

Issued by the Executive Yuan on December 10, 2018

Blueprint for Developing Taiwan into a Bilingual Nation by 2030

National Development Council
December 2018

List of Contents

1. Foreword	1
2. Promotion Rationale	4
(1) Strengthening people’s English proficiency from the demand side.....	4
(2) Reducing urban-rural divide with digital technology.....	5
(3) Bilingual policy and native language policy run in parallel ...	5
(4) Forging competitive advantage for young talents	6
3. Targets	6
4. Strategies	8
(1) Establishing an integrated English learning and translation resources platform	8
(2) Common strategies	9
(3) Individual strategies	11
5. Implementing Agencies and Budget	21
(1) Implementing Agency	21
(2) Budget	22
6. Key Performance Indicators (KPI)	22

1. Foreword

To cope with the trend of globalization and internationalization, possessing international communication ability and an international perspective are vital elements of raising national competitiveness. English is currently the most important common language for international communication, and as developments in digital technology spread rapidly all over the world, English has become closely connected with all spheres of people's life. Under these trends, "English proficiency" has become an essential ability for opening the gateway to globalization. Therefore, how to raise citizens' English ability to a more internationally competitive level has become a vital issue common to all non-English speaking countries. Taiwan certainly cannot except itself from this.

Previously, the government implemented the Action Plan for Creating an English-friendly Living Environment (2002-2007), the Plan for Creating an International Living Environment (2008-2009) and the Plan for Enhancing National English Proficiency (2010-2012), aimed at building a bilingual infrastructure to expand Taiwan's tourism resources, all of which have achieved substantial results. Building upon these foundations, the next step is to improve the soft power of our people's English proficiency. In October 2017, during an interpellation in the Legislative Yuan, some legislators called for

the government to establish English as the nation's second official language. In March 2018, several academicians of the Academia Sinica, at a meeting with President Tsai, expressed the hope that Taiwan might within the near future become a bilingual nation in which equal importance was attached to Chinese and English, as a means of raising the nation's international perspective and international communication ability.

Subsequently, at a media interview in August 2018, Premier Lai announced that bilingual education would be formally launched in 2019, and expressed his hope that the "bilingual nation" policy would enable Taiwan to become more internationally competitive. On September 19, after listening to the Ministry of Education's briefing on the Policy Report on "Promoting English as an Official Language of Taiwan", he pronounced that: "In order to promote our nation's economic development, in the near term we will pursue the policy goal of developing Taiwan into a bilingual nation, and gradually advance toward the long-term goal of English as our official language; and with a timeframe of 12 years, I ask the National Development Council (NDC) to serve as the coordinating agency in formulating a stage-by-stage schedule for this undertaking, and set stage-specific goals and tasks for all ministries and commissions."

In accordance with the Premier's instructions, the NDC

convened inter-ministerial coordination meetings, requesting each ministry and commission to propose implementation plans relating to their areas of responsibility, for a bilingual policy that should be people-centered, customer-oriented, and actively mapped out from the demand side, to comprehensively cover the general population, industry and government, and go on to become a national movement, with the raising of the people's English ability as the mainshaft of strategy, emphasizing the creation of a software environment for learning and using English. The NDC also communicated with the 22 county and city governments, in the hope that central and local governments could join forces to implement the policy objectives; and additionally invited input from foreign chambers of commerce and Taiwan's five major domestic business and industrial associations, to understand how they regarded Taiwan's bilingualization policy and related issues. After the consultation and deliberation of the inter-ministerial coordination meetings and the collection of views from all quarters, the NDC formulated policy goals and implementation strategies and measures for developing Taiwan into a bilingual nation, drawn up into the Blueprint for Developing Taiwan into a Bilingual Nation by 2030 to serve as guidelines, aimed toward 2030 as the target year for developing Taiwan into a bilingual nation, raising the people's English proficiency and enhancing Taiwan's international competitiveness. With regard to

promoting English as the nation's second official language, this would be studied and discussed again after 2030, in light of the executive review of the results of the bilingual policy's implementation.

