



Welsh Language Policy

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Welsh Language Policy
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1 Background

- 1.1 The Welsh Language Standards, introduced under the Welsh Language (Wales) Measure 2011, explain how public bodies in Wales are expected to use the Welsh language in the conduct of their business and their delivery of services.
- 1.2 We, Grŵp Llandrillo Menai, adhere to the principle that, in the conduct of our business, we will treat Welsh and English equally.

We recognise the importance of providing a fully bilingual service to learners and the public. In particular, the Grwp recognises the importance of bringing about ambitious developments which will foster an environment that will promote the use and growth of the Welsh language amongst its learners, staff and key stakeholders.

2 Service Delivery

This section deals with the way the Grŵp intends to comply with some of the Service Provision Standards and ensure that there is efficient bilingual communication with learners and the public at all times.

2.1 Written Correspondence

- 2.1.1 All learners and members of the public are welcome to correspond with the Grŵp in either Welsh or English, according to their choice. Letters received by us in Welsh will be sent a signed reply in Welsh. We will reply to all correspondence, Welsh or English, within the same timescale.
- 2.1.2 A correspondent, having written in Welsh to us, or having expressed a preference to conduct business with us in Welsh, will receive future correspondence in Welsh. We will maintain a record of the language preferences of our regular correspondents.

Correspondence following a telephone conversation or a face-to-face meeting in Welsh will also be in Welsh unless the recipient has requested otherwise.

2.1.3 Newsletters and standard letters will be issued bilingually.

- 2.1.4 A member of staff who cannot understand incoming correspondence in Welsh will arrange for a short letter to be translated into English by either using the Grŵp's Translation service or by a bilingual colleague.
- 2.1.5 Where the incoming correspondence is lengthy or complex, the letter will be forwarded to the Translation service using Trosi on the Grŵp's Portal.

2.2 Answering the Telephone

- 2.2.1 The Grŵp employs bilingual members of staff to respond to all calls to our main lines.
- 2.2.2 All incoming direct line calls must be answered bilingually and transferred to a Welsh language speaker to progress the call if this is the caller's preference. A bilingual greetings script can be found in the Welsh Language Standards section on the Grŵp Portal.
- 2.2.3 Pre-recorded answering machines will carry a bilingual recorded message and callers will be welcome to leave a message in either language. The response to the recorded message will be in the language used by the caller.
- 2.2.4 For personal direct-dial telephone numbers, pre-recorded messages will reflect the linguistic abilities of the officer but prefaced with a bilingual greeting.

2.3 Making a Phone Call

The language preference is recorded on internal systems such as EDRAC. When a member of staff makes an external phone call, they will check if the language preference has been recorded on any relevant system. If this isn't the case, he/she must establish what the recipient's preferred language is and log this for future reference.

2.4 Meetings, Presentations and Seminars

2.4.1 If the Grŵp holds meetings with either learners or the public, we will encourage the use of Welsh or English. We will do this by putting in place a range of measures to include:

- recording of language choice
- employing bilingual staff
- providing simultaneous translation
- ensuring that all materials are fully bilingual.

2.4.2 When a meeting is offered to invited participants (thus deemed an "internal" meeting), the measures stated in 2.4.1 will be put in place as appropriate. This applies to all meetings.

2.4.3 Any public meetings will be advertised bilingually and the Grŵp will have bilingual staff present who will greet people and conduct business in the attendee's language of choice.

2.4.4 Personal callers at any of our campuses may conduct business in Welsh or in English. We will have Welsh-speaking members of staff present to enable personal callers to conduct business in either language.

2.4.5 People wishing to communicate via electronic messages are welcome to use either Welsh or English. Again, we will respond in the language of the original message. Staff email signatures have been updated to encourage the use of Welsh and signify if the member of staff is a Welsh speaker.

2.5 Publications, Branding and Public Identity

2.5.1 We will publish all corporate materials bilingually – whether on our website or in hard copy.

2.5.2 Where material is in separate Welsh and English forms, both versions will be published simultaneously. Both versions will also be distributed together, equally

obtainable, displayed together, and of the same standard. Separate language corporate material will be published exceptionally but, where they are published, each version will explain that a version is available in the other language.

