

# ANNUAL REPORT

COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

2025 - 26



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# 1. Introduction

Grŵp Llandrillo Menai was established in 2012 because of mergers between Coleg Llandrillo, Coleg Menai and Coleg Meirion-Dwyfor. It employs approximately 1,500 staff in approximately 1,200 roles and delivers courses to around 21,000 students, including over 1,500 higher education students, across Anglesey, Conwy, Denbighshire and Gwynedd. The Grŵp aims to support the economy of north Wales by equipping local people with the skills and qualifications needed to ensure the competitiveness and success of the region. Our new strategic plan can be found [here](#).

Grŵp Llandrillo Menai (the Grŵp) is committed to providing a fully bilingual service to learners and members of the public. In particular, the Grŵp recognises the importance of ambitious developments that will foster an environment that will promote the use and growth of the Welsh language among learners, staff and key stakeholders.

The Welsh Language (Wales) Measure 2011 places a duty on the Grŵp to comply with the Welsh language standards. The Standards explain how organizations should use the Welsh language in different situations.

In accordance with the requirements of the Standards, this is the publication of the Grŵp's 2025/26 annual report on its implementation of the [Welsh Language Standards](#). The report outlines how the Grŵp complied with the Welsh Language Standards during the period 1 August 2024 to 31 July 2025.

The Grŵp's Welsh Language Policy outlines our intention to provide bilingual services to learners and the public and to expand the range of higher education, further education and work-based provision available to learners. The policy also outlines the Grŵp's intention to grow our bilingual workforce through the recruitment process and by offering training and support to the Grŵp's current staff. To support our Welsh Language Policy, the Grŵp has a comprehensive bilingual development action plan which identifies clear and measurable targets to further develop as a fully bilingual organisation.

**Publication Date: 31 January 2026**

## 2. Background / context of the report

The Welsh Language (Wales) Measure 2011 places a duty on Grŵp Llandrillo Menai (the Grŵp) to comply with the Welsh Language Standards. The Standards explain how organizations are expected to use the Welsh language in different situations.

In accordance with the requirements of the Standards, this is the publication of the Grŵp's 2025/26 annual report on its implementation of the [Welsh Language Standards](#). The standards are divided into four areas:

- ☐ Service delivery
- ☐ Policy making
- ☐ Operational
- ☐ Record keeping

The Grŵp's arrangements for overseeing compliance with the Standards and promoting and facilitating the use of Welsh language services can be found [here](#).

### INSPECTION AND MONITORING ARRANGEMENTS

Contact details for submitting inquiries: [SafonauCymraeg@gllm.ac.uk](mailto:SafonauCymraeg@gllm.ac.uk)

**Senior Responsible Officer:** Angharad Mai Roberts, Director of Bilingual Development, Learning Resources and Skills

**Executive responsibility / delegation arrangements:** The Grŵp's Panel Iaith oversees the Welsh Language Policy. Panel Iaith meetings are held twice a term. The chair of the Panel Iaith will cascade information to the Grŵp's Tîm Strategol (Strategic Team) meetings and the Bilingual and Equality Development Manager will report back to the Tîm Rheoli (Management Team) meetings when managers need to be updated on any developments, good practice, or any areas / issues that require further attention or support. All staff are considered responsible for ensuring compliance with the Welsh Language Standards in accordance with the Grŵp's Welsh Language Policy, and awareness of the standards is part of the induction training given to all new staff. Since January 2022, the Grŵp's staff have had access to a 'Welsh Language Awareness' e-learning resource through the Grŵp's Moodle platform. This e-learning course has been added to the list of compulsory courses for staff in the Grŵp's CPD plan to ensure compliance with our Welsh Language Policy and the Welsh Language Standards.

This report is approved by the Grŵp's Panel Iaith. The report is then presented to the Tîm Strategol and the Governors.

**Monitoring:** Monitoring is undertaken internally by the Bilingual Development department. This is done via secret shopper methods (visits, phone calls, emails, and

desktop work, e.g. checking documents and social media content) and learning walks with the aim of identifying good practice and areas that require additional support or training. This work is undertaken throughout the year, and the results and outputs are reported to the Panel Iaith and the relevant managers and principals. Follow-up action is taken where issues of non-compliance are identified.

In addition, the results of the Welsh Language Commissioner's monitoring work and the Welsh Language Commissioner's Assurance Report are used to provide an independent perspective, and to identify good practice and areas for improvement.

The Grŵp's complaints procedure can be found on our [website](#), which sets out the procedure for dealing with complaints about compliance with Welsh Language Standards.

### 3. Matters Arising During the Reporting Period

Grŵp Llandrillo Menai is proud to be a fully bilingual organisation that aims for the highest level of compliance with the Welsh Language Standards.

