

**Cardiff University Welsh Language Operational Standards Policy**



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## Cardiff University Welsh Language Operational Standards Policy

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## Cardiff University Welsh Language Operational Standards Policy

### **1 Policy Statement**

- 1.1 The University welcomes the commitments set out in the Welsh Language Standards received from the Welsh Language Commissioner's Office in September 2017 and will continue to actively promote the Welsh language amongst its staff student body. As part of its contribution to the culture, society and economy of Wales, the University is committed to treating the Welsh language no less favourably than the English language.
- 1.2 The Welsh Language (no. 6) Regulations 2017 are designed to support the principle that the Welsh Language is treated no less favourably than the English Language. This policy outlines the University's responsibilities in relation to its internal operations in line with the requirements of the Welsh Language Standards.
- 1.3 It is the responsibility of all staff who are involved in the processes outlined in this policy to adhere to this guidance.

### **2 Objectives of the Policy**

- 2.1 This policy advises on the use of the Welsh language in the University's internal operations.
- 2.2 The policy provides guidance on operations which must be carried out in Welsh, monitoring of staff language preferences and opportunities to promote the Welsh language among new and existing staff.

### **3 Monitoring and Using the Welsh language in the Workplace**

- 3.1 All new and existing staff must log, and keep up to date, their Welsh language proficiency on CoreHR.
- 3.2 Where a member of staff is a Welsh speaker, the University will make available a badge for the staff member to wear that identifies this.
- 3.3 It is a requirement that Welsh speaking members of staff who work on reception areas wear these badges<sup>1</sup>.
- 3.4 All staff are required to use bilingual email signatures and out-of-office responses.

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<sup>1</sup> This applies to all reception areas across the University.

## **4 Policies and Documents**

### **4.1 Documents issued in Welsh and English**

4.1.1 The following documents, when produced by the University in English, must also be made available in Welsh:

- a) policies about behaviour in the workplace
- b) policies about health and wellbeing
- c) policies about salaries or workplace benefits
- d) policies about performance management
- e) policies about absence
- f) policies about working conditions
- g) policies about work patterns

4.1.2 Local procedure documents produced by and used in Schools do not require translation.

4.1.3 Where a document must be produced in both Welsh and English, the Welsh version should not be treated less favourably than the English version in terms of design, content and availability.

4.1.4 The University is not required to translate into Welsh any content which it did not produce. Guidance about the areas outlined in section 4.1.1. produced by a third party will be made available in English only, except where that guidance is already also available in Welsh.

### **4.2 Documents issued in Welsh upon request**

4.2.1 The following documents must be made available in Welsh upon request and staff must be made aware of their right to request these documents in Welsh:

- a) contracts of employment
- b) documents about training needs
- c) documents about performance objectives
- d) forms relating to leave, absence or flexible working arrangements
- e) paper correspondence regarding employment matters

4.3 Additional documentation will be required to be produced in Welsh and English for prospective employees. This is outlined in Section 6: Recruitment.

## **5 Grievances and Disciplinary**

5.1 All staff members may request to use the Welsh language in matters relating to any grievance raised, or raised against them.

5.2 Staff language preferences will be recorded on a case-by-case basis.

5.3 Where a member of staff is subject to disciplinary proceedings, that person may respond in Welsh in any medium: written, verbal etc.

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### 6 Recruitment

- 6.1 Information made available to new employees must include awareness raising of the Welsh language, which will be delivered as part of the mandatory induction process for all new staff.
- 6.2 All new and/or vacant posts must be assessed in relation to the level of Welsh language proficiency required and classified as either:
- a) proficiency / fluency in Welsh is essential to the post
  - b) proficiency / fluency in Welsh is desirable for the post
  - c) it will be a requirement of the post to become proficient / fluent in Welsh within a set timeframe
  - d) proficiency / fluency in Welsh is not necessary for the post.
- 6.3 Adverts for new or vacant posts must be published in Welsh and English, with the Welsh version treated no less favourably than the English version, where the advert is published in Wales, or on the University's website.
- 6.4 All application forms and supporting recruitment materials must be made available in Welsh.
- 6.5 Any application received in Welsh for any role must not be treated less favourably than an application received in English in terms of response times, shortlisting or other matters.
- 6.6 Any application form received in Welsh must be responded to in Welsh.
- 6.7 Application forms must include a section enabling applicants to state whether they would wish to use Welsh at interview or assessment and this service must be provided.

