

ANNUAL REPORT

COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

2021-22



Grŵp
**Llandrillo
Menai**

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1. Introduction

Grŵp Llandrillo Menai was established in 2012 as a result of mergers between Coleg Llandrillo, Coleg Menai and Coleg Meirion-Dwyfor. It employs approximately 1500 staff 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 Grŵp Llandrillo Menai (the Grŵp) to comply with the Welsh language standards. A standard explains how an organisation should use Welsh in different situations.

In accordance with the requirements of the standards, this is the publication of the Grŵp's 2021/22 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 2021 to 31 July 2022.

The Grŵp published a new Welsh Language Policy in July 2021 which has been in force throughout the period of this report. The policy outlines our intention to provide services bilingually to learners and the public and to extend 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 existing Grŵp 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 2023

2. Background / context of the report

The Welsh Language (Wales) Measure 2011 places a duty on Grŵp Llandrillo Menai (the Grŵp) to comply with Welsh language standards. A standard explains how an organisation is expected to use Welsh in different situations.

In accordance with the requirements of the standards, this is the publication of the Grŵp's 2021/22 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](#).

COMPLIANCE OVERSIGHT AND MONITORING ARRANGEMENTS

Contact details for submitting inquiries: WelshStandards@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 Development Manager will report back to Management Team meetings when there's a need to update managers 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. During 2021/22 the Grŵp developed an online, e-learning resource for staff to provide the necessary Welsh language awareness training. This resource became 'live' in January 2022 and is available to all staff via the Grŵp's Moodle platform. This e-learnign course has been added to the list of mandatory courses for staff in the Grŵp's CPD plan.

The Grŵp's Panel Iaith approves this report. The report will then be presented to Tîm Strategol and the Governors.

Monitoring: Monitoring is undertaken in-house by the Bilingual Development team. This is done through mystery shopper methods (visits, phone calls, emails, and desk top work e.g. document checking and social media content) with the aim of identifying good practice and areas that require additional support or training. This work is done once a

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 Office of the Welsh Language Commissioner's Assurance Report are used to provide an independent perspective, 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 which 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 developed new ways to increase the use of Welsh across the organisation. Some successes seen during this reporting period include:

- Development of a new Welsh language awareness e-learning resource for staff, introduced as part of the compulsory staff CPD programme in January 2022.
- Development of a tutor resource pack aimed at supporting tutors to develop their bilingual teaching skills. The pack includes:
 - E-learning resources - [Understanding the LA26 Dataset on the Lifelong Learning Wales Record \(LLWR\)](#)
 - Interactive tutor handbook - [Further Education Tutor Support Handbook: How to move your teaching practice up the bilingualism continuum](#)
 - Tutor feedback app - [Apple iOS](#), [Android](#)
- Increased opportunities for staff to practice their Welsh in informal, social ways via the 'Welsh Buddies' and 'Dros Baned' initiatives.
- [Welsh Awards for Staff](#) - a newly established annual award to celebrate staff who work hard to develop their Welsh language skills and those who actively promote Welsh in their workplace.
- Increased our Cymraeg Gwaith offering by introducing the online study option, providing staff with more options and flexibility when choosing to learn Welsh. We also saw an increase in the number of staff taking advantage of the Work Welsh scheme, with 62 staff either attending live lessons or working independently on the self study course. 7 individuals took the Entry level WJEC Welsh for Adults exam, all of whom passed.
- Staff successes - Rob Easton from the Busnes@ team won the Work Welsh Learner of the Year- Entry level award for 2021-22. Rob has committed himself to his journey to learn Welsh and now he is embedding his Welsh language skills in his assessment work with his learners.

3.1. Service Delivery Standards

Below is a summary of how the Grŵp complied with the Service Delivery Standards between 1 August 2021 and 31 July 2022:

Area	Standard Number	Update (December 2022)
Correspondence (letters, inquiries etc.)	1-7	<p>The Grŵp's practice is to correspond generally 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>All correspondence in Welsh from an individual receives a response in Welsh (unless the person has stated that a reply is not required in Welsh). There is no delay in replying to 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>
Telephone calls and reception service	8-22 65-72	<p>All reception staff greet bilingually when answering a call on a main telephone number (or one of the main telephone numbers), or any helpline or call center 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 reception areas of all Grŵp campuses. Bilingual staff wear the Grŵp's 'Welsh' 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 Welsh. Reception staff who are not fully fluent, or lack confidence, are offered Welsh lessons to further develop their skills and confidence</p>
Meetings	24-36	<p>Grŵp staff have received guidance and training on the need to offer meetings to be held in Welsh when inviting persons to meetings. Update training is offered regularly as well as induction for new staff which includes training on the requirements of the Welsh language standards on us as an organisation.</p>
Publicity and marketing, documents and forms	37-38 43-54 73-79	<p>All publicity and marketing material produced, and all material displayed in public by the Grŵp is produced/displayed bilingually.</p> <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>
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</p>