- 2.5.3 Where a charge is to be made, the price of a corporate document printed in bilingual format will not be greater than a single language version of that document. When single language versions of a priced document are published, the price of the Welsh version will not be greater than that of the English version.
- 2.5.4 Grŵp templates, including invoices, will be printed bilingually and written in accordance with the criteria set out in section 2.1 on written correspondence.
- 2.5.5 Staff, consultants, website developers and designers, and printers of our bilingual publications will be provided with written guidance on how to deal with bilingual publications.
- 2.5.6 Where material is published in separate language versions, staff involved in the distribution of this material will be made aware of the existence of two versions of the same document and the need to treat both equally.
- 2.5.7 All grant application forms and associated explanatory material issued by the Grŵp for public use will be available in both Welsh and English or bilingually. All materials will include a statement welcoming communication in both languages and that choice of language will not result in a delay.
- 2.5.8 In cases where separate Welsh and English versions of forms are issued, the associated explanatory material will be issued in the same language. Both versions will be issued simultaneously and both versions will be equally available in all campuses and other distribution points including our website. Also, each version will indicate that the form is also available in the other language.
- 2.5.9 The Grŵp will present a fully bilingual corporate identity, headed paper, business cards, identity badges, website and other corporate materials and goods.

On all corporate materials, goods and signage, the format, size, quality, clarity and prominence of the Welsh and English languages will be the same.

- 2.5.10 All of our written or electronically transmitted material directed at the general public will be published in bilingual form, or in Welsh and in English. In all cases the format, quality, clarity and prominence of the two languages will be the same and the two languages will be treated on a basis of equality.
- 2.5.11 All surveys and questionnaires will be bilingual and will be supported by bilingual material. Any associated interviews will be conducted in the language of the interviewee's choice.

2.6 Publicity

- 2.6.1 All Grŵp publicity material will normally be issued bilingually, in a way that treats the two languages on a basis of equality.
- 2.6.2 All exhibitions mounted by us will treat the two languages on a basis of equality. The Grŵp will encourage other exhibitors using Grwp premises, stands, displays etc to use both languages in their exhibits, demonstrations and displays.

2.7 Adverts and Notices

- 2.7.1 The Grŵp's public notices and recruitment advertising, will appear with Welsh and English versions shown together in accordance with the Standards and be equal in terms of format, size, quality, legibility and prominence.
- 2.7.2 Media notices and media releases will be released bilingually in a way that treats the two languages on a basis of equality.
- 2.7.3 Spokespersons will be presented for media interviews in both Welsh and English.

3 Internal Operations

This section deals with the way in which the Grŵp will comply with the Operational Standards and go beyond what is stated in the Standards to ensure that the internal operations of the Grŵp remain bilingual.

3.1 Corporation Board

- 3.1.1 The Board will discuss and approve revisions of the Policy and our Annual Action Plan on a regular basis. It has the authority to ensure effective implementation of the Standards internally and is committed to promoting best practice externally.
- 3.1.2 The Board will ensure that we maintain a Panel Iaith. The Board will require an annual Welsh Language Action Plan and Standards Implementation Report to be produced by the Panel. It will consider any recommendations made in the report or at other times during the year as appropriate.
- 3.1.3 It will discuss and approve an annual Action Plan for the purpose of monitoring the implementation of the Welsh Language Policy and Standards.
- 3.1.4 The Board will be aware of statutory requirements and will consult with the Welsh Language Commissioner when required.
- 3.1.5 The Board will treat Welsh and English on the basis of equality.
- 3.1.7 Board members will have a basic knowledge of Welsh for use fulfilling their duties. This will include the ability to correctly pronounce Welsh names, titles etc.

3.2 Staffing and Recruitment

- 3.2.1 Grwp Llandrillo Menai will ensure that workplaces which have contact with the public have access to sufficient and appropriately skilled Welsh speakers to enable those workplaces to deliver a full service through the medium of Welsh. This will be regularly reviewed.
- 3.2.2 We will regularly review those workplaces and posts where the ability to speak Welsh is deemed 'essential' and those where it is 'desirable', to identify the level of proficiency expected in each case. Job descriptions will be formulated accordingly.
- 3.2.3 For appointments to a post where the ability to speak Welsh is considered essential, the level of proficiency of both languages, written and oral, must be tested at interview, as appropriate to the role.

