



Gyrfa Cymru
Careers Wales

Annual Report

Welsh Language Standards

1st April 2019 – 31st March 2020

1. Foreword

1.1 Purpose of the Report	<p>Career Choices Dewis Gyrfu Ltd (CCDG), trading as Gyrfu Cymru - Careers Wales, is a wholly owned subsidiary of the Welsh Government and was formed on 1st April 2013. We provide independent, impartial and bilingual Careers Information, Advice and Guidance (CIAG) services in Wales.</p> <p>The Welsh Language (Wales) Measure 2011 places a duty on Gyrfu Cymru - Careers Wales to comply with standards in relation to the Welsh language</p> <p>This is our second annual report on our implementation of the Welsh language standards. The standards that are applicable to us are divided into four categories:</p> <ul style="list-style-type: none">• Service Delivery• Policy Making• Operational• Record Keeping <p>Gyrfu Cymru - Careers Wales by its annual remit is expected to meet the requirements for Service Delivery standards as they apply to the Welsh Government. This report outlines how we have complied with the standards within the above areas from 1st April 2019 – 31st March 2020 and in particular that we:</p> <ul style="list-style-type: none">• operate according to the basic principle set out in the Welsh Language Measure (Wales) 2011 of treating the Welsh language no less favourably than the English language;• offer services to staff and the general public through the medium of Welsh and English;• consider the effects on the Welsh language when developing and implementing strategies and policies;• consider our operational and record keeping processes in relation to the Welsh language;• seek to provide opportunities that encourage and facilitate the use of Welsh both in the
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	<p>workplace and when delivering services to the general public.</p> <p>This report will be published on our website and will be available at each of our offices open to the public upon request.</p>
1.2 Date of Publication	30 th September 2020

2. Compliance Supervision Arrangements

2.3 Details of responsible senior officer	<p>Philip Bowden</p> <p>Head of Quality and Planning</p>
2.2 Arrangements for delegating operational responsibilities	<p>The Senior Management Team of Gyrfa Cymru - Careers Wales oversees the Welsh Language Policy.</p> <p>The accountability for our Welsh Language Policy lies with individual directors within Gyrfa Cymru - Careers Wales and the Board. Any discussions regarding the effects of strategies and policies on the Welsh language are therefore part of the senior management team decision-making process. Responsibility for individual standards have been allocated to various Heads of Department in line with their current areas of responsibility.</p> <p>Our Welsh Language Standards Policy is published on our website and will specify how our organisation intends to comply with all the Standards with which we are under a duty to comply. The policy is available on our website and at each of our offices that are open to the public upon request. The implementation of this policy will be reviewed annually and adapted as required.</p>

3. Assessment of Compliance

3.1 Service Delivery Standards

This section presents details on the quality of our Welsh language services, and in particular how we meet Service Delivery Standards under the Welsh language standards. As stated above, by our annual remit we are expected to meet the requirements for Service Delivery standards as they apply to the Welsh Government. We operate 67 Service Delivery Standards.

Identifying the language needs of customers

When we correspond with an individual for the first time, all correspondence is sent bilingually asking the recipient their preferred language of corresponding with us which, when known, is recorded. Correspondence from then onwards is sent in the customer's preferred language. For many of our customers', their preferred language is captured in our Career Check survey which all school pupils are invited to complete whilst they are still in school. Their preference is then stored on our customer database.

For those customers who do not complete Career Check for any reason, school-based advisers will check with learners individually their preferred language, including for any written action plan that is provided. Where a customer's language preference remains unknown, written correspondence is bilingual.

Careers Wales Connect (CWC)

Careers Wales operates one main telephone number which offers a bilingual service to the caller – Careers Wales Connect (CWC). All calls to CWC are greeted by a bilingual automated message with the option of proceeding in either Welsh or English. From that point the call is dealt with in the language chosen by the caller.

CWC operates a bilingual recorded answering service, with the Welsh message preceding the English whereby callers are able to leave a message in their preferred language. All calls will be returned in the caller's preferred language.

When contacting an individual by telephone for the first time, the individual will be asked in which language they would like to receive calls from us. Once the language preference of the individual is known this will be recorded on our customer database. Calls from then onwards will be in the individual's preferred language.

Performance indicators for Welsh and English calls are the same and are carefully monitored.