During the period of this report, Grŵp Llandrillo Menai has continued to grow its bilingual services and provision and has developed new ways of increasing the use of the Welsh language across the organisation. Some of the successes seen during this reporting period include:

- Diversifying the resources of Welsh language facilitators to ensure support for the construction department at Coleg Llandrillo so that learners have every possible opportunity to present their work in Welsh and receive appropriate support to work through the medium of Welsh.
- 14 Work Welsh classes for staff at different levels, that were attended by 72 members of staff
- Intensive Welsh language courses at Foundation level offered to the Grŵp's staff for the first time, with 10 learners taking the WJEC Entry level exam in June 2025.
- 95.2% of staff have informed us of their Welsh language skills on our internal human resources system
- 21 members of staff have received Welsh language awards for their efforts to learn the language or for promoting the Welsh language within their departments

### 3.1. Service Delivery Standards

Below is a summary of how the Grŵp complied with the Service Delivery Standards between 1 August 2024 and 31 July 2025:

Area	Standard Number	(December 2025)
Correspondence (letters, inquiries etc.)	1-7	<p>In general, the Grŵp's practice is to correspond bilingually.</p> <p>The Grŵp has an in-house translation department. Any correspondence, or public documents, are translated and/or proofread by a member of the translation team to ensure language accuracy.</p> <p>The practice is to respond to all Welsh correspondence in that language (unless the person has stated that there is no need to reply in Welsh). The practice is to ensure that there is no delay in answering correspondence received in Welsh.</p> <p>A record of the language choice of all registered learners and apprentices is kept on the Grŵp's ICT systems.</p> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>
Telephone calls and reception service	8-22 65-72	<p>All reception staff greet callers bilingually when answering a call on a main telephone number (or one of the main telephone numbers), or any helpline or call centre numbers. The main telephone answering service (or services) plays a bilingual automatic message to say that a message can be left in Welsh. Arrangements are in place in Rhyl and Abergele to transfer an inquiry to a Welsh speaking member of staff. No similar arrangement is needed in CM and CMD.</p> <p>Staff are available to provide a Welsh language service at the reception areas of all Grŵp campuses. Bilingual staff wear the Grŵp's 'Cymraeg' lanyard to convey to visitors that they speak Welsh and can offer a reception service in Welsh. Signs are displayed in the reception areas welcoming individuals to use the Welsh language. Reception staff who are not fully fluent, or lack confidence, are offered Welsh lessons to further develop their skills and confidence.</p> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>
Meetings	24-36	<p>The Grŵp's staff have received guidance and training on the need to conduct meetings in Welsh when inviting people to meetings. Update training is offered regularly as part of our CPD scheme as well as induction sessions for new staff which includes training on the requirements of the Welsh language standards.</p>
Publicity and marketing,	37-38 43-54 73-79	<p>All publicity and marketing materials produced, and all materials displayed in public by the Grŵp are produced/displayed bilingually.</p>



documents and forms		<p>Documents and marketing materials are translated and/or proofread by a member of the translation team to ensure language accuracy.</p> <p>Anything that is produced corporately (prospectuses etc.) indicates that we are happy to receive correspondence in Welsh or English.</p> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>
Public events	40-42	<p>All information produced in relation to graduation and awards ceremonies are produced bilingually. Guest speakers are invited to speak in Welsh and simultaneous translation is provided when speeches and presentations are made in Welsh.</p>
Online presence	55-64	<p>The Group's website is fully bilingual with the option to choose a language when opening the website. Individuals can change from the Welsh version to the English version by selecting a language at the top of the page as needed. The marketing team check the website from time to time to ensure that there are no inconsistencies between the Welsh and English versions. The Grŵp's website is also monitored as part of the internal audit.</p> <p>All messages are published bilingually on all the Grŵp's official social media platforms.</p> <p>The marketing department has developed guidelines for marketing staff on translating social media posts and articles from English to Welsh. If any post or article in Welsh is incorrect, these will be amended immediately and recorded on a spreadsheet kept by the line manager. Training is provided if a team member continues to make mistakes.</p> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>
Procurement	80-84	<p>Invitations to tender are published in Welsh where the subject matter of the contract suggests that it should be published in Welsh, or if the anticipated audience, and their expectations, suggests that the invitation should be published in Welsh.</p> <p>No tenders were published in Welsh in 2024/25 and no Welsh tender responses were received.</p> <p>However, if the context of the tender required or expected use of the Welsh language, then the tender would be published in Welsh.</p> <p>The Procurement department is committed to this and has implemented it in previous years.</p>
Promoting the Welsh language	85-87	<p>Learners at the Grŵp are made aware of their rights under the Welsh Language Standards during their induction period and during tutorial sessions. The Grŵp also participates annually in the 'Use your Welsh' campaign and 'Welsh Language Rights Day' with awareness raising activities held across all campuses.</p> <p>The Grŵp's learners are encouraged to use their Welsh skills outside the classroom. This is done by using the 'Seren Iaith' package and arranging tutorial sessions with the Grŵp's Coleg Cymraeg Cenedlaethol branch officers.</p>

		All the Grŵp's promotional activities are undertaken in both Welsh and English, or bilingually.
Learners and learning opportunities	88-93	<p>The Grŵp's learners are made aware of their rights under the Welsh Language Standards during their induction period and during tutorial sessions.</p> <p>The Grŵp also participates annually in the 'Use your Welsh' campaign and 'Welsh Language Rights Day' with awareness raising activities held across all campuses.</p> <p>Learners also have access to the <a href="#">'Support with Welsh'</a> website which was developed internally to provide information about the learners rights to use Welsh, and to provide links to useful tools and resources.</p> <p>The Grŵp's Coleg Cymraeg Cenedlaethol branch officers promote the value of Welsh as a skill amongst learners and organise a variety of events and activities to provide learners with a wide range of opportunities to practice and use their Welsh in informal and social situations.</p> <p>The Grŵp's learners have access to the 'Seren Iait'h' e-learning package, which contains five different units to enrich their understanding of the importance of culture associated with the Welsh language and employability in the Welsh language. The pack also promotes using the Welsh language in social settings and encourages learners to take advantage of their bilingual skills.</p> <p>Four Welsh Language Facilitators have been employed to support four of the Coleg Cymraeg Cenedlaethol's priority areas which are as follows:</p> <ul style="list-style-type: none"> <li>• Sport and Public Services (Coleg Llandrillo) - until July 2025</li> <li>• Public Services (Coleg Llandrillo) and Animal Care (Glynllifon) - until July 2025</li> <li>• Health &amp; Social Care (Coleg Llandrillo, Further Education and Learning in the Workplace) - until July 2025</li> <li>• Creative Industries and Business (Coleg Llandrillo) - until July 2025</li> </ul>

