

Aberystwyth University Welsh Language Standards

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on public organisations to comply with one or more standards of conduct on the Welsh Language. Aberystwyth University is subject to Welsh Language Standards under Section 47 of the Measure which replaced our previous Welsh Language Scheme.

The Welsh Language Standards explain how the University is expected to provide specific services in Welsh, ensuring that the Welsh language is not treated less favourably than the English language.

The Standards 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

This document describes our arrangements for:

- complying with each Standard listed in the Compliance Notice,
- promoting the services that we offer in accordance with those standards,
- facilitating the use of those services in Welsh,

In this document reference to language preference relates to either Welsh or English.

Our vision for the Welsh language

- Work towards establishing ourselves as a naturally bilingual organisation in all our workplaces, when providing services to the public, when working with partners and in our internal administration.
- Encourage our workforce to take pride in the Welsh language and our commitment to establishing Aberystwyth University as a bilingual organisation.
- Steadily increase the proportion of staff at all levels who have the ability and confidence to speak and write Welsh to fulfil the requirements of the Standards.

Promoting our Welsh Language Services

Aberystwyth University is committed to promoting and facilitating our Welsh language Services. We ensure that the Welsh language is visible, audible and proactively offered when we deliver our services. To raise awareness and promote our Welsh language services we:

- Post regular messages in the staff and student bulletin.
- Proactively offer Work Welsh / Learner lanyards to our staff and students.
- Run sessions, events and campaigns to promote the Welsh language.
- Provide information on the University's website.
- Provide information in the student handbook.
- Provide training to staff about Welsh language and its use at the University.
- Proactively offer opportunities to use Welsh.
- Provide opportunities for staff and students to develop Welsh language skills.
- Offer a 'MailTip' tool to enable staff to identify fellow Welsh speakers/learners within the organisation.

Our [Annual Report](#) on the implementation of the Standards is submitted to the following committees - the Welsh Language Operational Group, the Executive Group, Governance and Culture Committee, and to the University Council. The report is published on our website. We will maintain an up-to-date record of information relating to the operation of the Standards, enabling us to monitor and report on the Standards.

Standard Number	Class of Standard	Standard (PART ONE)	How AU intends to comply with the Standard
1	Service Delivery (The public & students) ¹ Written Correspondence (Paper and Electronic)	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	We welcome letters and electronic correspondence in both Welsh and English. We will respond in Welsh to correspondence received in Welsh if a reply is required. Our target time for replying will be the same as for English correspondence.
2		When you correspond with an individual (“A”) for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must— (a) keep a record of A’s wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh. You must comply with Standard 2 in relation to the following:	When a student registers with us we will ask for their preferred language of correspondence . When the language preference is known, this will be recorded. Correspondence from then onwards will be sent to the student in their preferred language.

¹ Note that the Service Delivery standards only apply to the extent that the activity undertaken or the service provided relates to – a) the admission and selection of students; b) information provided to students and prospective students about the body; c) the welfare of students; ch) complaints; d) disciplinary proceedings in respect of a student; dd) careers services; e) student intranet, virtual learning and learning portal sties; f) graduation and award ceremonies; ff) the assessment or examination of a student; g) the awarding of grants and the provision of financial assistance; ng) public lectures; h) learning opportunities; i) allocation of a personal tutor; j) student accommodation, libraries and art centres; l) calls to a main telephone number (or numbers), helpline numbers, call centre numbers and atuomated telephone system; ll) signs on the body’s buildings. (The Welsh Language Standards (No.6) Regulations 2017 – Part 3 Interpreting the Standards, paragraph 31, p. 40-41).

		i) registered students	
3		<p>When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if —</p> <p>(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.</p> <p>You must comply with Standard 3 in relation to the following:</p> <p>i) registered students</p>	<p>When sending correspondence addressed to two registered students who are members of the same household, the correspondence will be sent to each student in the preferred language recorded during registration.</p>
4		<p>When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version</p>	<p>Correspondence sent to several people will be sent bilingually unless the language preference of each recipient is known. Our normal practice will be to ensure that both versions are available at the same time.</p>

5		If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence	When unsure of the language preference of an individual we will correspond bilingually.
6		If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	Both Welsh and English versions of correspondence will be signed. Our stationery, including titles and addresses on official paper and emails, are bilingual.
7		You must state — (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	Official written correspondence that we issue will include the by-line below: <i>We welcome correspondence in Welsh and English. Correspondence received in Welsh will be answered in Welsh and correspondence in English will be answered in English. Corresponding in Welsh will not involve any delay.</i>
Staff Guidance will be published on the Centre for Welsh Language Services' website to help and support staff in dealing with Welsh correspondence.			
8	Service Delivery Telephone Communication	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	We welcome telephone enquiries in both Welsh and English. All our calls to our main telephone numbers and our helpline numbers will be answered with a bilingual greeting given first in Welsh and then in English.
9		When a person contacts you on your main telephone number (or numbers), or on any helpline	When a person calls us on our main telephone numbers and our helpline numbers, we will inform them that a

		numbers or call centre numbers, you must inform the person that a Welsh language service is available.	Welsh language service is available. There is a staff guide which explains how to do this.
11		<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as —</p> <p>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>	When contacting us on our main telephone lines and on our helplines if the caller speaks in Welsh, our staff will reply in Welsh, or if unable to do so, will transfer the call to a Welsh speaker without delay. If the Welsh speaker is unable to deal completely with the caller's enquiry because a service on specific subject matter is required, at that point the call will be transferred to someone who can provide that specific service.
12		When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	The University's telephone lines will be advertised in both Welsh and English.
13		If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service	The main telephone numbers of the University which offer a service in English offer the same service in Welsh on the same telephone number.
14		When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	When we publish our main telephone number on our website we state that we welcome calls in Welsh.

