

Annual Monitoring Report

The Welsh Language

2017/18

**national
museum
wales
amgueddfa
cymru**

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1. Introduction

On 25 July 2016, the Welsh Language Commissioner presented Amgueddfa Cymru with our compliance notice, a list of standards with which we are legally expected to comply. The 168 standards cover four areas: Service delivery, Policy making, Operational and Record keeping. Most of the standards came into force on 25 January 2017, apart from standard 48 which came into force on 24 May 2017 and standards 22, 56, 124, 125, 146 which came into force on 25 July 2017.

The Compliance Notice and Amgueddfa Cymru's Welsh Language Policy, which is based on the standards and our previous language schemes, are on our website www.museum.wales/thewelshlanguage.

These Standards set clear expectations of the Museum to provide services in Welsh to the public, and to promote the use of the Welsh language. The Welsh language is an intrinsic part of the heritage and culture of Wales, and as such, the Museum has an important part to play in encouraging people's knowledge and understanding of the history of the language and Welsh culture as well as using and celebrating the language in our work.

We welcome these legal duties towards the Welsh language. As well as focusing on compliance with those duties, we are also proud of the wider work we do in order to increase the use and promotion of the Welsh language and our developments in the field of bilingual interpretation and design. The Welsh language is part of our corporate Vision, 'inspiring people, changing lives' where our purpose is noted as follows:

to inspire people through our museums and collections to find a sense of well-being and identity, to discover, enjoy and learn bilingually, and to understand Wales's place in the wider world.

Amgueddfa Cymru has seven national museums open to the public: National Museum Cardiff, St Fagans National Museum of History, the National Waterfront Museum, the National Slate Museum, the National Wool Museum, the National Roman Legion Museum and Big Pit National Coal Museum. The National Collections Centre is also open to the public by appointment.

This report is published in line with the requirements noted in the standards. It is prepared by the Welsh Language Co-ordinator and approved by the Welsh Language Monitoring Group, the Joint Executive Group and the Trustees, in accordance with the usual process. The report will be published on our website www.museum.wales/thewelshlanguage.

2. Key developments

Among the highlights of our first full year of compliance with the Welsh language standards are:

- Publishing Amgueddfa Cymru's new Welsh Language Policy, in place of the previous Welsh Language Scheme
- Appointing the Welsh Language Co-ordinator in April 2017 to co-ordinate and oversee the Welsh Language Policy across Amgueddfa Cymru
- Completing a programme of briefing sessions across Amgueddfa Cymru to inform staff about the standards, their meaning and implications
- Establishing the Welsh Language Monitoring Group to oversee compliance with the standards across Amgueddfa Cymru
- Appointing a new translator in May 2017 to review and develop our bilingual Intranet and our new internal document management system, Stôr
- Establishing Ar Lafar, a festival for Welsh learners where the language is learned and celebrated in the home of Welsh heritage and culture. This was held in St Fagans National Museum of History, the National Waterfront Museum and the National Slate Museum in partnership with the National Centre for Learning Welsh and the National Library Wales
- Establishing a methodology for assessing the Welsh language requirements of all advertised roles
- Contributing to the Welsh Language Commissioner's thematic studies in August 2017 and January 2018 and presenting a good practice case study in October 2017.

3. Monitoring

All members of Amgueddfa Cymru staff are responsible for compliance with the Welsh language standards. In preparation for the standards, a museum-wide programme of briefings was held across all departments and museums. Our Welsh Language Policy is on our website and in our receptions in order to ensure wide access and use of the policy, and new staff are introduced to the standards and the Welsh language in our quarterly induction sessions.

The Welsh Language Policy includes a list of individuals who are responsible for ensuring compliance against specific standards (Appendix 1). The Director of Education and Engagement has overall responsibility for the Welsh language.

We have also established the Welsh Language Monitoring Group which is responsible for monitoring compliance with the standards and implementing our Welsh Language Policy across Amgueddfa Cymru. The group meets quarterly, reporting and making recommendations to the Senior Management Team, and reporting annually through the Performance Review Committee. The group develops and monitors a three-year action plan which will be part of Amgueddfa Cymru's Operational Plan.

The Director of Learning and Engagement chairs the Group. Members include representatives from different museums and key departments, and the membership is kept flexible in order to respond to new priorities or policies. Among the members in 2017/18 were representatives from finance, curatorial, digital media, human resources, information technology, education and visitor services.

