

Welsh Language Policy

POLICY COVERSHEET

# Key Details

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| **POLICY OWNER (JOB TITLE)** | Head of Welsh |
| **UNIT / SERVICE** | Welsh Language Unit, Secretariat |
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# Version Control

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| --- | --- | --- |
| **VERSION** | **DATE** | **REASON FOR CHANGE** |
| 1.0 | 01 May 2020 | First version |
| 2.0 | 06 December 2023 | Second version |

# Policy Hub

## For further information on policies:

1. You can go to the Secretariat pages on InSite at [https://outlookuwicac.sharepoint.com/sites/Secretariat](https://outlookuwicac.sharepoint.com/sites/Secretariat/);
2. You can go to the Policy Hub at [cardiffmet.ac.uk/about/policyhub](https://www.cardiffmet.ac.uk/about/policyhub); or
3. Contact [policies@cardiffmet.ac.uk](mailto:policies@cardiffmet.ac.uk).

**Mae’r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh**

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Introduction

# Introduction

## **Purpose**

### This Language Policy has been prepared in accordance with Cardiff Metropolitan University’s requirements 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 work in Wales. We are committed to creating a welcoming and inclusive 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. The committee meets regularly to oversee the implementation of this policy.

## **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.

## **Objectives**

### The purpose of this policy is to highlight how Cardiff Metropolitan University will meet the Welsh Language Standards. In addition, it outlines how the University will:

### 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 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 through the Work Welsh programme alongside informal learning opportunities.

### Consider the impact on the Welsh language when developing and implementing all corporate policies and strategies.

### Implement a procedure for recording decisions, processes and complaints relating to the Welsh language.

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

## **Preferred language**

### The University aims to provide services to students and members of the public in their preferred language, or bilingually.

### The University endeavours 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.

### The language preferences of members of the public are recorded by the specific department providing the service, where appropriate.

### The University 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

## **Correspondence, documents and forms**

### 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.

### 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.

### When the University sends correspondence, we will do so bilingually unless recipients' preferred language is known.

### Any documents or forms produced by the University for student or public use in Wales will be available bilingually.

### If any document or form is created so that the Welsh and English versions appear separately, then both versions must appear together so that they are equally visible. The English version will clearly state that a Welsh version is available (this may be in the form of a language toggle for electronic forms).

## **Telephone calls**

### All University staff will greet callers bilingually over the telephone.

### If a member of the public or student informs us that they wish to speak Welsh, the call may 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 in writing with the University through the medium of Welsh or continue in English.

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

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

## **Reception services**

### 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.

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

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

## **Meetings**

### 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.

## **Materials, publications and advertising**

### Any materials displayed 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.

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

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

### Any press releases will be bilingual.

## **Public lectures, events and graduation ceremonies**

### 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.

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

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

## **Signs and notices**

### New signs and notices that convey public information (including temporary signs) located within the University and owned by the University 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.

## **Website, intranet, social media and apps**

### The University's website, intranet 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.

### The University’s corporate level accounts as well as the main social media accounts of the University's professional services and academic schools will operate bilingually. 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.

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

### 

## **Software programmes**

### ‘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 Apps Anywhere programme.

## **Corporate identity**

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

## **Awarding grants and providing financial assistance**

### The University welcomes any application for grants and financial assistance in Welsh and English, and administer the process according to the applicant's preferred language (please see checklist as part of Annex 1).

### The University will identify the effects of awarding grants and providing financial assistance on the Welsh language for each eligible grant and financial assistance scheme. This includes considering how the University can:

### ensure opportunities to use the Welsh language

### treat the Welsh language no less favourably than the English language

### In order to do this, the University will consider the effects on Welsh, by scheme. The guidance and table to help with this is available in Annex 1. This will be reviewed on an annual basis and will report to the University’s Use of Welsh Committee.

# Staff and the Welsh Language: Using Welsh Internally

## **Preferred language**

### When offering a job to an individual, the University will offer the contract of employment, correspondence relating to employment or contract for a service in Welsh or English. The University will act in accordance with the choice of the individual and all subsequent correspondence sent by the University to the individual will also respect that choice.

### All staff have the option of changing / updating their preferred language using the University's Employee Self-service system, ‘MyMet’.

## **Documents, policies and forms**

### All staff have the right to request documentation relating to training needs or requirements, performance objectives and career plan in Welsh.