### 3.2. Policy Making Standards

Below is a summary of how the Grŵp complied with the Policy Making Standards between 1 August 2024 and 31 July 2025:

Area	Standard No	(December 2025)
Making policies or modifying existing policies	94-104	<p>All new and revised policies are assessed for their impact on the Welsh language. Where necessary, policies are returned to the originator if amendments are required to ensure the Welsh language is not treated less favourably than English. The Panel Iait'h scrutinises the Welsh language impact assessments of all policies.</p> <p>The Strategic Curriculum Group considers the new courses introduced or the changes made to existing courses. As part of that process the impact on the Welsh language is considered.</p> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>

### 3.3. Operational Standards

Below is a summary of how the Grŵp complied with the Operational Standards between 1 August 2024 and 31 July 2025:

Area	Standard Number	Update (December 2025)
Welsh Language Policy	105	The Grŵp has a Welsh Language Policy (last updated July 2023) and an accompanying Operational Procedure on the Welsh language and Bilingualism. Both documents are available to staff via the Grŵp Portal.
Employees	106-111 119-126 134 141-144	<p>The Grŵp's HR system (MyView) allows staff to self-declare their Welsh language skills and record their preferred language of communication. The 'MyView' interface is available in both Welsh and English and staff can choose which language to use when they log into the system. The MyView system is used to record annual leave, absences, TOIL, performance reviews, and provides access to payslips and P60s; all of which can be viewed in Welsh if Welsh is chosen at login.</p> <p>All services, processes and documentation relating to staff employment are available in Welsh.</p> <p>The Group's 'Cymraeg' lanyard is given to all members of staff who speak Welsh and they are expected to wear the lanyard whilst at work. A lanyard stating 'Dw i'n dysgu Cymraeg' (I'm learning Welsh) is provided to those members who attend lessons or feel insecure in their bilingual skills.</p> <p>Staff who are not fluent can attend Work Welsh courses during their working hours, or undertake a self-study Welsh learning course. During the period of this report, an intensive Welsh learning course (5 hours per week) at Foundation level was added to the offer of Welsh lessons for staff. Other, informal, opportunities to practice and develop Welsh language skills are also offered to staff, including 'Dros Baned' (a chat over tea/lunch break), and 'Welsh buddies' (where staff are paired with a fluent Welsh speaker and meet regularly for a chat).</p> <p><b>Intensive Welsh Courses for Staff</b></p> <p>Grŵp Llandrillo Menai offer intensive Welsh learning courses for staff. This means that staff can attend Welsh lessons for 5 hours a week, instead of the usual 2 hours. These courses are offered as part of our new recruitment policy and the Human Resources department refer new members of staff, who are one level of Welsh below the requirement of the job description, to our language tutors. Current members of staff are also welcome to attend the Grŵp's intensive learning courses.</p>
Correspondence and announcements	112-118	Correspondence is generally bilingual. When correspondence is received in Welsh it will be answered in Welsh

Computer Software and Online Systems	127-133	<p>All staff have access to computer software to check Welsh spelling and grammar.</p> <ul style="list-style-type: none"> <li>•All machines on the college network include the Cysgliad package</li> <li>•Everyone who has received equipment from the Grŵp to work from home has been given equipment that includes the Cysgliad package</li> <li>•Staff and learners have received information on how to download the free Cysgliad package to their personal equipment</li> </ul> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>
Staff Training	135-140	<p>All staff are offered opportunities to develop their Welsh language skills, from beginners up to proficiency level. Staff have the option of attending a weekly 2hr lesson with a Welsh tutor during their normal working day or completing an online self-study course. The Grŵp now also offers intensive Welsh language courses for staff. These courses are mainly offered to new staff to improve their Welsh as quickly as possible to meet the needs of the job, but they are also available to the Grŵp's existing staff (with the agreement of their line manager).</p> <p>The Grŵp also offers a comprehensive CPD programme for staff. Many of the courses offered and presented are available in Welsh/bilingual. Where courses listed in the compliance notice are delivered, a Welsh/bilingual option will be available to staff.</p> <p>Two training sessions were held for the Grŵp's managers on their responsibilities relating to the Welsh Language Standards, one in December 2024 and one in January 2025. The intention of these training sessions was to update managers about the Grŵp's responsibilities under the Welsh Language Standards, staff rights and learners' rights and how they will be able to support staff to meet the Standards' requirements. 38 members of staff attended the sessions.</p> <p><b>The result of the internal audit for 2024-25 is shown in Appendix 1.</b></p>
Job vacancies and appointment of new staff	145-149	<p>The Welsh language skills requirements of new and vacant posts are assessed and details included in the job description. All vacancies are advertised in Welsh and English and the Grŵp welcomes applications in Welsh. The Grŵp's job application form asks candidates if they wish to use the Welsh language at an interview or at any other method of assessment. On occasions where the candidate wishes to use Welsh and members of the interview panel are non-Welsh speakers, simultaneous translation is used.</p> <p>The work of reviewing the method of applying for a job continues, as the Grŵp moves to an online application process. The new online application form will be available in Welsh.</p> <p>The Grŵp has also revised its recruitment policy, looking specifically at the Welsh language skills requirements of all new posts to strengthen the Grŵp's commitment to developing a bilingual workforce. To support the implementation of the new recruitment policy, a new intensive Welsh course for staff has been</p>