4. Policy and translation support

Amgueddfa Cymru has an internal Translation team which provides Welsh to English and English to Welsh translation, side-by-side drafting, editing, checking and proofreading services, as well as maintaining an online glossary and advising on bilingual content and design. We also use external translation providers for simultaneous and paper translation where necessary.

The Welsh Language Co-ordinator offers advice and leadership to all members of staff as well as establishments, companies and individuals who offer services on our behalf, on Welsh language, translation and compliance matters.

5. The Welsh language standards and the Museum

The Welsh language standards are divided into 5 areas:

- Service delivery
- Policy making
- Operational
- Record keeping
- Promotional*

*No standards from the Promotional category were assigned to Amgueddfa Cymru. However, promoting and publicizing our Welsh language and bilingual services as well as celebrating the use and development of the language is an integral part of our work.

For the purposes of this report, any information that bridges different standards is reported in the section we consider most relevant.

6. Service delivery (standards 1-83 and supplementary standards 149-154)

6.1 Written correspondence

Our letterheads, website and email disclaimers have been updated to include standard wording regarding welcoming correspondence in Welsh and English.

The Iaith Gwaith symbol is displayed in all receptions and bilingual staff are available on all receptions. Iaith Gwaith and Iaith Gwaith/Dysgwr lanyards and badges are available to all staff and we encourage their use wherever possible.

All new members of staff are advised of the need to ensure a bilingual email signature and answerphone message in the mandatory induction sessions, as part of a wider presentation on the Welsh language and standards.

Any standard wordings in use are also kept in our online glossary www.museum.wales/translation_glossary which is available to staff and the public.

6.2 Contact on the telephone

Our central switchboard is administered through St Fagans National Museum of History therefore staff that answer the Amgueddfa Cymru's main phone line answer the phone bilingually (in Welsh first, then in English) and in a welcoming manner before informing the caller that a Welsh language service is available. Staff language choice can also be checked on the Intranet before transferring the call.

Our electronic messages on the main phone line greets the caller bilingually (in Welsh first, then in English) and informs the caller that a Welsh language service is available. When we call an individual for the first time, we ask whether the individual would like to receive phonecalls from us in Welsh. If that is the wish of the individual, this is noted. There are departmental arrangements in place across Amgueddfa Cymru to ensure compliance.

Developments in progress:

An internal task and finish group has been established to investigate the procurement of a customer relationship management (CRM) system, subject to additional funding. This system will be fully bilingual and will include the option to note the language choice of our visitors. The Welsh Language Co-ordinator will be a member of this group.

6.3 Meetings

Simultaneous translation is provided in all meetings of the Board of Trustees. These meetings are public. The guidelines and standard wording for Chairs has been updated, referring to the Association of Welsh Translators and Interpreters' simultaneous translation guidelines and the Welsh Language Commissioner's *Advice Document: Bilingual Drafting, Translation and Interpretation*.

Where opportunities arise, we experiment with simultaneous translation as a tool to increase our internal use of the Welsh language. For example, simultaneous translation is provided for all Welsh Language Monitoring Group meetings. This ensures that we can keep the membership flexible and that contributions from all are welcomed, regardless of language level.

Where meetings are held in Welsh and a need to report to the Senior Management Team arises, the minutes are written in Welsh and an English-language overview is provided to the Senior Management Team.

Developments in progress:

Guidelines on arranging and conducting bilingual meetings will be developed and kept on the Intranet.

6.4 Public events arranged by Amgueddfa Cymru

6.4.1 The public programme

The criteria for approving an event includes ensuring it supports the Welsh language. Welsh language requirements are also noted in contracts and tenders where appropriate.

We are producing guidelines for our events staff, external providers and associated staff regarding the Welsh language as well as standard wording and good practice for advertising events. The guidelines will be shared with the Events team and kept on the Intranet. Any stock phrases already in use are kept in our online glossary.

Developments in progress:

We are working with the Welsh in Business Development Officer for Cardiff and the Vale of Glamorgan to raise awareness of the Welsh language among private providers that take part in our our public events, e.g. St Fagans Food Festival stallholders.

6.4.2 Exhibitions

Supporting the Welsh language is one of 7 criteria that we use when approving exhibitions to be held in Amgueddfa Cymru. All exhibitions that we produce internally are bilingual.

