CITB's Welsh Language Scheme – Delivery Plan

This Delivery Plan outlines the main implementation details in relation to the commitments made in CITB's Welsh Language Scheme. The Plan will be monitored and overseen by the Welsh Language Policy Advisor and supported by CITB's Welsh Language Group.

Service Delivery

Target area	Action	Teams Potentially Impacted	Delivery responsibility	Target date
Language Preference	Provide a means to record language of preference for all communication and marketing including telephony, and written correspondence, publications and product information	All teams	Head of Change and Technology	Dec-2023
Written correspondence	Inform departments within CITB conducting operations in Wales of the need to communicate with the public bilingually. This will be done through Welsh Awareness sessions and internal comms. For system embedded communications we will work with the Head of Change and Technology to address issues. Regularly monitor or audit performance, providing feedback and guidance for service improvement.	Comms & Marketing, Engagement Team, Products Team, Research Team, Strategy Team, Contracts & Commissioning Team.	Welsh Language Policy Advisor, Head of Change and Technology.	Commenced. Roll-out completion target Dec-2023
Phone correspondence	Provide a full bilingual service on the main public telephone line in Wales. Divert calls as appropriate, according to language choice and	CITB Wales team	IT Systems, SSCL	Commenced. Target completion Jun-2023

	nature of query.			
	On non-Wales based phone lines providing services for CITB to employers from Wales, provide an option for those wishing to speak Welsh to be dealt with appropriately.	All CITB departments offering phone services. All contracted provision offering CITB services.	IT Systems, SSCL	
	CITB Wales staff to answer their phones with a bilingual greeting (bore da/prynhawn da) and be familiar with the protocols for offering a Welsh language service. Non-Welsh speaking staff will be provided with guidance on dealing with Welsh telephone calls.	CITB Wales team	All CITB Wales staff, Welsh Language Policy Advisor, IT Systems	
	Ensure voicemail messages are recorded bilingually (landline and mobile)	CITB Wales team	All CITB Wales staff, IT Systems	
Public meetings and events	Establish a language preference for customers and stakeholders before sending out bilingual or Welsh-only invitations.	All teams inviting employers and stakeholders to public meetings and events in Wales.	IT Systems team	Process for Wales teams agreed and in place. Remaining teams to be compliant by Jun-2023
	Provide a simultaneous translation service at meetings open to the public in Wales.	All teams inviting employers and stakeholders to public meetings and events in Wales.	Welsh Language Policy Advisor, Senior Translator	
Publicity	Ensure consistent messaging in Welsh and English across all CITB communication in Wales.	Comms & Marketing, CITB Wales team.	Welsh Language Policy Advisor, Communication Team	Process for Wales teams agreed and in place.
	All Welsh language material to be	All teams.	Welsh Language	Remaining teams to

	proofread by a member of the Welsh language team.		Policy Advisor, Senior Translator	be compliant by Jun-2023
	Provide Welsh language media interviews to further promote CITB's key messages in the Welsh language.	Welsh speaking staff.	Press Officer, Welsh language media advocates	
	Include the Welsh Language Policy Advisor in creative and planning meetings for publicity activity to advise on Welsh language issues at planning and design stage, in line with the commitments of the Welsh Language Scheme.	All teams.	Communication team, Product team, Welsh Language Policy Advisor	
Forms and Online services	Remind departments within CITB conducting operations in Wales of the need to publish forms and online services bilingually.	All CITB teams.	Welsh Language Policy Advisor	Dec-2023
Social Media	All relevant content and messaging will be reflected equally on the Welsh language social channels.	Comms & Marketing.	Social Media Manager, Welsh Language Policy Advisor, Senior Translator.	Dec-2023
Websites	Ensure all content on the CITB and Go Construct websites are bilingual.	Comms & Marketing.	Digital Team, Welsh Language Policy Advisor, Senior Translator.	Dec-2023
	Ensure any new content on CITB's main public website is flagged for translation to ensure an equal	Digital Team, Welsh Language Policy Advisor, Senior Translator.	All CITB staff.	

	service in both languages.			

Policy making – Corporate and regulatory

Target area	Action	Teams Potentially Impacted	Delivery responsibility	Target date
Policies, legislation and initiatives	Ensure all new policies, initiatives, codes of practice and CITB's corporate identity in general, are made bilingual and that they support the use of the Welsh language by asking staff to consider the Welsh language from the outset/start of any process.	HR, Public Affairs & Gov relations.	Relevant team leaders, Welsh Language Policy Advisor.	Dec-2023

Operational Standards

Target area	Action	Teams Potentially Impacted	Delivery responsibility	Target date
Staff Recruitment and HR Practices	Monitor recruitment processes in Wales to ensure compliance with the requirements outlined in the Welsh Language Scheme.	HR, Teams recruiting staff in Wales.	HR team, Engagement Director Wales, Welsh Language Policy Advisor, Q&S Team, Policy and Training Provider Auditing team.	Job Portal target completion: Dec-2023 All other activities target completion: Jun-2023
	Ensure all job adverts in Wales are bilingual, including Job Descriptions, candidate packs and Job Portals; and that the interviewing process will also reflect the linguistic need.	HR, Teams recruiting staff in Wales.	SSCL, HR team, All line Managers, Welsh Language Policy Advisor.	
		HR,		

	Ensure continuous learning and development requirements are met through the form of Welsh language awareness sessions, highlighting the Welsh Language Scheme during the onboarding process.	Teams recruiting staff in Wales.	HR Team, Welsh Language Policy Advisor.	
Grants	Any CITB grants documentation will be made available bilingually and applicants made aware they may submit their applications in either Welsh or in English. Any grant applications received in Welsh will be responded to and will be informed of the decision in Welsh.	Customer Engagement Team Wales.	Product team, Head of Contracts & Commissioning.	Dec-2023
Service by Third Parties and Partnerships	Monitor services provided by third parties/partnerships on behalf of the CITB in relation to the Welsh language. Where CITB enters into arrangements with third parties/partnership working, monitor the arrangements concerning use of the Welsh language alongside other monitoring requirements.	Welsh Language Policy Advisor, Director of Engagement Wales, Legal Team. Welsh Language Policy Advisor, Director of Engagement Wales, Legal Team.	Head of Change & Technology Head of Contracts & Commissioning, Welsh Language Policy Advisor. Head of Change & Technology Head of Contracts & Commissioning, Welsh Language Policy Advisor.	Existing contractual arrangements to be reviewed with target date Dec 2023. New contracts to be implemented from commencement date.

Monitoring and reviewing the Welsh Language Scheme

Target area	Action	Teams Potentially Impacted	Delivery responsibility	Target date
Monitor and Review	Monitor CITB's progress in meeting the commitments made in the Scheme against the measurables outlined in this delivery plan. Record the demand for Welsh language services and report annually to the organisation and the Welsh Language Commissioner. Review CITB's Welsh Language Scheme within three years of it coming to effect and discuss any changes with the Welsh Language Commissioner.	Business Performance team, CITB Wales team. Business Performance team, CITB Wales team.	Welsh Language Policy Advisor Engagement Director Wales, Welsh Language Policy Advisor.	Dec-2023 and annually after that during the Scheme's life span.

Version Control:

Version	Date	Author	Change
Final 1.0	03/11/2021	Helen Jones	New policy
Final 2.0	05/09/2022	Helen Jones	Update
Final 2.1	22/09/2022	Helen Jones	Update target dates