Meetings

When we arrange meetings with a member of the public, we proactively offer the choice of meeting in Welsh or English and we check any relevant records that we hold to see if the person has indicated a preferred language. We invite them to the meeting in Welsh or English if their preferred language is known. Where this is not known the invitation will be bilingual and will include a sentence about language choice.

For public meetings we aim to provide a fluent Welsh speaker to attend meetings with those who prefer to conduct the meeting in Welsh. If this is not possible, we will ensure that a simultaneous translation service from Welsh to English is available at meetings. All invitations to meetings will be sent bilingually asking each person to inform us if they would wish to use the Welsh language at the meeting.

Publicity Material and Forms

All material that we display in public are displayed in both languages either bilingually, with the Welsh appearing to the left or above the English or be equally prominent (e.g. “tilt and turn”) or separately in Welsh and English if versions have to be published separately for practical reasons. Both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.

Pre-entered information on forms will be entered in both Welsh and English. Our normal practice will be to issue forms in the language preference of the customer.

Website, Digital and Social Media

Each page on our website is available in both Welsh and English and gives the user a language option providing a direct link to the corresponding Welsh/English page. The interface and menus on each page of our website are available in either Welsh or English. All apps published by Careers Wales are available and fully functional in both Welsh and English.

All our corporate social media accounts (e.g. Twitter and Facebook) are available in Welsh and English. Staff who operate individual twitter accounts will do so in their preferred language with some of our staff operating Welsh only accounts. Where we receive correspondence via social media, our normal practice is to respond in the language of receipt or bilingually.

Careers Wales TV broadcasts interactive webinars on a range of occupational areas and themes involving industry and sector experts. These are also available on ‘catch-up’. These are broadcast in both Welsh and English. In 2019-20 we had planned to broadcast a webinar on the value of Welsh language skills in the workplace. Unfortunately, this was planned for broadcast at the end of March but was cancelled due to the lockdown announced in response to the Coronavirus pandemic. It is planned to broadcast this topic at a future point under our ‘Let’s Talk’ branding of employer engagement products as ‘Let’s Talk - Welsh in the Workplace’.

Signage and Reception

All of our permanent and temporary signage, and electronic or computerised signage that gives information to the public, is bilingual with Welsh and English text treated equally for size, legibility and prominence. On all our signage the Welsh text appears to the left or above the English text so that the Welsh is likely to be read first. Our Welsh speaking staff are required to wear lanyards or language badges to identify themselves as Welsh speakers.

At all our public reception desks we welcome enquiries in both Welsh and English and display a sign displayed at all our public reception desks welcoming the use of Welsh.

If a Welsh speaker is not immediately available to deal with a Welsh speaking member of the public a Welsh speaking colleague will be called upon to deal with the enquiry without delay. We continue to seek to increase our Welsh language capacity but have faced challenges in recruiting Welsh-speakers. In 2018-19 all administration role vacancies were identified as 'Welsh Essential'. However, as reported in our 2018-19 report, we advertised one administration post in Bangor and two in South Wales in August 2018 as 'Welsh essential'. We received no applications for the post in Bangor and were unable to appoint from two applicants in South Wales. The decision was subsequently taken that administration roles would be made either 'Essential' or 'Desirable' on a case by case basis as is the case with other posts in the company.

ICT public interface

In each of our Careers Centres we have public access PCs where customers can undertake a range of careers-related activities, including job search and general research, making applications, CV building and job quizzes. The machines all run with Microsoft software for which there is no Welsh language version which meant that, while we are able to use many bi-lingual websites such as careerswales.com, we were not able to provide a Welsh language interface on our public access PCs. In response, we spent a considerable amount of time during 2018-19 developing a programme that would enable us to provide a Welsh language interface on our public access machines. We are pleased to report that this was implemented during the 2019-20 business year and is now available in all centres. This means that when the customer logs on they are presented with a box to select their preferred language. Once selected it loads a fresh desktop with the icons in the selected language as well as, for example, displaying the Word and Excel menu bar in the selected language.

Contracting

Welsh language considerations are incorporated as appropriate into contract specifications relating to any specific aspects of public service that a contractor delivers on our behalf. Each Contract Notice to tender for a contract states that tenders are welcomed in either Welsh or English and the deadline for submitting the forms will be the same for both languages. Tenders received in Welsh are dealt with in Welsh including, if necessary, the need to interview the tenderer. We aim to provide a fluent Welsh speaker for the interview or simultaneous translation service.

