



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

This policy is available in Welsh.

The Welsh Language Unit

Welsh Language Policy Version

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1. Introduction

This Language Policy has been prepared in accordance with the requirements imposed on Cardiff Met under the Welsh Language Standards, Section 4A of the Welsh Language (Wales) Measure 2011. The policy outlines how we operate our Welsh language services both internally and externally, and how we promote the use of the language across the organisation. Furthermore, the policy considers all the implications of the Welsh Language Standards and outlines the requirements across the various areas to which the standards apply.

The University has adopted the principle that we will treat both Welsh and English equally within our in Wales. We are committed to creating a welcoming atmosphere, and to creating a thriving bilingual culture among all our staff, students and the public who engage with the University.

This policy has been approved by the University's Use of Welsh committee and Management Board. The committee meets regularly to oversee the implementation of this policy.

1.1 Scope

This policy relates solely to the work of the University in Wales. The policy covers the University's dealings with students, staff, members of the public and bodies outside the University. This policy applies to all academic schools and professional services of the University, as well as to any subsidiary or third-party company providing services on behalf of the University.

1.2 Objectives

The purpose of this policy is to highlight how Cardiff Met will comply with the Welsh Language Standards. In addition, it outlines how the University will implement the following:

- Operate on the basis of the core principle of the Welsh Language (Wales) Measure 2011, namely that Welsh and English should be treated equally, with both languages being given the same status and validity
- Encourage and support students, staff and others to use the Welsh language across the institution.
- Ensure that services provided in Welsh are of the same quality, are equally visible and equally accessible as those in English.
- Proactively promote any opportunities available to staff, students and members of the public to use Welsh or utilise Welsh language services.
- Provide opportunities for University staff to develop their language skills by establishing a Working Welsh programme alongside informal learning opportunities.
- Consider the impact on the Welsh language when developing and implementing all corporate policies and strategies.
- Establish a procedure for recording decisions, processes and complaints relating to the Welsh language.

1.3 Responsibility

All parts of the University have a responsibility to implement this policy, but responsibility for monitoring and updating the policy sits with the Welsh Language Unit through the University's Use of Welsh Committee.

1.4 Relevant legislation and documents:

Welsh Language (Wales) Measure 2011. [Compliance Notice.](#)
[Cardiff Met Complaints Policy and Procedure](#)

2. Welsh Language Services (providing services to students and the public)

2.1 Preferred language

- 2.1.1 The University aims to provide services to students and members of the public in their preferred language, or bilingually.
- 2.1.2 The University endeavors to record students' language choice wherever possible. The University is in the process of purchasing a new system that will be able to record student data and aspirations. This will enable students to choose their preferred language when applying to the University which will then be adhered to throughout their time at University.
- 2.1.3 The language preferences of members of the public are recorded by the specific department providing the service, where appropriate.
- 2.1.4 Cardiff Met ensures that any services offered to students and the public are of equal quality, equally accessible and equally effective in Welsh and English. This statement applies to the following services:
- On our main phone lines
 - Written (correspondence)
 - Online
 - Self-service machines

2.2 Correspondence, forms and contact over the phone

- 2.2.1 The University welcomes any correspondence from the public or students in Welsh. The University will respond in Welsh, unless the individual has requested a response in English only or bilingually.
- 2.2.2 Corresponding in Welsh should not cause any undue delay. The University will respond within the same timeframe as it would do when dealing with English language enquiries.
- 2.2.3 When the University sends correspondence to several people, we will do so bilingually unless recipients' preferred language is known.
- 2.2.4 Any documents or forms produced by the University for student or public use in Wales will be available bilingually.

2.3 Telephone calls

- 2.3.1 All University staff will greet callers bilingually over the telephone.
- 2.3.2 If a member of the public or student informs us that they wish to speak Welsh, the call will have to be transferred to an appropriate Welsh-speaking member of staff to discuss the matter in question. If a Welsh speaking member of staff is unable to deal with the enquiry then the individual will be welcome to

communicate with the University through the medium of Welsh or continue in English.

2.3.3 Any automatic telephone systems in place will provide a fully automated service in Welsh (and English).

2.3.4 Any performance indicators for answering telephone calls will treat telephone calls made in Welsh equally to calls made in English

2.4 Reception services

2.4.1 The University has two reception areas, one located at the main entrance of the Llandaff campus and the other at the main entrance of the Cyncoed campus.

2.4.2 The University offers a Welsh language service at both receptions. There is a sign displayed at each reception area welcoming visitors to use Welsh.