15		If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English	The performance indicators for Welsh and English calls are the same.
16		Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Our main telephone number (the switchboard) operates a bilingual recorded answering service with the Welsh message preceding the English, whereby callers are able to leave a message in their preferred language.
17		When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling in Welsh (by way of an automated message or other), when a Welsh language service will be available.	We shall let callers know when the Welsh service will be available if it is unavailable at the time.
19		If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as — (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter	When contacting us on our direct telephone lines if the caller wishes to speak in Welsh, our staff will deal with the call in Welsh, or if unable to do so, will transfer the call to a Welsh speaker without delay. If the Welsh speaker is unable to deal completely with the caller's enquiry because a service on specific subject matter is required, at that point the call will be transferred to someone who can provide that specific service
20		When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you	All our incoming calls will be answered with a bilingual greeting given first in Welsh and then in English.

		must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	
21		<p>When you telephone an individual (“A”) for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.</p> <p>You must comply with Standard 21 in every circumstance, except:</p> <p>i) where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and</p> <p>ii) where no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>	When contacting an individual by telephone for the first time, the individual will be asked what language they would like to receive calls from us. Once the language preference of the individual is known this will be in the individual’s preferred language.
Staff Guidance will be published on the Centre for Welsh Language Services’ website to help and support staff in dealing with telephone calls.			
24 ²	Service Delivery Meetings	If you invite one person only (“P”) to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	When we invite one person only to a meeting we will ask that person whether they wish to use Welsh in the meeting and explain that simultaneous translation may be used to enable this.
		If you have invited one person only (“P”) to a meeting and P has informed you that P wishes to	If it is not possible to conduct the meeting completely in Welsh we shall provide a simultaneous translation

² See footnote 1.

24A		use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	service in meetings with only one person when that person has stated that they wish to use Welsh in the meeting.
26		<p>If you invite an individual ("A") to a meeting, and</p> <p>(a) the meeting relates to a complaint about A or made by A;</p> <p>(b) the meeting relates to disciplinary proceedings regarding A; or</p> <p>(c) the purpose of the meeting is to provide student support to A, you must—</p> <p>(i) ask A whether A wishes to use the Welsh language at the meeting, and</p> <p>(ii) inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose</p>	<p>For meetings relating to complaints or disciplinary proceedings we will ask the person who is the subject of the complaint or disciplinary proceeding whether they wish to use Welsh in the meeting. In the same way when a meeting about student support is arranged we will ask the student concerned whether they wish to use Welsh in the meeting.</p> <p>We shall explain that we may have to use a simultaneous translator, who will translate from Welsh to English and from English to Welsh, to enable this.</p>
26A		<p>You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting</p> <p>(a) if</p> <p>(i) the meeting relates to a complaint about the invited individual ("A") or made by A;</p> <p>(ii) the meeting relates to disciplinary proceedings regarding A; or</p> <p>(iii) the purpose of the meeting is to provide student support to A; and</p> <p>(b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service</p>	<p>We shall, when required, provide a simultaneous translation service from Welsh into English and from English into Welsh in meetings relating to complaints and disciplinary proceedings if the person who is the subject of a complaint or the person who is being disciplined wishes to use Welsh in the meeting and has informed us of this in advance.</p> <p>In meetings relating to providing support to students, if the student who requires the support wishes to speak in Welsh we shall provide simultaneous translation service if necessary.</p>

27 ³		If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting	All invitations to meetings will be sent bilingually asking each person to inform us if they would wish to use the Welsh language at the meeting
27A		If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	We will ensure that a simultaneous translation service from Welsh to English is available at meetings where at least 10% of those persons invited have informed us that they wish to use the Welsh language at the meeting.
27D		If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	At any meeting where all invited have informed us that they wish to use the Welsh language, we shall arrange simultaneous translation from Welsh to English (unless we can conduct the meeting in Welsh without the assistance of a translation service).
29		If you invite more than one person to a meeting, and (a) the meeting relates to a complaint made by or about one of the individuals invited; (b) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or (c) the purpose of that meeting is to provide student support to one or more of the individuals invited; you must— (i) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting; and (ii) inform that individual (or those individuals) that, if necessary, you will provide a translation service	For meetings relating to a) complaints b) disciplinary matters c) providing support to students we shall ask i) the person who made the complaint ii) the person/s about whom the complaint is being made iii) the person/s being disciplined iv) the student/s in the meeting who are supported whether they wish to use Welsh in the meeting.

³ See footnote 1.

		from Welsh to English and from English to Welsh for that purpose.	We shall explain that we may use a simultaneous translator, who will translate from Welsh into English and from English into Welsh, to enable this if necessary.
29A		<p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting—</p> <p>(a) if you have invited more than one person to the meeting;</p> <p>(b) if—</p> <p>(i) the meeting relates to a complaint made by or about one or more of the individuals invited;</p> <p>(ii) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited;</p> <p>or</p> <p>(iii) the purpose of the meeting is to provide student support to one or more of the individuals invited; and</p> <p>(c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting;</p> <p>unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	We shall ensure that simultaneous translation shall be available in the meetings described in Standard 29 and where at least one of the relevant individuals has asked to use the Welsh language in the meeting. Translation service shall be provided from Welsh into English and from English into Welsh. When the assistance of the translation service is not required we shall conduct the meeting in Welsh.
30		<p>If you arrange a meeting that is open to—</p> <p>(a) the public, or</p> <p>(b) students who are within a particular cohort, you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.</p>	<p>When arranging meetings that are open to the public and to students within a particular cohort, all advertisements and invitations will be bilingual, stating that the use of Welsh and English is welcomed at the meeting.</p> <p>Simultaneous translation service from Welsh to English will be available at all open public meetings</p>
31		<p>When you send invitations to a meeting that you arrange which is open to—</p> <p>(a) the public, or</p>	All invitations to meetings which are open to the public and to students who are within a particular cohort, will be sent bilingually.