Advertising

All advertisements, and publicity and documents advertising services we provide, are done so either bilingually or separately in Welsh and English. If published on our website, they are published in both Welsh and English.

3.2 Policy making Standards

We operate 9 policy-making standards. When formulating a new or amending an existing policy decision we do so in accordance with the requirements of the Welsh

Language Standards. We use an Equality Impact Assessment (EIA), which includes Welsh language considerations, to consider how the decision can:

- have positive effects on opportunities to use Welsh;
- have no adverse effects on opportunities to use Welsh;
- ensure that the Welsh language is treated no less favourably than the English language;
- have no adverse or decreased adverse effects on opportunities to use Welsh.

The points above also apply when we publish consultation documents which relate to a policy decision. The document will seek views on the positive effects or increased positive effects that the policy decision under consideration would have on opportunities to use the Welsh language. Any research that we commission to assist in making a policy decision will also be carried out in accordance with the Welsh Language Standards and consider how the decision can cover the points above.

3.3 Operational Standards

We operate 51 operational standards which relate to the work of our internal administration, details of which are presented below.

Recruitment

All our policies, procedures, advertisements, application forms and other relevant documentation related to recruitment are available in both Welsh and English. Advertisements and application forms to do with recruitment are available in both Welsh and English and carry a clear statement that Welsh or English are treated equally, with application forms providing a space for individuals to indicate their language preference for interview or other method of assessment. We welcome candidates to apply in their preferred language and applications received in Welsh and English will be dealt with within the same timescale, with all correspondence sent in Welsh to those who have stipulated that is their preferred language preference.

We advertise our vacancies through various channels, but to ensure a wider reach of Welsh speakers we continue to use *Safle Swyddi*, *Golwg 360* and *Lleol.net* as well as utilising our bi-lingual social media channels.

If Welsh language skills have been identified as a requirement, we will test this during the recruitment process to ensure that the language needs meet the actual requirement for the locality. One aspect of this process will be that applicants attend an assessment centre where they are asked to complete oral and written tasks through the medium of Welsh. We continue to undertake assessment centres in Welsh as well as interviews both totally in Welsh and using simultaneous translation.

For all posts within the organisation the ability to pronounce Welsh place names and personal names, and the ability to understand and use basic phrases of Welsh, is an essential requirement to ensure staff can exercise basic linguistic courtesy. For some new or vacant posts advertised it may be possible for post-holders to develop the necessary skills to attain the required standard for the post over a period of time following an agreed training plan with full support from Careers Wales.

Supporting Existing Staff

We have an internal language policy to encourage the use of Welsh internally, thus increasing the opportunity for our staff to work bilingually. Bilingual working is highlighted in the employee handbook and the use of Welsh is encouraged via, for example, Learning and Development (L&D) and the use of lanyards. Our e-learning platform, Learning Pool, is fully bi-lingual. An e-learning resource was created by L&D in 2018-19 encouraging the use of Welsh in each workplace and this was made available to all employees and publicised in the company newsletter. This resource was designed to help develop an awareness of the history of the Welsh language and its role in Welsh culture and an understanding of the duty to operate in accordance with the Welsh language standards.

All existing staff are asked their language preference for receiving correspondence relating to their employment and all new staff are asked upon appointment. Once known, their language choice will be noted for future reference and from thereon correspondence related to their employment and addressed to them is sent in the language choice of the individual. In 2019-20, 32 employees (approx. 5%) have elected to receive HR documentation in Welsh.

In relation to forms that record and authorise annual leave, absences from work and flexible working hours, we reported in our 2018-19 report that the interface of our internal HR system and the system for recording annual leave was available in English only. For staff who wished to complete the process for annual leave and absences in Welsh, documentation was provided in paper form. During 2018-19 we began working with a company called Linguaskin to translate both these software packages and make the interfaces available in both Welsh and English. We are pleased to report that both of the internal HR system and our system for timesheets and recording flexible working hours are now available in both Welsh and English and all employees are now able to book leave, record their time and change personal details such as addresses, amongst other things, through the medium of Welsh.

We no longer provide staff with a hard copy of their payslips. We have a bought-in software package that provides staff with a Payslip Portal, providing electronic access to their payslips and P60s, as well as storing personal details which can be amended on the portal by staff themselves. Currently the software is available only in English and whilst progress has been made, we continue to liaise with the company who have developed the software to produce a Welsh payslip option.