		established, and staff are referred to the intensive course at the recruitment stage if they need to develop their Welsh language skills.
Employees	106-144	<p>The Group has a computer system to record the language skills of all staff. The system also records the staff's choice of language. All members of staff have access to this personal account on the system and can change or update the information easily.</p> <p>All services, processes and documentation relating to staff employment are available in Welsh.</p> <p>The MyView computer system is used to record annual leave, absences and flexible working hours. The system is available in Welsh.</p> <p>During the period of this report, the professional review extension was added to MyView and is available bilingually (headings) to staff.</p> <p>The Group's 'Cymraeg' lanyard is given to all members of staff who speak Welsh and they are expected to wear the lanyard whilst at work.</p> <p>Staff who are not fluent can attend Work Welsh courses during their working hours. A self-study option was introduced during the period of this report.</p>
Signs	150-152	<p>All the official materials on college walls are bilingual.</p> <p>The result of the internal audit for 2024-25 is shown in Appendix 1.</p>

### 3.4. Record keeping and supplementary matters

Below is a summary of how the Grŵp complied with the Record Keeping Standards between 1 August 2024 and 31 July 2025:

Area	Standard Number	Update (December 2025)
Record keeping - complaints	154 - 156 164, 170 176	All complaints received are managed by the Grŵp's Director of Governance and Information. Details of all complaints, subsequent investigations and findings are recorded.
Records - employees	158-162	The Grŵp's HR department manages all records relating to staff and recruitment. Staff can self-declare their Welsh skills through 'My View', our HR portal. Since September 2022 staff can complete the National Centre for Learning Welsh's 'Learn Welsh Level Checker' to assess their Welsh language skills if they wish. Since September 2022, the 'Learn Welsh Level Checker' is compulsory for all new members of staff who are recruited to a position where learning Welsh is a condition of employment.

Recording and reporting	157 163 165-169 171-175 177-182	<p>The Bilingual Development team, which reports to the Panel laith, is responsible for monitoring compliance and providing support, guidance and training to staff as required. An internal audit of compliance is conducted annually, and regular spot checks are conducted to test compliance, with any issues arising reported to the Panel laith and relevant managers.</p> <p>Following the annual audit, an action / quality development plan is created which is monitored by the Panel laith.</p>
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### 3.5. Employee Welsh Language Skills

The tables below outline the information the Grŵp has about the Welsh language skills of its staff, and include each role in the Grŵp:

Literacy	Academic Services						Corporate Services						Grŵp					
	2024-25		2023-24		2022-23		2024-25		2023-24		2022-23		2024-25		2023-24		2022-23	
Fluent B2/C1	164	39%	138	37%	148	38.9%	47	31%	44	30%	49	31.0%	632	36%	563	36%	656	36.1%
Intermediate B1	42	10%	39	11%	37	9.7%	12	8%	12	8%	14	8.9%	194	11%	165	11%	178	9.8%
Foundation A2	115	27%	102	28%	95	25.0%	36	24%	38	26%	36	22.8%	426	24%	386	25%	449	24.7%
Entry A1	15	4%	9	2%	-	-	10	7%	7	5%	-	-	79	5%	56	4%	-	-
Linguistic Courtesy	66	16%	63	17%	-	-	42	28%	41	28%	-	-	336	19%	301	19%	-	-
No Welsh	1	0.2%	-	-	71	18.7%	0		-	-	46	29.1%	1	0.06%	-	-	376	20.7%
Not known	21	5%	19	5%	29	7.6%	5	3%	4	3%	13	8.2%	91	5%	80	5%	160	8.8%

Understanding	Academic Services						Corporate Services						Grŵp					
	2024-25		2023-24		2022-23		2024-25		2023-24		2022-23		2024-25		2023-24		2022-23	
Fluent B2/C1	180	42.5%	153	41%	163	42.9%	56	37%	53	36%	62	39.2%	753	43%	671	43%	760	41.8%
Intermediate B1	54	13%	49	13%	41	10.8%	10	7%	10	7%	11	7.0%	201	11%	170	11%	196	10.8%
Foundation A2	113	27%	101	27%	106	27.9%	45	30%	48	33%	44	27.8%	423	24%	385	25%	471	25.9%
Entry A1	13	3%	9	2%	-	-	8	5%	5	3%	-	-	76	4%	58	4%	-	-
Linguistic Courtesy	42	10%	41	11%			28	18%	26	18%			213	12%	188	12%		
No Welsh	1	0.2%	-	-	43	11.3%	0		-	-	30	19.0%	1	0.06%	-	-	236	13.0%
Not known	21	5%	17	5%	27	7.1%	5	3%	4	3%	11	7.0%	92	5%	79	5%	156	8.6%

