

Information for workers

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Information to support workers.

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

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](#)

Keneuoe's story

Keneuoe talks about the importance of Welsh in her job.

[View transcript](#)

1

00:00:08 --> 00:00:13

I think that it's really important to provide a care service through

2

00:00:13--> 00:00:16

the medium of Welsh

if people choose it.

3

00:00:17 --> 00:00:21

Where we live and work in Gwynedd,

4

00:00:21 --> 00:00:25

it s a very Welsh place

where the majority of people

5

00:00:25 --> 00:00:28

we look after and care for

6

00:00:28 --> 00:00:35

have lived their lives through the medium of Welsh

for years.

7

00:00:35 --> 00:00:38

This is what is natural to them.

So, I think it's very important that

8

00:00:38 --> 00:00:48

we help them continue

with their lives as they've known them

9

00:00:48 --> 00:00:50

and they're used to.

10

00:00:51 --> 00:00:58

Keneuoe came to live in Bala back in 1997 and she didn't have a word of Welsh.

11

00:00:58 --> 00:01:02

In her current role

she's an inspiration

12

00:01:02 --> 00:01:07

and she has continued to develop

and continued using and promoting the language.

13

00:01:09--> 00:01:14

It's only been five years since Keneuoe
joined the care sector and in her words,

14

00:01:14 --> 00:01:17

she regrets that she
didn't come much sooner.

15

00:01:18 --> 00:01:23

They know I can speak Welsh,
they have settled down well,

16

00:01:23 --> 00:01:27

because I give them time,
I sit down and speak with them

17

00:01:27 --> 00:01:37

and that enables them to

express any concerns they have,

18

00:01:37 --> 00:01:45

or just share history and have a
more detailed conversation with

19

00:01:45--> 00:01:49

them in their language,
in the language of their choice.

20

00:01:49 --> 00:01:52

So that's important in my opinion,
and I'm proud that

21

00:01:52 --> 00:01:55

I am making a difference.

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 courses

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.

[Register for the Camau Welsh language course](#)

Contact us

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