

Welsh Language Scheme 2023

CITB



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FOREWORD



CITB has been leading Britain's construction industry in attracting talent and supporting skills development for over fifty years, where it has progressed as an innovative and continuously evolving organisation.

Accessibility in our services and resources has always been at the forefront of our agenda, ensuring that all our Welsh customers and stakeholders are able to access our support in their native Welsh language. With great determination to support a bilingual environment and to celebrate our Welsh culture and heritage, it is our pleasure to introduce CITB's new Welsh Language Scheme.

Although no statutory requirements have yet been applied to CITB, we can expect to be included in the Welsh Language Standards regime in time, as outlined in the Welsh Language Measure 2011. Until the time comes, we trust that the new Scheme will prepare us to come under the standards in the future. Our proactive approach to creating the new Scheme demonstrates our commitment to the Welsh language, ensuring it is at the heart of all that we do in Wales.

Our Scheme recognises and respects the identity of our customers and stakeholders, where we will endeavour to ensure that the Welsh language is not treated less favourably than the English language, highlighting a parity between both languages. The Scheme sets out how the CITB will give effect to that principle when providing a service of the highest quality to our customers in Wales.

The Scheme will apply to the whole organisation, where we will be committed to supporting staff in delivering it, as well as continuously looking for ways to improve our delivery. We look forward to sharing our journey with you in the form of annual updates on our progression with the Welsh language.

Mark Bodger
Engagement Director Wales
Cyfarwyddwr Ymgysylltu Cymru

Tim Balcon
Chief Executive
Prif Weithredwr

This Welsh Language Scheme was approved by the Welsh Language Commissioner under section 14(1) of the Welsh Language Act 1993 on 23 September 2022.

INTRODUCTION

1.1. WELSH LANGUAGE ACT 1993

The Welsh Language Act 1993 gives the Welsh and English language equal status in public life in Wales. It places a duty on the public sector to treat both languages equally when providing services to the public.

The Act requires every public body providing services to the public in Wales to prepare a Welsh Language Scheme, setting out how it will provide those services in Welsh.

1.2. WELSH LANGUAGE (WALES) MEASURE 2011

The Welsh Language (Wales) Measure 2011 established the Welsh language as an official language in Wales, and this Scheme recognises this.

Section 113 of the Measure established new rights and freedoms for users of the Welsh language. One of those is the freedom to use the Welsh language with others in Wales. CITB will therefore offer the public the right to choose which language to use in all dealings with it and will also apply this principle to its expectations of the bodies with whom it deals.

1.3. WELL-BEING OF FUTURE GENERATIONS ACT (WALES) 2015

CITB also considers the well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015 in all its actions, one of which is: 'A Wales of vibrant culture and thriving Welsh language – a society that promotes and protects culture, heritage and the Welsh language'.

This Scheme will support the Welsh language by 'developing skills, increasing opportunities and respecting our status as a bilingual nation' - helping the Welsh Government to meet the 2050 target that will ultimately strengthen Wales's identity and uniqueness.

The Scheme also outlines how CITB will play a role in that well-being goal, ensuring the opportunity and right of Welsh citizens to engage with us in their language of choice, be it in Welsh or English.



ABOUT US

CITB is the Industry Training Board for the construction sector in England, Scotland and Wales. It's our job to help the construction industry to attract talent and to support skills development, to build a better Britain. Our purpose is to support the construction industry to have a **skilled, competent** and **inclusive** workforce, now and in the future.

1.6. OUR MISSION

Our mission is to attract and support the development of people to construct a better Britain. We attract people to work in construction and support their training with the skills and qualifications that matter. Our priorities are Careers, Training and Development, and Standards and Qualifications.

Our priorities are underpinned by our wide-ranging research programme, which deepens our understanding of construction's challenges. Through partnerships with local and national government we help guide investment in construction skills as a priority.

Our range of funding supports employers of all sizes to invest in apprenticeships and qualifications; supports smaller employers to invest in company-specific training and invests in industry-wide programmes to address big issues such as careers and training provision.

We attract people to work in construction and support their training with the **skills and qualifications that matter.**



1.7. CITB CYMRU WALES

Our work with the Welsh Government, ensuring construction is seen as a priority sector across the original three Regional Skills Partnerships. This means construction is a priority sector to receive government funding for Further Education and apprenticeship provision that meets the needs of employers. We also influence the Welsh Government on behalf of the sector to ensure that construction is supported as part of the foundation economy.

