



HEDDLU GOGLEDD CYMRU

Gogledd Cymru diogelach

NORTH WALES POLICE

A safer North Wales

Welsh Language Skills Policy

Governance:	Force Welsh Language Group		
Policy Owner:	Head of HR		
Department:	Human Resources		
Policy Writer:	HR Policy Lead		
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1.1 POLICY IN A PAGE



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1.2 POLICY AIM

North Wales Police recognises that the ability to speak Welsh is a skill alongside other policing skills. The aim of this Welsh language policy is to provide a practical framework in which managers and staff can implement the aims and aspirations as set out in the North Wales Police and Crime Commissioner and North Wales Police Joint Welsh Language Scheme 2012 and the Welsh Language Standards and support everybody across the Force to demonstrate Welsh linguistic courtesy.

1.3 POLICY STATEMENT

There are a number of legislative requirements, documents and monitoring bodies that describe the service we must provide in offering a bilingual service to the public and those within the organisation. These include:

Welsh Language Act 1993;
Joint Welsh Language Scheme 2012;
Welsh Language Measure (Wales) 2011;
Welsh Language Standards;
The Welsh Language Commissioner;
North Wales Police and Crime Commissioner.

North Wales Police's aim is to not only comply with the legislative requirement to provide a bilingual service but also to offer language choice and linguistic courtesy on a routine basis to all those who make contact with us and also as an internal business language to our staff who speak Welsh. The Welsh Language Standards place specific duties on the Force to offer and facilitate language choice for the public and staff. There is also a requirement that the Force offers and provides language training to support staff to develop their Welsh language skills.

It is imperative that each individual is equipped with the appropriate linguistic knowledge and skills in order to engage with Welsh speakers effectively and deliver a full service through the medium of Welsh.

Attention has been given to enhance the bilingual capability of the Force and to ensure that staff can demonstrate linguistic courtesy in the Welsh language as a minimum. This work has been undertaken for a number of reasons which include:

- Improving the quality of the policing service;
- Maintaining professional standards e.g. effective communication;
- Satisfying the language needs of the service user;
- Conforming to legal requirements e.g. Welsh language legislation.

The joint Welsh Language Scheme includes the following commitments:

- The Welsh and English languages have equal status;
- North Wales Police is aiming to become a bilingual organisation.

This policy contributes directly to the priorities of the Police and Crime Commissioner and Force.

1.4 SCOPE

This policy specifies that it is the personal responsibility of every individual who works or volunteers for North Wales Police to contribute to these requirements at a Welsh language level (spoken and/or written) commensurate with their role and to maintain and utilise their acquired Welsh language skills in their work.

1.5 MONITORING

The Force Welsh Language Group (FWLG) will be responsible for monitoring data and information collected from performance indicators and quality assurance processes. Whilst Local Commanders and Department Managers are responsible for local delivery of standards and for implementing the associated processes as outlined in this document, the FWLG has overall responsibility for managing these processes and encouraging the use of Welsh in every department. This work is managed on a daily basis by the Head of Welsh Language Services.



Terms of Reference -
Cylch Gorchwyl.docx

1.6 LEGAL REQUIREMENTS

The following main legal requirements have been identified within this policy:

- Welsh Language Act 1993;
- Welsh Language Measure (Wales) 2011.

2. WELSH LANGUAGE COMPETENCY - ROLE PROFILING

2.1. Welsh Language Competency/Skills Framework

Spoken and written Welsh language skills are recorded across the Force to measure competence level against the Force Welsh Language Competency Framework (**Appendix A**). This is undertaken to ensure that the Force and Office of the Police and Crime Commissioner are complying with their commitments in the joint Welsh Language Scheme and Implementation Plan produced in accordance with duties under the Welsh Language Act, 1993. There is also a requirement to comply with the Welsh Language Standards Regulations produced in accordance with the enhanced language legislation in the form of the Welsh Language Measure (Wales) 2011. In addition, it is part of workforce planning to work towards becoming a bilingual organisation.

2.2. Role profiling

A standard matrix (**Appendix B**) is used to profile each role based on the nature of the role as well as the linguistic make-up of the local community areas where they are located using the latest census data as well as other relevant factors.