3.2.4 Grŵp Llandrillo Menai will make it clear when it wishes to recruit Welsh speakers by placing advertisements for posts where Welsh is either essential or desirable in Welsh and English language newspapers.

3.2.5 We will periodically review and assess staff's language skills and report the findings on an annual basis. This will help inform our Staff Development Plan.

3.3 Team Commitments

3.3.1 Grŵp staff who are responsible for recruiting staff will assess the organisation's needs for Welsh-speaking staff when making appointments. They will also be integral to the steps outlined in 3.2.1 and 3.2.2 above.

3.3.2 All measures contained in our Policy will apply to all campuses and all areas of our work.

3.3.3 Arrangements will be made for areas where all aspects of service may not be available bilingually.

3.3.4 The Grŵp's Chief Executive has lead responsibility for the implementation and monitoring of the Policy and the Standards.

3.3.5 The Grŵp has a Panel Iaith which monitors the Policy regularly and ensures that the Policy is implemented in a comprehensive and consistent manner across the organisation and delivers our Standards requirements. The Panel is responsible for discussing and making recommendations on all Welsh language issues. It will present an annual report to the Board and bring issues to the Board's attention if and when necessary. This report will be produced annually and made available to the public on our website and Intranet. Copies of the report will also be sent to the Welsh Language Commissioner.

3.3.6 Each team is responsible for the implementation of the Policy within its own areas of responsibility.

3.3.7 Those responsible for procuring computer systems and for computer planning will have full regard of the organisation's need to implement the commitments in its Policy and delivery of the Standards. Where existing computer systems cannot be adapted to facilitate the Standards fully, our ICT Team will review those systems in the light of the Standards and will propose measures for improving the performance of those systems with regard to the Welsh language.

3.4 Induction, training and staff development

- 3.4.1 On appointment, new members of staff will be referred to copies of the Policy and Standards compliance requirements on the Grŵp Portal and a briefing on its implementation will be incorporated into the staff induction procedure. Additional briefing on the History and Culture aspects of the Welsh Language will also be provided to staff on the dedicated Standards tile on the Portal.
- 3.4.2 All members of staff will have access to a copy of the Grŵp's Welsh Language Promotion and Facilitation Policy and Standards compliance requirements. Periodic staff meetings will be held, on a departmental or office basis, to brief every member of staff on the requirements of the Standards and to review its implementation.
- 3.4.3 All staff members are invited to comment on the quality of Welsh language material to our Principal Translator, Director of Bilingualism or a member of the Panel Iaith.
- 3.4.4 We encourage members of staff to learn Welsh or to improve their ability to speak Welsh. The Grŵp will support members of staff who wish to learn Welsh by allowing reasonable time off from their duties for them to attend professional language courses and by paying the tuition fees associated with such courses. It is a key performance indicator that the Grŵp increases the percentage of non-Welsh speaking members of staff registered as Welsh learners and this consideration is included in our Learning and Development Plan.
- 3.4.5 We will also organise in-house support groups of fluent Welsh speakers to hold group sessions that enable members of staff to improve their ability to speak Welsh.
- 3.4.6 All staff members will have a basic understanding of Welsh for use in welcoming the public to meetings, in initial telephone greetings etc. Training sessions which will include pronunciation for all staff, whether Welsh language learners or not.
- 3.5 Translation
 - 3.5.1 All documents for translation to the will be inputted through the Trosi translation service available on the Grŵp Portal.
 - 3.5.2 When working on documents to be translated, all teaching staff members will have a time element for translation agreed with their line manager in their workload agreements.
 - 3.5.3 The Grŵp will rely on the internal Translation team to provide in-house written translation and to manage delegation to external translators when necessary.