Our policies and procedures relating to the following aspects are all available in both Welsh and English on the intranet:

- behaviour in the workplace;
- well-being at work (no specific policy on this but sickness policies and forms are bilingual);
- salaries or workplace benefits;
- performance management;
- absence from work;
- working conditions;
- work patterns;

All internal employee face-to-face processes are available in the either Welsh or English (based on employee's choice of language), including, for example, sickness home visits, discipline and grievance.

Company Intranet

All our intranet pages are available in Welsh and English and staff can switch from one language to the other. The interface and menus on our intranet pages are available in both Welsh and English.

Complaints and Disciplinary

Staff are welcome to make complaints in their preferred language and we respond in that same language. If a complaint is made, we ask the member of staff if they wish to use the Welsh language in a meeting. Any meeting held will be conducted in the preferred language, either with a fluent Welsh speaker or with the assistance of a simultaneous translator. Policy and procedures relating to complaints are published on the intranet and available to all staff. When a member of staff makes a complaint in Welsh, we will respond in Welsh and ensure that all subsequent correspondence and meetings will be conducted in Welsh if they so wish.

Staff are able to respond to allegations made against them in internal disciplinary process in their preferred language. Staff are offered a language choice at any meeting regarding disciplinary matters relating to his or her conduct. At meetings with individuals where staff wish for the meeting to be conducted in Welsh, we will aim to ensure that a suitable Welsh speaker conducts the meeting or we will arrange for a simultaneous translation service to be provided. Staff will be informed of any decision following a disciplinary process in their preferred language

Induction

Our induction process includes a checklist to ensure line managers cover the requirements of the Welsh Language Standards with new starters, discuss any Welsh language training requirements and ask the new employee to self-assess their Welsh language skills.

Identifying Welsh Speakers

On their lanyards, our Welsh speakers will either use the Iaith Gwaith logo or will insert Siaradwr Cymraeg/Dysgwyr Cymraeg to indicate that they either speak or are learning to speak Welsh. We provide staff who can speak Welsh with badges for them to wear.

All staff e-mail signatures including job titles and contact details are bilingual. Welsh-speaking colleagues include the Iaith Gwaith logo on the email signatures and an invitation to communicate in either Welsh or English. All staff out of office messages are expected to be bilingual.

Notices in Offices

Within CW buildings, all our official notices placed on walls and notice boards are bilingual with the Welsh language text to the left of or above the English text.

All text on signs displayed within our workplaces will be subject to proof reading by our translation service or an identified fluent Welsh speaker to ensure accuracy in terms of meaning and expression. We do not currently operate audio announcements in any of our offices.

3.4 Record-Keeping Standards

We operate 8 record-keeping standards. We maintain records on a range of areas.

- Complaints relating to the Welsh Language for each financial year are recorded and maintained centrally and include the nature of the complaint and what action/s we take in response. We have a complaints policy and procedure in place which explains how all complaints received by the organisation are dealt with and is published on our website and available at each of our offices open to the public upon request.
- The Welsh language skills of our workforce. The record is retained by our HR Department and allows us to run reports on the Welsh language skills within the company.
- All assessments carried out to identify a Welsh language level for all new and vacant posts for each financial year including the language ability of the successful candidate.
- The number of staff who attended training courses provided in Welsh.
- The percentage of staff who attended courses provided in Welsh.