HR carry out the initial assessment to determine a recommended score which is then endorsed by the Head of Welsh Language Services. There is discretion to amend the score to support delivery of a bilingual service and to apply a particular level of competency at the outset in accordance with the Welsh Language Scheme. Each role profile contains an endorsement of the determined spoken and written level of Welsh language.

3. STANDARDS – RECRUITMENT, PROMOTION AND RANK SPECIFIC

3.1. Standards Required

Candidates for external and internal recruitment and promotion are required to demonstrate specific levels of Welsh spoken competency prior to appointment and during their probationary period. Individuals are also required to achieve the Welsh level required for their role and/or rank.

Individuals will be assessed to determine their current level of spoken Welsh and relevant training and support offered to close any identified skills gap and attain and maintain the relevant level. All new internal appointees must confirm their agreement to engage with the relevant training to attain the requisite level of Welsh competency within a specified period. Failure to attain the specified level prior to appointment will normally result in withdrawal of any offer of appointment. Failure to attain the specified level during the probationary period (if applicable) may lead to an extension of the probationary period or termination of employment.

The below tables set out the standards required for external and internal recruitment, promotion and for senior leaders.

3.2. External Recruitment

Role	Level Required For Appointment	Level Required By Completion of Probationary Period
Police Staff – Modern Apprentices	Level 1	n/a
Police Staff – Cleaners	Level 1	n/a
Police Staff Fixed Term Contracts (length of less than 3 months)	Level 1	n/a
Agency Staff (contract of less than 3 months)	Level 1	n/a
Agency Staff (contract of 3 months or more)	Level 1	Level 2 (at 3 month stage)
Contractors (assignment of 3 months or more)	Level 1	n/a
Special Constables	Level 1	n/a
Volunteers	Level 1	n/a
Police Officers (including transferees)	Level 2	Level 3
PCSO	Level 2	Level 3
Police Staff Permanent Contracts (if not specifically listed above)	Level 2	Level 3
Police Staff Fixed Term Contracts (length of 3 months or more)	Level 2	Level 3

3.3. Internal Recruitment

Role	Level Required For Appointment	Level Required By Completion of Probationary Period
All roles (Police Officers and Police Staff posts)	Level 1 minimum (or as defined by the advert and Post Profile).	Level as defined by the advertisement and Post Profile
Re-deployments	n/a	Level as defined by the advertisement and Post Profile

3.4. Promotion

Role	Level Required For Appointment	Level Required Within 12 Months of Promotion
Police Officers applying for promotion	Level 2	Level 3 or level defined by advertisement and Post Profile if higher
Police Staff applying for a higher graded role	Level 2	Level 3 or level defined by the advertisement and Post Profile if higher
Special Constables applying for promotion	Level 1	Level 2

3.5 Senior Leaders

Role	Level Required For Appointment	Level Required By Completion of Probationary Period
Police Officers – Chief Inspector and above	Level 3	Level as defined by the advertisement and Post Profile if higher
Police Staff – Grade POC and above	Level 3	Level as defined by the advertisement and Post Profile if higher

4. CONFIRMATION OF ABILITY IN WELSH

There are several different methods of assessing Welsh language competency including a formal Welsh **test**; bilingual **interview** or **discussion** with a qualified representative. The method of assessment will depend on the individual's capabilities and the reason why the assessment is required.

This can take place in a number of ways:

4.1. Welsh medium or bilingual interview

When a candidate for a post undertakes a Welsh medium or bilingual interview and answers questions fluently in Welsh it will be apparent that they are likely to be at least level 4 in their spoken skills and will be recorded as such.

4.2. Prior accreditation of Welsh language skills

Welsh language competency may also be demonstrated by other means e.g. previous success at a public examination in Welsh at GCSE / A level / adult 'Use of Welsh exam'; Welsh medium or bilingual education; experience of working in a Welsh medium organisation. However skills must be current and be evidenced by the individual. This will usually be assessed by a qualified representative as per 1.4.

4.3 Use of North Wales Police Welsh test to confirm current competence

There is no requirement to take a course in order to demonstrate the required level of competence in spoken Welsh. Individuals who may already be close to the required level for Levels 1 – 3 should always be encouraged to take the relevant test having undertaken some consolidation of their skills through practising and by use of the relevant Force 'Introduction to Welsh CDs for Levels 1 – 3' prior to requesting a training course ('test to justify'). If they are unsuccessful then the result will provide an identifiable training gap. The tests can be arranged by contacting the Training Administration mailbox. The test at a particular level can be taken up to 3 times.