We play a key role in responding to Welsh Government consultations and giving evidence to represent industry. We make the case for construction, ensuring the sector is considered when policy and legislation are being developed in a range of areas including skills, education, sustainability, transport, housing and Welsh language.

1.8. DIVERSITY AND EQUALITY

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. Our main objective is to create a culture that helps our stakeholders strive towards a workforce that is reflective of today's society.

This Scheme outlines how we will ensure the rights of Welsh speakers to exercise a language choice when engaging with CITB. It commits to protecting and ensuring the rights of individuals (including staff) who wish to use the Welsh language with each other, and to do so without challenge.

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all.



SERVICE DELIVERY

SERVICE DELIVERY – THE PUBLIC INTERFACE

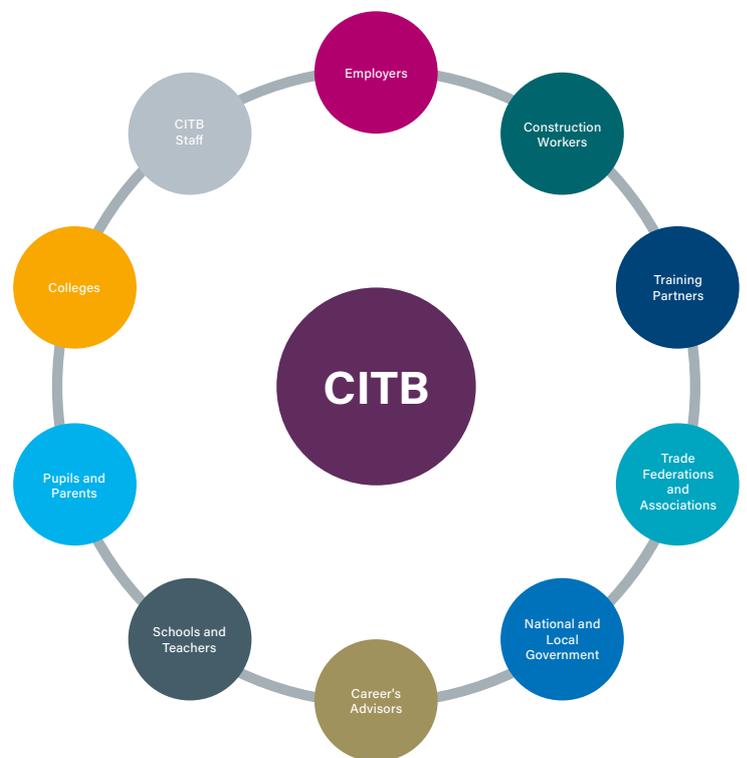
As a charity and non-departmental public body, all services provided by the CITB are directly aimed at our stakeholders, which also include the public¹:

They key focus of this Scheme is to highlight the importance of effective communication with colleagues from other organisations within the construction skills industry and local representatives, and to develop our working relationships with all our stakeholders in their native languages.

1.9. STANDARDS OF QUALITY

Services provided in English or Welsh will be of an equally high standard and provided within the same timescale.

When assessing and measuring the standards and effectiveness of its service in Welsh, CITB will employ the same 'performance indicators' as those utilised with regard to its services in English.



¹ The term 'public' means any persons who are not undertaking the functions of a public authority at the time, 3.1 - Code of Practice for the Welsh Language Standards (No. 1) Regulations 2015.

1.10. WRITTEN CORRESPONDENCE

We will ensure that:

We welcome communications in Welsh or English.

When we initiate correspondence with an individual, group or organisation in Wales, the correspondence will be bilingual, unless we are aware of their language choice. CITB will record individuals' language preferences. Any follow up correspondence will be issued according to the individual/ organisation's initial language choice.

Replies to any communications received in Welsh will be issued in Welsh, and our target time for replying is the same in both Welsh and English. Correspondence through the medium of Welsh will not in itself lead to any delay.

All correspondence following a conversation in Welsh or a meeting where it was established that Welsh is the preferred language of the person, although the discussion may not have been held through the medium of Welsh, will be in Welsh.

Circular or standard correspondence in Wales will be sent bilingually.

Correspondence will be available simultaneously in both languages. If not, we will translate correspondence as needed in order to respond to correspondence promptly and in the original language.