2. Promotion Rationale

(1) Strengthening people's English proficiency from the demand side

In the past, bilingual policies implemented by the government were mostly devised from supply-side thinking, emphasizing the bilingualization of physical environment of government units, public signage, and tourism, etc. Although they stressed the making of a bilingual environment, they were unable to encourage a general mood of popular participation successfully and to actually attain the goal of establishing a bilingual environment. But under Premier Lai's directive targeting 2030 for the development of a bilingual nation, aiming to raise citizens' English proficiency and enable them to readily open their mouths and speak English whenever they need to, this time it will be demand-driven supply that forms the substance of the bilingual nation policy, with emphasis laid on building the software environment, enhancing the people's English listening, speaking, reading and writing communication abilities, and creating the maximum benefit at minimum cost.

(2) Reducing urban-rural divide with digital technology

When the government implemented bilingual policies in the past, limitations of teachers and funding made it difficult to apply them with uniformity nationwide. But now, emerging technologies and digital learning platforms can reduce the urban-rural divide, helping children in remote rural areas enjoy the same English learning resources as their peers in cities enjoy.

(3) Bilingual policy and native language policy run in parallel

Side by side with implementation of the bilingual nation policy, equal importance will also be attached to the promotion of native-language culture. Taiwan in the future will be a nation of diverse ethnicities and languages. The bilingual policy will be parallel to the pluralistic development of mother tongues, and its implementation will not constrain native language education. The Executive Yuan has already, in early 2018, submitted the draft of the Development Act of National Language to the Legislative Yuan for deliberation. This law will serve to effectuate equal rights of languages and cultures, help to promote the nation's pluralistic cultural development, and enrich the content of national culture. Therefore, promoting bilinguality will enable the nation to look forward. It will neither cause the dilution of existing culture, nor merely serve the convenience of life of foreigners in Taiwan, but will enable

Taiwan's next generation to enter the future with greater competitive advantage.

(4) Forging competitive advantage for young talents

In face of the trend of all the world's countries competing for talents, Taiwan possesses impressive strength of talents, and if they want to get ahead further internationally and raise their competitiveness, they still essentially need to have the ability to communicate in the international lingua franca. Looking around the world, we can see the examples of Singapore and India, or even Romania, where because of the local population's good English ability, they are able to lure in many multinational corporations, which provide local people with many quality job opportunities. Building upon the advantage of our country's industry chains, Taiwan must develop itself into a bilingual nation, to further strengthen our national competitiveness, attract multinational corporations to come to Taiwan to engage in business activity, and enable our young generation to have better development opportunities in their homeland, lifting wage levels as a whole, and spurring the prosperity of our national economy.

3. Targets

To achieve the Premier's vision of developing Taiwan into a bilingual nation, with 2030 as the target year, this Blueprint sets

“cultivating people’s English proficiency” and “elevating national competitiveness” as the two main policy objectives:

- (1) Cultivating people’s English proficiency: Optimizing English learning platforms and media resources, strengthening bilingual education systems, and comprehensively strengthening people’s soft power for employing English in listening, speaking, reading, and writing.
- (2) Elevating national competitiveness: Strengthening Taiwan’s industrial competitiveness, providing people with quality job opportunities, and elevating Taiwan’s economic development.



Figure 1: The two main targets of the Blueprint for Developing Taiwan into a Bilingual Nation by 2030

4. Strategies

The goal of this Blueprint is to develop Taiwan into a bilingual nation by 2030, and building on the results of past bilingual environment plans, further enhance the soft power gained from citizens' use of English. Each central government agency has put forward strategies for this, divided into common strategies and individual strategies addressing tasks within their respective areas of responsibility. The NDC will take on the work of coordinating the whole initiative, and undertake overall planning to set up an English database platform, integrating available public and private English learning databanks, and providing these for use by central and local government as well as by all sectors of the nation. Local governments will also be able to refer to this Blueprint in designing their own bilingual measures to match the particularities of their local culture and industries. The strategies, which will be subject to timely rolling review in light of their yearly execution status, are as follows:

(1) Establishing an integrated English learning and translation resources platform

The NDC will gather government and private English learning and translation resources, to provide for use by all levels of government and the general public, so as to raise Taiwan people's English listening, speaking, reading and writing proficiency. Website content will include: English translation resources, online English learning resources, theme English,

online English proficiency testing resources, video channels, and links to government agencies' English websites.

