

Standard	Service Delivery Standards (1-93) relating to students and the public
1 - 7	Correspondence
8 - 21	Contact by telephone
24 - 34	Meetings
35 - 36	Public events
37 - 38	Materials displayed in public (e.g., advertisements)
40 - 40A	Public lectures
41 - 42	Graduation or awards ceremonies
43 - 52	Documents for public and student use
53 - 54	Forms for public and student use
55 - 59	Website
60	Spell check computer software
61	Apps
62 - 63	Social media
64	Self-service machines
65	Signs
66 - 72	Reception
73 - 74	Notices
75 - 79	Grant applications
80 - 84	Tendering
85 - 86	Welsh language services
87	Corporate identity
88 - 89	Learning opportunities open to the public
90 - 90A	Written work submitted by students
91	Messages over an address system
92 - 92A	Accommodation applications by students
93	Personal tutors

Standard	Policy Making Standards (94-104)
94 - 96	Creating and editing policies - consideration of the Welsh language
97 - 99	Consultation documents relating to policy decisions
100	Publishing a policy on awarding grants or financial assistance
101 - 103	Commissioning or undertaking research
104	Developing or adapting a course

Standard	Operational Standards (105-162) - relating to staff (and internal operations)
105	Internal Welsh Language Policy
106	Contracts
107	Paper correspondence
108 - 110	Documents
111	Forms
112 - 118	Policies
119 - 123A	Complaints
125 - 126	Disciplinary procedures
127	Spell check computer software
128 - 133	Intranet
134	Staff language skills
135 - 137	Staff training
138	Welsh lessons
140 - 141	Welsh language training
142	Email signatures and contact details
144	Welsh speaking staff
145	Assessing new posts
145A - 149	Advertising and job applications
150 - 152	Workplace signs and notices

153	Announcements over audio equipment
154 - 157	Compliance complaints
158	Recording staff language skills
159	Recording training completed in Welsh
162	Recording jobs

Standard	Supplementary Standards (163-182)
163	Record of the Standards
164 - 165	Complaints and compliance procedures
166, 172 & 178	Annual report
167, 175, 179 & 181	A document that explains how the organisation intends to comply
168, 174 & 180	To submit any information requested by the Commissioner relating to compliance
169 & 173	Publish a document which documents the standards
170, 171, 176 & 177	Procedures in place for any complaints relating to compliance
181 - 182	Record keeping