### Requests relating to annual leave, absences from work, flexible working hours, health and safety and staff development are available in Welsh and English, either through ‘MyMet’ or the staff intranet.

### Policies relating to health and well-being, code of conduct, salaries or workplace benefits, performance management, absence from work, working conditions and working patterns will be available in Welsh and English.

### If any document or form is created so that the Welsh and English versions appear separately, then both versions must appear together so that they are equally visible to staff.

### All English versions of documents, policies and forms will clearly state that a Welsh version is available (this may be in the form of a language toggle for electronic forms).

## **Complaints**

### 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.

## **Training**

### All staff are entitled to receive training in Welsh within the following areas, if offered by the University.

### Recruitment and interviewing

### Performance management

### Complaints and disciplinary procedures

### Induction

### Health and safety

### Dealing with the public

### If it’s not possible to conduct the training in Welsh, the University will arrange for simultaneous translation from English into Welsh to be available.

### 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.

## **Electronic correspondence**

### Any electronic correspondence sent to all University staff 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.

## **Work Welsh**

### The University encourages all its staff to join the Work Welsh programme by attending Welsh classes. Our aim is to maintain 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.

### The University provides free Welsh lessons across all levels of the national Welsh for Adults curriculum for staff during working hours. Staff wishing to attend lessons must obtain the permission of their line manager.

### The lessons should form part of staff's continuing personal development plan and their annual performance review.

### 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.

### Learners will be reimbursed through the expenses system to purchase the coursebooks.

### 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.

### The University encourages learners to take every opportunity to use their Welsh outside the classes. We have created an informal Welsh language programme aimed at learners to offer them the opportunity to practise and develop their language skills.

### 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.

### The University encourages Welsh-speaking staff to wear a Working Welsh lanyards and learners to wear ‘Dysgwr’ (learner) lanyards.

## **Meetings**

### The University encourages the use of Welsh in internal meetings. In order to demonstrate that we seek to promote bilingualism within the University, and that the Welsh language operates at a high level, the University will encourage committee chairs to use incidental Welsh during meetings. The Welsh Language Unit will provide guidance to chairs on using informal Welsh, and can offer training where necessary.

## **The intranet and software**

### The University staff intranet will be bilingual.

### ‘Cysgliad’ is available on all University computers as well as Welsh interfaces for all Microsoft programmes.

### The University has a Welsh language skills survey on its Employee Self-service system. Staff can also update their data on the system.

## **Recruitment**

### All posts advertised by the University note that Welsh language listening, reading, speaking and writing skills are ‘Essential’ or ‘Desirable’ (at level ‘A1 – Beginner’ as a minimum) and all posts will be advertised bilingually.

### All application forms and supplementary recruitment materials will be available in Welsh.

### 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.

# Consideration of the Welsh Language in Policies and Courses

## **Formulating new policies and revising existing ones**

### The 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.

### 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.

### 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.

### The University has a Policy Review Group and the Head of Welsh is part of the group to ensure that the Welsh language is fully considered.

## **Developing and adapting courses**

### The University will fully consider the need for Welsh language provision when developing and adapting courses.

# Recording Complaints and Keeping Records

## **Recording complaints**

### The University will initially aim to deal with every complaint with a local solution and will record each of these. Where a local solution isn’t possible, the complaint may go through the University’s complaints procedure. People are also welcome to use the formal route straight away if they wish to do so.

### Any formal complaints made regarding the Welsh Language or compliance with the Welsh Language Standards will be done through the University’s complaints procedure. It will be administered in accordance with the University’s Complaints policy.

### 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.

### The University will keep a copy of any written complaint that it receives concerning compliance with the Standards.

## **Keeping records**

### The University will retain a copy of any completed impact assessment form for formulating a new policy or amending an existing policy.

### The University will keep a record for each financial year of the number of staff attending training courses provided in Welsh. This will be the responsibility of People Services and the Welsh Language Unit.

### The University will keep a record of the number of employees who have Welsh language skills at the end of each financial year.

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

### 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

# Roles and Responsibilities

## 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.

## Any questions relating to this policy should be directed to [unedgymraeg@cardiffmet.ac.uk](mailto:unedgymraeg@cardiffmet.ac.uk)

## The University will conduct a monitoring exercise twice a year to assess the compliance of all University academic schools and professional services with the Standards to which they are subject.