Correspondence, marketing and promotional material and any other standard information supplied by CITB will be bilingual in Wales and they will include a statement in both languages making it clear that correspondence is welcome in either Welsh or English.

If we produce corresponding Welsh and English versions of a communication for our customers and stakeholders in Wales, we will treat the Welsh version equally to the English (for example, inclusion of electronic signature, logos, social media information).

1.11. TELEPHONE COMMUNICATION

We will provide a language choice for those contacting CITB Wales via telephone, as follows:

We welcome telephone calls from Welsh speakers.

CITB Wales staff will answer the telephone with a bilingual greeting and will offer a language choice. Non-Welsh speaking staff will be provided with guidance on dealing with Welsh telephone calls (e.g., issuing an internal directory of all Welsh speaking staff to whom calls will be transferred).

Any centralised call centres providing services for or on behalf of CITB will provide an option for those wishing to speak Welsh to be dealt with appropriately.

If there is no Welsh speaker qualified to deal with the enquiry available, the caller will be given the choice of a Welsh speaker phoning back as soon as possible, continuing the call in English, or submitting a written query in Welsh.

It is the duty of those who respond to telephone calls on behalf of CITB to ensure that they do not cause telephone callers to feel that they are a nuisance or causing inconvenience because of their wish to communicate in Welsh.

All instructions and answering service messages will be recorded bilingually on all advertised numbers in Wales with the recordings indicating that the message may be left in Welsh or English.

The time target will be the same when replying to Welsh telephone enquiries as for replying to English telephone enquiries.



1.12. PUBLIC MEETINGS AND EVENTS

As CITB will be conducting public meetings in Wales, contributions are welcomed in either Welsh or English. This will be stated clearly on all notices that inform or publicise the meeting and attendees will also be informed of this language choice at the beginning of the meeting.

Any written materials such as leaflets, announcements, agendas or minutes, that are used in CITB public meetings in Wales will be bilingual. This will also include any PowerPoint (or other format) presentations.

We will provide simultaneous translation from Welsh into English at meetings in Wales that are open to the public, if:

- At least 10% of people attending have informed us beforehand that they wish to use the Welsh language at the meeting;
- Contributors of meetings are Welsh speakers. We will encourage Welsh language staff and Welsh language contributors to present in Welsh.

We will ensure that when registering for a CITB public meeting in Wales, there will be a statement such as 'Tick the box if you'd like to contribute in Welsh / Ticiwch y bocs os hoffech chi gyfrannu'n y Gymraeg' to encourage contributions in both languages.

If it is not known beforehand who will be attending the meeting and whether anyone will wish to speak Welsh, the Welsh Language Policy Advisor and the organiser of the meeting will decide according to their discretion whether a simultaneous translation service should be provided or not. That decision will be based on the nature of the meeting, geographical location, likely attendees and previous experience of similar meetings. If there is still substantial uncertainty, then the decision will be in favour of providing a simultaneous translation service.

Guidance will be given to non-Welsh speaking chairs of public meetings on facilitating contributions through the medium of Welsh.

If we organise a public event, or fund at least 50% of a public event, we will ensure that, in promoting the event and at the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised, the services offered to persons attending the event, in relation to signs displayed at the event).



1.13. NON-PUBLIC MEETINGS

Any person who wishes to conduct private or one-to-one meetings with CITB are welcome to do so in either Welsh or English.

A language choice will be offered when arranging meetings, and if Welsh is the requested medium, arrangements will be made with an appropriate Welsh speaking member of staff.

By offering a language choice, CITB Wales recognises:

- That individuals can express their views and needs better in their preferred language
- That enabling individuals to use their preferred language is a matter of good practice and not a compromise
- That empowering individuals to use their preferred language is an essential part of the communication process within the organisation.



1.14. PUBLICITY, PUBLICATIONS AND PUBLIC NOTICES

CITB will conduct advertising and publicity activities in Wales bilingually by ensuring that both languages are treated equally.

The following will be produced bilingually, but not limited to:

- All publicity literature aimed at the general public
- Direct mailing/ emailing including promotional material and surveys
- Media/ press advertising
- Public surveys
- Direct marketing campaigns (including name of campaign)
- Exhibition and information stands
- Poster advertising

CITB will seek to ensure the presence of at least one Welsh speaking member of staff to welcome and facilitate the use of the Welsh language in all its public activities. They will wear 'Iaith Gwaith/ Working Welsh' badges or lanyards to indicate that they can communicate in Welsh or are learning.

