

Welsh Language Standards

**Annual Report
2025-2026**

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1. Introduction

The Welsh Language Commissioner issued a Compliance Notice to Learning and Work Institute (formerly NIACE Cymru) on 25 July 2016.

This Compliance Notice outlined Learning and Work's duty to meet the statutory Welsh Language Standards established by Welsh Government under the Welsh Language (Wales) Measure 2011. This Measure awarded official status to the Welsh language, with an aim for the Welsh language to not be treated less favourably than the English language.

The introduction of the Welsh Language Standards, which is a list of what organisations must do and deliver in Welsh, ensures that those in Wales who wish to live their lives in Welsh can do so. These Standards create Welsh language linguistic freedom to use for individuals in Wales.

As part of the compliance process, the Welsh Language Standards require Learning and Work to present an Annual Report each financial year that reflects on adhering to the requirements of the Service Delivery, Policy Making, Operational Standards and Record Keeping.

This report sets out the progress of the organisation towards complying with the Standards between 1 April 2025 – 31 March 2026.

Learning and Work Institute takes a proactive and positive approach to the implementation of the standards and currently has 100% compliance - this is demonstrated in the Action Timetable (Appendix A).

2. Background

The Standards are a set of legally binding requirements that aim to improve the bilingual service that the people of Wales can expect to receive. Learning and Work has a responsibility to provide bilingual services to ensure that the Welsh language is not treated any less favourably than the English language.

Learning and Work is required to comply with the following Standards:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

3. Welsh Language Responsibility

The Wales Office Manager and Wales Project Officer lead on this work across the organisation supported by the Director for Wales to ensure procedures are in place to help staff understand their role in assisting Learning and Work Institute to meet the Standards. Day to day Welsh language compliance matters are managed by the Wales Office Manager and Wales Project Officer.

The Director for Wales reports to Learning and Work's Wales Strategy Group on the Standards during the year and presents them with the annual report before it is published. The group meet three times a year – February, June and October.

Guidance is available to all staff to assist with compliance which deals with the practical day to day implications of meeting the Standards, such as how to answer the telephone, how to arrange meetings/conferences and taking participants' language choice into consideration.

Promotion of our compliance with our Standards can be found on Learning and Work's Wales [website](#).

Learning and Work Institute monitors all incoming communications through the medium of Welsh. The spreadsheet also records through which language a response was made (Annex B).

4. Complaints

No complaints have been received relating to compliance with the Service Delivery, Policy Making or Operational Standards.

5. Welsh language skills and learning

Learning and Work has 5 members of staff in Wales with the following Welsh language skill levels:

- 60% have no Welsh language skills (3 members of staff).
- 40% have basic understanding (2 members of staff).

As there are only 5 members of staff in Wales, we explore cost effective options to help staff upskill and enhance and use their Welsh. Learning and Work Cymru continues to investigate the opportunity for collaborative training with other third-sector organisations in our field to reduce the costs.

Learning and Work Cymru uses a highly experienced translator who checks usage of terms and conditions against Welsh Government requirements, and all work is supported by the Cysgliad grammar and spellchecker. We do not currently have a formal contract or service-level agreement for this Welsh language service, but we do maintain a preferred supplier list for all third-party providers, which is reviewed and updated regularly. Proofreading of Welsh language materials is also undertaken by the translator.

6. Performance

Performance against action timescales is good with 100% of current actions being met consistently. This is evidenced with all our correspondence and events paperwork being produced bilingually and the continued monitoring of correspondence that is received and sent out in Welsh.

7. Recruitment

Learning and Work Cymru assesses the language skills required for any posts based in Wales on an individual basis and is committed to supporting the use of Welsh language within the team.

A Director for Wales post was advertised in August 2025 and was advertised as Welsh desirable. The successful candidate has basic Welsh language skills and is a Welsh learner.

This document is available in Welsh.

Action Timetable

Service	Action	Implementation Date	Progress update
Enquiries	Written enquiries will be answered in English or Welsh according to the language of the enquiry	Current practice	Met and continues as current practice
	Telephone enquiries will be answered in English or Welsh according to the preference of the enquirer. Guidelines have been produced to assist non-Welsh speakers in complying with this action	Current practice	Met and continues as current practice. <i>To further monitor this action, regular reminders will be undertaken with staff</i>
	Where the nature of a Welsh language enquiry requires a complex answer that depends on the expertise of a non-Welsh speaking members of staff the enquirer will be offered the choice of a verbal or written response in English or a written response in Welsh	Current practice	Met and continues as current practice
Provision of information	Information documents created by Learning and Work Cymru for public consumption will be bilingual. Internal communication will be forwarded as appropriate	Current practice	Met and continues as current practice
	Information documents circulated on behalf of other organisations will be included as they are presented to Learning and Work Cymru	Current practice	Met and continues as current practice

Learning and Work Cymru conferences and events	A set of guidelines has been developed to ensure that every reasonable effort is made to ensure that people attending events can participate in the conference in English or Welsh according to their choice	Current practice	Met and continues as current practice
	All paperwork and booking forms for conferences will be bilingual and booking forms will contain a question about linguistic preference	Current practice	Met and continues as current practice
	Learning and Work Cymru staff at conferences and events will include someone who can use spoken Welsh, where practicable	Current practice	Met and continues as current practice.
	Welsh speaking Learning and Work Cymru staff and management group members who prefer to use Welsh and are contributing to an event on Learning and Work Cymru's behalf are encouraged to do so in Welsh, as appropriate	Current practice	Met and continues as current practice
Learning and Work Cymru staff presentations at conferences hosted by other organisations	PowerPoint presentations and handouts provided to accompany presentations will be bilingual, where practicable	Current practice	Met and continues as current practice.
	A bilingual greeting and introduction will be made		
	Staff preferring to present in Welsh are encouraged to do so where simultaneous translation facilities exist	Current practice	Met
	Staff confident and prepared to present in Welsh should establish which language the hosting organizations would prefer	Current practice	Met but currently N/A as L&W has no fluent Welsh language staff members