## 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 or action.

## 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.

# Related Policies and Procedures

### Policies and procedures relating to this policy are as follows:

### [Welsh Language (Wales) Measure 2011](https://www.legislation.gov.uk/mwa/2011/1/contents/enacted)

### [Compliance Notice](https://campaigns.cardiffmet.ac.uk/documents/wlu/Cardiff-Met-Final-Compliance-Notice-%28en%29.pdf)

### [Cardiff Metropolitan University Complaints Policy and Procedure](https://www.cardiffmet.ac.uk/registry/Pages/Complaints.aspx)

# Review and Approval

### This policy will be reviewed by the Welsh Language Unit at least every 3 years.

### The Policy Review Group and Use of Welsh Committee will be consulted prior to the policy being approved by the Academic Board.

Annex

# Annex 1

## **Welsh Language Standards: Awarding Grants and Providing Financial Assistance**

## **Introduction**

## What are Welsh Language Standards?

## We have legislation in Wales to protect, promote and facilitate Welsh. The Welsh Language (Wales) Measure 2011 gave Welsh official language status in Wales and created the Welsh Language Standards. These give people the right to receive services from Cardiff Metropolitan University through the medium of Welsh and make sure that Welsh isn’t treated less favourably than English. The Standards also:

## Make it clear how we must use the Welsh language

## Show us what Welsh language services staff, students and the public can expect from us

## Make our Welsh language services better and more consistent

## They apply to our activities in Wales and by law, we must follow them.

## How do the Standards Relate to Awarding Grants and Providing Financial Assistance?

## According to the Standards, Cardiff Metropolitan University must do the following:

## Publish all materials which relate to awarding grants and providing financial assistance in Welsh (Standard 75) and state in invitations 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 76)

## Treat applications submitted in Welsh no less favourably than applications submitted in English (Standard 76A)

## Respect the individual’s language preference throughout the process - for interviews (Standard 78) and when informing the applicant of the decision (Standard 79)

## Produce and publish a policy which identifies how we consider the effects of awarding grants and providing financial assistance on the Welsh language (Standard 100)

## To see a full copy of Cardiff Metropolitan University’s Standards, please follow the below link:

## [Compliance Notice](https://campaigns.cardiffmet.ac.uk/documents/wlu/Cardiff-Met-Final-Compliance-Notice-%28en%29.pdf)

## What is meant by a Grant and Financial Assistance?

## The Welsh Language Commissioner provides the following definitions in its (draft) Code of Practice for the Welsh Language Standards (No. 6) Regulations 2017.

## Grant:

## “...usually a permanent transfer of money to a person where it does not need to be repaid nor returned. The term 'grant' includes any support which a body provides to a person for a specific project or purpose. A grant will usually only cover part of the total costs. They are usually used in accordance with specific terms and conditions.”

## Financial Assistance:

## “…could include a benefit, scholarship money, loan, or a bursary as some examples but it does not include a sum of money given to a person via a procurement process.”

## What’s the Scope of these Requirements?

## The requirements will apply in the following cases:

## If the University awards grants or provides financial assistance that it has funded.

## If the University awards grants or provides financial assistance on behalf of another body (Welsh Government or any other body that fall within the scope of the Welsh Language (Wales) Measure 2011) and the specific terms and conditions of the grant/financial assistance include Welsh language considerations.

## If the University awards grants or provides financial assistance on behalf of organisations that do not fall within the scope of the Welsh Language (Wales) Measure 2011 and there are no specific terms and conditions in relation to the Welsh language set out in the grant/financial assistance, but the University is involved in the decision-making process in any way.

## To comply with the Welsh Language Standards, please complete the below form for each eligible grant/financial assistance scheme.

## If you have any questions, please contact the [Welsh Language Unit](mailto:unedgymraeg@cardiffmet.ac.uk).

## **Assessing Effects and Compliance Checklist Form**

## Name of grant/financial assistance scheme:

## Members of staff member responsible for grant/financial assistance scheme:

|  |  |  |
| --- | --- | --- |
|  | Main contact | Second contact |
| Name |  |  |
| E-mail |  |  |