		(b) students who are within a particular cohort, you must send the invitations in Welsh.	
32		<p>If you invite persons to speak at a meeting that you arrange which is open to—</p> <p>(a) the public, or</p> <p>(b) students who are within a particular cohort, you must —</p> <p>(i) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(ii) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	<p>When inviting people to speak at a meeting we are arranging which is open to the public or to students within a particular cohort, we will ask each speaker which language they would prefer to use at the meeting. If a speaker informs us that they wish to use the Welsh language at the meeting, we will ensure that a simultaneous translation service from Welsh to English will be in place at the meeting (unless all attending have informed us of their wish to use the Welsh language).</p>
33		<p>If you arrange a meeting that is open to—</p> <p>(a) the public, or</p> <p>(b) students who are within a particular cohort, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh —</p> <p>(i) that they are welcome to use the Welsh language, and</p> <p>(ii) that a simultaneous translation service is available.</p>	<p>In all our meetings and events that are open to the public or to students within a particular cohort, the Chair will open the meeting with a bilingual greeting, inform those present that they are welcome to use Welsh in the meeting, and to draw attention to the fact that there is a translation service from Welsh to English available.</p>
34		<p>If you display any written material at a meeting that you arrange which is open to—</p> <p>(a) the public, or</p> <p>(b) students who are within a particular cohort,</p>	<p>All our written materials displayed at meetings that open to the public or to students within a particular cohort will be bilingual with the Welsh appearing above or to the left of the English.</p>

		you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	
35	Service Delivery Public Events	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	When organising a public event, or working in partnership with others to organise a public event, we will seek to promote and share good bilingual practice. Our input in the partnership will comply with the requirements of the Standards as outlined in our Compliance Notice.
36 ⁴		If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	When organising a public event, or working in partnership with other to organise a public event, we will ensure that our input complies with the requirements of the Standards as outlined in our Compliance Notice for any services provided to the public and students
37		Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	All our publicity and advertising material will be produced bilingually, Welsh will appear to the left or above the English or be equally prominent. If versions have to be published separately for practical reasons, both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language
38		Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	All material that we display in public will be bilingual, with the Welsh appearing to the left or above the English or be equally prominent (e.g. "tilt and turn"). If versions have to be published separately for practical reasons, both versions will be of equal size and quality. Each version

⁴ Standard 36 (public events) does not apply to – a) performances of music; b) artistic or dramatic productions; c) seminars or oral presentations relating to the performance or production; ch) any recording of the performance, production, seminar or oral presentation. (The Welsh Language Standards (No.6) Regulations 2017 – Part 3 Interpreting the Standards, paragraph 42, p.43-4.

			will contain a message stating that the publication is also available in the other language.
40	Service Delivery Public Lectures	If you arrange a public lecture you must ensure that a simultaneous translation service from Welsh to English is available for the purpose of any questions asked by the audience during or after the lecture where— (a) the subject matter of the public lecture suggests that such a service should be provided, or (b) the anticipated audience and their expectation suggests that such a service should be provided.	When arranging a public lecture we shall consider the subject matter and the anticipated audience in advance, and if it is likely that there will be a demand to use Welsh e.g. when asking questions at the end, we shall provide a simultaneous translation service to enable this.
40A		If you arrange a public lecture and you provide a simultaneous translation service you must orally inform those present in Welsh that they are welcome to use the Welsh language.	When we provide a simultaneous translation service in a public lecture we shall inform everybody present that the translation service is available and that they are welcome to use the Welsh language.
41	Service Delivery Graduate Ceremonies	If you arrange a graduation or award ceremony you must ensure that the Welsh language is treated no less favourably than the English language in relation to material or signs displayed by you at the venue and in relation to any information provided regarding the order of events at the ceremony (whether in an electronic, written or oral form).	We shall provide all the information about our graduation and awards ceremony bilingually and all the signs exhibited by us regarding the ceremonies shall be bilingual.
42		If you invite persons to speak at a graduation or award ceremony you must — (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if a person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the ceremony, either (i) provide a simultaneous translation service from Welsh to English for that purpose, or	Invitations to persons to speak in a graduation or awards ceremony shall include a question which asks whether they would like to use Welsh when speaking. If they wish to use the Welsh language in a graduation ceremony we shall provide a written English translation. If they wish to use the Welsh language in an awards ceremony we shall provide a simultaneous translation service from Welsh into English.

		(ii) provide a written English translation at the ceremony.	
Staff Guidance will be published on the Centre for Welsh Language Services' website to help and support staff with arranging meetings and events.			
43	Service Delivery Publications	Any documents that you produce for public use or for students' use must be produced in Welsh.	Any documents produced for public or students' use shall be published bilingually.
51		If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	If document versions have to be published separately for practical reasons, both versions will be of equal size and quality.
52		If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	Welsh and English documents produced separately will state that the document is available in the other language on both the Welsh and English version.
53	Service Delivery Forms	Any form that you make available to the public or students must be produced in Welsh.	Forms and associated explanatory material for use by the public or students in Wales will be bilingual.
53A		If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	If for practical reasons forms have to be published separately, both versions will be of equal size and quality, be available at the same time and equally accessible. Each will note a message that the form is also available in the other language
53B		If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and	All forms for use by the public or student will normally be bilingual. Deadlines for submitting forms will be the same in both languages

		English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	
54		If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	Pre-entered information on forms will be entered in both Welsh and English. Our normal practice will be to issue forms in the language preference of the customer.
55 ⁵	Service Delivery Website	You must ensure that — (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	We will implement a Bilingual Website Strategy which ensure that every relevant page on our website shall be available in Welsh and in English.
58		If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	Each page on our website gives the user a language option providing a direct link to the corresponding Welsh/English page.
59		You must provide the interface and menus on every page of your website in Welsh.	The interface and menus on each page of our website is available in either Welsh or English.
Staff Guidance will be published on the Centre for Welsh Language Services' website to support staff with the Welsh language standards relating to the website.			
60	Service Delivery Software	You must provide computer software for checking spelling and grammar in Welsh on your student	Cysgliad (which includes Cysill and Cysgair) shall be on the University's public workstations.