CITB will ensure that public notices and staff recruitment notices placed in English language media distributed mainly or wholly in Wales are bilingual or appear as separate Welsh and English versions. In Welsh language publications, notices will appear in Welsh only.

All publications aimed at the public in Wales will be bilingual and we will:

- Publish Welsh and English versions together in one bilingual document for CITB. If this isn't possible (e.g., due to their voluminous nature) two separate versions will be published
- Ensure where Welsh and English versions are published separately that both versions are of equal size and quality, are available at the same time and are equally accessible

CITB will conduct advertising and publicity activities in Wales bilingually by ensuring that both languages are treated equally.

If unsure, staff should consult with Welsh Language Policy Advisor to identify objectively when publications and materials should be published in Welsh.

Publications and written material include, but is not limited to information leaflets, certificates, consultation documents, posters, guidance documents, social media content cards, toolkits and circulars. Documents or items placed on websites or made available electronically are also included, irrespective of whether they exist in hard copy format.

All bilingual and separate Welsh version publications will be proofread by an appropriate person (e.g., Welsh Translator or the Welsh Language Policy Advisor) in order to ensure consistency in the standards of Welsh.

We will actively promote the availability of any Welsh publications through the channels available to us (mainly our public website and social media channels).

All press releases and notices to all the press and media in Wales will be sent out bilingually.

Where possible, we ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.

1.15. 'IAITH GWAITH' BADGES

Welsh-speaking CITB staff and learners are encouraged to wear the Welsh Language Commissioner's 'Iaith Gwaith' badges. This is to help customers identify Welsh speakers (mainly when out in public events). Staff are also encouraged to use the 'Iaith Gwaith' logo in e-mail auto-signatures for the same reason. These will be available from the Welsh Language Policy Advisor.

1.16. FORMS AND ONLINE SYSTEMS

We will ensure that all forms (including digital forms published on our websites) and associated explanatory material for use by the public in Wales:

- Will be issued bilingually in one bilingual document or in one place (e.g. same page of the website or users can toggle from one language to the other);
- When Welsh and English versions are published separately (e.g. due to their voluminous nature) both versions will be of equal quality, available at the same time, equally accessible and each version notes clearly that the material is available in the other language.

1.17. SOCIAL MEDIA

We recognise that engagement with the public increasingly occurs on social media. When using these channels to communicate with the public, all content relevant to Wales and messaging will be reflected equally on the Welsh language social channels.

Content (whether permanent or temporary), messaging and assets used on social media should be equal in prominence, appearance and investment (both financial and otherwise) in both languages.

If there are separate Welsh and English channels (e.g., Twitter) we will provide a direct link to the Welsh language account from the English language account and commit to promoting Welsh language channels on equivalent English language channels.

If we establish any bilingual channels, we will ensure that the Welsh language content is published so that it is likely to be read first. Also, when creating new social media accounts, we will ensure that the handle and accounts names are available in Welsh.

When publishing links in Welsh language social content, we will ensure these link to Welsh resources or information (if they exist) e.g. pages on our website.

When using hashtags developed internally, we will create a suitable and practical Welsh language hashtag which has the same relevance and impact as the English language equivalent. We will ensure, when tagging other establishments/ partners/ stakeholders, we tag the Welsh account if one is available.

Any Welsh language social media channels should reflect issues of relevance in Wales, and not purely a reflection of UK wide content. This includes events, holidays and user demand specific to Wales.



1.18. WEBSITES

CITB's main website (<https://www.citb.co.uk/cy-gb/>) and Go Construct (<https://www.goconstruct.org/cy-gb/>) have been developed bilingually with the ability to toggle directly between the Welsh and English languages.

Any future content or developments to CITB's websites, and current microsites, should be implemented bilingually. The only current exception to this is if the materials are only of relevance in Scotland or England.

We will ensure that every document such as levy return, apprenticeship forms etc and reports which are on the website will be bilingual and both language versions will be as easily available as one another to download.

Welsh and English pages of the websites will be revised and updated simultaneously.

All materials and provision in Welsh and English will be consistent in terms of their updating, accuracy, prominence, legibility and quality.

