



# Policy on the use of the Welsh language in the College

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**Equality Impact Assessment:** 22/03/2023

**Welsh language Impact Assessment:** 22/03/2023

**Approved by:** CLT

**Tier:** 3

**Author:** Bilingual Development Manager

**Date Approved:** 22/03/2023

**Review Date:** 22/03/2024

**Published on:** Website  
Intranet  
Learner Portal

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Available in large font and other formats on request.

This policy is available in Welsh.

## Purpose and Objectives

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## **Purpose and Objectives**

Coleg Gwent fully supports the use of Welsh in the workplace. This aim of this policy is to provide guidance to all staff on the use of Welsh in the College whilst also ensuring compliance with the requirements of the Welsh Language Standards introduced under the Welsh Language (Wales) Measure 2011. The Welsh Language Standards specify how public organisations in Wales are expected to use the Welsh Language in their day-to-day business and in their delivery of services.

The implementation of this policy is in line with the requirement of Standard 105 of the Welsh Language Standards. The College is aware of the pivotal role it has to play with regards to the Welsh Government's target of creating a million Welsh speakers by 2050 and to double the number of people who use Welsh on a daily basis. <https://gov.wales/cymraeg-2050-welsh-language-strategy>

The objectives of this policy include:

- Raising awareness of how the Welsh language is used and promoted in the college
- Facilitating Welsh cultural, historical and socio-economic awareness activities
- Increasing the use of Welsh in the college
- Encouraging and offering staff every opportunity to learn and improve their Welsh language skills

### **Coleg Gwent's strategic commitments (alongside the Welsh Language Standards)**

In addition to meeting the Welsh Language Standards statutory requirements the College has developed a Welsh medium and Bilingualism Strategy and Action Plan which reflects the overall aims and objectives set out in the Coleg Cymraeg Cenedlaethol's Towards Cymraeg 2050: A million Welsh speakers - Further Education and Apprenticeship Welsh-medium Action Plan

## 1. Scope

- 1.1 This policy will provide a strong foundation for the Welsh services provided by the College to its staff, students and the public, and will reinforce the compliance requirements of the Welsh Language Standards.
- 1.2 The College will continue to implement its staffing objectives within the Bilingual Strategy and will keep a record of the language levels of staff, allowing staff the opportunity to update CPD records as they develop their Welsh language skills. The College will keep a record of the language choice of staff on the **INTERNAL HR** system.
- 1.3 All College Managers will have a good understanding of the requirements of the Welsh Language Standards and will play a practical role in promoting the commitments of this Policy when promoting the use of Welsh in the workplace.
- 1.4 Further information about the Welsh Language Standards that the College needs to comply with can be found on the staff portal and college website.
- 1.5 Any enquiries regarding the Welsh Language Standards or this policy should be referred to the **WELSH STANDARDS TEAM**.

## **2. Service Delivery**

### **2.1 Service Delivery: Written Correspondence**

- 2.1.1 The College welcomes correspondence from staff, students and members of the public in Welsh or English. 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 The College keeps a record of the language choice of staff, students and their parents/guardians at the beginning of each academic year. Those who have expressed the preference will receive all future correspondence in Welsh.
- 2.1.3 Standard/generic emails, letters and newsletters are issued bilingually.
- 2.1.4 All internal college wide emails to staff are issued bilingually. The only exemption is emergency messages related to the health and safety of staff and/or learners.
- 2.1.5 The College is committed to ensuring that correspondence through the medium of Welsh will not lead to delay in receiving a reply.

### **2.2 Service Delivery: Telephone Services**

- 2.2.1 All incoming calls are answered with an initial bilingual greeting. The college has 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 they will be advertised as Welsh essential.

### **2.3 Service Delivery: Meetings, Open Evenings and Presentations**

#### **2.3.1 Meetings with individuals.**

Staff have the right to use Welsh in meetings in relation to the following, and the College will make the appropriate arrangements throughout the process:

- Performance Management
- Complaints
- Disciplinary matters
- Consultations on the restructuring of a department or service
- Job interview

If the persons responsible for holding the meetings above cannot do so in Welsh then arrangements will be made so that another appropriate Welsh speaking member of staff can do so. Where this is impossible or in situations where it would be inappropriate, a simultaneous translation service will be provided. The HR Team will be responsible for organising simultaneous translation.

