepare a Linguistic Skills Strategy as part of the human resources planning processes. This Strategy will enable WJEC to gain an overview of the resources and the linguistic requirements, by co-ordinating training and recruitment to promote the aims of the revised Scheme. These measures will be part of this Strategy.
- 6.3.2** To enact the above commitment, WJEC will hold a review of the services, provisions and staff in order to ascertain:
- which departments have contact with the public in Wales and the nature of that contact
  - the bilingual skills of present staff and to what extent staff are interested in improving their skills
- 6.3.3** Having undertaken and analysed the above review, WJEC will denote those posts where Welsh is essential or desirable. Job descriptions will be revised accordingly.
- 6.3.4** Each new post and each existing post which becomes vacant will be considered in accordance with the requirements of this revised Scheme. In doing so, WJEC will be aware of the need to take advantage of every opportunity to address any deficiencies in the provision of services provided in the Welsh language.
- 6.3.5** In monitoring the implementation of the revised Scheme, WJEC will react positively to redress the situation if the number of Welsh speakers in posts which are linked to the Scheme begin to fall.
- 6.3.6** A regular linguistic audit will be held in order to ascertain the distribution and location of members of staff who speak Welsh to ensure that the aims of the revised Scheme are achieved.
- 6.3.7** A suitable training programme will be drawn up following the linguistic audit amongst staff. Staff will be encouraged to follow the programme.
- 6.3.8** WJEC will offer opportunities for members of staff to learn or improve their Welsh to facilitate the implementation of the revised Scheme.

### **6.4 Staff appointments**

- 6.4.1** WJEC's Strategy and Management Team (which includes the Human Resources Manager) will ensure that the revised Scheme is adhered to in appointing staff and consider the proficiency needed to implement the revised Scheme. If the numbers of Welsh-speakers decrease and endanger the effective implementation of the revised Scheme, the numbers will be restored in considering the job descriptions of advertised posts.
- 6.4.2** Posts for which the ability to speak Welsh is (a) essential and (b) desirable will be earmarked and this information will be included in the job description and advertisements for posts if the posts need to be filled.

- 6.4.3 Application forms for posts within WJEC will invite applicants to state their ability in Welsh and the job description will note, if necessary, the level of linguistic proficiency needed in the Welsh language for the advertised post.

## **6.5 Vocational training**

- 6.5.1 Staff will be encouraged to follow courses that are relevant to the work place and to gain suitable qualifications to ensure that WJEC has sufficient staff with relevant skills to provide a bilingual service.

## **6.6 Administrative arrangements**

- 6.6.1 WJEC will ensure that each member of staff has access to the Scheme on the Intranet or as a hard copy. The revised Scheme will be supported by WJEC's Strategic Management Team by giving guidance through meetings and leadership.
- 6.6.2 If any unit/section does not have sufficient numbers of staff who speak Welsh, clear guidelines will be provided on how to respond to members of the public who wish to communicate in Welsh.
- 6.6.3 WJEC's Board of Directors has approved this revised Scheme and WJEC's Strategic Management Team will ensure that the Scheme is implemented.
- 6.6.4 Guidelines on implementing the Scheme will be provided for staff, emphasising the contribution of each member of staff to the success of the Scheme, whether they are Welsh-speaking or not.
- 6.6.5 WJEC's ICT Department will ensure that computer equipment will enable staff to implement the revised Scheme in full by providing suitable software programmes, to include a Welsh version of Microsoft Windows and Office, Cysgliad and Y Termiadur. In developing new ICT systems, working with internally and externally generated software, WJEC will make every effort to ensure bilingual interfaces.
- 6.6.6 In arranging translations, WJEC will control quality by commissioning work from translators who have the relevant qualifications and by checking/editing work on receipt.
- 6.6.7 WJEC's Strategic Management Team, which represents all aspects of the WJEC's work, will ensure that the revised Scheme is implemented in a comprehensive and consistent way across the whole of WJEC.

## **6.7 Services by other parties**

- 6.7.1 In any agreement or arrangement that involves the provision of services by contractors, WJEC will endeavour to ensure that those agreements are consistent with the conditions of the Scheme.
- 6.7.2 Contractors will be requested to co-operate with WJEC in implementing the Scheme.