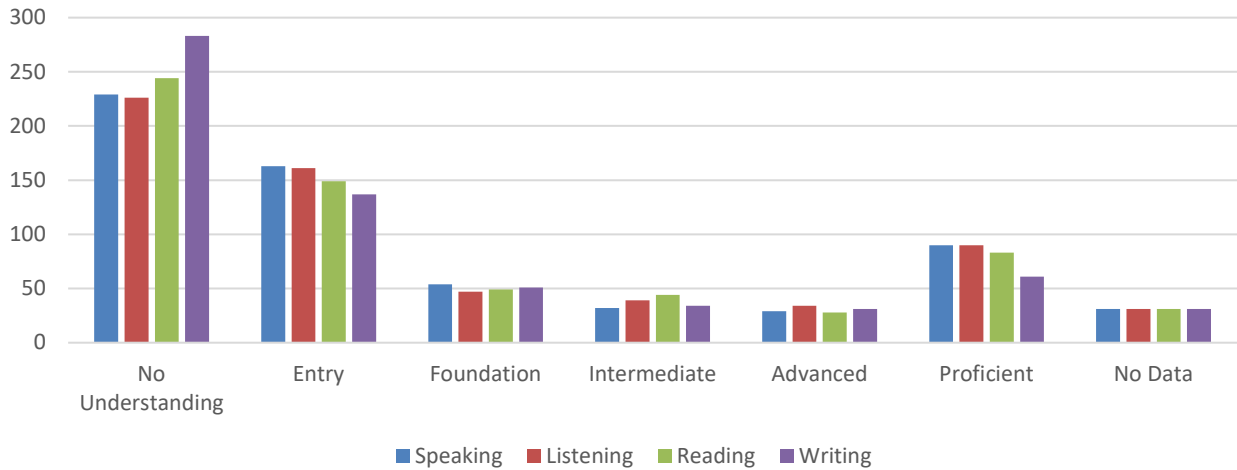
3.5 Employee Welsh Language Skills

The figures below reflect the Welsh language skills of our employees at the end of the 2019-20 business year based on employees' self-assessment of their skill level.

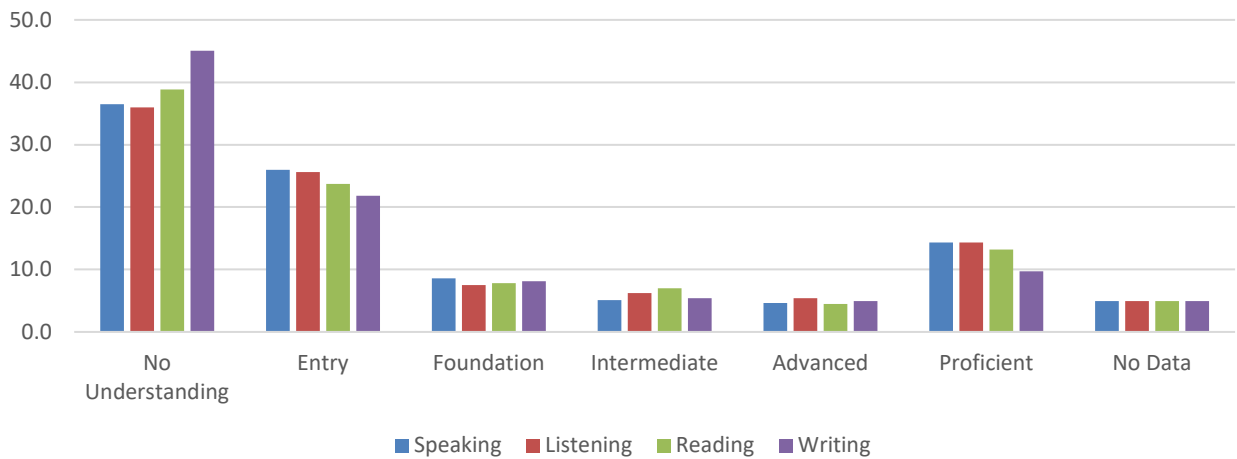
	Speaking	Listening	Reading	Writing
No Understanding	229	226	244	283
Entry	163	161	149	137
Foundation	54	47	49	51
Intermediate	32	39	44	34
Advanced	29	34	28	31
Proficient	90	90	83	61
No Data	31	31	31	31

	Speaking	Listening	Reading	Writing
No Understanding	36.5%	36%	38.9%	45.1%
Entry	26%	25.6%	23.7%	21.8%
Foundation	8.6%	7.5%	7.8%	8.1%
Intermediate	5.1%	6.2%	7.0%	5.4%
Advanced	4.6%	5.4%	4.5%	4.9%
Proficient	14.3%	14.3%	13.2%	9.7%
No Data	4.9%	4.9%	4.9%	4.9%

Numbers in Each Category



Percentage in Each Category



3.6 Training in Welsh to Employees

Our learning and development for staff is made up of in-house training provided by Learning and Development Coordinators (or other internal staff, eg. HR) and externally bought-in training from specialist providers. Staff are also able to participate in online learning via our fully bilingual online L&D software package, Learning Pool. Employees also attend off-site external training, both free and paid-for, where it is deemed to be of value or necessary for compliance purposes, eg. Fire Safety and First Aid at Work. During 2019-20 We delivered a presentation to the advisers in our North region in Welsh with simultaneous translation for English speakers at the 'School and Beyond' conferences. We also offered a day of Domestic Abuse Awareness training in Welsh, but unfortunately couldn't fill the course so in the event it ran in English.