2.4.3 Reception staff who can provide services in Welsh will wear a badge to convey this.

2.5 Meetings

2.5.1 The University will ensure that any students, members of the public or representatives of external organisations in Wales invited to meetings are offered the opportunity to use Welsh within these meetings. If it is not possible or practical to conduct the meeting in Welsh, the University will provide simultaneous translation if required.

2.6 Materials, publications and advertising

2.6.1 Any materials displayed within public meetings and events organised by the University in Wales will be bilingual. The Welsh text should appear to the left, or above the English text so that it is likely to be read first.

2.6.2 The University will treat Welsh and English equally when organising and advertising public events, ensuring that both languages are equally visible in any publicity.

2.6.3 Any announcements on the University's public address system will be bilingual. Welsh should come first in any announcements.

2.6.4 Any press releases will be bilingual.

2.7 Public lectures, events and graduation ceremonies

2.7.1 There should be an opportunity for individuals to use Welsh during public lectures. The Welsh Language Unit will be able to offer support where necessary,

arranging for a simultaneous translation service or a language facilitator to be available as required.

2.7.2 When arranging graduation ceremonies, the University will ensure that Welsh and English are treated equally when producing any signs or materials.

2.7.3 The University will ask any persons invited to speak at a graduation ceremony if they wish to use Welsh during the ceremony.

2.8 Signs and notices

2.8.1 New signs and notices that convey public information (including temporary signs) located within the University and owned by the University will be bilingual.

2.8.2 The Welsh text should appear to the left, or above the English text so that it is likely to be read first.

2.9 Website, social media and apps

2.9.1 The University's website and any apps, including apps that operate on behalf of the University, will operate fully in Welsh and English. These could be produced bilingually, or as separate versions, but both versions should be equally accessible.

2.9.2 The main social media accounts of the University's professional services and academic schools will be bilingual. This could be implemented by publishing content bilingually within one account, or by creating two separate accounts. In the latter case, it must be ensured that these accounts are equally updated, and that the Welsh and English versions are identical in every respect.

2.9.3 Any accounts below this level can operate in English only.

2.10 Software programmes

2.10.1 Cysgliad is available on all University computers as well as Welsh interfaces for all Microsoft programmes. In addition, students and staff can download Cysgliad to their personal systems using the appsanywhere programme.

2.11 Corporate identity

2.11.1 The University's corporate identity will be bilingual any time it is displayed. This will appear on the University logo, business cards, invitations, letterhead etc.

2.12 Tendering and grant applications

2.12.1 The University welcomes any grant applications, whether in English or Welsh, and would seek to administer the process according to the applicant's preferred language.

3. Staff and the Welsh language: Using Welsh internally

3.1 Preferred language

- 3.1.1 When offering a job to an individual, the University will ask their preferred language and provide a contract of employment or contract for a service in that language. All subsequent paper correspondence sent by the University to the individual will be in their language of choice.
- 3.1.2 All staff have the option of changing / updating their preferred language using the University's ESS system.

3.2 Documents, policies and forms

- 3.2.1 All staff have the right to request documentation relating to training needs or requirements, performance objectives and career plan in Welsh.
- 3.2.2 Forms relating to holidays, absences from work, flexible working hours, health and safety and staff development will be available in Welsh and English.
- 3.2.3 Policies relating to health and well-being, code of conduct, performance management, absence from work, working conditions and working patterns will be available in Welsh and English
- 3.2.4 If any document or form is created so that the Welsh and English versions appear separately, then both versions must appear together / be equally visible to staff.
- 3.2.5 All English versions of documents and policies must clearly state that a Welsh version is available.

3.3 Complaints

- 3.3.1 All staff have the right to access the complaints, appeals and disciplinary process in Welsh, and the University will administer this in staff members language of choice throughout the process.

3.4 Training

- 3.4.1 All staff are entitled to receive training in Welsh within the following areas, if offered by the University.
- Recruitment and interviewing
 - Performance management
 - Grievance and disciplinary procedures
 - Induction
 - Health and safety
 - Dealing with the public

- 3.4.2 If it's not possible to conduct the training in Welsh, the University will arrange for simultaneous translation from English into Welsh.
- 3.4.3 The University will provide training relating to language awareness, the Welsh Language Standards, the University's language policy and how Welsh can be used in the workplace to members of staff across the University.

3.5 Electronic correspondence

- 3.5.1 Any e-mails sent to all University staff, or emails sent to a whole professional service or academic school should be bilingual. The Welsh text should appear to the left, or above the English text so that it is likely to be read first.