(2) Common strategies

a. Promoting all bilingual websites of central government agencies

Some agencies' websites have not yet been bilingualized, and should be fully bilingualized.

b. Bilingualizing documents relevant to foreigners

- Taking stock of forms and online application systems for business matters involving foreigners, and changing them from Chinese only, or Chinese and English separately, to Chinese and English side by side.
- Promoting the bilingualization of all kinds of licenses and credentials relevant to foreigners, such as award certificates or trophies, prize medals, certifications, permits and licenses.
- Bilingualizing government posters, publications, and advisory service handbooks.

c. Bilingualizing front-line services at public service venues

- Strengthening front-line over-the-counter English services and the bilingualization of public information (including police and fire departments).
- Improving the quantity and quality of English

services on public service hotlines, such as the Information for Foreigners Hotline, the 110 and 119 emergency telephone numbers, and English services provided by each local police department's foreign affairs police; and setting up all English voice response services in every government agency's telephone switchboard.

d. Implementing bilingual government information

- Bilingualizing the information of important government business, such as the bilingualization of policy statements, public announcements, news releases, study reports, statistical reports, statistical data inquiry systems, and statistical indicators.
- Bilingually conducting public hearings on matters relevant to foreigners' activities in Taiwan.

e. Bilingualizing laws and regulations relevant to foreigners

- Bilingualizing laws, regulations, and administration rules relevant to foreigners.
- Bilingualizing the notice of draft laws and regulations relevant to foreigners.

f. Promoting bilingual services at cultural and educational facilities and venues

Taking reference from the experience and standards of the National Palace Museum's implementation of bilingual services and guiding (the English part), and

gradually enhancing the bilingual services and guide personnel (including volunteers) in all kinds of museums, libraries, and other cultural venues.

- g. Cultivating English proficiency of government officials
 - Making best use of digital resources to create a learning environment, amalgamating and providing basic and general-purpose digital English learning resources.
 - Conducting English training of government officials, and cultivating English specialists; having colleagues who receive training overseas make English presentation upon returning for sharing their experiences and results.
- h. Bilingualizing the examination and certification of National Skill Test.

(3) Individual strategies

- a. Implementing in full scale the bilingualization of Taiwan's educational system, cultivating bilingual talents and international perspective. (Ministry of Education, Ministry of Foreign Affairs, Overseas Community Affairs Council, Ministry of Economic Affairs, Ministry of Science and Technology, National Communications Commission, local governments)
 - (a) Relaxing current regulations to allow for flexible mechanisms so that new learning modes can be

created

- Comprehensively conducting bilingual schooling and relaxing related enrollment regulations, with amendment of the Primary and Junior High School Act, Senior High School Education Act, Private School Law, and the related sub-laws and regulations, to create flexible and innovative learning models. (Ministry of Education)
- Revising the Regulations for Elementary and Junior High Schools Normal Class-Grouping Procedure and Group Learning, and implementing a teaching mode that allows for flexibility in teaching based on student aptitude and English proficiency. (Ministry of Education)
- Developing feasible modes for integrating English into preschool caretaking activities in kindergarten curriculum, and encouraging the integration of English learning into preschool caretaking activities in kindergarten curriculum. (Ministry of Education)
- Building a comprehensively Englishized learning environment in science park experimental high schools, to develop students' English proficiency and international vision. (Ministry of Science & Technology, Ministry of Education)

(b) Adopting a dynamic teaching approach with focus on

daily English use

- Implementing the TEIE (Teaching English in English) policy in primary and secondary education. (Ministry of Education)
- Promoting CLIL (Content and Language Integrated Learning) in designated primary and secondary learning domains or subjects, and promoting ESP (English for Specific Purposes) teaching and learning for vocational schools. (Ministry of Education)

(c) Expanding human resources required for English education

- Promoting the effectiveness of English teaching and learning resources centers sponsored by local governments. (Ministry of Education, local governments)
- Providing subsidy for teacher training universities to establish TEIE research centers. (Ministry of Education)
- Offering TEIE credit courses for in-service teachers. (Ministry of Education)
- Hosting TEIE courses for in-service and pre-service teachers. (Ministry of Education)
- Expanding the manpower needed for English education and its promotion through University Social Responsibility (USR) programs,

English-speaking international students, foreign youths willing to come to Taiwan, the extra recruitment of foreign teachers, and so on. (Ministry of Education, Ministry of Foreign Affairs, Overseas Community Affairs Council)

(d) Making effective use of digital technology and promoting individualized learning

Using emerging technologies such as AR and AI, distance digital learning, digital learning partnership, online learning platforms, English cloud platforms, and other technology tools, to close the gap between schools and create learning opportunities. (Ministry of Education, Ministry of Economic Affairs, Ministry of Science and Technology, National Communications Commission)

(e) Accelerating the internationalization of the educational system

- Strengthening international exchanges through such means as international learning partnership, educational travel programs, Model United Nations, pre-service teacher overseas internships, academic exchanges, and so on. (Ministry of Education, Ministry of Foreign Affairs)
- Promoting joint dual-degree programs, increasing international academics or degree courses, etc.