		simultaneous translation is provided when speeches and presentations are made in Welsh.
Online presence	55-64	<p>The Grŵp launched a new website in January 2022. The website is fully bilingual but the process of moving over to the new site has caused some issues with links on some Welsh pages taking users to English pages rather than the Welsh ones. Many of these issues have now been identified and rectified, and the marketing team are periodically checking the website to ensure no more such issues remain.</p> <p>All messages are published bilingually on all Grŵp's official social media platforms.</p>
Procurement	80-84	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. During 2021/22 two invitations to tender were published in Welsh by the Grŵp and received Welsh language tender returns.
Welsh language promotion	85-87	All promotion activities undertaken by the Grŵp are undertaken in both Welsh and English, or bilingually.
Learners and learning opportunities	88-93	<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 'Welsh Language rights day' with awareness raising activities across all campuses.</p> <p>Learners also have access to a 'Support with Welsh' website, developed internally, that provides information about their rights to use Welsh, and 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 practise and use their Welsh in informal and social situations.</p>

3.2. Policy Making Standards

Below is a summary of how the Grŵp complied with the Policy Making Standards between 1 August 2021 and 31 July 2022:

Field	Number Standard	Update (December 2022)
Policy formulation or modification of existing policy	94-104	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. All Welsh language impact assessments on policies are scrutinised in the Panel Iaithe.

The Strategic Curriculum Group considers changes to courses or the introduction of new courses. As part of that process the impact on the Welsh language is considered.

3.3. Operational standards

Below is a summary of how the Grŵp complied with the Operational Standards between 1 August 2021 and 31 July 2022:

Area	Standard No	Update (December 2022)
Welsh language policy	105	The Grŵp has a Welsh Language Policy (last updated July 2021) 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 review, 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>All staff are provided with the Grŵp's 'Welsh' lanyard and all bilingual staff are expected to wear the lanyard while at work.</p> <p>Those staff who are not fluent have the opportunity to attend Work Welsh courses during their working hours, with a self study option introduced during the period of this report. 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 they are paired with a fluent Welsh speaker and meet up regularly for a chat)</p>
Computer software and Online Systems	127-133	<p>All staff have access to computer software for checking Welsh spelling and grammar.</p> <ul style="list-style-type: none"> • All machines on the college network include the Cysgliad package • Everyone who has been given equipment by the Grŵp to work from home has received equipment that includes the Cysgliad package • Staff and learners have received information on how to download the free Cysgliad package for personal equipment
Training for staff	135-140	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

		<p>lesson with a Welsh tutor during their normal working day, or completing an online self-study course.</p> <p>The Grŵp also offers a comprehensive CPD programme to staff. Many courses offered and delivered are available in Welsh/bilingually. Where courses listed in the compliance notice are delivered, a Welsh/bilingual option will be available to staff.</p>
Job vacancies & 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 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 Grŵp is currently revising its job application method, moving 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 in order to strengthen the Grŵp's commitment to bilingual workforce development. To support the implementation of the new recruitment policy, a new intensive Welsh course for staff has also been established, and staff will be referred to the intensive course at the recruitment stage if they need to develop their Welsh language skills.</p>
Signs	150-152	All official material on the college walls are bilingual

3.4. Record keeping & supplementary matters

Below is a summary of how the Grŵp complied with the Record Keeping Standards between 1 August 2021 and 31 July 2022:

Area	Standard No	Update (December 2022)
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 investigation and findings are recorded.
Record keeping - employees	158-162	The Grŵp's HR department manages all records relating to staff and recruitment. Staff can self-declare their Welsh language skills via 'My View', our HR portal. From September 2022 staff will be able to complete the National Centre for Learning Welsh's 'Gwiriwr Lefelau' to assess their Welsh language skills if they wish. The 'Gwiriwr Lefelau' will be mandatory for all new staff recruited with a condition of employment to learn Welsh from September 2022 onwards.