**Section 1: Assessing Effects - please complete the table below**

The [Welsh Language Commissioners Good Practice Advice Document](https://www.welshlanguagecommissioner.wales/media/qrylhxjf/20200901-4-policy-on-awarding-grants.pdf) provides information which will help you complete the table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Part 1: identifying effects on the Welsh language** | | | |
|  |  | **Positive effects** | **Adverse effects** |
| 1 | What would be the effects of awarding the grant on opportunities to use the Welsh language? |  |  |
| 2 | What would be the effects of the awarding of the grant on treating the Welsh language no less favourably than the English language? |  |  |
| **Part 2: identifying additional information** | | | |
| 3 | Is additional information required to assist with the decision? |  | |
| **Part 3: taking and implementing the decision** | | | |
|  |  | **Taking (e.g. whether to award / sum to award)** | **Implementing (e.g. setting conditions)** |
| 4 | How could the decision be adapted to increase positive effects on the Welsh language? |  |  |
| 5 | How could the decision be adapted to reduce negative effects on the Welsh language? |  |  |

**Section 2: Compliance Checklist - please confirm that each element is in place with a tick (✓)**

|  |  |
| --- | --- |
| All external-facing material about the grant or financial assistance is available in Welsh and will be published at the same time as the English version, including any guidance documents, application forms, assessment frameworks and terms and conditions. |  |
| The following sentence has been included on each English document (where it is separated from the Welsh version).  **Mae’r ddogfen hon hefyd ar gael yn Gymraeg.**  **This document is also available in Welsh.** |  |
| The terms and conditions document includes the following statement.  **Dyfernir y grant/cymorth ariannol hwn yn unol â gofynion ein Polisi Iaith Gymraeg, a gyhoeddwyd er mwyn sicrhau cydymffurfiaeth â Rheoliadau Safonau'r Gymraeg (Rhif 6) 2017, o dan Fesur y Gymraeg (Cymru) 2011.**  **This grant/financial assistance is awarded in line with the requirements of our Welsh Language Policy, published to ensure compliance with the Welsh Language Standards (No.6) Regulations 2017, under the Welsh Language (Wales) Measure 2011.** |  |
| The press release/invitation/application forms include the following statement.  **Caniateir cyflwyno ffurflen gais yn Gymraeg neu’n ddwyieithog. Ni fydd unrhyw gais a gyflwynir yn Gymraeg neu’n ddwyieithog yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.**  **You may submit an application in Welsh or bilingually. Any application submitted in Welsh or bilingually will not be treated less favourably than an application submitted in English.** |  |
| If the application form is in electronic form, a language toggle is available.  If not, the following sentence has been included on the English application form (where it is separated from the Welsh version).  **Mae’r ffurflen hon hefyd ar gael yn Gymraeg.**  **This form is also available in Welsh.** |  |
| The following sentence has been included where contact details are being used so that people can get in touch with us (for example in a poster, e-mail or public notice).  **Mae Met Caerdydd yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu’n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.**  **Cardiff Met welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that’s English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.** |  |
| If you arrange a meeting to ask further questions in relation to an application, you have included the following statement (whether the meeting is online or face to face).  **Croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod dim ond i chi roi gwybod i ni erbyn xx/xx/xx os ydych chi am wneud hynny.**  **You are welcome to use Welsh at the meeting, just let us know by xx/xx/xx should you wish to do so.** |  |
| Simultaneous translation will be arranged in response to an applicant letting us know they wish to speak Welsh at the meeting.\*  Please e-mail [translationservice@cardiffmet.ac.uk](mailto:translationservice@cardiffmet.ac.uk) to organise this service. |  |
| You have promoted Welsh (e.g. services) during the process. |  |
| You respect the applicant’s language preference during the process. |  |

\*No Welsh language face to face / simultaneous translation service is needed where no response is received to the offer of making this available. You may also arrange for the meeting to be conducted through the medium of Welsh with Welsh speaking officers from your department.

This document must be reviewed on an annual basis and reported to the University’s Use of Welsh Committee (the first meeting of the academic year). Please e-mail the completed form to [unedgymraeg@cardiffmet.ac.uk](mailto:unedgymraeg@cardiffmet.ac.uk) by the end of September each year.

**Sources**

Parts of this annex is an adaptation of the following resources:

* Template for assessing effects: [Policy on awarding grants - good practice advice document](https://www.welshlanguagecommissioner.wales/media/qrylhxjf/20200901-4-policy-on-awarding-grants.pdf) (Welsh Language Commissioner, 2020)
* Checklist: [Policy on awarding grants and providing financial assistance](https://www.swansea.ac.uk/welsh-language-standards/compliance/policy-on-awarding-grants/) (Swansea University)