(Ministry of Education)

- b. Promoting the establishment of all English TV channels and encouraging Taiwan Broadcasting System to produce and broadcast English programs. (Ministry of Culture, National Communications Commission)
- c. Increasing English programs of broadcasting radio stations (such as National Education Radio and Police Broadcasting Service). (Ministry of Education, Ministry of the Interior, National Communications Commission)
- d. Bilingualizing government procurement documents.
 - (Public Construction Commission, ministries and commissions, local governments)
 - (a) Providing standardized English translations of important terms in government tender documents.
 - (b) Requiring that, where government procurement cases are applicable to the Agreement on Government Procurement (GPA) of the World Trade Organization (WTO), the digest of tender notice be published in English (subject of the procurement, deadline for tendering, place for obtaining tender documents).
 - (c) Collecting English government procurement contracts for tender documentation, and making English model contracts for tender documentation for procuring entities and tenderers' reference, and conducting rolling review and amendments of the templates.

- (d) Encouraging central government agencies to provide English version of tender documents or digest that are applicable to GPA and with potentials to attract foreign investors.
- e. Encouraging bilingualization of PPIP cases. (Ministry of Finance)

Including bilingualization in the selection items for the Golden Thumb Awards for Private Participation in Infrastructure Projects, to encourage private firms participating in public construction projects to provide bilingualization service.
- f. Cultivating friendly bilingual tourism environment .(Ministry of Transportation and Communications, Ministry of the Interior, Council of Indigenous Peoples, Hakka Affairs Council, Council of Agriculture, local governments)
 - (a) Raising the English ability of tourism practitioners, such as by setting up a database for listing foreign-language volunteers, and increasing English training and classes. (Ministry of Transportation and Communications, Ministry of the Interior, Council of Indigenous Peoples, Hakka Affairs Council, Council of Agriculture, local governments).
 - (b) Upgrading English proficiency of front-line transportation personnel in land, sea and air

transportation (including Taiwan High Speed Rail, Taiwan Railways, passenger buses, ports, and air travel). (Ministry of Transportation and Communications).

(c) Raising the English ability of taxi drivers, developing an app for frequently-used English sentences in taxi services, and conducting English training classes for taxi drivers. (Ministry of Transportation and Communications).

(d) Every passenger bus company having at least one driver on the Taiwan Tourist Shuttle, airport shuttle, and national highway service who possesses basic English communication ability. (Ministry of Transportation and Communications).

(e) Including English certification gained by practitioners or their participation rates in English-related classes, in existing passenger bus and taxi fleet evaluation mechanisms. (Ministry of Transportation and Communications).

g. Providing English digest of indictments for significant cases and relevant to foreigners or foreign businesses in Taiwan; and also suggesting the Judicial Yuan to provide English digest for significant judgments. (Ministry of Justice, Judicial Yuan)

h. Creating bilingual friendly investment environment for

science parks and industrial parks. (Ministry of Science and Technology, Ministry of Economic Affairs, local governments)

- (a) Adopting bilingual application for investment cases into the parks, to assist foreign businesses in application matters and incorporate into review process.
 - (b) Increasing bilingual professional training courses for park bureau in marketing and meeting communication.
 - (c) Encouraging parks to place emphasis on English ability when recruiting talents, raising English capabilities of park personnel; and promoting the establishment of English categories in park competitions, to encourage use of English.
- i. Strengthening English proficiency of hospitals and social welfare groups.
 - (a) Combining resources of community, school and the private sector, to conduct bilingual publicity and advocacy relating to health and welfare policies, targeting the general public, medical personnel, local authority personnel, the media, etc.
 - (b) Setting up a database of bilingual talents with relevance to epidemic prevention.
 - j. Elevating English proficiency of financial institution

practitioners, cultivating friendly bilingual financial service environment. (Financial Supervisory Commission)

(a) Encouraging financial institutions to enhance the English ability of their staffs, including: Encouraging financial industries to allocate surplus for employees' English course funding; and joining forces with peripheral entities (such as Taiwan Academy of Banking and Finance) to conduct English courses or training pertaining to financial services or international finance.