4.4 Confirmation of fluent Welsh language skills

When it is likely that an individual's Welsh language skills are either Level 4 or 5, then their ability to speak Welsh should be confirmed by the Head of Welsh Language Services or his nominated qualified representative (a fluent Welsh speaker within HR). For those who need to check or confirm whether they are Level 4 or 5 this can take place via a phone conversation or individual meeting. Where there is uncertainty the individual may be asked to take the relevant test. The result of any discussion / test will be sent to the individual concerned and to the Training Administration Team for the individual's records to be updated.

4.5 Welsh language training and post course assessment

Arrangements are in place for individuals who attend the Force Welsh language training courses at Levels 2, 3 and 4 to take the relevant spoken Welsh test at the end of the course. The assessor will inform the Training Administration Team of the results who will update the individuals personal record and confirm the result to the individual.

4.6. Currency of Welsh language skills

When a member of staff has previously demonstrated competency in Welsh via use of a Force Welsh test for levels 1 and 2 prior to 1st January 2008 then, in order to fulfil the linguistic protocols for appointment or on promotion, they should be required to undertake the relevant level test to ensure that their skills are current.

5. TRAINING AND DEVELOPMENT OPPORTUNITIES

Guidance on options can be provided by the Head of Welsh Language Services Department. These options are offered considering the needs of the individual and therefore a place on a formal training course may not be necessary where individuals are close to achieving the next level of competence and can do so through self-directed learning or mentoring. The range of training and development opportunities are as follows.

5.1 In house training courses

The curriculum has been designed in order to satisfy the specific needs of the language levels on the language competency framework. The Level 2, 3 and 4 courses concentrate only on introducing spoken, listening and understanding skills. Courses are delivered in the form of a series of stages or modules over a period of time. Attainment on all courses is assessed at the end of the course by the use of the relevant NWP spoken Welsh test.

Allocated places will be prioritised for new appointees (during their probationary period), newly promoted staff, senior leaders (as per Section 3), Police Staff re-deployees and individuals who occupy primary external customer facing roles. Residual places may be offered to individuals who apply to join a training course at the level appertaining to their role. We may also offer places to partner organisations.

Individuals should make an application by obtaining the endorsement of his/her line manager. They should route the request to the Training Administration mailbox for allocation for places on courses.

There is an expectation that participants use the relevant CDs (Levels 1 - 3) that the Force has produced in order to prepare for a course and to revise and consolidate the learning. The link to these and other resources are in Appendix C. Furthermore, efforts are made to ensure that all participants have a language champion as a language mentor to assist them with the learning prior to, during and after the course.

5.2 Self-directed learning

This is an option for individuals who are already close to the required level or are unable/or do not wish to attend a training course. It is available based on North Wales Police CDs and associated learning material. Individuals who choose this method may obtain support to develop skills from their departmental [Welsh Language Champions](#). In addition, if having utilised the resources, individuals have attempted a language test but not have been successful, they may apply for coaching support (approximately 2 hours duration) by a member of the Welsh Language Services Department. This will result in the offer of the same 'test' that concludes the training courses and may be a viable option for individuals who possess knowledge of the Welsh language and who feel capable of honing their skills as opposed to attending a training course. In the same way as for application for training courses, interested individuals should apply for this facility via their Line Manager and HRTSO (click [here](#) to see who to contact).

5.3 External funded provision

This option is available throughout the North Wales area and individuals may prefer to access this as opposed to attending a workplace training course. This option must be reconciled with the self-directed learning materials as outlined in Section 5.2 (so that it is relevant to the needs of North Wales Police). In the event of applications to attend a suitable external course (i.e. that is pitched at the level appertaining to the role holder's role), an application can be made for funding and duty time. This must be routed via the Line Manager and HRTSO and the granting of which will be subject of approval by the ~~Head of Welsh Language Services Department.~~

Individuals who choose this method will be required to sit the North Wales Police 'test' for the various levels to determine if the requisite standard has been achieved based on the Welsh Language Competency Framework as specified in **Appendix A**.

