

Welsh Language Policy

1. Introduction and General Principles

The Learning Machine Ltd (TLM) is an awarding organisation regulated by Ofqual and Qualifications Wales. We are committed to supporting the Welsh Government's policy on the equal treatment of Welsh and English.

This policy sets out our current and future arrangements for ensuring that qualifications approved by Qualifications Wales for 2027 are accessible through the medium of both Welsh and English. It also recognises areas where, for operational reasons, English will remain the primary language of communication.

2. Scope and Purpose

This policy applies to:

- All qualifications approved for use in Wales for the new Welsh Curriculum 2027.
- All learners, centres, assessors, moderators, and EQAs engaged in the delivery and assessment of qualifications in Wales.
- All policies, procedures, and support services provided by TLM in relation to Wales-approved qualifications.

The purpose of the policy is to:

- Ensure learners and centres in Wales can access qualifications in Welsh and English.
- Demonstrate compliance with Qualifications Wales regulatory requirements.
- Provide clarity on where bilingual provision is offered and where services remain English only.

3. Commitment to Bilingual Provision

TLM commits to:

- Making all approved qualifications in the new Welsh Curriculum for 2027 available in both English and Welsh.
- Publishing specifications, learner handbooks, and assessment materials bilingually.
- Ensuring teacher/assessor guidance and support resources are available in Welsh and English.
- Accepting appeals, complaints, and enquiries in either language, and responding in the same language.
- Conducting external quality assurance bilingually, engaging Welsh-speaking EQAs as required.

4. Areas of Service and Language Provision

Area of Service	English	Welsh	Notes
General switchboard / standard support calls	✓	✗	Calls to the mainline will be handled in English only. Centres requiring Welsh-medium assistance will be directed to email or specialist support.
Qualification specifications & handbooks	✓	✓	Published bilingually for all Wales-approved qualifications.
Assessment papers & learner materials	✓	✓	Produced simultaneously in English and Welsh with full quality assurance.
Teacher/assessor guidance	✓	✓	Issued bilingually.
Policies and procedures (for centres)	✓	✓	Published bilingually where relevant to Welsh delivery.
External Quality Assurance (EQA)	✓	✓	Bilingual EQAs engaged to ensure compliance and accessibility.
Appeals, complaints, and enquiries	✓	✓	Accepted in either language; responses provided in the same language.
Certification	✓	✓	Certificates available in English and Welsh.

5. Implementation

- **Translation standards:** All Welsh translations will be completed by professional Welsh-speaking translators.
- **Quality assurance:** Translations will be subject to the same regulatory checks and review processes as English materials.
- **Resourcing:** Welsh-speaking subject specialists and EQAs will be engaged to support centres and learners.
- **Monitoring:** Demand for Welsh language provision will be reviewed annually. Capacity will be adjusted to ensure consistent and timely availability of bilingual materials.

6. Current Limitations

At present, our main telephone support line operates in English only. All qualification-specific support, assessment support, EQA, and documentation for Wales-approved qualifications will be available in both Welsh and English.

7. Review

This policy will be reviewed annually, and more frequently if required by regulatory change or identified need. Feedback from centres, learners, and Qualifications Wales will inform continuous improvement.