



# **Flintshire County Council Welsh Language Annual Report April 2017- March 2018**

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# Welsh Language Annual Report

2017/2018

## Monitoring Report 2017- 2018

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## **Executive Summary**

The Welsh Language Standards came into force on 30 March 2016 and the Council was required to comply with 146 Standards by this date. Further Standards came into force at a later date; totalling 171 in all. Many of the Standards that apply to the Council reflect the commitments in our previous Welsh Language Scheme and reflect our existing practice and commitments to Welsh language. This is the second Welsh Language Annual Monitoring Report, following the implementation of the Welsh Language Standards Compliance Notice and covers the period April 2017 to March 2018. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

An area of improvement is the increased number of employees who have completed the Welsh language skills assessment. Other notable areas of success include the achievement of Silver status of Siarter Iaith by all Welsh medium schools, who are working towards Gold status. The award is in recognition of their work to encourage the use of Welsh outside school. Services have also been active promoting the Welsh language, in particular Theatr Clwyd. The theatre has been active in raising the profile of Welsh language throughout all their activities, producing and co-producing Welsh language shows.

We recognise that we are making progress but there are still improvements to be made. We will strengthen the links between Welsh language and the Council's Council Plan to contribute towards mainstreaming Welsh language throughout the Council's functions. The incorporation of impact assessments within the Council's performance management system will contribute to effective monitoring of implementation of the new Welsh Language Standards.

Colin Everett  
Chief Executive

Councillor Billy Mullin  
Cabinet Member for Corporate  
Management

# Welsh Language Standards Annual Monitoring Report 2017-18

## 1. Introduction

- 1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.
- 1.2 The aim of the Standards is to
  - Improve the services Welsh speakers can expect to receive from organisations in Welsh.
  - increase the use people make of Welsh language services.
  - make it clear to organisations what they need to do in terms of the Welsh language.
  - ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
- 1.3 The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.
- 1.4 The Council is required to publish an annual report by 30 June as set out in the Standards 158, 164 and 170. The full list of Standards with which we are required to comply is available [here](#). This report is also received annually by the Council's Cabinet on performance in relation to the Standards. A mid-year report on areas of improvement will also be reported to Cabinet. This report focuses on the period 1st April 2017 to 31st March 2018; it is the second annual report on the implementation of the Welsh Language Standards.
- 1.5 We have published a list of actions we have taken to comply with the Standards on our website.
- 1.6 The Chief Executive has overall responsibility for ensuring compliance with the Standards.

## **2. Compliance with Service Delivery Standards**

- 2.1 To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and employees on a regular basis. Managers were asked to ensure their Services were compliant.
- 2.2 Specific guidance has been issued to employees for:
- Arranging meetings and events
  - Corporate Branding
  - Consultation and research
  - Dealing with telephone calls
  - Dealing with correspondence
  - Producing documents, certificates for the public
  - Public address systems
  - Reception services
  - Setting up email signatures
  - Signage
  - Social media, websites, self - service machines
  - Tenders and contracts
  - Using Welsh at work
- 2.3 Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees, these are included on letter heads and documents. A standard statement welcoming correspondence in Welsh has now been included as a footer on emails which are sent externally.
- 2.4 Iaith Gwaith posters are on display in all reception areas, Welsh speaking employees and Welsh learners wear the Iaith Gwaith lanyards and/or badges. New employees who are Welsh speaking or Welsh learners are asked about their skill level when they have their photographs taken for their ID (Identification) cards. Welsh speakers and Welsh learners are then provided with Iaith Gwaith badges and lanyards.
- 2.5 The Council's website, Apps and self-service machines are bilingual as is the Council's Twitter page. The Council's Social Media Policy includes a requirement to comply with the Welsh Language Standards.
- 2.6 Members of the public who apply for courses run by the Council are asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh.
- 2.7 The Council's Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards. Sample clauses for contracts are published on the intranet.
- 2.8 A Complaints Procedure is already in place and has been amended to ensure it is compliant with the Welsh Language Standards. Complaints about Welsh language are set out in section six.
- 2.9 A Welsh language delegated leads network, with membership comprising representatives from each of the Council's portfolios, has been established.

The aim of this group is to champion Welsh language across the Council, promote the use of Welsh by employees, share good practice within their service and contribute to initiatives to increase the use of Welsh. This network is chaired by the Interim Chief Officer for Education and Youth.

