Aberystwyth University's Welsh Language Standards – a Summary for staff.

Aberystwyth University's Welsh Language Standards affects all members of staff, not only Welsh speakers or academic staff. The aim of this summary is to explain briefly how the Welsh Language Standards are relevant to you and how you can comply.

Introduction

- As a result of the Welsh Language Measure 2011 a legal framework was established which applies duties on public bodies to conform with the Welsh Language Standards.
- Aberystwyth University has been required to adhere to the Welsh Language Standards since 1 April 2018 and the Standards have replaced our Welsh Language Scheme.
- The Welsh Standards are a list of statements which explain how Aberystwyth University must provide a bilingual service and ensure that the Welsh language is treated no less favourably than the English language.
- This summary describes the most relevant Standards. A complete description of the Standards can be found on the Centre for Welsh Language Services' website. (www.aber.ac.uk/en/cgg/)

The Standards that we are required to comply with are divided into four categories:
- Service Delivery (for the public and students)
- Policy Making
- Operational (for staff)
- Record Keeping
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Service Delivery Standards

Correspondence

- Correspondence received in Welsh should be answered in Welsh.
- When initiating correspondence in the name of, or on behalf of, the institution with an individual for the first time you should :
  - correspond bilingually if you do not know their preferred language for correspondence
- Correspondence with a group of people should be bilingual.
- Correspondence in both languages should be distributed at the same time and they should be the same (e.g. signature and contact details on both versions).

- A statement that correspondence in Welsh is welcome and will not cause delay, should be included.

Telephone communication

- Each member of staff who answers the telephone on behalf of a Faculty, department or office, should use a bilingual greeting whether they are themselves bilingual or not.
- Each member of staff who answers the main telephone number or one of the University's helplines should inform the caller that a Welsh language service is available, whether they themselves are bilingual or not.
- If the caller wishes to speak in Welsh, but the member of staff who answered the telephone cannot do so, they should offer to transfer the call to a Welsh speaking colleague.
- If there is no Welsh speaker available, and the caller still wishes to continue in Welsh, you should arrange for a Welsh speaking colleague to return the call.
- When publishing our main telephone number and the helpline numbers it must be stated that we welcome telephone calls in Welsh.
- Messages recorded on answering machines should be bilingual with the Welsh first and the message should state that the caller can leave a message in Welsh.
- When you telephone an individual (student or member of public) for the first time you should ask them whether they wish to receive telephone calls from the University in Welsh, and if they do their wishes should be recorded and any telephone calls made to them henceforth should be in Welsh, unless
    - the individual concerned requires a service on a specific subject matter and there is no Welsh speaking member of staff available to provide a service on that specific subject matter.

Meetings (students and the public)

- When inviting an **individual** to a meeting they should be asked them whether they wish to use Welsh in the meeting.
- If they wish to use Welsh in the meeting, the meeting should be conducted in Welsh or a simultaneous translation service should be used.
- It should be explained to the individual that simultaneous translation will be used if necessary.
- If the meeting is in relation to
    - a complaint

- o a disciplinary matter
- o student support

and simultaneous translation is necessary, translation from Welsh into English **and** from English into Welsh (which entails using two translators) will need to be arranged.

- When inviting **more than one person** to a meeting they should be asked whether they wish to use Welsh in the meeting and if 10% or more wish to do so, simultaneous translation should be provided to enable this.
- If the meeting with more than one person includes individuals who are
  - o the object of a complaint or made the complaint
  - o the subject of a disciplinary case
  - o in receipt of student support (students only)

and they wish to use Welsh in the meeting (whatever the preferred language of the other people in the meeting), simultaneous translation must be provided from Welsh into English **and** from English into Welsh (unless the meeting can be conducted completely through the medium of Welsh).

Public Meetings

- Publicity for and invitations to meetings that are open to the public or to students within a particular cohort should state that using Welsh in the meeting (e.g. for asking questions) is welcomed.
- The speakers who are invited to a public meeting should be asked whether they would like to use the Welsh language when speaking, and it should be explained to them that simultaneous translation will be used to facilitate this.
- At the beginning of the public meeting you should state that people are welcome to use Welsh in the meeting and that simultaneous translation has been provided.
- Any written material that is exhibited in a public meeting should be bilingual.

Guidelines for Meetings are available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/)

Public Events

- Publicity and advertising for public events should be bilingual.
- Any material displayed in public should be displayed bilingually.
- Any announcements made in the event should be bilingual.
- The above is true for events that the University funds by 50% or more.

Public Lectures

- Simultaneous translation should be arranged for public lectures when the subject of the lecture or/and the expected audience suggest that such a service will be necessary.

- After arranging simultaneous translation in a public lecture you should make an announcement at the beginning of the lecture that people are welcome to use Welsh and that a translation service has been provided.

Graduation and Award Ceremonies

- All material displayed in the ceremony's venue should be bilingual, including signs.
- All the information about the ceremony's arrangements should be bilingual.
- Anyone invited to speak at the ceremony should be asked whether they wish to use Welsh and if they do, either simultaneous translation or a written translation of their speech, should be provided.