Groups and networks serviced by Learning and Work Cymru including the strategy group and any sub committees, project advisory groups	Once a year each group, network, committee or sub-committee must consider the linguistic preferences of its members and decide whether the group will:- • Operate in English or Welsh • Require simultaneous translation equipment • Will require English, Welsh or bilingual paperwork These decisions will be informed by budgetary considerations	At the first meeting of each group after April 1st each year	Met and remains current practice for the following Groups: • <i>Wales Strategy Group</i> • <i>Adult Learning Partnership Wales Network</i> • <i>ESOL Network</i>
Learning and Work Cymru publications	When project funding is sought that includes the publication of Books, Guidelines, Information Packs, CDs and any other publications, costings should be included to produce bilingual publications where possible. Where separate English and Welsh publications are required the two versions should:- • Be published at the same time • Be of similar quality and a very similar content • Contain a statement that the other language version is available When requested a Welsh and an English copy should be provided for the same cost as a single language copy.	Current practice	Met and remains current practice

Communication method:			
Telephone	Answer phone or voicemail messages will be bilingual	Current practice	Met and continues as current practice
	The post of front line telephone receptionist will be designated as a Welsh speaker essential	Currently n/a	
	For non-Welsh speaking staff required to answer the phone guidelines have been prepared on bilingual greetings and how to deal with a caller wanting to use Welsh	Current practice	Met and current practice
Written communication- this includes email	Responses to letters or emails received in Welsh will be answered in Welsh. The recipient of the response may opt for a response in English if an immediate response is required	Current practice	Met and continues as current practice
	Letters, emails and circulars sent by Learning and Work Cymru to the general membership, groups, networks or to individual who preference is unknown will usually be sent bilingually.	Current practice	Met and continues as current practice in Wales.
	Letters sent to individuals from an individual member of staff will be in the usual language of communications between them	Current practice	Met and continues as current practice
	Newsletters, briefing sheets, information sheets, consultation documents, flyers, forms or any other form of general written material produced by Learning and Work Cymru will be bilingual	Current practice	Met and continues as current practice.
Public Image			
Logo	Learning and Work Cymru has a bilingual logo	Current practice	Met and continues as current practice

Signs	All Learning and Work Cymru signs at offices or at conferences, events or meetings will be bilingual	Current practice	Met and remains current practice
Paper and electronic proformas	All letter headed paper, compliments slips, fax headers, email headers and any other pro-forma materials that contribute to the public image will be bilingual	Current practice	Met and remains current practice
Posters	Posters created for use by Learning and Work Cymru will normally be bilingual. Where other considerations prevent this separate English and Welsh version of a poster may be created but guidelines for its use must recommend that both posters be displayed	Current practice	Met and remains current practice
Promotional leaflets	Leaflets created for use by Learning and Work Cymru will be bilingual unless specifically created for an audience whose main language is neither English or Welsh	Current practice	Met and remains as current practice
Exhibitions and displays	Any exhibitions or displays, including videos, used to advertise Learning and Work Cymru and its services and activities will be either bilingual or in both languages which will both be displayed	Current practice	Met and remains as current practice
Advertisements			
In print	Paid advertisements for staff posts, contracts, services provided etc. will normally be bilingual. In Welsh language publications, advertisements for positions where Welsh is essential may be placed in Welsh only, however an explanatory note in English is required	Current practice	Met and remains as current practice
TV and Radio	Advertisements will be in the language appropriate to the channel. The balance of amount of English/ Welsh advertising will reflect the linguistic profile of the audience targeted	Current practice	Met and remains as current practice
Media Work			
Press releases	Press releases will be issued to the appropriate media in both languages at the same time	Current practice	Met and remains as current practice

	Arrangements will be made to provide competent spokespeople to respond to press enquiries in either language	Current practice	Met and remains as current practice <i>In practice, media may wish to speak to a specialist who may not be a Welsh speaker. Where appropriate a Welsh speaker is always offered.</i>
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Appendix B

Welsh Language Standards - monitoring communications

Communication received in Welsh only.

Date	Organisation	Correspondence			Response			Subject
		Email	Phone	Letter	English	Welsh	Bilingual	
07/05/2025	Learn Welsh - The Vale	✓				✓		Submitted an Inspire! Awards nomination
09/05/2025	The Senedd	✓				✓		Correspondence regarding Taith event
12/05/2025	The Senedd	✓				✓		Correspondence regarding Taith event
11/08/2025	Mudiad Meithrin	✓				✓		Response to innovation grant application
02/09/2025	Award winner	✓				✓		Enquiry about award ceremony
14/01/2026	Bangor University	✓					✓	Submitted a nomination for the Inspire! Tutor Awards
15/01/2026	Aberystwyth University	✓					✓	Submitted a nomination for the Inspire! Tutor Awards
21/01/2026	Learn Welsh Gwent	✓					✓	Submitted a nomination for the Inspire! Tutor Awards
22/01/2026	Learn Welsh Gwent	✓					✓	Submitted a nomination for the Inspire! Tutor Awards
22/01/2026	Learn Welsh Swansea Bay Region	✓					✓	Submitted a nomination for the Inspire! Tutor Awards