

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

STANDARD No.	STANDARD	HOW THE COLLEGE INTENDS TO COMPLY
Standard 1	When you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	All staff who correspond with others have received detailed guidance on the college's obligations under the Welsh language Standards. Support is available for staff to correspond with others in Welsh through the use of translators and other Welsh speaking staff.
Standard 4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	
Standard 5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	
Standard 6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (e.g. if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	
Standard 7	You must state—(a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	
Standard 8	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the caller in Welsh.	All staff who correspond with others have received detailed guidance on the college's obligations under the Welsh language Standards when greeting callers.
Standard 9	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	The college has invested in a new phone operating system, which is fully compliant with

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 11	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	Standards relating to dealing with telephone enquiries in Welsh.
Standard 12	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	
Standard 13	If you offer a Welsh Language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh Language service must be the same as for the corresponding English language service.	
Standard 14	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	This is standard approach and is monitored via the marketing department.
Standard 15	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	n/a
Standard 16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	The college has invested in a new phone operating system, which is fully compliant with Standards relating to dealing with telephone enquiries in Welsh.
Standard 17	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	
Standard 19	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	
Standard 20	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 21	When you telephone an individual (A) for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	
Standard 22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	The college has invested in a new phone operating system, which is fully compliant with Standards relating to dealing with telephone enquiries in Welsh.
Standard 24	If you invite one person only (P) to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	All staff who arrange meetings with others have received detailed guidance on the college's obligations under the Welsh language Standards. Support is available for staff to correspond with others in Welsh through the use of translators and other Welsh speaking staff.
Standard 24A	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh Language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	
Standard 26	If you invite an individual (A) to a meeting, and (a) the meeting relates to a complaint about A or made by A; (b) the meeting relates to disciplinary proceedings regarding A; or (c) the purpose of the meeting is to provide student support to A, you must (i) ask A whether A wishes to use the Welsh language at the meeting, and (ii) inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	
Standard 26A	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting—(a) if (i) the meeting relates to a complaint about the invited individual (a) or made by A; (ii) the meeting relates to disciplinary proceedings regarding A; or (iii) the purpose of the meeting is to provide student support to A; and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	
Standard 27	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 27A	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.
Standard 27D	If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).
Standard 29	If you invite more than one person to a meeting, and (a) the meeting relates to a complaint made by or about one or more of the individuals invited; (b) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or (c) the purpose of that meeting is to provide student support to one or more of the individuals invited; you must (i) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting; and (ii) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.
Standard 29A	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting—(a) if you have invited more than one person to the meeting; (b) if (i) the meeting relates to a complaint made by or about one or more of the individuals invited; (ii) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or (iii) the purpose of the meeting is to provide student support to one or more of the individuals invited; and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.
Standard 30	When you arrange a meeting that is open to (a) the public, or (b) students who are within a particular cohort, you must state on any material advertising it and on any invitation to it that anyone attending is welcome to use the Welsh language at the meeting.
Standard 31	When you send invitations to a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must send the invitations in Welsh.
Standard 32	If you invite persons to speak at a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must (i) ask each person invited to speak whether he or she wishes to use the Welsh language, and (ii) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 33	If you invite persons to speak at a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (i) that they are welcome to use the Welsh language, and (ii) that a simultaneous translation service is available.	
Standard 34	When you display any written material at a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	
Standard 35	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	All relevant staff have received detailed guidance for the promotion of events to ensure full compliance. Regular audits are carried out internally and processes are in place to deal with any breaches promptly.
Standard 36	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in relation to signs displayed at the event and in relation to audio announcements made at the event).	
Standard 37	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	
Standard 41	If you arrange a graduation or award ceremony you must ensure that the Welsh language is treated no less favourably than the English language in relation to material or signs displayed by you at the venue and in relation to any information provided regarding the order of events at the ceremony (whether in an electronic, written or oral form).	
Standard 42	If you invite persons to speak at a graduation or award ceremony you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if a person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the ceremony, either (i) provide a simultaneous translation service from Welsh to English for that purpose, or (ii) provide a written English translation at the ceremony.	
Standard 43	Any documents that you produce for public use or for students' use must be produced in Welsh.	
Standard 51	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	
Standard 52	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 53	Any form that you make available to the public or students must be produced in Welsh	
Standard 53A	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	
Standard 53B	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	
Standard 54	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	
Standard 55	You must ensure that—(a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	Imposition date extended to 1/10/19
Standard 58	If you have a Welsh language web page that corresponds to an English language web page, you must ensure that the English language web page clearly states that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	
Standard 59	You must provide the interface and menus on every page of your website in Welsh.	
Standard 60	You must provide computer software for checking spelling and grammar in Welsh on your student intranet, your virtual learning sites and your learning portal sites.	Available on all staff and learner PCs
Standard 61	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	All apps and social media accounts are required to be approved by the marketing department therefore eliminating any risk of non-compliance.
Standard 62	When you use social media, you must not treat the Welsh language less favourably than the English language.	
Standard 63	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	
Standard 64	You must ensure that any self-service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	Welsh stickers added to self-service machines
Standard 65	When you erect a new sign or when you renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and when the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 66	When you erect a new sign or when you renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	All relevant staff have received detailed guidance for signage to ensure full compliance. Regular audits are carried out internally and processes are in place to deal with any breaches promptly.
Standard 67	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	
Standard 68	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	All reception staff have received comprehensive training and guidance to ensure full compliance with all standards relating to their duties. Regular audits are carried out internally and processes are in place to deal with any breaches promptly.
Standard 70	If you have no face to face Welsh language reception service available, you must ensure that a Welsh language reception service is available over a phone in your reception.	
Standard 71	You must display a sign in your reception which states (In Welsh) that persons are welcome to use the Welsh language at the reception.	
Standard 72	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	
Standard 73	Any notice that you publish or display must be published on displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	All notices must be approved by the marketing prior to being erected to ensure full compliance with relevant standards.
Standard 74	When you publish or display an official notice that contains Welsh language text as well as English language text, you must position the Welsh language text so that it is likely to be read first.	
Standard 75	Any documents that you publish which relate to applications for a grant or financial assistance must be published in Welsh , and you must not treat a Welsh language version of such documents less favourably than an English language version.	All grant or financial assistance procedures are available in Welsh and Welsh applications will not be treated any less favourably.
Standard 76	When you invite applications for a grant or financial assistance, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	
Standard 76A	You must not treat applications for a grant or financial assistance submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 78	If you receive an application for a grant or financial assistance in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	
Standard 79	When you inform an applicant of your decision in relation to an application for a grant or financial assistance, you must do so in Welsh if the application was submitted in Welsh.	
Standard 80	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. Additional Note: You must comply with standard 80 in the following circumstances: If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	The college will ensure that all future tenders for contracts are published in Welsh (and the Welsh language will not be treated less favourably) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.
Standard 81	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	
Standard 81A	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	
Standard 83	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender—(a) you must offer to provide a translation service from Welsh to English to enable the tenderer to speak Welsh at the interview, and (b) if the tenderer wishes to speak Welsh language at the interview provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	
Standard 84	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	
Standard 85	You must promote any Welsh language service that you provide and advertise that service in Welsh.	This will be done on all available platforms.
Standard 86	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	All publicity documents are required to be approved by the marketing department therefore eliminating any risk of non-compliance.
Standard 87	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