Guidelines for Public Events / Lectures and Graduation / Award Ceremonies are available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/)

Publications (including forms)

- Publications and printed material destined for the public and students should be available in Welsh and in English.
- These may include booklets and information material, rules, instructions, forms and explanatory material relating to forms.
- When publications are produced in separate Welsh and English version both versions must :
    - be distributed at the same time
    - be of the same size and quality
    - state that the document is available in the other language
    - have the same deadline
    - be the same as regards information for checking (in a form)

The Website

- The Centre for Welsh Language Services operates a Bilingual Website Strategy which prioritises which web pages are bilingual. The Strategy has been updated to reflect the requirements of the Language Standards.
- When a Welsh language web page corresponds to an English language web page there must be a direct link between the languages, and it should be obvious that a corresponding Welsh page is available.
- The interface and menus should be available in Welsh.
- The Welsh language must be treated no less favourably than the English language on the website.

The Bilingual Websites Strategy is available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/).

Software, Apps and Social Media

- Computer software for checking spelling and grammar in Welsh must be provided for students.
- All published apps should function fully in Welsh.
- The Welsh language must be treated no less favourably than the English language in relation to that app.
- If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).
- When using social media the Welsh language must be treated no less favourably than the English language. This can be ensured by having:
  - separate social media accounts, one for each language, which are updated the same time and have the same content
  - one bilingual account where the Welsh appears before the English
  - one account which produces the same amount of content in Welsh and in English, but where that content is not necessarily the translation of one language into the other.
- Social media accounts belonging to individuals may be in the preferred language of that individual.

Guidelines for Social Media are available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/)

Self-service Machines

- All self-service machines (other than those operated by an external company) that are used by the public or students should be fully functional in Welsh and in English.

Signs (permanent and temporary) and Notices

- All information signs and notices on Aberystwyth University's land and property should be bilingual, with Welsh to the left of the English or uppermost.
- Should it be necessary to produce separate Welsh and English signs it must be ensured that the text is equal in size, clarity and visibility.
- Any sign placed by a third party should follow the same rules.

Receptions

- Any reception service that is available in English should also be available in Welsh.
- The person receiving the reception service in Welsh should not be treated less favourably than the person receiving the same service in English.
- The reception must display a sign saying that a Welsh service is available and reception staff should wear a lanyard or badge to show that they can speak Welsh.
- The following areas are considered to be the main reception areas of the University :
  - Penbryn Reception
  - Fferm Penglais Reception
  - Main Reception on Campus (porters' lodge)
  - Sports Centre Reception
  - Hugh Owen Library Desk
  - Arts Centre Reception/Ticket Sales

Grants

- All documents pertaining to grant or financial aid applications should be bilingual.
- When inviting individuals/companies to apply it should be stated that they are welcome to do so in Welsh and that doing so will not harm their application.
- If you need to interview an applicant who has applied in Welsh you must offer to arrange simultaneous translation for them so that they can use Welsh in the interview.

Contracts awarded to a third party

- All invitations to tender (i.e. the initial advert) should be bilingual
- When publishing invitations to tender for a contract it should be stated that bids can be made in Welsh and that the bid shall not be treated less fairly because of it.
- If you need to interview a tenderer who has applied in Welsh you must offer to arrange simultaneous translation for them so that they can use Welsh in the interview.

Guidelines for Grants, Third Party Contracts and Tenders are available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/)

Advertising and Promotion

- The University must advertise and promote all the services available in Welsh e.g.
    - by marketing our Welsh medium courses
    - by displaying a sign in reception
    - by drawing attention to Welsh versions of document

Corporate Identity

- The University's corporate identity is bilingual and this principle must be adhered to when designing and revising. The identity includes;
    - our name
    - contact details
    - logo
    - slogans

Learning Opportunities

- Learning opportunities that are open to the public should be offered in Welsh.
- This does **not** refer to sessions that are part of a course (e.g. Lifelong Learning courses) or sessions leading up to a performance or production.
- If such sessions are available in Welsh/bilingual this should be promoted.
- Where no such sessions exist in Welsh consideration should be given to the possibility of introducing sessions, or elements of sessions, in Welsh, and try to find out the demand for such sessions in Welsh.

Student Assessments

- Students have the right to submit written work and sit exams in Welsh on English medium modules. (This does not apply to language courses)
- This right must be promoted to students and it should be explained that any work submitted like this will not be treated less fairly.

Public Announcements

- When making an announcement via a public announcement system the announcement must be bilingual with the Welsh first.
- This is not necessary in an emergency.

Student Accommodation

- Students have the right to request Welsh medium accommodation.
- It must be made obvious to prospective students that Welsh medium accommodation is available.

Student Personal Tutor

- Every student who speaks Welsh must be asked whether they would like a Welsh speaking personal tutor.
- If it is not possible to allocate a Welsh speaking tutor from the same department a suitable tutor must be found from within the same faculty.