⁵ See footnote 1.

		intranet, your virtual learning sites and your learning portal sites.	
61	Service Delivery Apps	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	Each app published by the University shall be bilingual and shall function in Welsh according to the University's Bilingual Website Strategy.
62 ⁶	Service Delivery Social Media	When you use social media you must not treat the Welsh language less favourably than the English language.	The University's corporate social media accounts (Facebook, YouTube, Instagram, Twitter) shall be bilingual with separate Welsh and English versions. The Welsh versions will be updated at the same time as the English version. The University's departmental social media accounts will ensure that the Welsh language is not treated less favourably than the English language, either by maintaining two versions, one in Welsh and one in English, or by having a completely bilingual version where Welsh appears first, or by using both languages equally but without necessarily translating everything slavishly. Staff who use personal Twitter accounts will do so in their chosen language and some of our staff will be maintaining Welsh language only accounts.
63		If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	Our normal practice is to respond in the language of the message received.
64	Service Delivery Self-Service Machines	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	All our self service machines (other than those operated by an external company) will be fully functional in both Welsh and English. External companies placing new machines will be informed of the University's language policy as part of

⁶ Corporate and departmental only, not when staff tweet etc. as individuals.

			the tendering process and they will be required to provide the service in Welsh.
65	Service Delivery Signs (permanent and temporary)	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	All of our permanent and temporary signage, and electronic or computerised signage that gives information to the public and students will be bilingual with Welsh and English text treated equally for size, legibility and prominence.
66		When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text must be positioned so that it is likely to be read first	On all our signage the Welsh text will appear to the left or above the English text so that the Welsh is likely to be read first.
67		You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	Text on signs will be checked by our internal translators for accuracy in terms of meaning and expression.
68	Service Delivery Receptions	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	At all our public reception desks we will welcome enquiries in both Welsh and English.
71		You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	The Work Welsh sign is displayed at all our public reception desks which show that we welcome the use of Welsh
72		You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	Our Welsh speaking staff will wear lanyards or language badges to identify themselves as Welsh speakers.

73	Service Delivery Notices	Any notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	All our notices which are published or displayed will be bilingual with the Welsh appearing above or to the left of the English. If for practical reasons they are published separately they will be of equal size and prominence and available at the same
74		When you publish or display a notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	When we publish or display a notice, the Welsh language text will appear to the left or above the English text so that the Welsh is likely to be read first
75	Service Delivery Grants	Any documents that you publish which relate to applications for a grant or financial assistance must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	All associated materials published which relate to applications for a grant for use by the public will be published bilingually, or if produced separately for practical reasons they will be of equal size and prominence and available at the same time.
76		When you invite applications for a grant or financial assistance, you must state in the invitation 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	All invitations, documents and forms will state that applications are welcomed in both Welsh and English. Applications received in Welsh will be treated no less favourably than those received in English.
76A		You must not treat applications for a grant or financial assistance submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).	Closing dates and target time for receiving and replying to applicants will be the same for both Welsh and English applications.
78		If you receive an application for a grant or financial assistance in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must —	Applications received in Welsh will be dealt with in Welsh and the applicant will be asked if they wish to use Welsh in an interview. We will offer and provide a simultaneous translation service from Welsh into English when necessary.

		<p>(a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and</p> <p>(b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p>	
79		When you inform an applicant of your decision in relation to an application for a grant or financial assistance, you must do so in Welsh if the application was submitted in Welsh.	All written correspondence received in Welsh will be replied to in that same language.
80 ⁷	Service Delivery Contracts awarded to third parties	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	<p>Invitations to tender which fall outside the Official Journal of European Union (OJEU) Procurement Regulations will be published in both Welsh and English.</p> <p>Considerations regarding Welsh language service provision will be incorporated as appropriate into contract specifications which will include language requirements relating to any specific aspects of public service delivered on behalf of the University.</p>
81		When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	Each invitation to tender for a contract will state that tenders are welcomed in either Welsh or English and the deadline for submitting the forms will be the same for both languages.

⁷ For the purposes of Standard 80 (invitation to tender) – 1) A body is not required to publish an invitation to tender in Welsh in the Official Journal of the European Union. (The Welsh Language Standards (No.6) Regulations 2017 – Part 3 Interpreting the Standards, paragraph 61, p.48-49.

81A		You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).	Time-scale for dealing with applications will be the same for those received in both Welsh and English.
83		If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must — (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	Tenders received in Welsh will be dealt with in Welsh including if necessary the need to interview the tenderer. We will offer and provide simultaneous translation as required to those who wish to use the Welsh language at the interview.
84		When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	Tenders received in Welsh will be dealt with in Welsh including any decision made in relation to the tender.
Staff Guidance will be published on the Centre for Welsh Language Services' website to support staff with contracts and tenders.			
85	Service Delivery Advertising and Promotion	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	All advertisements promoting our services will be done so bilingually.
86		If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	All publicity or documents that we produce advertising service we provide will be done so bilingually and published on our website.

87	Service Delivery Corporate Identity	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	We have a bilingual corporate identity and public image. Our name, contact details, logo, slogans and other standard information will appear in Welsh and English on all materials which display our corporate identity.
88 ⁸	Service Delivery Learning Opportunities	If you offer a learning opportunity that is open to the public, you must offer it in Welsh.	Any education course that we offer to the public will invite the participants to inform us of their preferred language for taking part in the course.
90 ⁹	Service Delivery Assessments	You must inform your students that any written work submitted to you as part of an assessment or examination may be submitted in Welsh, and that work submitted to you in Welsh will be treated no less favourably than written work submitted to you in English as part of that assessment or examination.	We will inform our students that they have the right to submit written work and sit exams in Welsh on English medium modules (other than language modules where the language is assessed). We shall inform them that any work submitted in Welsh will not be treated less favourably.
90A ¹⁰		You must not treat any written work submitted to you in Welsh as part of an assessment or examination less favourably than written work submitted to you in English as part of that assessment or examination.	We will not treat any work submitted in Welsh on an English medium module less favourably. We shall endeavour to ensure that the work shall be marked in Welsh in every possible case but if this is not possible we shall translate the work into English.
91	Service Delivery Public Announcements	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	Any announcement that is made over a public address system will be made bilingually with the Welsh message preceding the English.