When designing new websites, or developing our existing websites, we will consider the following guides:

- The Welsh Language Commissioner's guidance: [Technology, Websites and Software: Welsh Language Considerations](https://www.welshlanguagecommissioner.wales/media/lxechbz0/technolog-gwefannau-a-meddalwedd-technology-websites-and-software.pdf) <https://www.welshlanguagecommissioner.wales/media/lxechbz0/technolog-gwefannau-a-meddalwedd-technology-websites-and-software.pdf>
- The Welsh Government's bilingual Technology Toolkit [Bilingual technology toolkit for good user experience | GOV.WALES](#)

CITB's Welsh Translator will develop and refine a glossary of construction terminology. This glossary will be externally standardised with the Welsh National Terminology Portal. We commit to regularly updating and refining this terminology to ensure its credibility and usefulness for stakeholders, ensuring that CITB sets the standard in relation to construction terminology. This also aligns with Welsh Government's Welsh Language Technology Action Plan (2018): 'Long-term support for the development of the linguistic infrastructure of the Welsh language, including corpora, lexicographical and terminological resources'.

1.19. GRANTS

CITB grants support employers who provide day to day training for their workforce, where they contribute to the cost of training and qualifying the workforce in construction-related subjects.

Applicants will be made aware that they may submit their applications in Welsh or English.

Any grant applications received in Welsh will be responded to in Welsh and will be informed of the decision in Welsh.

CITB will ensure to treat applications for grants in Welsh no less favourable than we do in English and apply the same timescales in our administration of grants in whichever language they are submitted.



1.20. SERVICE UNDERTAKEN ON OUR BEHALF BY THIRD PARTIES

Any agreement or arrangements which we make with third parties which relate to the provision of services to the public in Wales are consistent with the terms of this Language Scheme. This includes any new or existing services which are contracted out.

CITB will also ensure through contracting arrangements that the agent, Contractor or subcontractor can, will and does implement any applicable elements of CITB's own Scheme when providing services to the public on its behalf or under its supervision.

CITB will work with providers to encourage the implementation of their own Welsh Language Schemes.

The third party will need to confirm that it has complied with the relevant measures of CITB's Welsh Language Scheme by email or letter.

Tender documents, contracts and agreements will make clear to third parties that the Welsh language should not be treated less favourably than the English language. We will monitor that the services provided by us and by third parties align with the commitment above.

CITB will issue written guidance to staff for dealing with agents and contractors and devise processes for ensuring that staff adhere to them.

1.21. PARTNERSHIPS

When CITB is the strategic and financial leader within a partnership it will ensure that the public service provision is compliant with the Welsh Language Scheme.

When CITB joins a partnership in which another body is leading, CITB input to the partnership will comply with the Welsh Language Scheme and CITB will encourage other parties to comply.

When CITB is a partner in a consortium in Wales, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the organisation will act in accordance with its Welsh Language Scheme.

When CITB joins or forms a partnership in Wales, it will ask prospective partners about their Welsh Language Scheme, Language Policies or the means by which they will operate bilingually. Within any partnership, CITB will offer advice and support to the other partner organisations.

CITB will work in partnership with the construction industry, FE, HE and Coleg Cymraeg Cenedlaethol to promote the language within the sector and encourage the learning and use of Welsh.

POLICY MAKING – CORPORATE AND REGULATORY

1.22. CORPORATE IDENTITY

We have a bilingual corporate identity in Wales. Our name, contact details, web address, logo, straplines and other standard information appear in Welsh and English or bilingually on all material which displays our corporate identity.



This includes stationery and material such as business cards, letterheads, invitations, display banners and all promotional/ advertising material in the public domain.

1.23. POLICIES, LEGISLATION AND INITIATIVES

When developing new policies and initiatives, or revising current ones we will:

Assess the potential effects (whether they be positive or negative) of any new/revised policies and initiatives on opportunities to use the Welsh language and ensure that the Welsh language is treated no less favourably than English.

Make sure new policies, initiatives and codes of practice supports the use of Welsh and will ask staff to consider the Welsh language from the outset/ start of any process.

Ensure that the measures contained in the Scheme are applied to new policies, initiatives and codes of practice when they are implemented to ensure that the Welsh language is treated no less favourably than English.

The following documents relevant to Wales will be published in both Welsh and English if they are made available to the public: policies, strategies, annual reports, corporate plans, guidance, codes of practice and consultation papers².