An integral principle of the major redevelopment project at St Fagans National Museum of History was experimenting with new interpretation techniques, including drafting Welsh and English text side by side as opposed to translating from one language to another and giving thorough consideration to original sources in both languages. The evaluation work on this project will include assessing the success of these techniques and sharing the results with the rest of Amgueddfa Cymru and beyond.

From time to time, we host travelling external exhibitions. Although we are not required to translate these exhibitions according to the standards, we are committed to adapting the content for our Welsh-language audiences wherever possible. In

doing so, we will experiment with bilingual design and interpretation methods and evaluate their success as appropriate. This work will contribute towards our understanding and practices in the fields of bilingual interpretation and design.

6.4.3 Education courses

Our formal education programme is run by the Learning department under the leadership of the Head of Learning and Interpretation. The staff have received the brief on the standards and work closely with the Welsh Language Co-ordinator on the programme content. We are currently reviewing our public programme. An information sheet has been produced for casual and partnership staff to increase awareness of the Welsh language and its use in the workplace.

6.5 Printed materials produced by Amgueddfa Cymru

Bilingualism is an integral part of Amgueddfa Cymru's brand and design ethos. We have an experienced design and publications team and bilingual brand guidelines that are available to all staff on the Intranet. In line with these guidelines, the Welsh language is always above or to the left of the English language and this principle is well-established in our work.

All signs and notices (including temporary signs and notices) are bilingual. The Translation and the Welsh Language team are available to advise on ensuring the Welsh language text is accurate in terms of meaning and expression and our online glossary is an useful resource for all. The Translation and the Welsh Language team also offer a text-checking service and feedback for colleagues who want to increase their confidence in writing in Welsh.

Developments in progress:

Human Resources training staff and the Welsh Language Co-ordinator are developing training for staff who speak Welsh but would like to increase their confidence to write in Welsh. This will improve the skills of the workforce and contribute towards a shift in emphasis from translation to original Welsh-language content. It will combine elements of traditional 'gloywi iaith' courses and confidence building and will be based on our house style.

In 2017, we worked with the National Centre for Learning Welsh to write and design resources for Oakdale Miners' Institute in St Fagans. The Welsh-language content of these resources are appropriate for all Welsh-speakers but are ideal for Intermediate-level learners. We experimented with design techniques including varying formats and included a glossary and gathered feedback from learners at the Ar Lafar festival. The successful techniques are now being used on other projects.

6.6 The website and social media

All of our English-language web pages include a direct link to the equivalent Welsh-language pages, and vice versa. The principle of building this bilingual function into our websites is well established. We have an experienced Digital team who help to ensure compliance with the Welsh language standards.

Our policies, strategies, reports and annual reports, guidelines and press releases are all bilingual and available on our website.

Our corporate social media accounts are bilingual, with a balance between Welsh- and English-language content. We provide internal training on Welsh language social media and blogging as necessary. As well as our bilingual corporate accounts, we also maintain the Twitter account @laithAmgueddfa. Here we tweet about different aspects of working bilingually, from design to translation to language-learning as well as celebrating our learners' success using #dysgwyrdisglair.

6.7 Receptions

The laith Gwaith symbol is on display in all of our public receptions along with a sign that states (in Welsh) that our visitors are welcome to speak Welsh in the Museum. Staff who work at the receptions/information desks that can offer a Welsh language service or are learning wear the laith Gwaith lanyards or badge.

Key members of visitor services staff are members of the Welsh Language Monitoring Group and site managers are responsible for ensuring compliance.

6.8 Tendering

Invitations to tender will be published in Welsh and English where the subject matter of an invitation to tender suggests that it should be produced in Welsh or where the anticipated audience and their expectations suggests that the text should be produced in Welsh.

The tenders officer has received a detailed brief regarding the Welsh language and tenders (as well as the standard presentation for all staff). The officer and the Welsh Language Co-ordinator are available to advise regarding this matter.

When we publish invitations to tender for a contract, we note that applications to tender presented in Welsh are welcomed.

7. Policy making (standards 84-93 and supplementary standards 155-160)

7.1 Responsibility

The responsibility for the Welsh language and policy lies at the Directorate level. Any discussions regarding the effect of policies or corporate strategies on the Welsh language are an integral part of the Senior Management Team's decision process.

