

Information for employers



First published: 9 October 2024

Last updated: 15 October 2024

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Information for employers

What is the 'active offer'?

The 'active offer' means providing a service in Welsh without having to ask for it. Welsh language services should be as available to users in the same way as English language services.

Actively offering Welsh language services makes sure that people's needs are understood and met and that those who access care services can rely on being treated with the dignity and respect they deserve.

Not actively offering Welsh language services may result in people's dignity and respect being compromised.

You can find more in the ['active offer' information pack](#).

[Delivering the 'Active Offer' information pack - Social services and social care](#)

PDF 944KB

In this clip we hear from key workers and people who use services at Antur Waunfawr, who talk about why speaking Welsh is important to them, and what difference this makes.

[View transcript](#)

1

00:00:09,470 --> 00:00:11,237

I had never done care work

2

00:00:11,237 --> 00:00:13,472

before coming to Antur and I'll never look back.

3

00:00:13,472 --> 00:00:15,239

I really enjoy what I'm doing these days.

4

00:00:15,239 --> 00:00:17,540

Is Welsh important in your role?

5

00:00:17,540 --> 00:00:20,541

Yes, it's important for us as staff and also for the individuals,

6

00:00:20,541 --> 00:00:26,444

because it is easier for them to talk to us in their first language,

7

00:00:26,444 --> 00:00:29,045

and it's our first language as well. When I speak English,

8

00:00:29,045 --> 00:00:32,046

I can't get the words out. A little bit of 'Wenglish',

9

00:00:32,046 --> 00:00:35,881

admittedly, but speaking English doesn't come easily.

10

00:00:35,881 --> 00:00:39,682

The Welsh language is crucial in my role, in every part of it.

11

00:00:39,682 --> 00:00:46,018

In terms of communication with the individuals, staff, the work I put out externally as well.

12

00:00:46,018 --> 00:00:50,654

Everything we create is in Welsh first and then

13

00:00:50,654 --> 00:00:52,288

in English.

14

00:00:55,689 --> 00:00:57,890

I'm here on Wednesday and Thursday

15

00:00:57,890 --> 00:01:00,491

and I'm in Cibyn on Monday and Tuesday.

16

00:01:00,491 --> 00:01:02,859

I don't like the cold weather,

17

00:01:02,859 --> 00:01:06,493

but the sun makes it too hot so I like to be outside.

18

00:01:06,660 --> 00:01:09,395

The reason I like Tracey so much is

19

00:01:09,395 --> 00:01:13,029

because she's the best step-mum to me in the cafe.

20

00:01:13,296 --> 00:01:16,331

Good food! Every time she makes me good food

21

00:01:16,331 --> 00:01:19,332

I tell her 'you're getting 100 out of 100 for the food!'

22

00:01:25,268 --> 00:01:26,168

I'm Llyr.

23

00:01:26,168 --> 00:01:27,202

And where do you live, Llyr?

24

00:01:27,202 --> 00:01:28,269

Llanllyfni.

25

00:01:28,269 --> 00:01:29,803

Can you speak English?

26

00:01:29,803 --> 00:01:34,805

No. I can't speak English, no because I only speak Welsh.

27

00:01:34,805 --> 00:01:36,406

Do you like to speak Welsh?

28

00:01:36,406 --> 00:01:37,239

Yes, I do.

29

00:01:37,239 --> 00:01:38,473

Is it important to you?

30

00:01:38,473 --> 00:01:40,774

Yes. I like to speak Welsh every time.

31

00:01:46,110 --> 00:01:51,512

Something else in Welsh is, I go, 'This is me'.

32

00:01:53,313 --> 00:01:58,081

'Don't be afraid to open your heart. Don't be afraid'.

33

00:01:59,182 --> 00:02:01,783

And then, I go through that.

34

00:02:02,383 --> 00:02:04,417

Michael Bubl , 'feeling good'.

35

00:02:04,584 --> 00:02:07,585

'I am feeling good!'

How to assess Welsh language skills

Assessing and recording your staff's Welsh language skills

This resource will support you to assess your staff's Welsh language skills based on the types of communication tasks (reading, writing, speaking, and

understanding) which your workforce are able to undertake in Welsh.

Within this resource you will find a Language Skills Framework that will enable you to be clear about the exact skills levels that you need to refer to when assessing, recruiting and planning the use of your staff's communication skills.

