

Consultation Questions

Section 1

1. Do you agree with the reasons given for promoting and learning languages on pages 4 and 5, and that these are the main reasons for supporting current language initiatives in Scotland? If not, why not?

Yes. Also, in order to address the demographic situation and the fact that the indigenous workforce is ageing, Scotland needs to continue to be an attractive and welcoming country for people to come to live, work and settle here.

Yes. Careers Scotland already provides key

<p>2. Do you agree that the language initiatives described on pages 6 – 12 and elsewhere are the key areas for language promotion in Scotland? If not, why not?</p>	<p>employability materials in 14 approved languages and we are currently investigating what materials we can provide in BSL. Additionally, staff may access BSL and other language interpreters as and when required to conduct guidance intervention interviews. However, anecdotal evidence from Careers Scotland staff suggests the waiting time when booking a BSL interpreter for deaf or hard of hearing individuals can be up to 4 weeks.</p>
<p>3. Do you agree that the key principles listed on pages 14 and 15 should shape language activity in Scotland? If not, why not?</p>	<p>Yes. However, Careers Scotland recently commissioned TNS Research System Three to undertake research to investigate the experiences of minority ethnic individuals in the labour market and to gauge their perception of Careers Scotland and its services. This qualitative research indicates that some minority ethnic individuals do not necessarily expect materials and information to be provided in their first language. Indeed, there is a perception by these individuals that in order to be effective in entering the labour market they must be able to speak English. Moreover, in the world wide competition for talent in the 21st Century and to ensure we continue to have a successful and thriving economy, Scotland must be able to demonstrate we can access up to date technology, first class talent and to encourage and develop a tolerant society that will attract workers and businesses alike. Therefore, there may be a greater need for ESOL courses than translated materials to ensure those workers migrating here can and do integrate fully into the economic and social aspects of a new life in Scotland.</p>
<p>4. Are there any other comments you would like to offer on this strategy in relation to the promotion of languages in Scotland?</p>	<p>There also needs to be cultural awareness raising training for staff in the public sector. This will ensure consistency of service and can often be a way of breaking down barriers at the first point of contact.</p>
<p>5. If you are responding on behalf of an organisation, how do you think you may be able to contribute to the success of the strategy?</p>	<p>Careers Scotland has an agreed translation strategy and provides employability materials in 14 languages. We are currently developing a general leaflet that will also be made available in these languages as well as in BSL. As previously mentioned, interpreters can also be provided for clients who require this additional support.</p>



Scottish Executive Consultation
A Strategy for Scotland's Languages

Consultation Questions

As Scotland's national career guidance organisation, our aim is to help the people of Scotland secure the jobs of tomorrow. We do this by inspiring and motivating them to develop the skills and confidence to achieve their full potential, in work, learning or training, throughout their lives.

Our objectives are to encourage and enable our individual customers to access a range of career planning services and products in order to fulfill this vision, including career education, personal information, advice and career guidance and employability support.

1. Do you agree with the reasons given for promoting and learning languages on pages 4 and 5, and that these are the main reasons for supporting current language initiatives in Scotland? If not, why not?

Yes. Also, in order to address the demographic situation and the fact that the indigenous workforce is ageing, Scotland needs to continue to be an attractive and welcoming country for people to come to live, work and settle here.

2. Do you agree that the language initiatives described on pages 6 – 12 and elsewhere are the key areas for language promotion in Scotland? If not, why not?

Yes. Careers Scotland already provides key employability materials in 14 approved languages and we are currently investigating what materials we can provide in BSL. Additionally, staff may access BSL and other language interpreters as and when required to conduct guidance intervention interviews. However, anecdotal evidence from Careers Scotland staff suggests the waiting time when booking a BSL interpreter for deaf or hard of hearing individuals can be up to 4 weeks.

3. Do you agree that the key principles listed on pages 14 and 15 should shape language activity in Scotland? If not, why not?

Yes. However, Careers Scotland recently commissioned TNS Research System Three to undertake research to investigate the experiences of minority ethnic individuals in the labour market and to gauge their perception of Careers Scotland and its services. This qualitative research indicates that some minority ethnic individuals do not necessarily expect materials and information to be provided in their first language. Indeed, there is a perception by these individuals that in order to be effective in entering the labour market they must be able to speak English.

Moreover, in the world wide competition for talent in the 21st Century and to ensure we continue to have a successful and thriving economy, Scotland must be able to demonstrate we can access up to date technology, first class talent and to encourage and develop a tolerant society that will attract workers and businesses alike. Therefore, there may be a greater need for ESOL courses than translated materials to ensure those workers migrating here can and do integrate fully into the economic and social aspects of a new life in Scotland.

4. Are there any other comments you would like to offer on this strategy in relation to the promotion of languages in Scotland?

There also needs to be cultural awareness raising training for staff in the public sector. This will ensure consistency of service and can often be a way of breaking down barriers at the first point of contact.

5. If you are responding on behalf of an organisation, how do you think you may be able to contribute to the success of the strategy?

Careers Scotland has an agreed translation strategy and provides employability materials in 14 languages. We are currently developing a general leaflet that will also be made available in these languages as well as in BSL. As previously mentioned, interpreters can also be provided for clients who require this additional support.

Careers Scotland
March 2007