When we commission or undertake research that is intended to assist us to make a policy decision, we will ensure that the research considers what effects (whether they be positive or negative) would have on opportunities to use the Welsh language and ensure that the Welsh language is treated no less favourably than English.

Ensure that no new policy or initiative undermines CITB's Welsh Language Scheme or the Language Scheme of other providers to ensure that the Welsh language is treated no less favourably than English.

Ensure that not only those involved in formulating policy (in and outside Wales) will be aware of the Scheme and of CITB responsibilities under the Welsh Language Act 1993 and Welsh Language Measure 2011, but that all CITB necessary and relevant staff, partners and third parties will be made aware of the Scheme.

.Consult with the Welsh Language Policy Advisor for guidance and advice whenever needed, to ensure the Welsh language isn't treated less favourably than English.

To assess the potential effects of any new/ revised policies and initiatives, it will form part of a combined impact assessment where specific questions will be asked on opportunities to use the Welsh language and ensuring that it is treated no less favourably than English.

² Standard 44: Code of Practice for the Welsh Language Standards (No. 1) Regulations 2015.



OPERATIONAL STANDARDS

1.24. STAFF RECRUITMENT AND HR PRACTICES

We will conduct awareness sessions on the provisions of the Welsh Language Scheme for staff who work outside Wales and include the Welsh language as part of the corporate induction scheme for all new staff.

CITB will ensure an appropriate percentage of Welsh speakers among its workforce so that service users may exercise language choice in communicating at all levels. It is the responsibility of the Engagement Director Wales, in conjunction with the relevant Team Leader and the Welsh Language Policy Advisor, to determine whether a post in CITB Wales is Welsh essential or desirable.

For staff posts where the ability to speak Welsh is essential or desirable, this will be included in the job description. The Welsh Language Policy Advisor must be consulted when deciding whether a post requires Welsh language skills, and to what level of proficiency.

When Welsh language ability is desirable or essential, this is stated in job competencies and advertisements, with a clarification as to why it is required.

The ability to speak Welsh will be considered as one of several abilities in filling vacancies which arise. In all recruitment exercises all applicants will be treated fairly in accordance with CITB's equal opportunity policy. It may on occasion be difficult to appoint a non-Welsh speaker to a post where the ability to speak Welsh is essential. However, CITB will not appoint a non-Welsh speaker to a Welsh 'essential' post. Such posts will be advertised and offered on the understanding that the candidate

has those skills on the first day of their employment. If Welsh language skills are 'desirable' for a vacancy, CITB will support employees to attain a satisfactory level of fluency within a specified reasonable timescale. The level of fluency specified will be that which is required to fulfil the responsibilities of the post, and this will be made clear to applicants in the job details, as will CITB support for learning the language.

All job descriptions, candidate packs and job adverts for any of CITB Wales jobs advertised externally will appear bilingually. CITB Wales welcomes applications in Welsh for all vacancies. As part of the recruitment process, the language of the interview will reflect the linguistic needs specified in the requirements of the post. If there is a Welsh language requirement, applicants will be assessed on their ability to work through the medium of Welsh via an appropriate method. Where Welsh is seen as an essential requirement for the post, at least one member of the interview panel will be Welsh speaking.

When an applicant in Wales wishes to use Welsh language at an interview or assessment, we will provide a simultaneous translation service at the interview or assessment (unless we conduct the interview or assessment in Welsh without that translation service).

When we inform an individual of our decision in relation to an application for a post, we will do so in Welsh if the application was made in Welsh.

1.25. TRAINING AND SKILLS

Staff and members of CITB Wales will be encouraged to learn Welsh and to improve their Welsh language ability (speaking and writing). CITB Wales will support them in this, both financially and in allocating time.

Priority will be given in accordance with business need, to those who have extensive and regular contact with CITB customers and stakeholders or who deal with Welsh speakers as part of their work.

Vocational Welsh language training will be offered to CITB staff. This is currently delivered by the National Centre for Learning Welsh. All levels will be offered: Entry, Foundation, Intermediate, Advance and Proficiency – and will be accessed through our learning portal. Enquiries to be sent to translation@citb.co.uk.

1.26. FACILITIES

CITB will ensure that all new and replacement information signs, both permanent and temporary signage, will be bilingual, including electronic signs.

CITB will ensure that both languages are treated equally in terms of size, quality, legibility and prominence (even if they're separate Welsh and English signs).