In relation to Standard 135, no training was offered in the areas of recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public or health and safety internally during the reporting period in either Welsh or English.

In relation to Standard 136, we already undertake interviews and complaints and disciplinary procedures effectively in Welsh and so have not undertaken any specific training in this. In relation to using Welsh effectively in meetings this will remain a priority in order to continue to develop Gyrfa Cymru – Cymru Wales as a fully bilingual organisation.

We run an internal NVQ Assessment Centre which allows us to deliver and accredit external qualifications. The delivery, assessment and verification of the qualifications is undertaken by our team of Learning and Development Coordinators (LDCs), who are qualified assessors. We currently have seven candidates who are being assessed bilingually and completing some of their work in Welsh.

3.7 Welsh Language Awareness and Skills

All staff are encouraged to develop their Welsh language skills for work purposes, and we have a Welsh Language Training programme in place which gives all our staff the opportunity to learn Welsh for work purposes in work time. Staff who as a condition of employment are required to learn Welsh will follow an agreed language training programme.

Currently we are supporting five employees to develop their Welsh language skills and online learning is available to all staff. For customer facing staff in centres, Administration Assistants and Employability Coaches, online learning is mandatory.

In relation to providing formal training to staff who provide careers advice on the value of Welsh language skills in the employment sector in 2018-19, we provide a range of resources that colleagues use to keep themselves up to date with current LMI which contain sections on the demand for Welsh language skills, both regionally and within sectors.

Learning is also takes place through events that we facilitate for customers. In September 2019 we held a Welsh in the Workplace Careers Fair in Rhondda Cynon Taf aimed at Year 11 pupils from the local Welsh medium schools; Rhydywaun, Llanhari, Cwm Rhondda, Garth Olwg and Llangynwyd. This was the second time a specific Welsh Language Careers Fair had been arranged on this scale in the area.

Approximately 600 pupils attended with the aim of raising awareness of the variety of job roles and sectors that use the Welsh language in their workplace and to encourage pupils to continue with their Welsh language skills after they leave education. Staff in attendance also enrich their knowledge of the importance of Welsh language skills in the workplace via interaction with employers.

The fair was supported by 15 organisations covering a variety of sectors, all providing information to pupils and discussing the Welsh speaking opportunities within their organisation. The organisations present were:

- Bridgend County Borough Council
- Cardiff Metropolitan University
- Coleg Cymraeg Cenedlaethol
- Cwm Taf Morgannwg University Health Board
- Dwr Cymru Welsh Water
- Gwent Police
- HSBC Bank PLC HBEU, UK Contact Centre
- Jobcentre Plus – Bridgend
- Lloyds Banking Group (Newport Contact Centre)
- National Training Federation for Wales
- Social Care Wales
- Swansea University
- Swyddle
- University of South Wales
- Urdd Gobaithj Cymru

A similar event was held in our North region in October 2019 with 197 pupils from Holyhead High School, Ysgol Friars, Ysgol y Creuddyn and Ysgol Glan Clwyd in attendance. The following employers were present:

- Heddlu Gogledd Cymru/North Wales Police
- Gwasanaeth Tân Gogledd Cymru/North Wales Fire Service
- Swyddfa Comisiynydd y Gymraeg/Welsh Commissioner's Office
- Menter Iaith Conwy
- Bwrdd Iechyd Prifysgol Betsi Cadwaladr/Betsi Cadwaladr University Health Board
- Coleg Cymraeg Cenedlaethol/Welsh National College
- Alun Griffiths Peirianeg Sifil/Alun Griffiths Civil Engineering

- Cyngor Gwynedd/Gwynedd County Council
- Syniadau Mawr Cymru/Big Ideas Wales
- Cwmni Da
- Ymgynghoriaeth Gwynedd Consultancy
- Mudiad Ysgolion Meithrin
- Yr Urdd
- Dŵr Cymru/Welsh Water
- S4C
- Pontio Arts Centre
- Bryn Seiont Newydd (Pendine Park)
- Yr Ymddiriedolaeth Genedlaethol/The National Trust
- Just Imagine Contract Interiors Ltd.

We also undertake work with individual schools across Wales. By way of an example, Cynffig Comprehensive School in Bridgend and CGI, a global world class IT and business consulting service, took part in a project highlighting the fact that bilingualism can be a powerful asset to employees with a focus on the Welsh language.