Policy Making Standards

Policy Decisions

- When drawing up a new policy or revising/adapting an existing policy consideration must be given to the effect the policy decision would have on the opportunities to use the Welsh language and also to ensure that the Welsh language is not being treated less favourably than the English language.
- Consideration must be given to whether any effect is positive or negative and also whether it would be possible to revise the policy so as to lessen any negative effects or increase any positive effects.
- The Welsh Language Impact Assessment Tool should be used to carry out these considerations and the Centre for Welsh Language Services can provide advice and support.

Consultation

- When publishing a consultation document regarding a policy decision opinion should be sought on the effect the policy decision will have on the opportunities to use the Welsh language and about whether the Welsh language is not being treated less favourably than the English language.
- During consultation it should be asked whether any effect would be positive or negative and also whether the policy could be revised in any way in order to lessen any negative effects or increase any positive effect on the Welsh language.

Commissioning or Undertaking Research

- When commissioning or undertaking research which will lead to a policy decision consideration should be given to the effect the policy decision would have on the opportunities to use the Welsh language and also to ensure that the Welsh language is not being treated less favourably than the English language.
- The research must consider whether any effects would be positive or negative and also whether it would be possible to revise the policy in order to lessen any negative effects or to increase any positive effects.

- The researcher should be asked to fill in the Welsh Language Impact Assessment Tool in order to carry out these considerations and the Centre for Welsh Language Services can provide advice and support.

Academic Courses

- When a course (or part of a course) is developed or revised, consideration should be given to the effect the course will have on the opportunities to use the Welsh language and to ensuring that the Welsh language will not be treated less favourably than the English language.
- Consideration must be given to whether any effect is positive or negative and also whether it would be possible to revise the course so as to lessen any negative effects or increase any positive effects.
- The course coordinator should use the Welsh Language Impact Assessment Tool in order to carry out these considerations and the Centre for Welsh Language Services can provide advice and support.

Guidelines for Policies are available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/)

Operational Standards

The use of Welsh within the institution (Standard 105)

- In accordance with Standard 105 the University has developed a policy for the use of Welsh internally. A copy of the policy – *Using Welsh at Work at Aberystwyth University* can be seen on the Centre for Welsh Language Services' website.

Employment – Human Resources Matters

- Every document which is to do with staff employment should be available in Welsh or bilingually.
- Every policy published by Human Resources must be bilingual.

Staff Complaints and Discipline

- Members of staff have the right to make a complaint and to respond to a complaint in Welsh.
- Staff have the right to use Welsh in meetings regarding a complaint they have made, or has been made against them, with the aid of simultaneous translation when necessary.

- The preferred language for correspondence of members of staff will be used in all correspondence to do with a complaint unless they ask for this to be changed.
- The above is also relevant for staff who are in the disciplinary process.

Staff Welsh Language Skills

- Software for checking Welsh spelling and grammar (Cysgliad) is available for staff to use on their computers. Contact Information Services for this.
- The University must assess the Welsh language skills of its staff.

Staff Training

- Staff have the right to specific staff development training in Welsh when the equivalent training is available in English.
- The full list of the training that the University must be able to provide in Welsh can be found in the document - *Using Welsh at Work at Aberystwyth University.*

Welsh Language Training

- The University must provide opportunities for staff to have basic Welsh lessons during working hours.
- The University must provide opportunities for staff who wish to develop their language skills further to do so for free.
- See the University's policy on Welsh language training for staff.

Signatures and out of office trip notes, badges.

- Staff who can speak Welsh, or are learning Welsh, are encouraged to include a signature and logo at the bottom of their email to show this. This can be downloaded or copied from the Centre for Welsh Language Services' website.
- Staff who can speak Welsh, or are learning Welsh, are encouraged to wear a badge or a lanyard to show this. Badges/lanyards for Welsh speakers and learners are available from the Centre for Welsh Language Services.
- Email contact details of staff should be bilingual.
- Staff out of office trip notes should be bilingual. There is a list of possible messages available in the Guide for Correspondence.

Guidelines for Email Logos/Signatures are available on the Centre for Welsh Language Services' website (www.aber.ac.uk/en/cgg/)

Jobs

- Consideration must be given to the Welsh language requirements of each new or vacant post.
- Every post with a Welsh language requirement (essential or desirable) should be advertised in Welsh.
- All the documents pertaining to job applications, including the full job description, must be bilingual.
- Applicants have the right to use Welsh in an interview.

Signs (permanent and temporary)

- Every information sign in the workplace must be bilingual, with the Welsh above or to the left of the English.
- If it is necessary to produce separate Welsh and English signs, the text must be equal in size, clarity and prominence.

Record Keeping Standards

The University must keep a record, every financial year, of the following :

- Complaints about non-compliance with the Standards
- Complaints to do with the Welsh language
- Welsh language impact assessments on policies.
- Staff Welsh language skills.
- Number and percentage of staff who attended staff training through the medium of Welsh
- Welsh language assessments for posts.

The University must produce :

- An annual report about its compliance with the Welsh Language Standards.
- A complaints procedure.

The document *Aberystwyth University's Welsh Language Standards* states each Standard that has been placed on the University and explains how the University will comply with each one. The document is available on the Centre for Welsh Language Services' website and in every office which is open to the public and students on application.