Oral	Academic Services						Corporate Services						Grŵp					
	2024-25		2023-24		2022-23		2024-25		2023-24		2022-23		2024-25		2023-24		2022-23	
Fluent B2/C1	170	40%	145	39%	156	41.1%	54	36%	51	35%	58	36.7%	711	40%	637	41%	733	40.3%
Intermediate B1	40	9%	37	10%	31	8.2%	10	7%	10	7%	12	7.6%	167	10%	145	9%	157	8.6%
Foundation A2	120	28%	109	29%	110	28.9%	39	26%	40	27%	36	22.8%	439	25%	393	25%	476	26.2%
Entry A1	17	4%	11	3%	-	-	8	5%	6	4%	-	-	81	5%	60	4%	-	-
Linguistic Courtesy	53	12.5%	48	13%	-	-	36	24%	35	24%	-	-	267	15%	235	15%	-	-
No Welsh	1	0.2%	-	-	53	13.9%	-	-	-	-	39	24.7%	1	0.06%	-	-	292	16.1%
Not known	23	5%	20	5%	30	7.9%	5	3%	4	3%	13	8.2%	93	5%	81	3%	161	8.9%
	424		370		380		152		146		158		1759		1551		1819	
Literacy	Busnes@						Coleg Llandrillo						Coleg Menai and Coleg Meirion-Dwyfor					
	2024-25		2023-24		2022-23		2024-25		2023-24		2022-23		2024-25		2023-24		2022-23	
Fluent B2/C1	116	41%	109	42%	119	42.2%	41	10%	34	10%	37	10.8%	261	53%	236	55%	246	51.9%
Intermediate B1	40	14%	34	13%	34	12.1%	35	9%	29	9%	29	8.5%	65	13%	51	12%	49	10.3%
Foundation A2	63	22%	59	23%	65	23.0%	137	34%	121	36%	131	38.2%	74	15%	65	15%	75	15.8%
Entry A1	7	3%	5	2%	-	-	30	7%	16	5%	-	-	17	4%	19	4%	-	-
Linguistic Courtesy	50	18%	47	18%	-	-	136	33%	116	34%	-	-	42	9%	34	8%	-	-
No Welsh	-	-	-	-	56	19.9%	-	-	-	-	113	32.9%	-	-	-	-	43	9.1%
Not known	5	2%	5	2%	8	2.8%	30	7%	24	7%	33	9.6%	30	6%	28	6%	61	12.9%
Understanding	Busnes@						Coleg Llandrillo						Coleg Menai and Coleg Meirion-Dwyfor					
	2024-25		2023-24		2022-23		2024-25		2023-24		2022-23		2024-25		2023-24		2022-23	
Fluent B2/C1	146	53%	135	52%	142	50.4%	57	14%	47	14%	48	14.0%	311	64%	281	65%	276	58.2%
Intermediate B1	40	14%	31	12%	30	10.6%	49	12%	43	13%	46	13.4%	48	10%	37	9%	49	10.3%
Foundation A2	54	19%	55	21%	68	24.1%	151	37%	131	39%	147	42.9%	59	12%	49	11%	64	13.5%
Entry A1	6	2%	8	3%	-	-	36	9%	20	6%	-	-	13	3%	16	4%	-	-
Linguistic Courtesy	29	10%	24	9%	-	-	86	21%	75	22%	-	-	28	6%	22	5%	-	-



No Welsh	-	-	-	-	34	12.1%	-	-	-	-	69	20.1%	-	-	-	-	24	5.1%
Not known	6	2%	6	2%	8	2.8%	30	7%	24	7%	33	9.6%	30	6%	28	6%	61	12.9%
Oral	Busnes@						Coleg Llandrillo						Coleg Menai and Coleg Meirion-Dwyfor					
	2024-25		2023-24		2022-23		2024-25		2023-24		2022-23		2024-25		2023-24		2022-23	
Fluent B2/C1	136	48%	127	49%	136	48.2%	55	13%	45	13%	47	13.7%	293	60%	267	62%	270	57.0%
Intermediate B1	38	14%	29	11%	27	9.6%	31	8%	29	9%	31	9.0%	48	10%	40	9%	40	8.4%
Foundation A2	66	24%	64	25%	74	26.2%	145	36%	124	36%	141	41.1%	68	14%	55	13%	70	14.8%
Entry A1	4	1%	5	2%	-	-	36	9%	20	6%	-	-	16	3%	18	4%	-	-
Linguistic Courtesy	32	11%	29	11%	-	-	112	27%	98	29%	-	-	34	7%	25	6%	-	-
No Welsh	-	-	-	-	37	13.1%	-	-	-	-	91	26.5%	-	-	-	-	33	7.0%
Not known	5	2%	5	2%	8	2.8%	30	7%	24	7%	33	9.6%	30	6%	28	6%	61	12.9%
<b>Total</b>	281		259		282		409		340		343		489		433		474	

The Grŵp's Human Resources systems ask staff to report their language skills as follows - Fluent, Intermediate, Foundation, Entry or Linguistic Courtesy. These labels have been agreed so that our recruitment policy is in line with the language levels of the National Welsh Learning Centre. Since our new recruitment policy has come into force, the Grŵp no longer advertises jobs or asks individuals to report 'No Welsh'. Instead, we categorise it as 'Linguistic Politeness'. These labels enable managers to identify individuals with language skills below the job description and enable us to identify ongoing professional development opportunities.

In 2024/25, on average 711 or 40% (an increase of 85 in number, but not in %) of the Grŵp's employees indicated that they were fluent in Welsh (across all three skills). 267, or 15% (an increase of 241, 15% from 2023/24) of staff stated that they had Welsh skills at Linguistic Courtesy level. The Welsh language skills of Grŵp employees are collected on our internal human resources system (MyView). All staff are required to update the relevant section on their personal profile. The number of staff who have not completed this section has reduced to 5% during 2024/25, compared to 12% in 2023/24. The requirement to complete this form continues to be included in staff annual review forms and therefore we should see a continued reduction in the number of staff who have not yet completed the form. We attribute the higher number of staff who are fluent and those who have no Welsh skills to the fact that staff input the information on our systems and therefore give us a more accurate picture of our staff's Welsh skills.

