Policy on the

Use of Welsh at the College

Issue	**May 2020**
Review Date	**May 2023**
Originator	**Neris Morris** **Welsh Language Officer**
Location of Policy	**BIZ-Sharepoint/Intranet/Policies &** **Procedures/Cymraeg-Welsh**
Policy Approved By:	**College Management Team – 16.01.20**

Policy on the Use of Welsh at the College

1. **Context**
2. **Service Delivery**
3. **Internal Operations**
4. **Policy Making**
5. **Monitoring and Reporting**
6. **Dealing with Supplementary Matters**

1. Context

1.1 The Welsh Language Standards, introduced under the Welsh Language (Wales) Measure 2011, set out the expectations on how public establishments in Wales are expected to use the Welsh Language in their day-to-day business and in their delivery of services. The College received its Welsh Language Standards Compliance Notice on October 1st 2017 with a timetable of expected completion dates.

1.2 The College is committed to providing a bilingual service to our learners, staff and the public, and is engaged in the development of an increasingly bilingual provision and an enhanced bilingual ethos within the College community.

2. Service Delivery

2.1 Service Delivery: Written Correspondence

2.1.1 Correspondence from college learners and members of the public is welcomed in Welsh or English, and correspondence received in Welsh will be replied to in Welsh. All correspondence, be it in Welsh or English, will be replied to within the same timescale.

2.1.2 We maintain a record of the language choice of learners and their parents/guardians at the beginning of each academic year, and those who have expressed the preference will receive all future correspondence in Welsh.

2.1.3 Standard/generic letters and newsletters are issued bilingually.

2.2 Service Delivery: Telephone Services

2.2.1 All incoming calls are answered with an initial bilingual greeting. The College is exploring the possibility of developing a system whereby any incoming calls choosing the "Welsh" line option are automatically directed to a Welsh-speaking member of staff.

2.2.2 Answerphone messages carry a short bilingual message and callers are welcome to leave a message in either Welsh or English. The response to the caller's message will be in the caller's preferred language choice.

2.2.3 The College is fully committed to increasing the number of Welsh-speaking staff members in front-facing (public facing) roles, as such roles become vacant and depending on the capacity of Welsh-speakers applying for such positions.

2.3 Service Delivery: Meetings, Open Evenings and Presentations

2.3.1 All public meetings will be advertised bilingually.

2.3.2 The College will make every effort to ensure there are bilingual staff members present to greet people bilingually.

2.3.3 The College will provide simultaneous translation in public meetings if sufficient numbers of attendees have expressed their wish to undertake the meeting in the medium of Welsh.

2.3.4 The College is encouraging and developing an ethos of using incidental greetings in Welsh and English at all internal and public meetings.

2.3.5 Where an individual has expressed the preference to undertake their business in the medium of Welsh, the College will ensure there is an appropriate Welsh-speaking member of staff present to achieve this.

2.3.6 Questionnaires and/or surveys aimed at the public, learners and staff will be available in Welsh and English, or bilingually. The anonymity of respondents, whether responding in Welsh or English, will be protected.

2.4 Service Delivery: Electronic Communications

2.4.1 People wishing to communicate via e-mail are welcome to use either Welsh or English, and the College will respond in the language of the initial message while ensuring there is no delay in responding.

2.4.2 Staff e-mail signatures are bilingual and Welsh-speaking staff members are encouraged to display the "Work Welsh" logo to identify themselves as Welsh speakers.

2.5 Service Delivery: Branding and Public Identity

2.5.1 The College publishes all corporate material bilingually.

2.5.2 The College's corporate identity is bilingual.

2.5.3 The College ensures that the format, quality, size and prominence of the Welsh and English languages will be equal on all corporate materials.

2.5.4 Where there is the need for separate Welsh and English versions of a document/publication, both versions are published and distributed simultaneously. Welsh and English versions will be of the same standard and displayed together. In these instances, each version will carry a statement explaining that the document is also available in the other language.

2.5.5 The College logo and College templates are available bilingually and ensure that both languages are treated equally.

2.5.6 College staff and external stakeholders are provided with guidance on how to deal with bilingual publications and separate Welsh/English versions of publications.

2.5.7 All College forms are available in Welsh and English, or bilingually. All such materials will carry a statement welcoming communication in either Welsh or English and noting that language choice will not result in any delay.

2.5.8 All College written and electronic material aimed at the public is published bilingually, or in Welsh and English. Again, the College will ensure that the format, quality, size and prominence of the Welsh and English languages will be equal on such materials.

2.5.9 All College publicity material is issued bilingually and designed to treat the Welsh and English languages equally.

2.5.10 All College exhibition material is available in Welsh and English, or bilingually, and will treat both languages equally.

2.5.11 All College's public notices and adverts appear in Welsh and English and will treat both languages equally in terms of format, quality, size and prominence.

2.5.12 Social media notices are posted in Welsh and English, or bilingually, and will treat both languages equally.

3. Internal Operations

3.1 Internal Operations: Staffing and Recruitment

3.1.1 The College undertakes an audit of Welsh speakers within each learning and functional area, and highlights areas where the need for staff members with Welsh skills is deemed as "Essential" or "Desirable" in relation to the nature of the post and Welsh Government priorities.

3.1.2 All College employees are required to self-assess their Welsh linguistic skills in Speaking, Listening, Reading and Writing on a bi-annual basis. The information gleaned informs the College's Workforce Language Planning.

3.1.3 For appointments to a role where the ability to speak or write in Welsh is considered as an "Essential" skill in the job-advertisement and job-description, the appropriate level of proficiency in both languages, written and oral, is tested at interview.