Recording and reporting	157 163 165-169 171-175 177-182	The Bilingual Development team, reporting 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 check compliance, with any issues arising reported to Panel laith and relevant managers.
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3.5. Employee Welsh Language Skills

The tables below outlines the information held by the Grŵp regarding the Welsh language skills of its staff:

Written	Academic Services				Busnes@				Coleg Llandrillo				Coleg Menai & Coleg Meirion-Dwyfor				Corporate Services				Grŵp			
	2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21	
Fluent B2/C1	139	39.6%	98	37.4%	99	40.4%	95	41.9%	43	11.3%	38	9.8%	216	52.2%	188	46.0%	44	29.1%	51	23.0%	544	35.2%	470	31.2%
Intermediate B1	27	7.7%	18	6.9%	29	11.8%	23	10.1%	27	7.1%	24	6.2%	43	10.4%	37	9.0%	11	7.3%	12	5.4%	137	8.9%	114	7.6%
Basic A1/A2	85	24.2%	51	19.5%	48	19.6%	39	17.2%	135	35.3%	109	28.2%	62	15.0%	55	13.4%	36	23.8%	49	22.1%	367	23.7%	303	20.1%
No Welsh	65	18.5%	42	16.0%	51	20.8%	39	17.2%	136	35.6%	118	30.5%	31	7.5%	24	5.9%	48	31.8%	60	27.0%	331	21.4%	283	18.8%
Not known	35	10.0%	53	20.2%	18	7.3%	31	13.7%	41	10.7%	98	25.3%	62	15.0%	105	25.7%	12	7.9%	50	22.5%	168	10.9%	337	22.4%

Understanding	Academic Services				Busnes@				Coleg Llandrillo				Coleg Menai & Coleg Meirion-Dwyfor				Corporate Services				Grŵp			
	2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21	
Fluent B2/C1	156	44.4%	109	41.6%	117	47.8%	109	48.0%	56	14.7%	50	12.9%	250	60.4%	221	50.0%	54	35.8%	58	26.1%	636	41.1%	547	35.5%
Intermediate B1	31	8.8%	20	7.6%	27	11.0%	25	11.0%	44	11.5%	37	9.6%	36	8.7%	27	6.1%	10	6.6%	17	7.7%	148	9.6%	126	8.2%
Basic A1/A2	92	26.2%	56	21.4%	57	23.3%	40	17.6%	152	39.8%	125	32.3%	46	11.1%	39	8.8%	47	31.1%	54	24.3%	395	25.5%	314	20.4%
No Welsh	39	11.1%	26	9.9%	26	10.6%	23	10.1%	89	23.3%	77	19.9%	20	4.8%	18	4.1%	31	20.5%	44	19.8%	205	13.3%	188	12.2%
Not known	33	9.4%	51	19.5%	18	7.3%	30	13.2%	41	10.7%	98	25.3%	62	15.0%	137	31.0%	9	6.0%	49	22.1%	163	10.5%	365	23.7%

Spoken	Academic Services				Busnes@				Coleg Llandrillo				Coleg Menai & Coleg Meirion-Dwyfor				Corporate Services				Grŵp			
	2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21		2021/22		2020/21	
Fluent B2/C1	151	43.0%	105	40.1%	116	47.3%	108	47.6%	55	14.4%	48	12.4%	243	58.7%	216	49.4%	50	33.1%	55	24.8%	618	39.9%	532	34.7%
Intermediate B1	23	6.6%	16	6.1%	19	7.8%	17	7.5%	28	7.3%	23	5.9%	36	8.7%	26	5.9%	11	7.3%	16	7.2%	117	7.6%	98	6.4%
Basic A1/A2	95	27.1%	56	21.4%	62	25.3%	45	19.8%	148	38.7%	123	31.8%	49	11.8%	40	9.2%	36	23.8%	49	22.1%	391	25.3%	313	20.4%
No Welsh	46	13.1%	32	12.2%	30	12.2%	26	11.5%	110	28.8%	95	24.5%	24	5.8%	20	4.6%	42	27.8%	51	23.0%	252	16.3%	224	14.6%
Not known	36	10.3%	53	20.2%	18	7.3%	31	13.7%	41	10.7%	98	25.3%	62	15.0%	135	30.9%	12	7.9%	51	23.0%	169	10.9%	368	24.0%
Total	351		262		245		227		382		387		414		437		151		222		1547		1535	

On average 599 (39%) of the Grŵp's employees indicate that they are fluent in Welsh (across all three skills), an increase from 516 (34%) in 2021/22. 262 (16%) of staff stated that they had no Welsh language skills (across three skills), a slight increase from 2020/21 (232 (15%)). 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 from about a quarter to around 11%. The requirement to complete this form continues to be included in staff annual review forms and so 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 for those who have no Welsh skills to having a more accurate picture of staff skills, due to staff completing the information on our systems.

