

# Welsh Language Policy

## Guidance for centres

Version 1.1

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For external use



## Document revision history

| Version | Summary of change                                                             | Approval date |
|---------|-------------------------------------------------------------------------------|---------------|
| 1.1     | New sections added: introduction, assessment and other sources of information | February 2026 |
| 1.0     | Document created                                                              | 2012          |

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# 1. Introduction

This document provides information for centres in Wales on the products and services available in Welsh.

We are committed to offering a range of qualifications and assessments through the medium of Welsh to support Welsh speakers. Whilst we aim to accommodate the language preferences of learners, it is not always feasible to offer all qualifications in Welsh. We provide Welsh-medium options for qualifications based on:

- the needs of learners and centres,
- demand, and
- our associates and other resources that are available.

Our Welsh-medium qualification offer is reviewed regularly to identify opportunities for expanding the range of qualifications available in Welsh.

## 1.1. Background

The Welsh Language Act 1993 established the principle that in the conduct of public business in Wales, the English and Welsh languages should be treated on a basis of equality.

The Welsh Language (Wales) Measure 2011 includes the following commitments:

- gives the Welsh language official status in Wales
- makes provision for promoting and facilitating the use of the Welsh language
- makes provision about standards relating to the Welsh language
- establishes the principle that the Welsh language should be treated no less favourably than the English language
- makes provision for the investigation of interference with the freedom to use the Welsh language

## 1.2. Scope

City & Guilds will work in partnership with Welsh Government, relevant agencies, other awarding bodies and centres to promote national initiatives.

City & Guilds encourages centres to deliver qualifications available through the medium of Welsh and will monitor the level of activity within our centres.

## 2. Products and Services

| Area                       | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Products                   | City & Guilds will continue to develop and provide Welsh language materials to support the priority areas identified in the annual Welsh language strategic plan. City & Guilds will also respond to requests from centres for additional Welsh language materials and we will assess each request as necessary.                                                                                                                                                                        |
| Assessment Materials       | City & Guilds will provide bilingual assessment materials for example; handbooks, logbooks and examination papers to support priority areas.                                                                                                                                                                                                                                                                                                                                            |
| Assessment                 | For assessments where City & Guilds provides an external assessor, City & Guilds will make every effort to recruit Welsh speaking assessors,                                                                                                                                                                                                                                                                                                                                            |
| Quality Assurance          | <p>City &amp; Guilds as an awarding body has established processes and practices to enable assessment to be conducted through the medium of Welsh.</p> <p>City &amp; Guilds will quality assure translation materials and monitor the take up of Welsh medium qualifications. City &amp; Guilds will provide information to the regulatory authorities on request.</p>                                                                                                                  |
| External Quality Assurance | <p>City &amp; Guilds will provide Welsh language support to centres for the external quality assurance of assessments undertaken through the medium of Welsh.</p> <p>City &amp; Guilds will make every effort to recruit bilingual External Quality Assurers (EQAs) where the need is identified.</p>                                                                                                                                                                                   |
| Bilingual Certificates     | <p>City &amp; Guilds will produce bilingual certificates for learners who have undertaken all or part of their assessment through the medium of Welsh. Centres must request bilingual certificates at least 4 weeks in advance of claim.</p> <p>Please note that the bilingual certificates produced by City &amp; Guilds reflect the individual's ability to meet the required standards of the specific qualification and do not provide an indication of Welsh language ability.</p> |
| Customer Service           | <p>City &amp; Guilds will continue to respond to its customers in Welsh for both written and verbal communications, where required.</p> <p>City &amp; Guilds will make every effort to advertise for and recruit bilingual staff.</p>                                                                                                                                                                                                                                                   |

| Area      | Details                                                                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Marketing | <p>City &amp; Guilds will continue to make available:</p> <ul style="list-style-type: none"> <li>• bilingual promotional materials</li> <li>• documentation to inform customers of resources available in Welsh</li> </ul> |

### 3. Other sources of information

Detailed information of this policy can be found within the Welsh Language Development Plan as part of our Welsh Offer.

| Area                                                    | Details                                                                                                                                                                                                    |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wales pages                                             | <ul style="list-style-type: none"> <li>• <a href="#">City &amp; Guilds Wales page</a></li> <li>• <a href="#">ILM Wales page</a></li> </ul>                                                                 |
| Catalogue of Qualification Resources in Cymraeg (Welsh) | Selected assessment materials and other qualification-related documents in Welsh are listed in our catalogue.                                                                                              |
| Contact details                                         | <p>For further information on products and services in Welsh, please contact:</p> <p>Siân Beddis, City &amp; Guilds - <a href="mailto:translation@cityandguilds.com">translation@cityandguilds.com</a></p> |

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We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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