7.2 Formulating, reviewing or revising policy

When formulating, reviewing or revising policy, the Museum considers the effects, if any (whether positive or adverse) on opportunities for individuals to use the Welsh language. We consider how we can make a policy decision that has a positive effect on opportunities to use the Welsh language and we ensure that the Welsh language is treated no less favourably than the English language.

7.3 Awarding grants

We do not ordinarily award grants, but we will ensure we comply with the standards should the situation arise.

7.4 Commissioning or undertaking research

When commissioning or undertaking research which will be the basis for policy decisions, we will ensure we comply with the relevant standards.

8. Operational (standards 94-140 and supplementary standards 161-166)

8.1 Providing bilingual documents

We provide the documents listed in the relevant standards to staff in Welsh and English:

- Employment contract or service contract
- Any paper correspondence related to employment
- Any documents that contain training needs, performance objectives and/or career plans
- Forms that note and authorize flexible working hours (annual leave and absences are noted on the electronic CIPHR system – see below)
- All of our policies including, but not limited to, the following:
 - Behaviour in the workplace
 - Health and well-being at work
 - Salaries or workplace benefits
 - Performance management
 - Absence from work
 - Working conditions
 - Work patterns.

Developments in progress:

The Human Resources department is working with the external company Linguaskin to include a Welsh-language function on our electronic human resources software. The software allows staff to update their personal details, leave and sickness absence.

8.2 Internal complaints and disciplinary procedures

Our internal complaints and disciplinary procedures allow each member of staff to make complaints in Welsh and respond in Welsh to any complaint made about him or her; conduct meetings or disciplinary hearings in Welsh and inform the member of staff about any results or decisions in Welsh.

8.3 ICT software

We provide computer software for checking spelling and grammar in Welsh and provide Welsh language interfaces for software (where an interface exists).

The Intranet is bilingual and there is a direct link to the Welsh language page on the corresponding English language page.

The Translation team are trialling a translation memory and translation administration software package called CyfieithuCymru by Canolfan Bedwyr internally. We aim to roll-out the software to the rest of the Museum in the next financial year. The system will assist with the administrative element of our work, ensure efficient use of translation resources and streamline the translation request process.

8.4 The Intranet and Stôr

The Intranet was developed internally and is built to be fully bilingual. In May 2017, a translator was appointed to review the content of our bilingual Intranet. The aim of the review is to use internal usage data to refine our content and ensure that all content is up to date and bilingual. This includes forms, finance support documents, the staff handbook, electronic room booking systems, templates to support staff to input data to calendars bilingually, and more.

Along with this work, the translator is also working on the interface of our new document management system, Stôr, in order to ensure it is fully functional in both languages and that the Welsh language is considered when designing system functions.

We have an electronic all-staff messaging system called Sgwrs. This system ensures that Sgwrs messages that are sent to all staff are bilingual.

Developments in progress:

We have started work on developing our current section on the Welsh language on the Intranet. It will include more details on the standards and compliance guidelines, information about training and good practice and interactive features, e.g. the live feed from the @IaithAmgueddfa Twitter account and the latest from the informal Welsh-language training events.

8.5 Welsh language lessons and language awareness

We offer a number of formal and informal Welsh language courses for free within work hours in order to help and encourage our staff to learn and use Welsh in the workplace.

8.5.1 Formal training

The numbers of staff who attended formal Welsh language courses in the workplace in 2017/18 are as follows:

Level	Number	Percentage
Entry	14	43.75%
Foundation	8	25%
Intermediate	10	31.25%
Total	32	100%

The total percentage of staff who attended formal Welsh language courses in the workplace in 2017/18 is as follows:

	Number	Percentage
Total number of staff	610	100%
Total number of staff attending formal Welsh language courses	32	5.24%

We have registered with Cymraeg Gwaith, the new National Centre for Learning Welsh scheme for learning and using Welsh in the workplace. 7 members of staff have trialled the Croeso Cymraeg Gwaith module, a self-taught 10 hour online course which allows participants to learn Welsh greetings and sayings that are appropriate for the workplace. We are also encouraging third party companies we work with to register with the scheme.

Over the next year, we will be focusing on using as many elements of this valuable package as possible.