(b) Creating a friendly bilingual financial services environment, including: Pressing for listed and OTC companies to provide a proportion of information in English as well as Chinese, for a proportion of financial transaction platforms to be bilingual, and for financial institutions' service locations to be fully bilingualized.

k. Encouraging enterprises to enhance English capabilities.

(Ministry of Economic Affairs)

(a) Assisting business enterprises to enhance their English capabilities, such as by: Assisting bilingualization of business' products and related documents, helping chain businesses establish English versions of commonly used sentence patterns, or using policy tools to set standards for English capabilities of business enterprises.

- (b) Providing policy incentives, such as by: Devising bonus-point or priority-subsidy items in counseling programs or awards, and evaluating the inclusion of English capability raising in the point-scoring standards or as an extra points item for enterprise internationalization awards.
- I. Elevating English proficiency of labor force. (Ministry of Labor)
 - (a) Building the EZ Work Taiwan website with Chinese and English web pages and Chinese-English bilingual application forms.
 - (b) Providing employers and foreign workers with Chinese-English bilingual advisory services and handbooks for direct hiring.
 - (c) Assisting labor unions to arrange English teaching and training for their members, and establishing a database for English language volunteers.
- m. Elevating bilingual production and marketing capabilities of agricultural & fishery sectors. (Council of Agriculture)
 - (a) Enhancing English capabilities of farmers' and fishermen's associations and agritourism leisure farms, and helping bilingualize marketing materials of agricultural products.
 - (b) Setting up a bilingual database for Taiwan's agricultural products for the reference of all.

- n. Promoting bilingual youth and cultural exchange activities. (Ministry of Foreign Affairs, Ministry of Education)
 - (a) Assisting youth and students in going to English countries for 6 weeks to 3 months homestays, receiving all English courses and training, and considering the possibility of collaborating with NGOs.
 - (b) Conducting English exchange activities such as Teen Diplomatic Envoys, International Youth Ambassador, Young Agricultural Ambassadors, and National Diplomatic Training Camp. (Ministry of Foreign Affairs, Ministry of Education)
- o. Coordinating cross-military bilingual education policies, elevating English proficiency of the nation's military force. (Ministry of National Defense)
- p. Raising the ratio of English subject in recruitment examinations of foreign-affairs related personnel (such as consular and commerce). (Ministry of Foreign Affairs, Ministry of Economic Affairs)

5. Implementing Agencies and Budget

(1) Implementing Agency

The Executive Yuan will establish no committee to solely promote and coordinate this Blueprint. The NDC will take charge

of the inter-ministerial policy coordination and integration, while individual strategies will be implemented through division of tasks among ministries and commissions. The deputy head of each ministry and commission will set up a bilingual policy promotion task force. In addition, local governments may take reference from this Blueprint in drawing up their own bilingual policy measures to match with local cultural and industrial characteristics, so as to join forces with the central governments in realizing the targets of this Blueprint.

(2) Budget

No budget will be specially allocated to ministries and commissions by the NDC for this Blueprint. Ministries and commissions are to allocate their respective budget for project execution, and take advantage of available online resources in the private sectors, and partner with enterprises and schools, to vigorously implement the Blueprint.

6. Key Performance Indicators (KPI)

To demonstrate the government's commitment to implementing the bilingual nation policy, 7 KPIs have been set for performance of the Blueprint's 4 strategies in 2019.

Strategy	KPI	Target Value
Establishing English database platform	Establishment of an integrated English database platform portal	Completion of website establishment within 3 months
Relaxing education-related laws and regulations	Relaxation of the Primary and Junior High School Act, Senior High School Education Act, Private School Law, and the associated sub-laws and regulations	Submission for deliberation to the Legislative Yuan within 3 months
Bilingual government services	The ratio of all bilingual official websites of central government agencies	70% within a year
	The ratio of bilingual documents and credentials relevant to foreigners	50% within a year
	The ratio of bilingual consultation service provision at the front line of public service venues	60% within a year
Bilingual government procurement documents and related laws and regulations	Standard English translation of important terminologies in government procurement documents	100% within a year
	The Ratio of bilingual laws and regulations relevant to foreigners	70% within a year