⁸ For the purposes of standard 88.... “learning opportunities” means any seminar, training, workshop, taster session, or similar provision which is provided in order to educate or to improve the skills of members of the public; but does not include – a) any seminar, training, workshop, taster session or similar provision provided as part of a course; or b) seminars or oral presentations relating to a performance or production.

⁹ Standards 90 and 90A do not apply when the body is assessing the proficiency of a student in a language other than Welsh. (The Welsh Language Standards (No. 6) Regulations 2017 – Part 3 Interpreting the Standards, paragraph 64, p.50).

¹⁰ See note 7.

92	Service Delivery Student Accommodation	When students or prospective students apply to you for residential accommodation you must allow those students to express a preference for accommodation (or part of an accommodation) that will be reserved for Welsh speakers.	When we advertise our accommodation to students and prospective students we shall make it clear that there is Welsh medium accommodation available for them if they wish this.
92A		You must promote to your students and prospective students the ability for them to express a preference for accommodation (or part of an accommodation) that will be reserved for Welsh speakers.	When we advertise our accommodation to students and prospective students we shall make it clear that there is Welsh medium accommodation available for them if they wish this.
93	Service Delivery Personal Tutor	If you allocate a personal tutor to a student (“A”) you must— (a) ask A whether A wishes to have a Welsh speaking personal tutor, and (b) if A informs you that A wishes to have a Welsh speaking personal tutor, allocate a Welsh speaking personal tutor to A.	As new students register with the University we shall identify the Welsh speakers and automatically provide them with a Welsh speaking tutor. If no tutor is available in the department we shall ensure that a tutor from the same Faculty is allocated to them.
		PART TWO	
94	Policy Making ¹¹ Policy Decisions	When you formulate a new policy or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	When formulating new or amending existing policy decisions we will do so in accordance with the requirements of the Welsh Language Standards. We will use a Language Impact Assessment Tool to assess the positive or adverse effects it would have on the opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> • Have positive effects on opportunities to use Welsh

¹¹ According to Part 2 Interpreting the Standards a “policy decision” includes decisions relating to a) the admission and selection of students; b) information provided to students and prospective students about the body; c) the welfare of students; ch) complaints; d) disciplinary proceedings in respect of a student; dd) careers service; e) student intranet, virtual learning sites and learning portal sites; f) graduation and award ceremonies; ff) the assessment or examination of a student; g) the awarding of grants and the provision of financial assistance; ng)

			<ul style="list-style-type: none"> • Have no adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language
95		<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>When formulating new or amending existing policy decisions we will do so in accordance with the requirements of the Welsh Language Standards. We will use a Language Impact Assessment Tool to assess how the policy decision would have positive or increased positive effects on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language.

public lectures; h) learning opportunities; i) courses; j) signs on the body's buildings; l) student accommodation, libraries and arts centres; ll) allocation of a personal tutor; m) calls to a main telephone number (or numbers), helpline numbers, call centre numbers and automated telephone systems; and it includes..... i) the content of legislation; ii) the exercise of statutory powers; iii) the content of policy statements; iv) strategies or strategic plans; v) internal structures; vi) office and building locations; vii) the recruitment or use of volunteers. (p. 56-57, paragraph 2).

96		When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	When formulating new or amending existing policy decisions we will do so in accordance with the requirements of the Welsh Language Standards. We will use a Language Impact Assessment Tool to assess how the policy decision would not have adverse effects, or decrease adverse effects on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language
97	Policy Making Consultation	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	When we publish consultation documents which relate to a policy decision, the document will seek views on the positive or adverse effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language
98		When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	When we publish consultation documents which relate to a policy decision, the document will seek views on the positive or adverse effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language

99		<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>When we publish consultation documents which relate to a policy decision, the document will seek views on the positive or adverse effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language
100	Policy Making Awarding Grants/Financial Assistance	<p>You must produce and publish a policy on awarding grants or providing financial assistance (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant or providing financial assistance —</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant or providing financial assistance would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions) so that it would have positive effects, or increased positive effects, on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p>	<p>At present the University does not provide grants. If we begin to award grants or provide financial assistance (other than support to individual students which already complies with the Standards) we will do so in accordance with the requirements of the Welsh Language Standards and we shall produce and publish a policy which will ensure that we consider how awarding the grant would:</p> <ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language

		<p>© how the decision could be taken or implemented (for example, by imposing conditions) so that it would not have adverse effects, or so that it would have decreased adverse effects on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant or providing financial assistance on—</p> <p>(i) opportunities for persons to use the Welsh language and</p> <p>(ii) treating the Welsh language no less favourably than the English language</p>	
101	Policy Making Commissioning Research	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>When commissioning or undertaking research to assist us to make a policy decision we shall require the researchers to use the Language Impact Assessment Tool in order to ensure that the research will consider the effects on the Welsh language regarding the opportunities to use Welsh and to ensure that the Welsh language shall not be treated less favourably than the English language during the research.</p>
		<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be</p>	<p>When commissioning or undertaking research to assist us to make a policy decision we shall require the researchers to use the Language Impact Assessment Tool in order to ensure that the research will consider whether there can be positive or more positive effects on</p>

102		made so that it would have a positive effects, or so that it would have increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	the Welsh language regarding the opportunities to use Welsh and to ensure that the Welsh language shall not be treated less favourably than the English language.
103		When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	When commissioning or undertaking research to assist us to make a policy decision we shall require the researchers to use the Language Impact Assessment Tool in order to ensure that the research will consider how not to have adverse effects or how to have decreased adverse effects on the Welsh language regarding the opportunities to use Welsh and to ensure that the Welsh language shall not be treated less favourably than the English language.