All new members of staff attend a mandatory quarterly induction course which includes a presentation on the standards and the Welsh language.

8.5.2 Informal training

Taith Iaith, free tours or talks for learners, are held on the last Thursday of every month at National Museum Cardiff. Staff who speak fluently or are learning lead the sessions, which are open to staff and the public, on their field of work or relevant subject. Among the sessions held in 2017/18 were women in the art collection; the life and work of Iorwerth C. Peate, the founder of St Fagans; and the latest treasure finds.

Informal discussion clubs are held for learners and fluent speakers e.g. Clwb Pontio in National Museum Cardiff meets every two weeks to chat over tea or lunch and play Scrabble in Welsh.

We also have a Buddy Scheme where fluent speakers are paired with a learner and are free to arrange to meet or catch up as they like, face to face, over email or on the phone.

On 22 April 2017, Ar Lafar, our festival for learners was held in partnership with the National Centre for Learning Welsh and the National Library of Wales in St Fagans National Museum of History, the National Waterfront Museum, the National Slate Museum and the Library. These locations were chosen to ensure access for as many learners as possible over the country. A range of activities was held on each site (specifically for learners on different levels) including guided tours, quizzes, craft workshops, singing sessions, object-handling sessions, taster sessions and theatrical performances. About 630 visitors took part across all the sites and the feedback from visitors was positive. Ar Lafar 2018 will be held on 21 April.

8.6 Recruitment

Language requirements are assessed for every new post using the assessment package which is based on the diagnostic tool. All posts are advertised in Welsh and in English and Welsh-language applications are welcomed. Applications presented in Welsh are not treated less favourable than English-language applications. All application forms, explanatory information, information about the interview process and job descriptions are provided in Welsh.

Applicants can note their language skills on their application form as well as noting if they wish to speak Welsh in an interview.

In accordance with standard 148 (Record keeping), new and vacant posts were advertised as follows:

Required language level	Number of jobs
Welsh essential	35
Welsh desirable	44
Need to learn Welsh within a set timeframe	0
No Welsh-language skills necessary	3

9. Record keeping (standards 141-148 and supplementary standards 167-168)

9.1 Assessing staff language skills

Staff can choose to note whether they speak or are learning Welsh (and other languages) on their staff profile on the Intranet. This is a quick and convenient way to

check language skills. However, for the purposes of planning Welsh language skills and the workforce, we have introduced a function for noting language skill level in our self-service HR software, CIPHR. The levels used are consistent with the Welsh for Adults National Curriculum (published by the National Centre for Learning Welsh) which is also consistent with the Common European Framework of Reference for Languages (CEFR).

WJEC/NCLW qualifications	CEFR Framework
Entry	A1
Foundation	A2
Intermediate	B1
Higher	B2
Proficiency	C1

In accordance with standard 145, the following table shows the Welsh language levels at the end of 2017/18:

Language level	Number of staff	Percentage of staff
Entry A1	59	9.67%
Foundation A2	28	4.59%
Intermediate B1	37	6.07%
Higher B2	46	7.54%
Proficiency C1	161	26.39%
None	279	45.74%
Total	610	100.00%

9.2 Training courses

In accordance with standard 146, the following table shows the number of staff that took part in training offered by us in Welsh in 2017/18:

Course	Number	Percentage that attended the Welsh version
Customer service	20	100%
Performance management (internal)	12	24%
Managing absence (internal)	12	24%
First Aid	5	27.7%
Total	49	13.6%

The customer service training is a pilot scheme provided to front of house staff in St Fagans in July 2017 and January 2018. We worked in partnership with WorldHost and GCS Training to develop the training, which was accredited by City & Guilds, in Welsh and bilingual certificates were provided. As part of the pilot we will be rolling out the training to the rest of the St Fagans front of house staff and collecting feedback from the staff.

A First Aid course was delivered to staff in the National Slate Museum through external suppliers, Medi-Tec. The course was accredited and the feedback from staff was positive.

All new members of staff attend a quarterly mandatory induction course which includes a presentation about the standards and the Welsh language.

We offer a health and safety e-learning course in Welsh and in English and we are currently developing a Welsh-language fire safety e-learning module as well as Welsh-language GDPR training.

We do not currently offer recruitment and interview training or training in complaints and disciplinary procedures (in Welsh or English). However, if we do offer these courses in future, we have the internal resources to deliver them in Welsh and in English.