2.10 We have developed a Welsh in the Workplace policy to increase the visibility and audibility of Welsh at work, encouraging employees to use Welsh with colleagues as well as with customers.

2.11 Agendas and minutes from Committee meetings are available in Welsh.

### **3. Compliance with Policy Making Standards**

3.1 The equality impact assessment toolkit has been reviewed and amended to include Welsh language. This is now included within the corporate performance management system to ensure that progress in completing integrated impact assessments can be monitored more effectively.

3.2 Training will be provided to relevant employees on understanding and completing integrated impact assessments. The Council's Corporate Resources Scrutiny and Overview Committee will be considering the Integrated Impact Assessments at their July meeting.

3.3 Menter Iaith Fflint a Wrecsam attend the Equality Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to equality impact assessments as they are being undertaken.

3.4 Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees, as has the requirement to comply with the Policy Making Standards.

### **4. Compliance with Operational Standards**

4.1 The front page of the Council's intranet is now available in Welsh, and employees are welcomed by the splash page to view the front page in either English or Welsh. A designated page is available on the intranet to support Welsh speakers.

4.2 Employees and managers have been informed of the Operational Standards and the rights of employees.

4.3 Employees have been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers. This is printed on employees' payslips ensuring the message reaches all employees and is included in the Induction checklist.

4.4 Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees. This is promoted at induction and employees are regularly reminded, through workforce news items, that they can request Cysgliad.

- 4.5 Resources to support Welsh learners and Welsh speakers are available on the intranet.
- 4.6 Instructions on how to set up laith Gwaith on email signatures, bilingual email addresses and bilingual out of office messages have been circulated to employees. Employees can also request to have the words “Siaradwr Cymraeg” or “Dysgwr Cymraeg” after their name on their email address, to show they are Welsh speakers or Welsh learners.
- 4.7 The Induction checklist includes the Welsh Language Standards and prompts managers to ensure that employees:
- complete the Welsh language skills assessment;
  - identify the need for any Welsh language training;
  - complete the e-learning Welsh language awareness module;
  - can access Cysgliad;
  - are provided with the laith Gwaith badge and lanyard if they are Welsh speaking or a Welsh learner;
  - set up their “out of office message” bilingually; and
  - set up a bilingual email address.
- 4.8 The following policies are published in Welsh:
- Attendance Management Policy
  - Benefits of Working at Flintshire County Council
  - Capability Policy
  - Corporate Safeguarding Policy
  - Disclosure and Barring Service Policy
  - Dignity at Work Policy
  - Diversity and Equality Policy
  - Flexible Working application form
  - Flexible Working Hours Policy
  - Foster for Flintshire Policy
  - Health and Safety Policy

Requests for annual leave and sickness absence are made electronically, a Welsh version of request forms are available.

All information from Occupational Health is bilingual.

- 4.9 A process to assess the linguistic skills required for new posts is in place. A method to record the number of posts that have been assessed as desirable or essential has been developed. The Council is required to report the number of new and vacant posts which were categorised as posts where:
- i) Welsh language skills were essential
  - ii) Welsh needed to be learnt when appointed
  - iii) Welsh desirable
  - iv) Welsh language skills were not necessary

The data for 2017/2018 is set out below. These are the actual number of post/positions which became vacant, a significant number of which will be for

the same job role i.e. Project Workers, Home Care Assistants, Cleaners, Catering Assistants.

Category	Number	
	2016/17	2017/18
i) Welsh language essential	17	8
ii) Welsh needed to be learnt when appointed	0	0
iii) Welsh desirable	9	40
iv) Welsh language skills not essential	277	185
TOTAL	294	233

4.10 Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview.

4.11 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that 87.62% of employees have completed the audit. We will continue to take action to increase the number of employees who complete this audit. The breakdown of employees who have completed the audit is shown in Table 1.