The Grŵp has clear workforce development plans which include developments in our Recruitment Policy and an Intensive Welsh Language Learning Programme for staff.

### 3.6. Recruitment and New Vacancies

Our recruitment data is held in academic years and therefore covers 01/09/24 - 31/08/25. During this period, we managed 113 recruitment processes. Of these 31 posts (27%) were advertised as requiring skills to understand fluent Welsh. 31 jobs (27%) were advertised as requiring linguistic courtesy. Intermediate was the most used language level. 113 jobs were advertised as requiring skills to understand and speak Welsh at an Intermediate level (100%). The definitions of our recruitment policy were used to draw up these requirements. At present, the Grŵp does not use the 'No Welsh skills required' category.

The 'Staff Recruitment and Selection Policy' (September 2022) strengthens the Grŵp's commitment to developing a bilingual workforce, making Welsh skills essential for all posts, but distinguishing between the different skills (understanding, speaking and literacy), and levels as appropriate to each job role.

All advertised jobs include essential elements of Welsh language skills. This may include a combination of essential and desirable skills or all essential skills. Data regarding the recruitment processes implemented during the 2024/25 reporting period is as follows:

Language level *** Skill	Fluent	Intermediate	Foundation	Entry	Linguistic Courtesy	Not recorded	TOTAL
Spoken	39	13	21	15	21	4	113
Understanding	42	14	18	17	18	4	113
Literacy	46	19	16	14	14	4	113
TOTAL	127	46	55	46	53	12	

In addition to a recruitment policy that emphasises Welsh language skills, the Grŵp has an intensive Welsh language learning programme for staff. This is now part of our recruitment policy and is offered if there are potential employees with lower Welsh skills than were asked for in the advertisement. Following our intensive Welsh learning course, three individuals sat the WJEC Entry level exam, and six individuals sat the Foundation level exam in June 2025 and all of them passed. No applications were received from the Human Resources department, where individuals were appointed with language skills one level lower than what was advertised.

### 3.7. Welsh Language Training for Employees

Training Area	Number attending Welsh language sessions	% attending Welsh language sessions	Number attending English language sessions	Number attending bilingual sessions	% attending bilingual sessions
Recruitment and interviewing	N/A	N/A	N/A	N/A	N/A
Performance management	N/A	N/A	N/A	N/A	N/A
The complaints and disciplinary procedure	N/A	N/A	N/A	N/A	N/A
Dealing with the public	N/A	N/A	N/A	N/A	N/A
Staff induction	N/A	N/A	N/A	22	100%
Health and safety	N/A	N/A	N/A	1094	100%

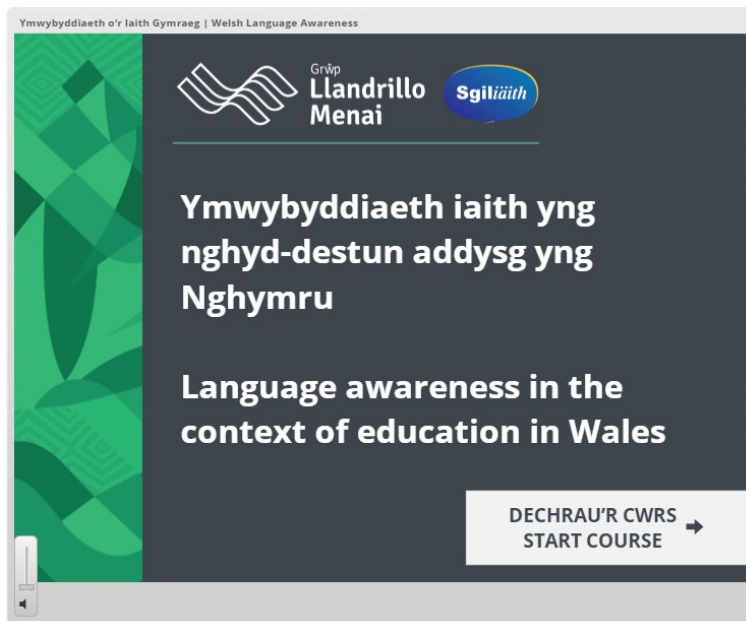
### 3.8. Language Training and Language Awareness for Employees

- The Grŵp is committed to supporting staff to develop their Welsh language skills and provide a range of courses for staff through the Work Welsh programme. These classes are available to staff during working hours. Staff have the option of attending 2hr weekly lessons with a tutor or completing an online self-study course. The Work Welsh scheme runs from April to March each year and data is collected accordingly. Our first Entry level learners completed their intensive course during 2023/24 and built on the success of the scheme in 24/25 with intensive classes being held at Entry and Foundation levels. In 24/25 three individuals completed the Entry level course with each successfully passing the WJEC Entry exam and six completed the Foundation level course and passed the WJEC Foundation level exam. Six of these were academic staff who were keen to develop their Welsh skills to be able to teach bilingually. These members of staff were not referred to us by the Human Resources department. The staff members contacted us to express interest and to register and the support of the line managers was obtained to release the staff members. The Panel Iaith will need to review the procedure for referring new staff from the Human Resources department to the Bilingualism department. On a very positive note, the highest number ever sat WJEC exams in 24/25 - 9 Entry level, 7 Foundation level, 2 Intermediate level - a total of 18 and all were successful and many of them secured very high marks and received an invitation to go to the awards ceremony at Bangor University.

