**Descriptors for Welsh Language Skills Levels**

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| **Some Ways of Using Welsh in practice** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| **In an Office** | Can say place names/personal names or Welsh signs correctly. Can recognise departments and locations in Welsh. Can greet and introduce others. Can use basic meet and greet phrases. | Can understand the essence of a conversation in Welsh. Can communicate effectively to complete simple and routine admin tasks. Can understand and record basic facts.  | Can understand much in the office or in meetings. Can take and pass on messages likely to require attention. Can understand and convey information about operational matters. | Can contribute effectively in meetings within own area of work and argue for or against a case. Can communicate information and ideas confidently and clearly in discussions with others. | Can interview Welsh speaking applicants for posts and assess their suitability. Can interact confidently with a variety of audiences. Is confident in reading Welsh documents. |
| **Delivering a service** | Can show linguistic courtesy by opening and closing a conversation. Can say place names / first names or Welsh signs correctly. Can introduce yourself. | Can understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions. | Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations. | Can deal with the public in most situations in Welsh but turns to English when using work-related or technical terminology. | Can deal effectively in Welsh with complex enquiries from the public or challenging situations. Can interview or question in Welsh. |
| **On the phone** | Can provide bilingual greeting appropriate to location. Can greet visitors and enable language choice. | Can understand and respond to requests for assistance in Welsh to simple requests. Can use Welsh to arrange for call-backs or transfer of calls. | Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation. | Can deal with enquiries confidently and effectively. Can understand dialect differences. | Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with challenging situations. |
| **Public Meetings / Talking to the Media**  | Can open and close meetings and welcome participants bilingually. | Can introduce oneself and others by name, role and organisation. Can contribute in a meeting partly in Welsh by using basic sentences. | Can converse partly in Welsh but turns to English when discussing detail of core business, answering questions or using complex information. | Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh but turns to English for work-related or technical terminology. | Can provide Welsh Language presentation. Can answer complex or hostile questions in Welsh to the extent that you have the necessary specialist knowledge. |
| **Writing** | Can write a simple routing request to a colleague, such as ‘Can I have…. Please?’. | Can write a short note of request to a colleague or known external contact. | Can write information internal memos, email messages and deal with routine requests. | With editorial help, can write business letters, email and posters for external customers. | Can write reports and presentations and make full and accurate notes in a meeting. |