Table 1: Number and percentage of employees who have completed the Welsh language skills audit between 31<sup>st</sup> March 2017 and 31<sup>st</sup> March 2018

	2017	2018
Portfolio	%	%
Chief Executives	100.00%	93.18%
Community and Enterprise	83.66%	88.55%
Education and Youth	81.41%	82.81%
Governance	100.00%	98.21%
Org Change 1	82.78%	86.36%
Org Change 2	75.97%	94.74%
People and Resources	100.00%	98.20%
Planning and Environment	85.31%	90.53%
Social Services	78.77%	91.42%
Streetscene and Transportation	72.55%	75.00%
<b>FCC ACTUAL</b>	<b>82.43%</b>	<b>87.62%</b>

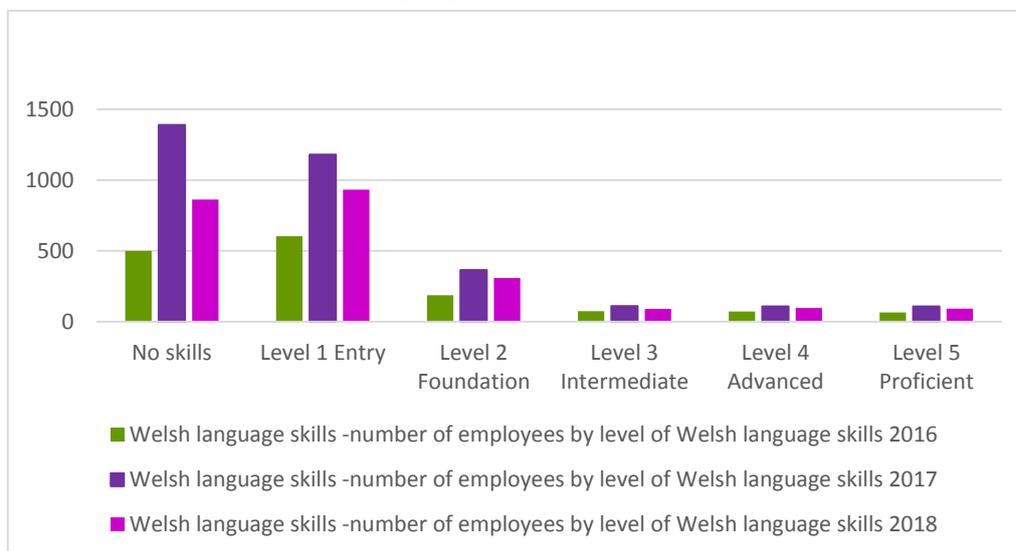
4.12 The results from Tables 2 and 3 set out the levels of employees' Welsh language skills. It shows that of the 87.62% employees who completed the skills audit, 36.28% of employees do not have any Welsh language skills, compared to 37% of employees who stated that they did not have any Welsh skills in 2017. The number of employees who state they are fully proficient has decreased from 108 employees in 2017 to 91 in 2018, but as a percentage of the workforce has increased from 3.60% to 3.83%. Just under 40% of employees assess themselves at level 1 Entry level – "some Welsh skills".

Language skills are assessed at five levels, the description of each level is set out in Appendix 1. The portfolios providing more direct customer services show a greater number of percentage of employees with higher skill levels.

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2018.

Portfolio	Level 0 (None)		Level 1 (Entry)		Level 2 (Foundation)		Level 3 (Intermediate)		Level 4 (Advanced)		Level 5 (Fully proficient)	
	No	%	No.	%	No.	%	No.	%	No	%	No	%
Chief Executives	8	0.93	12	1.29	9	2.93	4	4.44	3	3.16	5	5.49
Community and Enterprise	138	15.99	128	13.72	38	12.38	18	20.00	12	12.63	14	15.38
Education and Youth	52	6.03	88	9.43	39	12.70	11	12.22	10	10.53	12	13.19
Governance	37	4.29	49	5.25	14	4.56	3	3.33	4	4.21	3	3.30
Org Change 1	14	1.62	30	3.22	11	3.58	1	1.11	9	9.47	11	12.09
Org Change 2	13	1.51	17	1.82	3	0.98	1	1.11	1	1.05	1	1.10
People and Resources	41	4.75	77	8.25	26	8.47	7	7.78	9	9.47	4	4.40
Planning and Environment	50	5.79	61	6.54	16	5.21	7	7.78	14	14.74	5	5.49
Social Services	341	39.51	315	33.76	119	38.76	27	30.00	23	24.21	27	29.67
Streetscene and Transportation	169	19.58	156	16.72	32	10.42	11	12.22	10	10.53	9	9.89
<b>Total</b>	<b>863</b>	<b>100.00</b>	<b>933</b>	<b>100.00</b>	<b>307</b>	<b>100.00</b>	<b>90</b>	<b>100.00</b>	<b>95</b>	<b>100.00</b>	<b>91</b>	<b>100.00</b>

Table 3: Trend of Welsh language skills of employees as at 31st March 2016, 2017 and 2018.