5.

	September 2024 - July 2025	
	No. of classes	No. on course
<b>Tutor led courses</b>		
Entry 1	4	22
Entry 2	2	10
Foundation	2	12
Intermediate	2	11
Higher	0	0
1: 1 (Tîm Rheoli)	5	5
<b>Online, self-study courses</b>		
Entry	1	14
Foundation	1	2
<b>Intensive Welsh Course for Staff</b>		
Entry	1	4
Foundation	1	6
<b>Total</b>	<b>19</b>	<b>86</b>

The language awareness e-learning resource for staff has now been incorporated into the Grŵp's procedures. The resource is hosted on the Grŵp's Moodle site and is part of the Grŵp's mandatory CPD training for staff.



The resource includes:

- An overview of the history of the Welsh language and the impact of this history on the language today
- An update on the position of the Welsh language in education in terms of policies, legislation and strategies
- Information about support available with the Welsh language at Grŵp Llandrillo Menai

By the end of this reporting period, 65% of the Grŵp's staff have completed the course, which is 983 members of the Grŵp's staff.

### 5.1. Complaints

The Grŵp did not receive any complaints relating to our compliance with the Welsh Language Standards during the year 2024-25. If any complaints are received, they will be dealt with in accordance with our complaints policy. A copy of the complaints policy is available on our website.

## Conclusions and Recommendations

The Grŵp is fully committed to complying with the Welsh Language Standards and the content of the report shows that we have made progress with groups of standards across several areas.

Our internal auditing process is now firmly established and allows us to monitor and assess our level of compliance with the Welsh Language Standards, as set out in our compliance notice. The process also enables us to identify any corrective actions that are needed and any training and development requirements.

The Panel Iaith is instrumental in leading on compliance issues and driving positive change in the use of Welsh across the organisation. The bilingual development team, under the supervision of the Panel Iaith, will continue to monitor and review compliance, and provide training and support to all departments, to ensure that the Welsh language is not treated less favourably than English at Grŵp Llandrillo Menai. Based on the findings of the latest audit the focus in 2025/26 will be on:

1. Continuing to conduct an annual internal audit (Director of Bilingual Development, Learning Resources and Skills)
2. Monitor and provide suitable support to the Grŵp's learners to encourage and enable them to continue to develop their Welsh skills and to present assessment work through the medium of Welsh.
3. Ensure strategic support for learners so that they complete their assessment work through the medium of Welsh and/or bilingually
4. Offer an update to staff on measures relating to bilingual and Welsh-medium assessments
5. Increase awareness of learners' rights to use the Welsh language with a focus on the right to have a personal tutor who speaks Welsh
6. Matching Welsh speaking personal tutors with first language Welsh learners.
7. Monitor the implementation of the Grŵp's recruitment policy, including references to the bilingual team for intensive Welsh lessons (under the charge of the Director of Human Resources)
8. Offer a Welsh-medium service on self-service machines across the campuses
9. Continue to support staff development in terms of using Welsh effectively in processes such as meetings, interviews, internal processes etc.
10. Ensure that all members of staff complete the online language awareness course
11. Offer an update to the Grŵp's Managers on the legal requirements of the Welsh Language Standards
12. Remind all staff of their individual responsibilities under the requirements of the Welsh Language Standards through an effective Grŵp-wide communication campaign (under the charge of the Policy Team)

## Appendix 1

### Welsh Language Standards - Internal Compliance Audit 2024/25

Grŵp Llandrillo Menai received a [Notice of Compliance](#) by the Welsh Language Commissioner's Office 29/09/2017. This compliance notice outlines our responsibilities under the Welsh Language Standards. This internal audit was completed during the period August 2024 - July 2025, to check that the Grŵp complies with the Welsh Language Standards and to identify any training needs that may exist.

The following table outlines the steps taken, and the responses received, during the internal audit.

Category	Subcategory	Action and result of internal audit	Follow up steps
Services	Correspondence	E-mail A Welsh e-mail and an English e-mail were sent to 80 of the Grŵp's e-mail addresses. <ul style="list-style-type: none"><li>Contact was made in Welsh, and a prompt Welsh reply was received from 36.</li><li>Contact was made in English, and an English reply was received from 23.</li><li>There was no reply to the Welsh or English message from 19 email addresses and so another message was sent.</li><li>Contact was made in Welsh and an English reply was received by two.</li></ul>	HJ has informed the manager of the department where no response was received in Welsh.  HJ has contacted the relevant manager to check the e-mails to which an English reply was received.
		Online contact form A message was sent in Welsh through the 'Contact us' page on the website and a Welsh reply was received.  This form contains a message stating that correspondence in Welsh is welcomed.	
		Web chat <ul style="list-style-type: none"><li>A web chat message was sent in Welsh, and a reply was received in Welsh.</li><li>The Welsh web chat message includes Welsh text on the chat start button - 'Contact us'.</li></ul>	
	Phone calls	40 Welsh telephone calls were made to the main switchboards across the Grŵp. <ul style="list-style-type: none"><li>A Welsh language service was received on all occasions.</li></ul>	
	Receptions	Nine sites were visited as part of the audit. On each occasion there was a service in Welsh and reception staff wore lanyards indicating that they could communicate in	