All bilingual and separate Welsh version signs will be proofread by an appropriate person in order to ensure consistency in the standard of Welsh.

1.27. IT SYSTEMS

Cysill and Cysgair (translation and grammar assistance and Welsh Thesaurus software), Welsh language Microsoft Office Word and any other assistance that Welsh speakers needs to achieve their day-to-day work will be available to install to assist staff.

When new communication and storage methods are being set up on CITB computers, the ability of software to deal with more than one language in commands and entries will be a factor considered when purchasing new software, particularly so if such systems are to provide a bilingual output/ service.

Staff and members of CITB Wales will be encouraged to learn Welsh and to improve their Welsh language ability (speaking and writing).

ADMINISTERING, MONITORING AND REVIEWING THE SCHEME

1.28. ADMINISTRATIVE ARRANGEMENTS

The measures in this Scheme carry the full authority, support and approval of our organisation.

The Welsh Language Policy Advisor will be responsible to deliver compliance with the Scheme and every manager will also be given responsibility for implementing those aspects of the Scheme relevant to their own departments.

CITB will ensure all staff in Wales and those who have dealings with Wales will receive guidance on the Scheme and advice on what is expected of them.

All translators used by CITB must be approved by the Welsh Language Policy Advisor and the Welsh Translator to ensure that they are suitably qualified and able to provide a high-quality service.

To facilitate and increase the use of Welsh within our workforce, and to improve understanding, provision and promotion of the language, we will:

- Include the Welsh language as part of CITB's induction programme to be delivered to all new staff across CITB;
- Arrange briefing and training sessions for specific teams who engage regularly with the public in Wales to increase awareness of bilingual requirements and responsibilities;

- Create and distribute a toolkit for staff wishing to use Welsh at work or within their work;
- Produce a glossary and phrase book for basic conversation in Welsh, and to facilitate and encourage non-Welsh speakers to use Welsh in their work

We will ensure that we assess the Welsh language skills of employees in Wales in order to meet the requirements of our Welsh language service.

We encourage staff to speak Welsh on every possible occasion and support staff in improving their language skills, whether they are learners or fluent Welsh speakers. We will foster a positive attitude towards using Welsh in the workplace and will look for opportunities to promote and develop the use of Welsh amongst our staff (such as Dydd Santes Dwynwen Day, Dydd Miwsig Cymru/ Welsh Language Music Day, Dydd Gŵyl Dewi/ St David's Day, Diwrnod Dylan Thomas Day, Shwmae SuMae Day, etc).

We have prepared, and will continue to update, a detailed action plan, that will operate in conjunction with the scheme. The action plan comes into effect on the date on which the Scheme comes into effect. The plan includes targets, deadlines and a report on progress against each target.

The Scheme is promoted to our staff, and to the public in Wales. It is published on our website, and the Welsh Language Commissioner's website.

Any form of contact with the public in Wales, which is not specifically identified in this Scheme, is undertaken in a manner which is consistent with the general principles outlined in this Scheme.

1.29. MONITOR AND REVIEW

CITB will structure the monitoring process and will prepare an internal progress report on the Scheme's implementation to be presented to the management team. This will be conducted every six months.

CITB Executive Team will receive an annual compliance report that will enable them to answer the two following basic questions:

- Is CITB complying with the Scheme?
- How well is it achieving this?

In doing this, the report will deal with:

- CITB administrative Welsh medium services
- Assessing key themes in implementing the Scheme, including CITB contribution to the development of Welsh medium/bilingual provisions
- The sufficiency of CITB linguistic skills capacity to deliver the requirements of the Welsh Language Scheme

The views of Welsh speakers will also be sought periodically about the range and quality of services in Welsh and English provided by the organisation.

Monitoring of the Scheme will be a structured and continuing activity and if the report finds any weaknesses, CITB will prepare an action plan that will remedy the situation.

A copy of the above-mentioned report will then be sent to the Welsh Language Commissioner.

1.30. COMPLAINTS, SUGGESTIONS AND CONTACT POINTS

CITB will adopt a complaints procedure to deal with grievances regarding the Scheme as part of CITB's general complaints procedure by contacting CITB's Engagement Director Wales on feedback@citb.co.uk.

CITB will welcome and record any complaints or suggestions for improving the bilingual service to the public. Please write to the Engagement Director Wales at CITB, Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY or email feedback@citb.co.uk.