104	Policy Making Academic Courses	<p>When you develop or revise a course (or any component of a course) you must consider—</p> <p>(a) what effects, if any (and whether positive or negative), that course would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how that course would have positive effects, or increased positive effects, on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>© how that course would not have adverse effects, or so that it would have decreased adverse effects on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	<p>When we develop or revise a course we shall ensure that the relevant bodies (e.g. Academic Board, University Senate and Council) are aware of the requirement to consider the effect of their decisions on the Welsh language. Procedures will be put in place in the Faculties to ensure that these matters will be considered.</p>
		PART THREE	
105	Operational Using Welsh Internally in the Institution	<p>You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.</p> <p>You must comply with standard 105 in every circumstance, except:</p> <p>i) publishing the policy on your intranet.</p>	<p>We will operate an internal language policy to encourage the use of Welsh internally increasing the opportunity for our staff to work bilingually. The policy will be available on our website, and it will be promoted across the University.</p>

106	Operational Employment	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	We will ask for the preferred language for correspondence from individuals as they apply for a post. When we offer the post to them we shall confirm in which language they wish to have the contract documents.
107		You must — (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	We will ask for the preferred language for correspondence from individuals as they apply for their post and this choice shall be recorded in the staff records system – AberPeople. We shall correspond in Welsh with individuals who wish to correspond in Welsh.
108		You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Training needs for staff are incorporated into the University's Effective Contribution Scheme. All the documents (including a Panopto presentation) are available bilingually on our website.
109		You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Performance objectives are incorporated into the University's Effective Contribution Scheme. All the documents (including a Panopto presentation) are available bilingually on our website.
110		You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Career plans are incorporated into the University's Effective Contribution Scheme. All the documents (including a Panopto presentation) are available bilingually on our website.
111		You must ask each employee whether he or she wishes to receive any forms that record and authorise — (a) annual leave,	The procedure of recording and authorising leave, absences and working hours happens within the staff records system – AberPeople. AberPeople can be used in Welsh or in English.

		(b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	
112	Operational Human Resources Policies	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	Our policies and procedures relating to behaviour in the workplace are available in Welsh and in English on our website.
113		If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	Our policies and procedures relating to health and well-being at work are available in Welsh and in English on our website.
114		If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	Our policies and procedures relating to salaries and workplace benefits are available in Welsh and in English on our website.
115		If you publish a policy relating to performance management, you must publish it in Welsh.	Our policies and procedures relating to performance management are available in Welsh and in English on our website.
116		If you publish a policy about absence from work, you must publish it in Welsh.	Our policies and procedures relating to absence from work are available in Welsh and in English on our website.
117		If you publish a policy relating to working conditions, you must publish it in Welsh.	Our policies and procedures relating to working conditions are available in Welsh and in English on our website.
118		If you publish a policy regarding work patterns, you must publish it in Welsh.	Our policies and procedures relating to work patterns are available in Welsh and in English on our website.
119	Operational Complaints by/about staff	You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	The form for making formal complaints is available in Welsh and in English on our website. Staff have the right to correspond with the University, including responding to a complaint, in Welsh.

119A		<p>You must state in any document that you have that sets out your procedures for making complaints that each member of staff may —</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.</p>	<p>Our procedure for formal complaints shall include a clause which states that staff have the right to make a complaint in Welsh and to respond in Welsh to any complaint made against them. This procedure shall be available in Welsh and in English on our website.</p>
121		<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must —</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).</p>	<p>When asking a member of staff to a meeting to discuss a complaint the letter shall include a clause which states that they can use Welsh in the meeting if they so wish and we shall explain that a simultaneous translator will be present to enable this if necessary.</p>
122		<p>When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff—</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about him or about her,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p>	<p>When a member of staff makes a complaint in Welsh, we will respond in Welsh and ensure that all subsequent correspondence and meetings will be conducted in Welsh if they so wish.</p>

		(ch) asked to use the Welsh language at a meeting about the complaint.	
123	Operational Staff Disciplinary	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	Staff have the right to correspond with the University, including responding to allegations made against them in an internal disciplinary process, in Welsh.
123A		You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	Our procedure for disciplining staff includes a clause which states that staff have the right to respond to allegations in Welsh.
125		If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	When inviting a member of staff to a meeting regarding a disciplinary matter the letter shall include a clause which states that they can use Welsh in the meeting if they so wish and we shall explain that a simultaneous translator will be present to enable this if necessary.
126		When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff— (a) responded to allegations made against him or her in Welsh,	Staff will be informed of any decision following a disciplinary process in their preferred language.

		(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	
127	Operational Staff Language Skills	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	All staff have the choice of a Welsh or English interface on their computers, and the <i>Cysgliad/Cysill</i> Welsh spellcheck, grammar check and dictionary software is available to all staff upon request from our Information Services department.
134		You must assess the Welsh language skills of your employees.	We shall gather data on the Welsh language skills of everyone who applies for a post and this shall be on their staff record if they are appointed. We shall send regular e-mails to every member of staff to encourage them to complete the language skill box on their staff record.
135	Operational Staff Training	You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	Training will be offered in Welsh to staff on (a) recruitment and interviewing (b) performance management (c) complaints and disciplinary procedures (ch) induction (d) dealing with the public (dd) health and safety if the such training is offered in English
136		You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	Training will be offered in Welsh to staff on using Welsh effectively in (a) meetings (b) interviews (c) complaints and disciplinary procedures

137		You must provide training to staff who provide careers advice on the value of Welsh language skills in the employment sector.	We shall ensure that all staff in the Careers Services department are aware of the value of Welsh language skills in the employment sector.
138	Operational Language Training	You must provide opportunities during working hours— (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	All staff are encouraged to develop their Welsh language skills for work purposes. There shall be a question about this in the Effective Contribution Scheme which is completed by staff every year. All staff shall have the right to free Welsh lesson up to 60 hours a year. Opportunities for staff to learn Welsh during working hours (e.g. with the Work Welsh scheme) shall be provided in line with the University's business needs
139		You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	All staff are encouraged to develop their Welsh language skills. There shall be a question about this in the Effective Contribution Scheme which is completed by staff every year. All staff shall have the right to free Welsh lesson, including improving Welsh sessions, up to 60 hours a year.
140		You must providing training courses so that your employees can develop — (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	We shall develop a course that will include language awareness, the requirements of the Welsh Language Standards for the University, and how to use Welsh in the workplace.
141		When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	Our induction sessions for new staff will include a presentation on the role of Welsh within the University and the community and the implications of working in an institution which complies with the Welsh Language Standards.