In October 2019, 100 Year 9 students had the opportunity to work directly with the Director of Consulting Services at CGI and the company's Welsh language ambassador. He used a series of engaging workshops to outline the business benefits of using the Welsh language which include removing the risk of isolating individuals by failing to provide services in their preferred language, avoiding potential complaints about poor or deficient Welsh language services and achieving equality standards by delivering Welsh language services. He also stressed that the ability to speak Welsh can not only lead to enhanced job opportunities, but an individual can earn on average 10% more in their careers.

Reflecting on the workshops, he said; "It was a pleasure to work with the school and a great chance to provide such information and inspiration to pupils to hopefully enable them to have a competitive edge in the job market throughout Wales".

Feedback from the day was extremely positive with the Head of Welsh at Cynffig Comprehensive, commenting; "Simon worked extremely well with the pupils, engaging effectively whilst getting over key messages; the pupils loved it".

Based on the success of the workshops CGI have been asked to deliver similar sessions in other schools in the Bridgend area.

3.8 Recruiting to New and Empty Vacancies

The Welsh language skills for each new or vacant post within the organisation are assessed initially by the relevant Head of department and HR department using our bilingual skills strategy and recruitment strategy guidance, taking into account the requirements of the vacancy in question and the capacity of Welsh speakers within the team. The Welsh language requirement is stated clearly on

our Recruitment Justification Form (RJF) which is required to be completed for each new post. The Welsh language skills level and linguistic requirement will be clearly indicated in the statement for each new or vacant post and specified when advertised in both Welsh and English.

To ensure that we have fully considered the need for recruiting Welsh speakers for every vacancy we assess the language need of every vacancy both internally and externally using the following criteria:

Essential	Desirable
No-one is available to provide Welsh medium services.	Welsh speaking staff are already available, but it would be desirable to have more Welsh speakers.
More staff with Welsh language skills are needed to deliver full services to the public.	An individual with a specific qualification or specialist experience is needed for the post.
The post is located in an area with a high percentage of Welsh speakers/in a Welsh community.	The post is located in an area with a low percentage of Welsh speakers.
It's impossible to provide a service through any other means (e.g. phone)	

Data for recruiting vacancies and new vacancies across Careers Wales during 2019-20 are presented below. Most of these will be single vacancies but not all. Where dates fall before the 2019-20 business year, these relate to when the job advert appeared. They are reported in the 2019-2020 year as the remainder of the recruitment process and appointment occurred within that year.

2 roles were assessed and identified as Welsh Language Essential and 33 as Welsh Language Desirable.

Job Title of Vacancy	Date of Advert	Welsh Language Skills Essential/Desirable
Administration Assistant	23/10/2019	E / D
Administration Assistant	25/02/2019	E
Administration Assistant	10/06/2019	D
Business Analyst	31/05/2019	D
CADs TCADs	07/08/2019	D
CADs TCADs	25/02/2019	D
CADs TCADs	27/05/2019	D
Chief Executive	22/05/2019	D
CWOW	26/06/2019	D
Dev Ops Engineer	29/07/2019	D

Director of Business Transformation	22/05/2019	D
EHE Coordinator	21/08/2019	D
Employability Coach	25/10/2019	D
Employability Coach	24/06/2019	D
Head of Digital and Communications	23/04/2019	D
HR Officer	01/04/2019	D
ICT Helpdesk	12/06/2019	D
Learning and Development Coordinator	10/06/2019	D
Manual Software Tester	14/06/2019	D
Marketing Coordinator	21/05/2019	D
PA	30/04/2019	D
Resource Development Officer	14/06/2019	D
Senior Developer Ops	14/06/2019	D
Senior User Researcher	14/06/2019	D
Stakeholder Engagement Manager	12/06/2019	D
Stakeholder Engagement Manager	01/04/2019	D
Stakeholder Engagement Manager	06/11/2019	D
Trainee BEA	29/01/2019	D
Trainee BEA	03/07/2019	D
Team Manager	20/05/2019	D
Team Manager	10/06/2019	D
Team Manager	13/01/2020	D
Team Manager	16/01/2019	D
User Researcher	14/06/2019	D
Information Coordinator	29/01/2020	D

3.9 Complaints

We received no complaints related to our Welsh Language Standards during the 2019-20 business year.