Restructuring of the skills provision for GCSE resit classes and Essential Skills Wales qualifications has resulted in significant change in Academic Services as a high number of staff (around 45) moved from the programme areas in the three colleges to Academic Services.

As previously mentioned, the Grŵp has clear workforce development plans which include developments in our Recruitment Policy and a Welsh Language Intensive Learning Programme for staff.

3.6. Recruitment and New Vacancies

Our recruitment data is held in academic years, it therefore covers 01/09/21 - 31/08/22. During this period we managed 392 recruitment processes. Of these 193 posts (49%) were advertised as Welsh Desirable and 199 posts (51%) were advertised as Welsh Essential. At present, the Grŵp does not make use of the 'Need to learn Welsh' and 'No Welsh language skills required' categories.

During the reporting period the Grŵp's 'Staff Recruitment and Selection Policy' has been revised, taking into consideration the review undertaken in the previous reporting period by Panel Iaith. The revised policy, which was approved by the board July 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.

In conjunction with the new recruitment policy, a new intensive Welsh language learning programme for staff has been established to support the implementation of the Recruitment Policy.

The way the Grŵp advertises for jobs will be transformed. All posts advertised will include essential elements of Welsh language skills. This may include a combination of essential and desirable skills or all essential skills. For example, if we advertise for an administrative assistant job at Coleg Llandrillo:

Skill Welsh	Essential	Desirable
Understanding	Fluent	-
Speak	Fluent	-
Literacy	Intermediate	Fluent

3.7. Welsh language training for employees

Training Area	No. attending Welsh language sessions	% attending Welsh language sessions	No. attending English language sessions	No. attending bilingual sessions	% attending bilingual sessions
Recruitment and interview	N/A	N/A	N/A	N/A	N/A
Performance management	N/A	N/A	N/A	N/A	N/A
Grievance and disciplinary procedure	N/A	N/A	N/A	N/A	N/A
Dealing with the public	N/A	N/A	N/A	17	100%
Staff induction	N/A	N/A	N/A	89	100%
Health and safety	N/A	N/A	N/A	368	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.

	April 2021 - March 2022		April 2022 onwards	
	No. of classes	No. on course	No. of classes	No. on course
Tutor led courses				
Mynediad 1	3	15	3	23
Mynediad 2	1	8	1	6
Sylfaen	2	4	3	12
Canolradd	1	8	2	10
Uwch	1	3	1	3
1: 1 (Management team)	4	4	3	3
Online, self-study courses				
Mynediad	3	16	1	16
Sylfaen	0	0	1	1
Total	15	58	15	74

During this reporting period the Grŵp developed a new online e-learning Welsh language awareness CPD resource for staff. The resource is hosted on the Grŵp's Moodle site and forms part of the Grŵp's mandatory CDP 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 with the Welsh language at Grŵp Llandrillo Menai

In 2021/22 149 staff started the online course, 132 passed and 17 have not yet completed.

3.9. Complaints

The Grŵp did not receive any complaints relating to our compliance with the Welsh language standards during the year 2021-22. 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.

4. 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 allows 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. Panel Iaith led the review of the Grŵp's Recruitment Policy looking specifically at the Welsh language skills requirements of all new posts in order to strengthen the Grŵp's commitment to developing a bilingual workforce. This process has involved detailed consultation with staff, learners and other stakeholders to ensure that the policy is robust and workable. The new policy is effective as of September 2022 and is supported by a new intensive Welsh language learning programme for staff. It is anticipated that the new Recruitment Policy and intensive Welsh programme for staff will increase the Grŵp's Welsh speaking workforce and have a positive impact on our ability to provide services in Welsh across all parts of the organisation.

The bilingual development team, with oversight from Panel Iaith, will continue to monitor and review compliance, and provide training and support to all departments, to ensure the Welsh language is not treated less favourably than English at Grŵp Llandrillo Menai. Based on the findings of the most recent audit the focus in 2022/23 will be on:

1. Continuing to conduct an annual internal audit (overseen of the Director of Bilingual Development, Learning Resources and Skills)
2. Implement the new Grŵp recruitment policy (overseen by Director of Human Resources)
3. Implement the intensive Welsh language course for staff (overseen by the Director of Bilingual Development, Learning Resources and Skills)
4. Review marketing material, with emphasis for the next period on the new website (Head of Learner Services)
5. Remind all staff of their individual responsibilities under the requirements of the Welsh Language Standards through effective whole Grŵp communication campaign (led by Tîm Polisi)