142	Operational E-mail signatures and trip notes, badges.	You must provide wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	Our Welsh speakers will use the Cymraeg Gwaith logo and our Welsh learners will use the Dysgu Cymraeg logo in their email signatures to indicate that they either speak or are learning to speak Welsh.
143		You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	All staff email signatures, including the job titles and contact details will be bilingual. All staff out of office messages will be bilingual.
144		You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	We shall distribute badges and/or lanyards with the Cymraeg Gwaith logo to every member of staff who speaks Welsh and wishes to wear one (in addition to reception staff). Badges and lanyards with the logo DYSGWR shall also be available.
144A		You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	We will encourage Welsh speaking staff to wear the badge/lanyard in presentations for the induction of new staff, presentations about the Standards, and for Shwmae Sumae day.
145	Operational Posts	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply — (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	We shall assess the language requirement for each post via the E-Recruiter system keeping in mind the requirements of the post being considered and the team's current capacity of Welsh speakers. The assessment shall be checked by the Centre for Welsh Language Services. The language level and requirement of the post will be stated clearly in the job description with a description of the level so that applicants can self-assess their language level.

145A		<p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must —</p> <p>(a) specify that when advertising the post, and</p> <p>(b) advertise the post in Welsh.</p>	<p>Every post where Welsh language skills are essential, desirable or need to be learnt shall be advertised in Welsh. The advertisement will state that Welsh is essential or desirable.</p>
146		<p>When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.</p>	<p>Our website which advertises posts shall include the statement:-</p> <p><i>We welcome applications for any vacancy in Welsh or English and any application submitted will be treated equally.</i></p> <p>Every job advertisement shall include the statement:-</p> <p><i>We are a Bilingual Institution which complies with the Welsh Language Standards and is committed to Equal Opportunities. You are welcome to apply for any vacancy in Welsh or English and any application submitted will be treated equally.</i></p>
146A		<p>If you publish —</p> <p>(a) application forms for posts;</p> <p>(b) material that explains your procedure for applying for posts;</p> <p>(c) information about your interview process, or about other assessment methods when applying for posts;</p> <p>(ch) job descriptions;</p> <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.</p>	<p>The electronic system E-Recruiter is used for job applications and the system is fully bilingual. Initially the applicant chooses in which language they wish to use the system and then the whole process, including the application form, explanations and information, is in their preferred language. All job descriptions shall be bilingual.</p>

146B		You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	Applications received in Welsh and English will be dealt with within the same timescale. If it is necessary to translate an application into English, that application shall be presented to the short listing panel at the same time as the applications made in English.
148		<p>You must ensure that your application forms for posts —</p> <p>(a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).</p>	<p>Our application forms shall ask each applicant which is their preferred language for interview. The form will also state:-</p> <p><i>You may use the Welsh language in the interview and if necessary we shall provide simultaneous translation.</i></p> <p>We shall provide simultaneous translation when necessary in interviews where the applicant wishes to use Welsh.</p>
149		When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	We will correspond with applicants in their preferred language.
150	Operational Signs	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English,	All of our permanent and temporary signage, and electronic or computerised signage that are in the workplace shall be bilingual with the Welsh and English text treated equally for size, legibility and prominence.

		you must not treat the Welsh language text less favourably than the English language text.	
151		When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	On all our signs the Welsh text will appear to the left of or above the English so that the Welsh is likely to be read first.
152		You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	The text on signs shall be proof read by our internal translators for accuracy in terms of meaning and expression.
153		When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	Any audio announcements that is made using the workplace audio equipment shall be bilingual with the Welsh message preceding the English.
		PART FOUR	
154	Record Keeping Complaints	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	A record of all complaints relating to the Welsh language received is kept by the organisation for each financial year. The record includes the nature of the complaint and what action/s we take in response.
155		You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	Records and copies of written complaints received that relate to the Welsh Language Standards are kept centrally by the Centre for Welsh Language Services.
156		You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	All written complaints we receive that relate to the Welsh language are kept centrally by the Centre for Welsh Language Services.

157	Record Keeping Policies	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	We shall keep copies of the Language Impact Assessments completed when formulating or revising policies.
158	Record Keeping Staff Language Skills	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 134), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	We shall keep a record of the Welsh language skills of our employees and count them at the end of each financial year.
159	Record Keeping Staff Training	You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 135), and (b) if a Welsh version of a course was provided in accordance with standard 135, the percentage of the total number of staff attending the course who attended that version.	Records will be kept for each financial year on: (a) number of staff who attended training courses provided in Welsh (b) percentage of staff who attended courses provided in Welsh.
161	Record Keeping Posts	You must keep a copy of every assessment that you carry out (in accordance with standard 145) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	Records of all assessments carried out to identify a Welsh language level for all new and vacant posts is kept for each financial year including the language ability of the successful candidate.
162		You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 145) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post;	Records of the Welsh language skill level and linguistic requirement for each new or vacant post will be kept for each financial year.