Standard 88	<p>If you offer a learning opportunity that is open to the public, you must offer it in Welsh.</p> <p>Additional Note: You must comply with standard 88 in every circumstance, when an assessment carried out in accordance with standard 89 comes to the conclusion that there is no need for that learning opportunity to be offered in Welsh.</p>	
Standard 89	<p>If you develop a learning opportunity that is to be offered to the public, you must assess the need for that opportunity to be offered in Welsh; and you must ensure that the assessment is published on your website.</p>	<p>All new learning opportunities are assessed for the need to offer that provision in Welsh. These evaluations are available for audit purposes.</p>
Standard 90	<p>You must inform your students that any written work submitted to you as part of an assessment or examination may be submitted in Welsh, and that work submitted to you in Welsh will be treated no less favourably than written work submitted to you in English as part of that assessment or examination.</p>	<p>All Welsh-speaking learners are contacted personally to inform them of their right to submit work in Welsh.</p>
Standard 90A	<p>You must not treat any written work submitted to you in Welsh as part of an assessment or examination less favourably than written work submitted to you in English as part of that assessment or examination.</p>	<p>N work submitted in Welsh will be treated less favourably than work submitted in English by any department.</p>
Standard 93	<p>If you allocate a personal tutor to a student (A), you must (a) ask A whether A wishes to have a Welsh speaking personal tutor, and (b) if A informs you that A wishes to have a Welsh speaking personal tutor, allocate a Welsh speaking personal tutor to A.</p>	<p>All Welsh-speaking learners are contacted personally to inform them of their right to have access to a Welsh speaking personal tutor.</p>