## **6.8 Monitoring**

- 6.8.1 WJEC will delegate responsibility for implementing and reviewing the revised Scheme to a member of its Strategic Management Team (see 2 above).
- 6.8.2 To assist WJEC in implementing the revised Scheme effectively, the public will be invited to offer suggestions on the standard of service in Welsh through the website.
- 6.8.3 WJEC's customers will be invited to offer suggestions on the implementation of the Scheme as part of regular customer opinion surveys.
- 6.8.4 Responses received from the above sources will be carefully considered in administrating the revised Scheme in the future.
- 6.8.5 WJEC will publish an annual report on the implementation of the Scheme, including any public response and WJEC's response to any suggestions offered. The report will be agreed by WJEC's Strategic Management Team, submitted to WJEC's Board of Directors and then to the Welsh Language Board, following the relevant guidelines.
- 6.8.6 The standard of material produced in Welsh for external distribution will be monitored by a member of staff in the translation team, the editorial team or the educational resources team.

## **7. TARGETS**

- 7.1 WJEC Board of Directors will be asked to agree targets set out in the timetable below (see no 10).
- 7.2 To achieve these targets, WJEC will issue guidelines to staff and will inform the public that the policy had been adopted. If there is any need to change the revised Scheme for good reason, this will only be done in consultation with the Welsh Language Board.
- 7.3 WJEC will publish information comparing the performance against set targets. If WJEC does not reach standards and targets, it will outline steps to be taken to redress the situation.

## **8. TIMETABLE**

- 8.1 WJEC already follows the principles of this Scheme and will formally accept them after the content of the draft Scheme has been approved.
- 8.2 WJEC has complied with the revised Scheme as from March 2010. A detailed implementation timetable for the three years' life of the revised Scheme is set out in 10 below.

## **9. PUBLICISING THE SERVICE**

The revised Scheme will be made available on WJEC's website, following approval by WJEC's Board of Directors and the Welsh Language Board:

[www.wjec.co.uk/welshlanguagescheme](http://www.wjec.co.uk/welshlanguagescheme)

## 10. IMPLEMENTATION TIMETABLE

	ACTION/TARGET	TIMESCALE
<b>YEAR 1 (Oct 09 - Sept 10)</b>		
1	Promote Welsh-medium contributions at Board meetings by advising members in advance that translation facilities are available for this purpose.	March 10
2	Promote Welsh medium software to all staff	May 10
3	Further research into timescales of production of Welsh-medium materials online	May - June 10
4	Research into staff language skills (carried out every 2 - 3 years)	June 10
	Submit proposal to the WLB to enhance opportunities for staff to use their Welsh Language Skills internally in the workplace.	June 10
5	E-mail: Out of Office Assistant used by all staff - 100% bilingual	August 10
6	Introduce bespoke Welsh lessons for all staff who have made requests for training at different levels	September 10
7	Introduce revised Scheme and guidelines to all current staff through team briefing system	September - October 10
<b>YEAR 2 (Oct 10 - Sept 11)</b>		
8	Review work carried out in Year 1	October 10
9	Examine feasibility of producing all examiner mark schemes in Welsh as well as English	October 10
10	Examine feasibility of producing specifications in Welsh at same time as English versions	November 10
11	Telephones: ensure all staff answer the phone bilingually, as appropriate, and make effective use of bilingual voicemail messages	December 10 - January 11
12	Monitor work of a minimum of one additional department (building on good practice of GCSE department)	Feb - March 11
13	Adapt staff directory to include Welsh language skills	May 11
14	Formalise WJEC's Welsh Language Skills Strategy	July 11
<b>Year 3 (Oct 11 - Sept 12)</b>		
15	Review work carried out in Year 2	October 11
16	Monitor work of one additional department, as above	Nov 11 - Jan 12
17	Build guidelines into revised Induction process for new staff	March 12

18	Monitor the compliance of any relevant contractors/partners with WJEC's Welsh Language Scheme	May 12
19	Further action points arising from review	June - Sept 12