## 5. Training

5.1 The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2017/18, 24 employees completed this training. In addition Welsh language skills training is available for employees. This is set out in Section 5.3.

5.2 We are required to report:

i) the number of employees who attended courses through the medium of Welsh.

ii) if a Welsh version of a course was offered – the number and % of employees who attended the Welsh version.

There is information on the Council's intranet pages to inform employees that if they wish to do any of the courses in Welsh to contact the Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council that we can arrange for employees to attend courses in Welsh with them.

Three employees attended a First Aid course held in the medium of Welsh in 2017/18.

### 5.3 Welsh language skills training

A variety of Welsh language skills training courses are provided, these include short courses for employees who have no knowledge of Welsh, to help them learn some basic expressions through to opportunities for fluent Welsh speakers to develop confidence and writing skills. There was a small increase in the number of employees who attended Welsh language skills training during 2017/18; 139 employees are now attending training.

Table 4: Number of employees attending Welsh language skills training

Level	2016/17		2017/18	
	Number	%	Number	%
Basic Language Skills	62	1.4%	48	1.06
Entry	34	0.75%	50	1.11
Foundation	20	0.37%	7	0.15
Intermediate	12	0.33%	23	0.51
Advanced	2	0.004 %	1	0.02
Proficient	3	0.006 %	10	0.22
Total	133	2.95%	139	3.08

5.4 All apprentices, who are not Welsh speakers, are required to complete NVQ level 2 Welsh during their first year and will progress to NVQ level 3 during their second year of their apprenticeship.

5.5 To encourage the use of Welsh in the workplace:

- employees who attend Welsh lessons also receive a dictionary in addition to access to Cysgliad

- external training providers have been asked to provide bilingual slides within their presentations such as Croeso/Welcome, Diolch/Thank you
- managers are being provided with book marks with a sample of expressions to use in meetings
- expressions to use in shops and cafes in Council premises are promoted during Su'mae Day
- "Welsh on the Wall" posters have been distributed to Council offices and placed on walls above photocopiers to encourage employees to learn useful phrases
- Panad a sgwrs conversation sessions are held monthly for Welsh learners; these are facilitated and supported by Welsh speaking employees.

5.6 We regularly undertake initiatives to promote awareness of Welsh language training and encourage use of Welsh in the workplace. We promoted a video profiling two senior managers talking about the importance of Welsh and providing bilingual services.

The videos are available to view here:

- Welsh speaking staff the benefits for services
- Why Welsh speaking staff are needed
- Is there a demand for Welsh speaking services?

## 6. Complaints

6.01 During 2017/18 we received four complaints, compared to 15 complaints during 2016/17. The complaints for 2017/18 are set out below and relate to the Service Delivery Standards.

Portfolio	Complaint	Relevant Standards	Outcome
Community and Enterprise	Customer's call to the Welsh telephone line not answered.	11, 15, 17	Apology provided to customer
Community and Enterprise	Customer's call to the Welsh telephone line not answered.	11, 15, 17	WLC investigated complaint-determined action to be implemented by the Council.
Chief Executive's	Tweets in English only on the Council's Welsh Twitter page	58	Standard phrases have now been translated
Customer Services	English on the Welsh page of the Council website.	52, 55	Under investigation by the WLC

## **7. Welsh language Promotion**

- 7.1 We are working with our partners to develop a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. The More than just Words Framework and Welsh in Education Strategic Plan are key strategies supporting our work to promote the Welsh language.
- 7.2 Social Services are embedding Welsh language services and the Active Offer within their work. They actively seek to identify a person's home language in the assessment process and through implementing their action plan for the More than just Words / Mwy na Geiriau framework they are successfully raising the profile of Welsh language services with their employees and customers. Social Services has the highest number of Welsh speakers within their portfolio.
- 7.3 Llys Jasmine, an extra care scheme, actively promote Welsh culture, celebrating events such as Santes Dwynwen and the story of Gelert. The tenants also enjoy listening to various Welsh songs and hymns such as "Calon Lan", "Myfanwy", "Hen Wlad fy Nhadau" and "Pen, Ysgwyddau, Coesau, Traed".
- 7.4 We have received feedback from a service user and their family about the service provided by a Welsh speaking Social Worker in the Adult Services team. The individual and their family are fluent Welsh speakers and thanks to the Active Offer the Social Worker (a Welsh speaker) identified their language preference and conducted the whole assessment and care and support plan process through the medium of Welsh. This gave a much more detailed account of the individual's needs and also captured with more accuracy their personal outcomes.