Assessing and recording your staff's language skills

[Assessing and recording your staff's language skills - PDF version](#)

PDF 221KB

Workforce planning

[The Welsh Language Skills in your workforce - using them effectively](#) resource has been designed to support deliver the requirements of 'More than Just Words' by helping employers and managers identify what Welsh language skills their workforce have.

This resource includes a self-assessment that works out people's skills in speaking, writing and reading Welsh from a basic to fluent. All levels are important and much needed in the social care sector in Wales.

[Welsh language skills in your workforce - using them effectively \(Full Version\)](#)

PDF 1MB

[Welsh language skills in your workforce - using them effectively \(Quick Guide\)](#)

PDF 275KB

We've also created a version for the early years and childcare sector that's based on the principles of 'More than just words'.

[Welsh Language Skills in your workforce - using them effectively - early years childcare](#)

PDF 609KB

These packs helps make effective use of language skills as you would with any other workplace skill, for the benefit and well-being of people who use your services.

Training resource to support bilingual working

Our 'train the trainer' resource supports language awareness training for people working in health and social care, early years and childcare and for people who are in further or higher education.

The resource aims to:

- help the trainer to teach language awareness while encouraging discussions on how best to work bilingually
- educate and empower learners and workers about how to offer a valuable service, making sure that language is always a consideration
- be used as part of in-service training or induction for people working in social care in Wales.

This resource is in PowerPoint format with trainer notes to support each slide.

[Contact us](#) if you can't download the presentation.

[Language, dignity and care - trainer presentation](#)

PPTX 162MB

[Language, dignity and care - introductory document](#)

DOCX 450KB

Welsh language awareness e-learning module

This module is for workers and students in the social care and early years and childcare sector who wish to learn more about Welsh language, culture and working bilingually.

It includes information about the Welsh language and bilingualism, what the law says, and what we **must** do and **why**.

The module also looks at the practicalities of working bilingually and what this means to people who use services. There's also information about what you can do to improve the experiences of individuals or children who receive care and support.

The module takes around 30 minutes to complete and if you're registered with us, it counts towards your continuous professional development (one hour).

Everyone who completes the module will receive a certificate.

[Start the module](#)

Apps for training

[Work Welsh](#) is a free online course for beginners that's tailored to people working in care. It covers topics such as how to have an initial face-to-face conversation in Welsh with the people you care for.

[Camau | Learn Welsh](#) by The National Centre for Learning Welsh, is a fully funded online self-study course for beginners,

[Sgiliaith \(Grwp Llandrillo Menai\)](#) offers practical advice about good practice, staff training and resources to improve learners' bilingual skills and experiences.

[Coleg Cymraeg Cenedlaethol](#) offers scholarships for undergraduate and postgraduate students to study higher education courses through the medium of Welsh. It has resources to support learners who have little or no Welsh skills with the new CCPLD and HSC qualifications. It also offers 'Prentis-iaith' courses for apprentices who have little or no Welsh language skills, and apprentices can complete part of their HSC/CCPLD qualification in Welsh.

[Iaith Gwaith \(working Welsh\) scheme](#) and the orange speech bubble badge is used to show if a person can speak Welsh.

[More resources.](#)

Welsh language level checker

Social care workers in Wales can now use [a free online tool](#) to assess their Welsh language skills.

We've worked with the National Centre for Learning Welsh to develop a 'Level Checker' for the social care sector.

The Level Checker is an online assessment to help you find out your Welsh language level in the skills of listening, speaking, reading and writing. You complete a series of online assessments, and your results indicate your level of Welsh - from entry level through to proficient.

Anyone working in social care can use the Level Checker to assess their Welsh language ability. It's free to use and available on mobiles, tablets and computers.

[Use the Level Checker](#)

Camau Welsh language course

After completing the assessment, the next step for someone who is interested in improving their Welsh is to register for one of our free Camau Welsh language courses, which have been created especially for social care workers.

It offers bitesize, flexible learning that focuses on the Welsh words and phrases workers are most likely to need when they're communicating with the people they support.

It counts towards registered social care workers' continuous professional development and everyone who completes it will receive a certificate.

[Read more about the Camau courses](#)

Contact us

If you have a question or if you can't find what you are looking for [get in touch with us](#).

More information can be found on [our Welsh language offer](#).



[Our Welsh language offer](#)

PDF 389KB