		(c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
		PART FIVE	
163	Supplementary – Service Delivery Language Standards Document	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	We have an Aberystwyth University Welsh Language Standards document which outlines how Aberystwyth University will comply with the Service Delivery Standards which Aberystwyth University is under a duty to comply with (being the first part of this document which deals with the Service Delivery Standards). The document is available on our website and in each of our offices open to the public and students upon request.
164	Supplementary – Service Delivery Complaints Procedure	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	We have a procedure in place to deal with all complaints received by the institution relating to compliance with the Standards and complaints about the Welsh language. All complaints received are dealt with in accordance with this procedure which is published on our website and available at each of our offices open to the public upon request.
165	Supplementary – Service Delivery Monitoring	You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,	We will monitor progress in implementing against targets in an Annual Action Plan. An annual report on the implementation of the Standards will be submitted to the Welsh Language Operational Group, the University Executive, and University Council. It will be published on our website. We will maintain an up to date and adequate record of information relating to the Standards

		<p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	implementation, allowing us to monitor and report on the Standards.
166	Supplementary – Service Delivery Annual Report	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>On an annual basis we will produce and present an Annual Report which will include how our organisation has complied with the Service Delivery Standards. The report will be published within the timescale required under the Welsh Language Standards.</p> <p>The report will be published on our website and will be available at each of our offices open to the public and students on request.</p>
167	Supplementary – Service Delivery Compliance Document	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	We have an Aberystwyth University Welsh Language Standards document which outlines how Aberystwyth University will comply with the Service Delivery Standards which we are under a duty to comply with (being the first part of this document which deals with

			the Service Delivery Standards). The document is available on our website and in each of our offices open to the public and students upon request.
168	Supplementary – Service Delivery Providing Information	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	The institution will provide information to the Welsh Language Commissioner relating to compliance with the Service Delivery Standards which we are under a duty to comply in our Compliance Notice upon request.
169	Supplementary - Policy Making Language Standards Document	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	We have an Aberystwyth University Welsh Language Standards document which outlines how Aberystwyth University will comply with the Policy Making Standards which we are under a duty to comply with (being the second part of this document which deals with the Policy Making Standards). The document is available on our website and in each of our offices open to the public and students upon request.
170	Supplementary – Policy Making Complaints Procedure	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	We have a procedure in place to deal with all complaints received by the institution relating to compliance with the Standards and complaints about the Welsh language. All complaints received are dealt with in accordance with this procedure which is published on our website and available at each of our offices open to the public upon request.
171	Supplementary – Policy Making	You must— (a) ensure that you have arrangements for overseeing the way you comply with the policy	We will monitor progress in implementing against targets in an Annual Action Plan. An annual report on the implementation of the Standards will be submitted to

	Monitoring	making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	the Welsh Language Operational Group, the University Executive, and University Council. It will be published on our website. We will maintain an up to date and adequate record of information relating to the Standards implementation, allowing us to monitor and report on the Standards.
172	Supplementary – Policy Making Annual Report	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.	On an annual basis we will produce and present an Annual Report which will include how our organisation has complied with the Policy Making Standards. The report will be published within the timescale required under the Welsh Language Standards. The report will be published on our website and will be available at each of our offices open to the public and students on request.
173	Supplementary – Policy Making Compliance Document	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	We have an Aberystwyth University Welsh Language Standards document which outlines how Aberystwyth University will comply with the Policy Making Standards which we are under a duty to comply with (being the second part of this document which deals with the Policy Making Standards). The document is available on our

			website and in each of our offices open to the public and students upon request.
174	Supplementary – Policy Making Providing Information	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	The institution will provide information to the Welsh Language Commissioner relating to compliance with the Service Delivery Standards which we are under a duty to comply in our Compliance Notice upon request.
175	Supplementary – Operational Language Standards Document	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	We have an Aberystwyth University Welsh Language Standards document which outlines how Aberystwyth University will comply with the Operational Standards which we are under a duty to comply with (being the third part of this document which deals with the Operational Standards). The document is available on our website and in each of our offices open to the public and students upon request.
176	Supplementary – Operational Complaints Procedure	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet. You must comply with standard 176 in every circumstance, except: i) publishing the document on your intranet.	We have a procedure in place to deal with all complaints received by the institution relating to compliance with the Standards and complaints about the Welsh language. All complaints received are dealt with in accordance with this procedure which is published on our website and available at each of our offices open to the public upon request.
177	Supplementary – Operational Monitoring	You must— (a) ensure that you have arrangements for—	We will monitor progress in implementing against targets in an Annual Action Plan. An annual report on the implementation of the Standards will be submitted to the Welsh Operational Group, the University Executive,

		<p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, and</p> <p>(b) publish a document that records that procedure on your intranet.</p> <p>You must comply with standard 177 in every circumstance, except:</p> <p>i) publishing the document on your intranet.</p>	<p>and University Council. It will be published on our website. We will maintain an up to date and adequate record of information relating to the Standards implementation, allowing us to monitor and report on the Standards.</p>
178	<p>Supplementary – Operational</p> <p>Annual Report</p>	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 158);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 159);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended</p>	<p>We will produce and present an Annual Report which will include how our organisation has complied with the Operational Standards.</p> <p>The report will be published within the timescale required under the Welsh Language Standards.</p> <p>The report will be published on our website and will be available at each of our offices open to the public and students on request.</p>

		<p>the Welsh version (on the basis of the records you kept in accordance with standard 159);</p> <p>(ch) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with standard 160);</p> <p>(d) the number of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 162);</p> <p>(dd) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
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179	Supplementary – Operational Compliance Document	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	We have an Aberystwyth University Welsh Language Standards document which outlines how Aberystwyth University will comply with the Operational Standards which we are under a duty to comply with (being the third part of this document which deals with the Operational Standards). The document is available on our website and in each of our offices open to the public and students upon request.
180	Supplementary – Operational Providing Information	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	The institution will provide information to the Welsh Language Commissioner relating to compliance with the Operational Standards which we are under a duty to comply in our Compliance Notice upon request.
181	Supplementary – Record Keeping Language Standards Document	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	We have an Aberystwyth University Welsh Language Standards document which outlines which Record Keeping Standards Aberystwyth University is under a duty to comply with (being the fourth part of this document which deals with the Record Keeping Standards). The document is available on our website and in each of our offices open to the public and students upon request.
182	Supplementary – Record Keeping Providing Information	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	The institution will provide information to the Welsh Language Commissioner relating to compliance with the Record Keeping Standards which we are under a duty to comply in our Compliance Notice upon request.