5.4 Development of Welsh language skills

Such development is encouraged for individuals whose roles do not require them to achieve a higher level of Welsh. However, in the absence of a force training place, individuals in this category are encouraged to develop their skills using the self-directed learning materials, area and/or departmental Welsh language champions or external provision. Information on these resources can be found on the Welsh Department page [here](#). Funding and duty time may not necessarily be made available but each case will be considered on an individual basis. Applications are to be made via the [Financial Assistance Policy and Procedure](#).

APPENDIX A – WELSH LANGUAGE COMPETENCY FRAMEWORK

1. Framework

1.1. Elements

- To show linguistic sensitivity and awareness
- To show a willingness to learn Welsh and to use it in the workplace
- To understand Welsh
- To facilitate language choice on the part of the customer
- To speak Welsh
- To write in Welsh (where appropriate)
- An ability and willingness to use Welsh at work with the public

1.2 The levels will give an indication of current competence ranging from Level 0 (no appreciable Welsh language skills) to Level 5 (proficient, competent, confident and willing to use Welsh with the public in the course of duties).

2. Competency Framework

The levels are defined by a series of ‘can-do’ statements which:

- Define levels of ability in terms of what language users can typically do at each level of the framework.
- Make it easier for users to understand what each level means in relation to what language users actually do.

	Level 1	Level 2	Level 3	Level 4	Level 5
Overall description:	Linguistic courtesy		Engaging the service user in basic conversation	Ability to converse confidently	
In an office	Can say place names/Welsh first names or Welsh signs correctly. Can recognise departments / locations/ ranks in Welsh. Can greet and introduce others in Welsh.	Can understand the essence of a conversation in Welsh. Can convey basic information e.g. simple admin. or routine tasks	Can understand much in the office or in meetings. Can take and pass on messages likely to require attention during a normal working day.	Can contribute effectively in meetings within own area of work and argue for or against a case.	Can interview Welsh speaking applicants for posts and assess their suitability.

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	Level 1	Level 2	Level 3	Level 4	Level 5
Police Officer duties	Can show linguistic courtesy by opening and closing a conversation. Can give, and receive personal details. Can say place names/ first names or Welsh signs correctly.	Can understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions.	Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations.	Can deal with the public in most situations in Welsh but turns to English when using policing/ technical terminology.	Can deal effectively with complex enquiries from the public or confrontations in Welsh. Can interview or question in the course of an investigation in Welsh.
Police Station Counter / Reception / On the phone	Can provide bilingual greeting appropriate to location. Can greet visitors and enable language choice.	Can understand requests for assistance and responds in Welsh to simple requests. Can use Welsh to transfer calls.	Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation.	Can deal with enquiries effectively. Can understand dialect differences.	Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with hostile questions.
Public meetings / talking to the media	Can open and close meetings and welcome participants bilingually.	Can introduce oneself and others by name, rank, role, and location/ organisation. Can contribute in a meeting partly in Welsh.	Can converse or present in part in Welsh but turns to English when discussing detail of core business, answering questions or using complex information.	Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh, but turns to English for technical or policing terms.	Can provide Welsh Language presentations. Can answer complex or hostile questions in Welsh to the extent that he/she has the necessary specialist knowledge.
Writing	Can write a simple routine request to a colleague, such as 'Can I have.... please?'	Can write a simple routine request to a colleague, such as 'Can I have.... please?'	Can write informal internal memos, e-mail messages and deal with routine requests.	With editorial help, can write business letters, e-mails and posters for external customers.	Can write reports and presentations and make full and accurate notes in a meeting.

APPENDIX B – WELSH LANGUAGE MATRIX



Appendix B - Welsh
Language Matrix.xls

APPENDIX C – USEFUL RESOURCES

Welsh Language CD's	Click here to access electronically. The CD's can be found in the right hand column under 'Learning Resources'. Email 'Training Administration'
List of Welsh Champions	For the CD's found within the Welsh Language Pages on the Intranet – click here .
Welsh Department Intranet Pages	Click here to go to the pages.
Welsh Language Scheme 2013	Click here to read detailed information about our strategic priorities for the Welsh Language, the implementation plan for the scheme and targets to achieve.