3.6 Working Welsh Programme

- 3.6.1 The University encourages all its staff to join the Working Welsh Scheme by attending Welsh classes. Our aim is to create a welcoming environment for our staff, where bilingualism thrives and is present throughout the University. The University also aims to build an increasing number of staff who use Welsh practically in their work and daily lives.
- 3.6.2 The University provides a wide range of free Welsh lessons across several levels for staff during working hours. Staff wishing to attend lessons must obtain the permission of their line manager.
- 3.6.3 The lessons should form part of staff's continuing personal development plan and their annual performance review.
- 3.6.4 Hours spent in lessons will be considered part of learners' contractual working hours. Staff are not expected to use their lunch or personal time to attend lessons.
- 3.6.5 Learners will be reimbursed through the expenses system to purchase the course textbooks, exercise packs and CDs.
- 3.6.6 Learners who have to travel to another campus to attend lessons should be given the necessary time to make the trip as part of their working hours.
- 3.6.7 The University encourages learners to take any opportunity to use their Welsh outside of classes. We have created an informal Welsh language programme aimed at learners to offer them the opportunity to practise and develop their language skills.
- 3.6.8 Furthermore, the University recognises the value of immersion courses for learners, and encourages them to partake in these so that they can develop their language skills. Where it has been agreed that learning Welsh is part of the professional development of a member of staff, any immersion courses should be taken as part of their working time rather than as annual leave.

- 3.6.9 The University encourages Welsh-speaking staff to wear a Working Welsh badge.

3.7 Meetings

- 3.7.1 The University encourages the use of Welsh in any internal meetings. In order to demonstrate / exemplify that we seek to promote bilingualism within the University, and that the Welsh language operates at a high level, the agenda of Management Board and the Academic Board will be produced bilingually. Chairs will also be given instructions on how to use incidental Welsh during these meetings.

3.8 The intranet and software

- 3.8.1 The University intranet will be bilingual.
- 3.8.2 Cysgliad is available on all University computers as well as Welsh interfaces for all Microsoft programmes.
- 3.8.3 The University will update its data relating to staff language skills by sending an electronic questionnaire periodically. There will also be an opportunity for staff to update their data through ESS

3.9 Recruitment

- 3.9.1 All posts advertised by the University will list the ability to speak Welsh as either a desirable or an essential skill, therefore all posts will be advertised bilingually.
- 3.9.2 All application forms and supplementary recruitment materials will be available in Welsh.
- 3.9.3 Applicants will have the opportunity to indicate as to whether they would like to use Welsh in an interview or assessment, unless the ability to use English is an essential part of the post.

4. Consideration of the Welsh language in drafting policies

4.1 Formulating new policies, and revising existing ones

- 4.1.1 Cardiff Met University has a duty to assess potential impacts on individuals with protected characteristics in accordance with the Equality Act 2010. Consideration of the Welsh language will form part of this assessment when the University formulates new policies or revises existing ones.
- 4.1.2 As part of the impact assessment form it is asked as to whether the new or revised policy would negatively or positively affect the Welsh language, and Welsh speakers across the University.
- 4.1.3 It will be necessary to complete this impact assessment form when formulating and revising any policies as well as commissioning research for the purpose of formulating policy.

4.2 Adapting courses

- 4.2.1 The University will fully consider the Welsh language when developing and adapting courses.

5. Recording complaints and keeping records

5.1 Recording complaints

- 5.1.1 Any complaints made regarding the Welsh Language or compliance with the Welsh Language Standards will be done through Cardiff Met's formal complaints procedure. It will be administered in accordance with this Complaints policy.
- 5.1.2 The University will keep a record of the number of complaints it receives that relate to the Welsh language or compliance with the Standards in relation to each financial year.
- 5.1.3 The University will keep a copy of any written complaint that it receives concerning compliance with the Standards.

5.2 Record keeping

- 5.2.1 The University will retain a copy of any completed impact assessment form for formulating a new policy or amending an existing policy.
- 5.2.2 The University will keep a record for each financial year of the number of staff attending training courses provided in Welsh.
- 5.2.3 The University will keep a record of the number of employees who have Welsh language skills at the end of each financial year.

5.2.4 The University will keep a record of all Welsh language skills assessments in relation to any post or vacancy.

5.2.5 The University will keep a record, in respect of each financial year, of the number of new posts and vacancies listing:

- Welsh language skills as essential,
- Welsh language skills as desirable,
- Or that Welsh language skills are not necessary.

6. Monitoring and Oversight

6.1 Establish monitoring procedures

6.1.1 The University will conduct a monitoring exercise three times a year to assess the compliance of all University departments with the Standards to which they are subject.

6.1.2 The results of the monitoring exercise will be scrutinised by the Use of Welsh Committee and an operational plan will be maintained detailing any areas that require development.

6.1.3 An annual report will be produced which details the ways in which the University complies with the standards to which it is subject. This report will be scrutinised by the Board of Governors, which sits at the highest level within the University's administrative structure.