

Compliance with Operational Standards

Standard No.	Standard	HOW THE COLLEGE INTENDS TO COMPLY
105	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	We have a bilingual strategy policy, published on our policies page on the intranet.
106	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	This is asked in the pre-employment checks package.
107	You must — (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	
108	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	
109	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	
110	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	
111	You must ask each employee whether he or she wishes to receive any forms that record and authorise— (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	We have a Welsh self-service facility for employees. Employees can use this to book annual leave in Welsh and record absences. Permission forms to be absent and flexible working forms are available in Welsh on the intranet.
112	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	

Compliance with Operational Standards

113	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	Policies are available in both English and Welsh on the intranet.
114	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	
115	If you publish a policy relating to performance management, you must publish it in Welsh.	
116	If you publish a policy about absence from work, you must publish it in Welsh.	
117	If you publish a policy relating to working conditions, you must publish it in Welsh.	
118	If you publish a policy regarding work patterns, you must publish it in Welsh.	
119	You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her	We welcome correspondence in Welsh and all correspondence in Welsh will be answered in Welsh.
119A	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	
121	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	When a meeting is arranged, staff will be made aware that they can use the Welsh language in meetings, and that a simultaneous translation service will be used if necessary.
122	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff— (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	We welcome correspondence in Welsh and all correspondence in Welsh will be answered in Welsh.

Compliance with Operational Standards

123	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	
123A	You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	
125	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	When a meeting is arranged, staff will be made aware that they can use the Welsh language in meetings, and that a simultaneous translation service will be used if necessary.
126	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff— (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	All correspondence in Welsh will be answered in Welsh.
127	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	Software is available on all college computers.
134	You must assess the Welsh language skills of your employees.	Workers can update their Welsh language skills on our self-service platform for employees.
135	You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	Not applicable
136	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and	There will be a training program during the year.

Compliance with Operational Standards

	(c) complaints and disciplinary procedures.	
138	You must provide opportunities during working hours — (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	This is available to all employees and is stated in the learning and development policy.
139	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	
140	You must providing training courses so that your employees can develop — (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	There is an online Welsh Awareness course that must be completed during the induction period.
141	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	This is part of our induction arrangements.
142	You must provide wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	Available for all college staff.
143	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	
144	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	
144A	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	
145	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply — (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	These categories are included on recruitment forms so that line managers assess the requirements and select the relevant category.
145A	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must — (a) specify that when advertising the post, and (b) advertise the post in Welsh.	If Welsh language skills are essential, desirable or need to be learnt, we will indicate that in the advertisement and advertise in Welsh.

Compliance with Operational Standards

146	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	This is stated in every advertisement.
146A	If you publish — (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	
146B	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	
148	You must ensure that your application forms for posts — (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	This is stated on each application form.
149	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	Job templates are available in Welsh and English.