### 2.3.2 College wide and other group meetings

If an invitation is issued to all members of staff to attend a particular meeting or a special meeting (e.g. Consultation meetings) staff will have the right to use Welsh in that meeting. Simultaneous translation will be provided to facilitate this. The Principal's Office will be responsible for organising simultaneous translation.

2.3.3 All public meetings will be advertised bilingually.

2.3.3 The College will ensure there are staff members meet and greet bilingually

2.3.4 The College will provide simultaneous translation in public and internal meetings if 10% or more of attendees have expressed their wish to undertake the meeting through the medium of Welsh.

2.3.5 College Managers and staff will make every effort to use bilingual presentations and incidental Welsh at all internal and public meetings.

2.3.6 College Managers and staff will use bilingual headings and subheadings in all internal and public meetings

2.3.7 Where an individual has expressed the preference to communicate through the medium of Welsh, the College will ensure there is a Welsh-speaking member of staff present to facilitate communication.

2.3.8 Questionnaires and/or surveys aimed at staff, students or the public will be available bilingually or in Welsh and English. 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.

2.5.2 Staff are expected to use the guidelines on 'how to create a bilingual message' as issued on the staff Portal when activating 'out of office' email messages.

## 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 including, but not limited to, forms, leaflets, posters, booklets etc.
- 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 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 bilingually.
- 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.

## **2.6 Service Delivery: Signage**

- 2.6.1 When the college erects a new sign or renews a sign (including temporary signs), any text displayed on the sign will be displayed in Welsh and if the same text is displayed in Welsh and in English, the Welsh language text will not be treated less favourably than the English language text.
- 2.6.2 When the college erects a new sign or renews a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text will be positioned so that it is likely to be
- 2.6.3 The college will ensure that the Welsh language text on signs is accurate in terms of meaning and expression.

### **3. Internal Operations**

#### **3.1 Internal Operations: Staffing and Recruitment**

- 3.1.1 The College undertakes an audit of Welsh speakers within each Teaching and Learning and Business Support area, and highlights areas where the need for staff members with Welsh language 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.
- 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 description, the level of proficiency in both English and Welsh is tested at interview.
- 3.1.4 Interviews for jobs advertised as Welsh essential should be carried out through the medium of Welsh. Where possible all members of the interview panel should be Welsh speaking. Where there is a mixture of Welsh speaking and non-Welsh speaking staff on the interview panel simultaneous translation facilities should be used throughout the interview.

#### **3.2 Internal Operations: Induction, Staff Development and Training**

- 3.2.1 All new members of staff undertake an Initial Induction Session, which includes information on Welsh Language and Culture in the College, an overview of the Welsh Language Standards, how Welsh can be used in the workplace, information about Welsh language courses and guidance on where to find assistance on the Staff Portal in relation to translation services and All Things Welsh at the college.
- 3.2.2 All staff should complete the Welsh Language Awareness training module.
- 3.2.3 All staff are encouraged to undertake Welsh Language training. Staff have the right to attend Welsh language classes for free, from beginners’ level to advanced level. The HR Team will develop a policy as a guide for line managers to enable staff to attend classes during working hours.
- 3.2.4 Teaching staff are encouraged to undertake tailored Welsh language courses (e.g. Cymraeg Gwaith project) which include a mentoring and coaching element.
- 3.2.4 Progress and development of staff individual Welsh language skills should be discussed as part of the Personal Development Plan
- 3.2.5 All mandatory training for staff will be available in Welsh including:
  - Language awareness
  - Health and safety
  - Equality and diversity
  - Safeguarding
- 3.2.6 For Leaders and Managers the following training will be available in Welsh:



- Recruitment and interviewing
- Performance management
- Complaints and disciplinary procedures
- Using Welsh effectively in meetings, interviews

3.2.7 When an external provider is used to provide internal training, the College will consider the importance and relevance of providing the training in Welsh (if different to those listed above). As part of the tendering process, and in accordance with the requirements of Standards 80-84, the College will request information regarding a third party's ability to provide training services in Welsh and every effort will be made to hold a corresponding course in Welsh. The external provider will be responsible for arranging and paying for translation and providing Welsh speaking facilitators where necessary.

