



Language Policy

Introduction

As an awarding organisation regulated by Ofqual, Qualifications Wales and the Council for the Curriculum, Examinations and Assessment (CCEA), Qualsafe Awards (QA) must comply with the *General Conditions of Recognition* and the *Standard Conditions of Recognition*. Condition G2 of these documents focuses on the *Language of the Assessment*. This Policy has been developed in line with the requirements of these Conditions.

Qualification Design and Development

Predominantly, and in line with the applicable Conditions of Recognition, all qualification specifications and assessment materials produced by QA will be in English and QA approved Centres will also carry out Learner assessments in English.

However, when designing and developing any qualification, QA will engage with all relevant stakeholders in the given sector to obtain their support for the qualification. Through this process, QA will attempt to establish whether or not there are employers operating in the sector who offer employment in working environments where English is not required for roles which are supported by the qualification.

If there are and

- the sector stakeholders are content that Learners could be assessed for the qualification in a language other than English
- the Learner certificates issued to those who have been assessed in languages other than English would be accepted for roles supported by the qualification by employers

then QA will make it clear in the content of any qualification specification produced that changes to the language of Learner assessments may be proposed by approved Centres and these proposals will be considered for approval by QA.

Language Translation Requests

In order for any Centre to make a request for QA:

- Qualification specifications
- Guidance documents
- Lesson plans
- Learner assessments and/or reference materials

to be made available in any language other than English (including indigenous languages such as Welsh or Gaelic) **and/or** to request

- that the Centre be permitted to modify any Learner assessment using a language other than English
- approved Centres are required to complete and submit a *Language Translation Request Form* to QA.

In completing this form, approved Centres are required to provide details on the:

- reasons for making the request
- qualification or assessment documentation to be translated (where known)
- language modifications proposed to Learner assessments
- estimated number of Learners to be assessed using this modification

In terms of language modifications made to Learner assessments, approved Centres are required to provide as much detail as possible on the modifications they are requesting. For example, Centres may request to:

- use a Translator
- permit Learners to use a bi-lingual dictionary during assessment
- permit Learners to provide assessment responses in an alternative language
- permit Learners to use notes prepared in advance of assessment in an alternative language
- simplify more complex written or verbal assessment instructions for Learners in an alternative language

Once the Centre has submitted any *Language Translation Request Form*, QA will review the details and make a decision on whether or not the request is reasonable and viable. The Centre will then be informed by QA whether or not the proposals have been accepted, accepted with amendments or rejected. Given the nature and, in some cases, the complexity of such requests, the timescales for response may vary dependent on the actions QA have to take in order to satisfy the request (e.g. translating and producing assessment materials in languages other than English).

Please note that any requests being made for courses to be delivered and Learners assessed in languages other than English where a disability is the driver for the request must be made through the completion and submission of a *Reasonable Adjustment Form* to QA. This includes requests to deliver courses and assess Learners using British Sign Language. Further details on this process can be found in the *QA Access to Assessment Policy* available on the Policies and Procedures section of the QA website.

Learner Certification

When any Learner successfully completes a qualification for which they have been assessed in a language other than English, they will be issued with a certificate which will confirm the

- qualification awarded
- language in which the Learner was assessed
- scope within which the certificate can be deemed acceptable for the workplace context (e.g. the certificate is valid and can be accepted to support roles in a Polish speaking workplace environment)

Monitoring, evaluating and reporting

Records will be kept of all language related enquiries dealt with by QA. Information regarding the number and nature of these requests, together with their outcomes, will be included in our Annual Performance Report.

Policy review arrangements

QA will review this policy on an ongoing basis as part of our continuous improvement activities and revise it as and when necessary in response to customer and Learner feedback, changes in our practices and changes in regulations.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0330 660 0899* / 01274 381414

Calls may be recorded for training and quality purposes.

**Costs to call this number will vary depending on your phone company's access charge.*

Email: info@qualsafeawards.org



Anita Goodfellow

Chief Executive

22nd November 2021

Owner: CEO

Regulatory references: Ofqual General Conditions of Recognition G2

QA documents referenced:

- *Access to Assessment Policy*
- *Reasonable Adjustment Form*