### 7 Training

- 7.1 All new and existing staff will be required to undertake an online module that raises awareness of the Welsh language, its history and culture as well as outlining the University's statutory duties under the Welsh Language Standards.
- 7.2 Where specific training needs are identified within a particular department, Schools/Departments will be expected to support (including funding as appropriate) any language skills development required to ensure staff are able to provide appropriate services required by the Welsh Language Standards.
- 7.3 All employees will be offered the opportunity to learn basic Welsh in working hours, via the online module in the first instance.
- 7.4 Staff seeking to enhance their Welsh language skills, who have undertaken basic training, will be supported to undertake further appropriate training, including financial support where appropriate.
- 7.5 Where funding is already available, this will be utilised on a first-come, first-served basis with consideration given to the need for Welsh language proficiency in the staff member's role and discussion about workload, if necessary, within departments where multiple staff request training.

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- 7.6 Schools are able to allocate their own funding to Welsh language training where this funding is available.
- 7.7 Line managers will be supported should they wish to receive training on using the Welsh language in their role as line manager; this is covered in the online module in the first instance.

### 8 Meetings

- 8.1 When organising meetings between members of staff, there will be no requirement to ask staff if they would prefer the meeting to take place in Welsh or to provide translation services **except where the meeting relates to grievances or disciplinaries, as outlined in Section 5.**
- 8.2 When organising meetings between members of staff where a member of the public, a student or a member of a third party is to be in attendance, please refer to guidance in the Welsh Language Service Delivery Policy.

### 9 Signs and Announcements

- 9.1 As and when existing signs are renewed, they will be replaced with either a bilingual sign/s conveying the same information in both Welsh and English with the Welsh language text positioned so that it is likely to be read first, or with separate Welsh and English signs with the Welsh language positioned so that it is likely to be read first.
- 9.2 Any temporary signs erected from 1 April 2018 must display the Welsh language text so that it likely to be read before any English language text irrelevant of when the sign or notice was produced.
- 9.3 Text for both the Welsh and English languages must be equal in font, size, weight and format.
- 9.4 The Welsh language on all signs must be accurate in terms of meaning and expression.
- 9.5 Reception areas with staff able to provide a Welsh language service must display either a bilingual sign or both an English and Welsh language sign which states that visitors are welcome to use the Welsh language at that reception.
- 9.6 When an announcement is made to staff in the University using audio equipment, the announcement must be made in both Welsh and English with the Welsh announcement made first.

### 10 Intranet and Software

- 10.1 Guidance on use of the Welsh language on the staff intranet is available in the Welsh Language Service Delivery Policy.
- 10.2 All staff are to have access to Welsh language spelling and grammar checking software.

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- 10.3 If a Welsh language interface exists for software<sup>2</sup> intended for use solely by staff, then the University shall make the Welsh language version of that interface available. However the availability of a Welsh language interface does not have to be a deciding factor in the selection of new software for staff and it should be considered against other business requirements.
- 10.4 All queries about the requirements for Welsh language capability with respect to software should be directed to the University's IT Architecture Team (IT-Architecture@cardiff.ac.uk)

## **11 Complaints**

- 11.1 The University will investigate and respond to complaints made in relation to Welsh language compliance where the complaint is received within 12 months of the issue occurring; complaints relating to a period greater than 12 months prior will only be investigated at the discretion of the University.
- 11.2 The University has a process in place for handling complaints in relation to Welsh language.
- 11.3 Any complaint received will be acknowledged and investigated by the Senior Compliance Advisor and Welsh Language Officer.
- 11.4 Following the investigation, the Senior Compliance Advisor and Welsh Language Officer will respond to the complainant advising of the outcome and of any remedial actions that has been put in place where a complaint has been upheld.
- 11.5 The Senior Compliance Advisor and Welsh Language Officer may delegate these responsibilities to other members of staff. Training, support and guidance will be offered by Senior Officer on how to deal with complaints.

## **12 Responsibility and monitoring**

- 12.1 Ultimate responsibility for ensuring the University's overall compliance with the Welsh Language (No. 6) Regulations 2017, along with all other policy implementation and monitoring matters, lies with the University Executive Board.
- 12.2 Specific responsibility for guidance and advice on Welsh Language matters relating to the implementation of work required under the Welsh Language (No. 6) Regulations 2017 lies with the Assurance Service within the Department of Strategic Planning and Governance.
- 12.3 The guidance outlined in this policy is the responsibility of all staff who undertake work within the policy areas covered.
- 12.4 Compliance with the Welsh Language Standards covered by this policy will only be achieved where individuals and departments take on their responsibilities on a day-to-day basis.
- 12.5 The responsibility for advising and decision-making about Welsh language software will lie with the University's IT Department and software will not be procured without confirmation from this department.

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- 12.6 The standard of services offered in Welsh will be monitored by the Annual Report to the EDI Committee, highlighting number and nature of any complaints.
- 12.7 The University will take steps to monitor the differential impact of its policies, procedures, practices and services on Welsh and English-speaking students through its Equality Impact Assessment toolkit.

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<sup>2</sup> Software includes web applications, and is defined as both desktop and enterprise applications that are not simply showing content that has been created by another individual.