

2017

Welsh Language Policy

Document Control		
Document Number:	ERA-006	Effective from: 25-02-2025
Linked Regulatory Requirements:	Qualifications Wales Conditions of Recognition (D1.1, D2.1, G2.1, G2.4, G3, E1.1, E2.1, E6, F1.1), Welsh Language (Wales) Measure 2011, Equality Act 2010 GCoR: B7.1, B7.2, G2.1, G2.4, G3, E6	
Version Number and Date:	v1.1, 15-04-26	Review date: 15-04-26
Date of Next Review:	12-04-2028	Classification Level: Public/General

Approval Level: High impact
Approved by: Executives
Date version approved: 13-04-2026

Version Number	Date	Changes
v1.1	20-02-26	Annual review – minor formatting updates and link to Welsh Strategy added
	02-04-26	QMS SLT core members review – to Executives approved subject to update regulatory requirements to include Qualifications Wales conditions
	13-04-26	

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1. Policy principles

Qualifications Wales sets out its requirements of awarding bodies regarding the development, delivery, and award of Welsh-medium qualifications. Requirements are set out under Qualifications Wales Conditions of Recognition (D1.1, D2.1, G2.1, G2.4, G3, E1.1, E2.1, E6, F1.1) and GCoR B7.1, B7.2, G2.1, G2.4, G3, E6.

2. Introduction

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.

This policy takes into account the guidance provided by Qualifications Wales in their [Guidance for Awarding Bodies: the development, delivery and awarding of qualifications through the medium of Welsh \(August 2021\)](#)

2.1. Purpose

The purpose of this document is to set out NCFE's commitment to the Welsh language agenda in Wales in line with regulatory conditions.

2.2. Scope

This policy applies to NCFE dealings and transactions in all countries in which it or its consultants, partners, stakeholders and associates operate.

This document supports NCFE Welsh Language procedures that relate to learner-centric activities, such as teaching and assessment delivery.

2.3. Responsibilities/duties

The Senior International and Devolved Nations Manager is responsible for ensuring this policy is adhered to and ensuring the translation process is followed when accessing translation services when needed.

Colleagues who support Welsh centres and Welsh centres are responsible for adhering to this policy

2.4. Definitions

Word/Acronym	Definition
QMS	Quality Management System
QW	Qualifications Wales

2.5. Location

Available on NCFE external website.

3. Process

NCFE will utilise the Welsh language grant facility to support its work in providing products and services in the Welsh Language where required or requested and assessed on a case by case basis to support the priority areas identified in the [Welsh Language Strategy 2025](#)

NCFE will access approved translation services, monitor the take up of Welsh medium qualifications and provide information to the regulatory authorities on request.

3.1. Account management and customer service

NCFE will make every reasonable effort to respond to its customers in Welsh, where required or requested and on a case-by-case basis using written and verbal communications as appropriate. NCFE will make every reasonable effort to access and utilise bilingual personnel to ensure no centre, learner or other person so otherwise engaged with is disadvantaged.

3.2. Events and training

NCFE will endeavour to support events and training in both Welsh and English where requested and on a case-by-case basis. Translation facilities will be sourced when the subject matter or intended audience indicate that this would be appropriate and that any contributions from the audience through the medium of Welsh would be welcomed.

3.3. Marketing

NCFE will, as appropriate, where requested and on a case-by-case basis:

- publish NCFE's marketing and promotional materials in both Welsh and English (including both printed and online collateral)
- make available documentation to inform customers of resources available in Welsh unless it is impracticable to do so due to their size
- ensure that Welsh will be treated no less favourably than English in publicity and advertising material (for example the Welsh version will be alongside the English version).

4. Initial Equality Impact Assessment

An Initial Equality Impact Assessment has been completed for this policy, and no concerns were raised.

5. References to associated documents

- Welsh Language Strategy
- Guidance for Awarding Bodies – the development, delivery and awarding of qualifications through the medium of Welsh

6. Implementation and dissemination

The Senior International and Devolved Nations Manager is accountable for ensuring the review of this document. The review will take account of monitoring activity carried out in respect of existing policies and procedures and any customer and stakeholder

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feedback, changes in practice, requirements of NCFE's qualification regulators, external agencies and amendments to legislation.

The document will be reviewed in line with NCFE's policy review cycle.

7. Monitoring arrangements

This policy will be reviewed in one year and then on a biennial basis.

8. Data retention

No personal data will be stored.

9. Contact information

If you have any queries about the contents of the policy, please contact the Customer Support team.

Email: customersupport@ncfe.org.uk

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