3.2 Internal Operations: Induction, Staff Development and Training

3.2.1 All new members of staff undertake a one-day College Induction, which includes an interactive session on Welsh Language and Culture, compliance with the Welsh Language Standards and guidance on where to find assistance on the Staff Portal in relation to translation services and Welsh Language classes during work hours.

3.2.2 The College undertakes a regular audit of learning and functional areas' compliance with the Welsh Language Standards, and action-plans will be put in place. Every learning and functional area takes responsibility for working with the Welsh Language Officer to achieve specific actions within a given timescale.

3.2.3 Specific Welsh Language training is considered on a role-by-role basis in relation to College and Welsh Government priorities.

3.3 Internal Operations: Translation

3.3.1 All staff members have access to the College's internal translation service and are advised on how to use this service appropriately.

3.3.2 During periods of demand, which exceed the capacity of the in-house translation facility, the College outsources materials for translation, ensuring that any external translator used possesses the relevant recognised translation qualification.

4. Policy Making

4.1 Policy Making: Policies and New Initiatives

4.1.1 The College monitors all new policies and initiatives to ensure they are consistent with our Policy on using Welsh and are compliant with our Welsh Language Standards Notice.

4.1.2 All new policies and initiatives are scrutinised as part of our Impact Assessment process, to assess their possible linguistic implications and to ensure there is no negative impact on the Welsh language.

4.1.3 We ensure all staff teams who draw up policies and create new initiatives are aware of and adherent to our policy on use of Welsh, and of the requirements of our Welsh Standards Compliance Notice.

4.1.4 The College endeavours to create new policies and initiatives that will promote, encourage and develop the Welsh language and ethos wherever relevant.

4.2   Policy Making: Tenders

4.2.1 When the College invites tenders for specific contracts, consideration of linguistic trends and requirements are made and communicated in the tender specification; the monitoring of sub-contractors includes reference to their performance in relation to Welsh considerations.

4.2.2 If the College receives a tender in Welsh, arrangements will be made for tenderers wishing to use the Welsh language in an interview or presentation.

4.2.3 The College promotes our policy on using Welsh with stakeholders and other establishments not compliant with the Welsh Language Standards, and will encourage them to adopt our processes for compliance.

4.2.4 If the College partakes in third-party arrangements, it will endeavour to establish that any such-contracts are consistent with our policy on using Welsh and our Welsh Language Standards Compliance Notice.

5.   Monitoring and Reporting

5.1   Advice and guidance on the day-to-day adherence to the college policy on the use of Welsh, and compliance with the Welsh Language Standards Notice, is the responsibility of the Welsh Language Officer, who reports to the Vice Principal.

5.2   The College Principal has overall responsibility for the above.

5.3   The College operates a Welsh Language Steering Group, consisting of representation from learning and functional areas from across all college campuses. The Welsh Language Steering Group, chaired by the College Principal, meets once termly and monitors the College's performance against performance-indicators and agreed individual action-plans. The Welsh Language Steering Group members take responsibility for disseminating initiatives and guidance across all learning and functional areas.

5.4   The Welsh Language Officer produces an Annual Report on College activity and performance in relation to the Compliance Notice; the Annual Report is discussed at the Welsh Language Steering Group meetings and is presented to the College Management Team for review and subsequent approval, prior to publication on the College website and on the staff intranet. All staff members are made aware of its publication via the staff intranet.

6.   Dealing with Supplementary Matters

The College has introduced a system for overseeing, promoting and facilitating Standards relating to Service Delivery, Policy Making and Operational activity:

- All Functional-Area Managers complete a RAG-rating self-evaluation in relation to relevant Standards on an annual basis.

- The results of these self-evaluations form the basis of each area's action-plan, working with the College's Welsh Language Officer. The action-plans are subject to bi-annual reviews.

- The outcomes of the self-evaluations will form part of the College's annual report to the Welsh Language Commissioner.

- Details of outcomes and action-plans will be discussed at the Welsh Language Steering Group meetings, which are held 3 times per year and chaired by the College Principal.

- Promotion of Welsh Language services at the College is the responsibility of the Welsh Language Officer and Bilingual Champion, aided by the Marketing team and Welsh Language Advocates in functional areas, and is overseen by the Welsh Language Steering Group.

- The College's Impact Assessment Proforma has been updated to include questions relating to active promotion of the Welsh language, and consideration of positive impact implications, which are discussed prior to submission to a relevant College committee for approval.

- All College sub-contractors are made aware of the College's Welsh Language Standards Compliance Notice, and are expected to adhere to and comply with relevant Standards in the undertaking of their work on behalf of the College.

- The College has introduced an internal 'Mystery Shopper' exercise which will form part of our internal monitoring of compliance and progress in relation to the Welsh Language Standards. The exercise will be undertaken once termly and members of the College's Welsh Language Steering Group will take the lead, working across campuses on chosen specific, themed exercises. The results of such exercises will be reported to the Welsh Language Steering Group and the College Management Team, and will form the basis of future activity relating to Welsh Language compliance and promotion.

7.   Yr Iaith Gymraeg / The Welsh Language

7.1   Mae Coleg Gŵyr Abertawe yn ymrwymedig i hyrwyddo'r iaith Gymraeg, yn unol â Safonau'r Iaith Gymraeg a Mesur y Gymraeg (Cymru) 2011.

7.2   Gower College Swansea is committed to the promotion of the Welsh language, in accordance with the Welsh Language Standards and the Welsh Language (Wales) Measure 2011.