3.2.8 The college will provide training resources/guides for staff at all levels in supporting them to implement the Welsh Language Standards successfully.

### **3.3 Internal Operations: Translation**

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

### **3.4 Internal Operations: Dealing with Complaints**

3.4.1 The college allows each member of staff –(a) to make complaints in Welsh, and (b) the college will respond in Welsh to any complaint made about him or about her.

3.4.2 Any document that sets out the college's procedures for making complaints will state that each member of staff may –

(a) make a complaint in Welsh, and

(b) respond to a complaint made about him or about her in Welsh; and the college will inform each member of staff of that right

Any complaints related to the Welsh Language Standards will follow procedures outlined in 3.4.

## **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 the Policy on the Use of Welsh and are compliant with the Welsh Language Standards.
- 4.1.2 All new policies and initiatives are scrutinised as part of the Impact Assessment process, to assess their possible linguistic implications and to ensure there is no negative impact on the Welsh language.
- 4.1.3 All staff who are responsible for creating policies and new initiatives should be aware of the Policy on the Use of Welsh and of the requirements of the Welsh Standards Compliance.
- 4.1.4 When creating new policies and initiatives the College will endeavour to promote, encourage and develop the Welsh language and ethos.

### **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 the Policy on the Use of 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 Use of Welsh and the Welsh Language Standards.

## **5. Monitoring and Reporting**

- 5.1 The College undertakes a regular audit of compliance with the Welsh Language Standards. Directors and Managers should take responsibility for implementing the Welsh Language Standards on a local level.
- 5.2 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 is the responsibility of the Head of Bilingualism and Community Learning and the Bilingual Development Manager.
- 5.3 The College Principal has overall responsibility for the above.
- 5.4 The College operates a Welsh Language Steering Group, consisting of representation from Curriculum and Business Support areas from across the College. The Welsh Language Steering Group is chaired by the Head of Bilingualism and Community Learning and the Bilingual Development Manager and meets once a term. This Group monitors the College's performance against each of the Welsh Language Standards. The Welsh Language Steering Group members take responsibility for disseminating initiatives and guidance across all areas.

- 5.5 The College will undertake an internal ‘Mystery Shopper’ exercise which will form part of the internal monitoring of compliance and progress in relation to the Welsh Language Standards. The exercise will be undertaken on a termly basis. Members of the College’s Welsh Team will lead this activity. The results of activities will be reported to the Welsh Language
- 5.6 Any breaches identified during the audit process will incur a non-compliance notice. The notice is sent to the relevant manager and the Principal and Vice Principal. Non-compliance notices will state the Standard that was breached, when and how the breach was identified and the action to be taken, by whom and by which date.
- 5.7 The Bilingual Development Manager produces an Annual Report on College activity and performance in relation to the Compliance Notice. The Annual Report is published on the College website and on the staff intranet.

## **6. Promoting and facilitating the Welsh Language**

- 6.1 Promotion of Welsh language services to staff at the College is the responsibility of the HR Team supported by the Welsh Standards Team and Marketing Team
- 6.2. Promotion of Welsh language services to students at the College is the responsibility of the Teaching and Learning Teams, Student Services Team and supported by the Welsh Standards Team and the Marketing Team
- 6.3 Promotion of Welsh language services to the public at the College is the responsibility of the Student Services Team, Welsh Standards Team and Marketing Team.
- 6.4 Promotion of Welsh language services to apprentices and employers at the College is the responsibility of the Work Based Learning Team, Welsh Standards Team and Marketing Team.
- 6.5 All staff are encouraged to show their ability to speak Welsh, either as a fluent speaker or as a learner by wearing a badge or lanyard and by displaying the orange ‘Cymraeg Gwaith’ logo as part of their e-mail signature.
- 6.6 The College will create a calendar of events to promote and to celebrate Welsh and bilingualism. The College will also acknowledge the contribution of Welsh speaking staff and staff who are learning Welsh (e.g. Annual Awards). Activities will also be held which bring Welsh speakers together to socialise in Welsh (e.g. Bore Coffi, Clwb Cinio, Cynllun Bydi Cymraeg).