	Welsh.  A bilingual conversation was held during two visits, to two different campuses, with the receptionist explaining that she was learning Welsh and offering the visitor to speak to a member of staff in Welsh. 42 Welsh conversations were held as part of the audit.	
Signs	<p>We looked at signs at nine sites.</p> <ul style="list-style-type: none"> <li>• Signs on five sites were fully bilingual.</li> <li>• Signs on three sites were mainly bilingual, although there were some cases where they were only in English.</li> <li>• Signs on one campus had been translated incorrectly, using machine translation.</li> <li>• Signs were bilingual on one site, but several cases of English only posters and signs were identified.</li> </ul>	<p>HJ and SP have contacted the relevant managers to check the posters. The department managers have contacted the members of staff responsible for the posters requesting for them to be changed. The English posters have been removed and bilingual ones put up in their place.</p> <p>Departments are encouraged to use the Grŵp's internal translation service to ensure the accuracy of the language of the text.</p>
Forms	<p>12 online forms were looked at.</p> <ul style="list-style-type: none"> <li>• Seven were bilingual, the other five were available in Welsh and English, and stated this clearly. Welsh forms on the Grŵp's Welsh website state that an English version of the form is available and English forms on the English website state that a Welsh version is available.</li> </ul>	
Publicity and marketing	<p>27 press releases on the Grŵp's website were looked at.</p> <ul style="list-style-type: none"> <li>• 24 of them were available in Welsh.</li> <li>• Three contained English (English version of the text below the Welsh version).</li> </ul>	SP has contacted the Department Manager to resolve the issues.
Website	<p>Pages from the Grŵp's website were looked at.</p> <ul style="list-style-type: none"> <li>• These pages from the Grŵp's website were fully bilingual.</li> <li>• A choice of language is given on the Grŵp's website splash page before entering the pages containing information.</li> </ul>	
Social media	The college's official/corporate and departmental social accounts were viewed 116 times. Posts were reviewed across four different platforms - X (Twitter), Facebook, TikTok and Instagram.	HJ has contacted the owner/manager of one of the departmental social accounts to

		<ul style="list-style-type: none"> <li>• 24 of the accounts reviewed published bilingually or in Welsh and English separately.</li> <li>• The Welsh was correct in terms of meaning and expression in 24 of the posts.</li> <li>• The Welsh had been placed so that the Welsh was likely to be read first.</li> <li>• Seven of the social media accounts no longer exist.</li> <li>• The Grŵp no longer uses Twitter (X), so six accounts have been deleted since 2025.</li> </ul>	<p>inform them of the Standards and offer guidance and support</p> <p>HJ has reported to the Manager (AB) that seven of the 24 accounts no longer exist</p>
	Public events	10 public events were attended. Everything was bilingual in terms of promoting the event, e.g. a bilingual e-mail and press release in Welsh and English were shared on the Grŵp's news section. Streams on social media promoted award winners bilingually.	
Operational	Appointing new staff	<p>14 vacancies were reviewed.</p> <ul style="list-style-type: none"> <li>• All of them were advertised in Welsh and a bilingual job description was available, with the Welsh appearing first.</li> <li>• Prospective applicants are required to download a job description/person specification for each position. There were two instances of this message appearing in English on the Welsh language page of the website.</li> <li>• The application form is bilingual and includes a box for the applicant to request an interview/assessment in Welsh.</li> <li>• The application form requires a self-assessment of applicants' Welsh language skills asking them to indicate if they have Advanced, Intermediate, Foundation, Entry or Linguistic Courtesy skills for Speaking, Understanding and Literacy.</li> </ul>	SP has contacted the HR department/recruitment team to inform them.
	Staff training	<p>19 training events were reviewed on STEPS during 24/25; nine were online events and 10 were face-to-face events.</p> <ul style="list-style-type: none"> <li>• The summary for 19 of the courses was bilingual.</li> <li>• The language of training for the 10 events was not specified (Audit December 2024).</li> <li>• A bilingual summary as well as the language of the course could be seen as part of the end of year audit (August 2025).</li> </ul>	SP has contacted MN to ask for the language of the course to be included in the advertisement.
	Staff intranet	<p>The following systems were reviewed:</p> <ul style="list-style-type: none"> <li>• The Grŵp Portal</li> <li>• Grŵp Profile (Messages for the Grŵp)</li> <li>• EDRAC for Learners</li> <li>• EDRAC for Staff</li> <li>• Proactis</li> <li>• My View</li> <li>• OneFile</li> <li>• Learner Wellbeing Hub</li> <li>• Study Skills and IT Support</li> </ul>	<p>HJ has contacted SP regarding the Payment and Vending Machines along with the corporate departments regarding the language of the external machines.</p> <p>HJ and SP have</p>

		<ul style="list-style-type: none"> <li>• Card Payment Machines</li> <li>• Vending Machines</li> </ul> <p>Two of the systems were English only. Another 10 were available in Welsh or partly in Welsh but the Welsh was not always correct and contained several English words that had not been translated.</p>	discussed OneFile with the commercial team - It is an English Programme/Platform, so the system is English only. Nevertheless, tutors and assessors ensure access to Welsh and/or bilingual information for learners - assessments, progress reviews etc.
Policy Making	Decisions and policy documents	<p>Six policies that have been published on the Portal were randomly reviewed.</p> <ul style="list-style-type: none"> <li>• All six policies were available in Welsh or bilingually.</li> <li>• All six policies with the Welsh title were on the Welsh side of the Portal.</li> <li>• An assessment of the impact on the Welsh language had been completed for each of the six policies.</li> </ul>	Continue to review the policies in progress.