3.5.4 When the engagement of external translating services is necessary, the Principal Translator will ensure that such translators are suitably qualified and able to provide a high quality service. He/she will also proof-read and standardise their work. The following criteria will be used in assessing the services being offered:

- quality of work
- familiarity with the subject matter and the technical vocabulary used by us
- competitive prices
- guaranteed delivery times
- the use of ICT to deliver a speedy, efficient service
- confidentiality must be ensured
- the appropriate indemnity cover is secure

4 Policy Making

4.1 Policies and New Initiatives

- 4.1.1 We will ensure that all new policies and initiatives will promote and develop the use of Welsh and that they will implement the principle of equality wherever relevant.
- 4.1.2 We will ensure that new policies and initiatives are consistent with our Welsh Language Policy and will not undermine the Standards' requirements.
- 4.1.3 We are committed to assessing the linguistic consequences of all new policies and initiatives to establish what effect they are likely to have on the use of the Welsh language.
- 4.1.4 We will ensure that staff and advisors who draw up policies and initiatives are aware of, and respect, our Welsh Language Policy and Standards' requirements.
- 4.1.5 We will provide individuals and organisations with the contact details of language development initiatives with the aim of sharing resources and expertise.

4.2 Tenders

- 4.2.1 When tenders are invited for specific contracts, the linguistic details will be specified in the tender documentation and the normal monitoring arrangements of such contracts will include regular performance reports.
- 4.2.2 If we receive a tender in Welsh and it is necessary to interview, tenderers wishing to use the Welsh language at the interview can do so and a simultaneous translation service will be provided if required.
- 4.2.3 We will support the Welsh Language developments of other public bodies and take every opportunity to promote and develop the use of the Welsh language among other organisations with whom we are in contact.
- 4.2.4 Partner organisations providing services, support or funding will be expected to provide Welsh language material at their cost. The Grŵp will assist such partners to make contact with appropriate specialist organisations in Wales.
- 4.2.5 We will encourage organisations not covered by the Welsh Language Standards to operate within the spirit of the Standards. This will be done by inviting organisations in their applications to address how they will reflect the bilingual

nature of the community in which they operate and the customers they are targeting.

4.3 Grants and contracts

- 4.3.1 When the Grŵp completes formal contracts with third parties relating to the provision of services, it will ensure that such contracts are consistent with the terms of our Welsh Language Policy and Standards requirements. Furthermore, we will recommend that all parties refer to guidance issued by the Welsh Language Commissioner.

5 Monitoring and Reporting

5.1 Monitoring

5.1.1 The Panel Iaith is tasked with the day to day running of the Welsh Language Policy and Standards delivery. The commitment of each team within the Grŵp is outlined in section 3 above.

5.1.2 The Panel Iaith comprises representatives from across the Grŵp and is chaired by the Principal of Coleg Menai/Coleg Meirion-Dwyfor. It has quarterly meetings. The Panel reports to and makes recommendations to Tîm Strategol.

5.1.3 The Panel will measure its Welsh language provision against a number of indicators supported with quantitative data on the following:

- a) Number and percentage of posts that have been identified as Welsh essential and those filled by bilingual speakers.
- b) Human Resources and Skills – the number and percentage of staff (Welsh speakers and learners) who have received training in Welsh leading to a specific qualification. Also, the number and percentage of staff who have received language awareness training.
- c) Human Resources, Equality and Diversity – the number and percentage of staff within the service organisation who can speak Welsh with a breakdown according to department, grade and campus.
- d) Quality of Service –The number of complaints received.
- e) Our progress, as an organisation, in evidencing full compliance with the Standards as set out in our Final Compliance Notice.

5.2 Reporting

5.2.1 The Panel Iaith will provide the Board with an annual report (covering activity within a financial year) on the implementation of the Annual Action Plan. This report will encompass the full range of our efforts as well as alert the Board to any future developments.

5.2.2 Copies of the Report and the Action Plan will be forwarded to the Welsh Language Commissioner, normally no later than by the following January.

5.3 Awareness of the Policy and Action Plan

5.3.1 We will publicise our Welsh Language Policy and Action Plan in the following ways:

- they will be published on the Grŵp Portal, our intranet for staff

- they will be published on the Grŵp's website

5.3.2 Any further enquiries regarding this Welsh Language Policy and the Standards should be directed to the Chair of the Panel Iaith.