The Social Worker also received personal feedback from the family about how positive the experience had been and they felt their loved one had been listened to and was engaged in the assessment process thanks to the use of Welsh.

- 7.5 The Welsh in Education Strategic Plan aims to:
- increase the number of pupils accessing Welsh medium education including early years education;
  - raise standards for all learners in the Welsh-medium sector (Welsh First Language and subjects taught through the medium of Welsh across the curriculum) and in the English-medium sector (where Welsh is taught and promoted as a second language).
- 7.6 Promoting Welsh to local businesses and in the community  
Menter Iaith has been provided with funding to support the development of a Welsh Language Forum. We also provided financial support to hold an event in Flint to celebrate St David's Day. The Business Officer for Menter Iaith has also been invited to attend the Business network meeting with local businesses.

7.7 On Su'mae day we displayed posters on the television screens in Flintshire Connects and in Leisure Centres to encourage people to say something in Welsh. This was supported by messages being posted on Twitter and Facebook pages.

7.8 Theatr Clwyd offer a variety of activities which raise the visibility and audibility of Welsh:

- Introduced a bilingual playlist for Front of House music
- Offer varied programmes through the medium of Welsh including cinema, music and theatre
- As part of the Welsh Government Healthy Relationships Programme the Creative Engagement Team partnered with the Council's Integrated Youth Service to create and deliver an educational project on the challenging issues around Consent which is available in the Welsh language
- Offer half hour conversational Welsh lessons to our Bilingual Youth Theatre group "Cwmni 25" prior to the start of their weekly sessions
- Set up a Clwb Teulu for Welsh speaking families, Welsh learners and English speaking parents of children in Welsh language schools

## **8. Future Actions**

8.1 Moving forward during 2018/19 we will continue to remind and support employees and managers about their responsibilities to meet the Welsh Language Standards.

We will work with our partners to encourage them to promote the Welsh language, thereby increasing the visibility and audibility of Welsh

8.2 During the next 12 months we will continue to focus on:

- ensuring 100% employees complete the Welsh language skills audit;
- increasing the number of employees who complete the Welsh language awareness e-learning module;
- reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants;
- increasing the number of employees who have some basic Welsh language skills (approximately 36.28% employees report that they do not have any Welsh language skills);
- ensuring the Council's offices/workplaces are fully bilingual;
- raising the profile of Welsh language in the workplace and the community.

## **For further information please contact us on:**

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## Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	<b>LISTENING / SPEAKING</b>	<b>READING / UNDERSTANDING</b>	<b>WRITING</b>
<b>LEVEL 0</b>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>
<b>LEVEL 1</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Pronounce Welsh words, place names, department names, etc.</li> <li>● Greet and understand a greeting.</li> <li>● Use basic every day words and phrases, e.g. thank you, please, excuse me, etc.</li> <li>● Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'</li> <li>● State simple requests and follow up with extra questions / requests in a limited way</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.</li> </ul>
<b>LEVEL 2</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand the gist of Welsh conversations in work</li> <li>● Respond to simple job-related requests and requests for factual information</li> <li>● Ask simple questions and understand simple responses</li> <li>● Express opinions in a limited way as long as the topic is familiar</li> <li>● Understand instructions when simple language is used</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets, etc.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>
<b>LEVEL 3</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand much of what is said in an office, meeting, etc.</li> <li>● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information</li> <li>● Answer predictable or factual questions</li> <li>● Take and pass on most messages that are likely to require attention</li> <li>● Offer advice on simple job-related matters</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Scan texts for relevant information</li> <li>● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>● Make reasonably accurate notes while someone is talking</li> </ul>
<b>LEVEL 4</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information</li> <li>● Contribute effectively to meetings and seminars within own area of work</li> <li>● Argue for/against a case</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Prepare formal letters of many familiar types such as enquiry, complaint, request and application</li> <li>● Take reasonably accurate notes in meetings or straightforward dictation</li> <li>● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker</li> </ul>
<b>LEVEL 5</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>● Give a presentation/demonstration</li> <li>● Deal confidently with hostile or unpredictable questions</li> <li>● Carry out negotiations using complex / technical terms</li> <li>● Give media interviews</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write letters on any subject</li> <li>● Write full / accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar</li> </ul>