A training session was also held with 14 staff members in St Fagans National Museum of History in April 2017, in preparation for our festival for learners, Ar Lafar. A member of staff from the National Centre for Learning Welsh gave a presentation about the different levels of learning and the best ways to help learners.

Sourcing accredited Welsh-language trainers in some areas can be challenging, but our efforts above show that it is possible with time and dedication. We will continue to work with providers across all sectors wherever possible to source and commission training.

9.3 Solving complaints

The public can present a comment, complaint or feedback through our website or at any of our museums. All feedback (including comments and complaints) regarding the Welsh language are sent to the Welsh Language Co-ordinator who keeps a record of them and responds according to the corporate timescales, which are an acknowledgment at least within 7 working days and a full response within 14 working days.

Five complaints regarding compliance with the Welsh language standards were presented in 2017/18. Four of those were presented by members of the public, and one by the Welsh Language Commissioner.

The Public	The Welsh Language Commissioner
4	1

Of the four complaints presented by members of the public, three were regarding services provided by a third party.

We keep a record of the steps we take to solve complaints regarding the Welsh language. Among them are providing language awareness and basic Welsh training

to third party staff, strengthening the translation procedures between Amgueddfa Cymru and third parties, reviewing our public programme and staffing structures, producing guidelines for staff about the use of the Welsh language and working with external partners to increase awareness of the advantages of the Welsh language in business.

The complaint by the Welsh Language Commissioner is currently under investigation.

10. Conclusion

Our first full year under the standards has been a busy time of strengthening procedures and practice already established under the Welsh Language Scheme, and continuing to establish the foundations which allow us to ensure compliance with the standards and that the Welsh language thrives in Amgueddfa Cymru. We are proud of our achievements to date and look forward to seeing our current plans bear fruit over the next year, as well as continuing to develop new plans and aims.

Appendix 1

Standard	Responsibility
Written correspondence (Standard No. 1 - 7)	Head of Dep/Site Corporate Comms
Phone communication to the Museum's main phone or answer service (Standard No. 8-9, 11-17)	Switchboard
Phone communication to individuals and departments (Standard No. 8-9, 11-17; 19-20)	Head of Dep/Site
Phone communication made by Amgueddfa Cymru (Standard No. 21)	Head of Dep/Site
Meetings organized by the Museum (Standard No. 24, 24A, 25, 25A, 25D, 26-30)	Head of Dep/Site
Public events organized by the Museum (Standard No. 31-34)	Events Manager
Publishing documents and using forms (Standard No. 36, 44, 45, 46, 46A, 46B, 47)	Head of Dep/Site Corporate Comms
Website and social media (Standard No. 48, 51, 52, 54, 55)	Head of Dep/Site Corporate Comms
Self-service machines (Standard No. 56)	Head of Site
Signs and notices (Standard No. 57-59; 65-66) Reception (Standard No. 60, 63, 64)	Head of Site
Grants (Standard No. 67, 68, 68A, 70, 71)	Head of Finance
Tendering (Standard No. 72, 73, 73A, 75, 76)	Head of Finance
Raising awareness of our Welsh language services (Standard No. 77, 78)	Head of Marketing
Corporate identify (Standard No. 79)	Director of Learning & Engagement
Courses (Standard No. 80)	Head of Learning / Events Manager
Public address system (Standard No. 83)	Head of Site

Policy Making (Standard No. 84, 85, 86, 87, 88, 89, 90, 91, 92, 93)	Directors / Head of Dep/Site
Using Welsh in the workplace (Standard No. 94-99, 100 - 107)	Head of Human Resource
Complaints Disciplinary (Standard No. 108, 108A, 110, 111, 112, 112A, 114, 115)	Head of Site Head of Human Resource
IT Support and the intranet (Standard No. 116, 117, 120, 121, 122, 123)	Head of ICT / TGCh/ Head of Digital Media
Developing Welsh language skills (Standard No. 126, 127, 128, 129, 130, 131)	Head of Human Resource
Recruiting (Standard No. 132, 132 A, 133, 133A, 133B, 135, 136)	Head of Human Resource
Internal signage and audio announcements (Standard No. 137, 138, 140)	Head of Site
Record keeping (Standard No. 141-168)	Director of Learning and Engagement