

Sending bilingual e-mails

Welsh Language Scheme

- Aberystwyth University's Welsh Language Scheme (**Section 4.1**) sets out procedures for correspondence with the public. These procedures include correspondence via e-mail. Please refer to the Scheme itself for further information.
- In the case of a university institution, the public includes all individuals, groups or institutions in Wales who come into contact with the institution, as well as full-time and part-time registered students and prospective students and members of staff.
- The guidelines below are intended to help staff who have little or no knowledge of Welsh, or who lack confidence in using Welsh formally, to correspond bilingually via e-mail.

Key Words ~ Geiriau Allweddol

Bilingual message	Neges ddwyieithog
Contact details	Manylion cyswllt
Departmental Office	Swyddfa'r Adran
Direct line	Llinell uniongyrchol
Disclaimer	Gwadiad
Electronic mail	Post electronig
E-mail	E-bost
Fax.	Ffacs
Message	Neges
Office Tel.	Ffôn y Swyddfa
Room	Ystafell
Tel.	Ffôn
Tel. No.	Rhif Ffôn
Tripnote	Neges awtomatig
Website	Gwefan
Weekly e-mail	E-bost wythnosol
Weekly e-mail to staff	E-bost wythnosol i staff
Weekly e-mail to students	E-bost wythnosol i fyfyrwyr

Subject lines

- Subject lines should be bilingual.
- The Welsh should appear first followed by the English.
- Some examples of possible text are given below. Please contact the Centre for Welsh Language Services on ext. 2045 or e-mail translation@aber.ac.uk for further translations.

Confidential	Cyfrinachol
Date of next meeting	Dyddiad y cyfarfod nesaf
FAO (For the attention of)	I sylw
Important	Pwysig
Important message	Neges bwysig
Meeting	Cyfarfod
Message from	Neges oddi wrth
Message from Aberystwyth University	Neges oddi wrth Brifysgol Aberystwyth
Personal	Personol
Urgent	Brys
Urgent message	Neges frys

Setting out bilingual e-mails

- Make it clear at the beginning that this is a bilingual message (see example below).
- The Welsh message should appear before the English.
- In order to distinguish clearly between the two languages, you may wish to use normal font for one and italic for the other. Otherwise, the two languages should be equal in form, size, clarity and prominence.
- Please contact the Centre for Welsh Language Services on ext. 2045 or e-mail translation@aber.ac.uk for translations of e-mails.

Example

[Neges ddwyieithog yw hon. / *This is a bilingual message*
Gweler isod ar gyfer y fersiwn Saesneg. *Please see below for the English version.*

XXXXXXXXXXXXXXXXXXXXX

[Testun yn Gymraeg i'w gynnwys yma / *Include Welsh text here*]

XXXXXXXXXXXXXXXXXXXXX

[Testun yn Saesneg i'w gynnwys yma / *Include English text here*]

Greetings and Salutation

Dear	Annwyl
Hello	Helo
Many thanks	Llawer o ddiolch
Thank you	Diolch
Thank you in advance	Diolch ymlaen llaw
Thank you very much	Diolch yn fawr iawn
Thank you for your co-operation	Diolch am eich cydweithrediad
Thanks a million!	Can mil diolch!
Best wishes	Dymuniadau gorau
Cheers!	Hwyl!
Cheers for now!	Hwyl am y tro!
Kindest regards	Cofion gorau
Regards	Cofion
Yours sincerely	Yn gywir
From	Oddi wrth

Signatures/Contact details

- Signatures and contact details included in all general e-mails should be bilingual.
- Alternative signatures and contact details in one language only may be used for specific purposes, e.g. individual correspondence with a non-Welsh speaking individual.
- The Welsh should appear uppermost, or to the left of, the English.
- In order to distinguish clearly between the two languages, you may wish to use normal font for one and italic for the other. Otherwise, the two languages should be equal in form, size, clarity and prominence.
- Bilingual contact details for offices and departments already appear bilingually on official headed paper. A bilingual list of offices, departments, buildings and posts is also available from the Centre for Welsh Language Services.
- When including website addresses, remember to direct the reader to both the Welsh and English versions, e.g. the department of Sport and Exercise Science, <http://www.aber.ac.uk/cy/sport-exercise/> would direct the reader to the Welsh version, and <http://www.aber.ac.uk/en/sport-exercise/> to the English version.

- Below is an example of including bilingual contact details. Should you require customised versions for yourself or your office, please contact the Centre for Welsh Language Services on ext. 2045 or e-mail translation@aber.ac.uk

Example

Dr Gwenno Piette
 Swyddog Datblygu'r Gymraeg / *Welsh Language Development Officer*
 Canolfan Gwasanaethau'r Gymraeg / *Centre for Welsh Language Services*
 Yr Hen Goleg / *Old College*
 Stryd y Brenin / *King Street*
 Aberystwyth
 SY23 2AX

Ffôn / *Tel.* (01970-62)2045
 Ffacs / *Fax.* (01970-61)1446
 E-bost / *E-mail* gws@aber.ac.uk
 Gwefan : <http://www.aber.ac.uk/cy/cgg/>
 Website: <http://www.aber.ac.uk/en/cgg/>

Bilingual policy statement

- The following statement is included on official AU headed paper. It should also be included on all official e-mails.

Yn unol â pholisi dwyieithog Prifysgol Aberystwyth, mae croeso i chi ohebu â'r Brifysgol yn Gymraeg neu yn Saesneg.
In accordance with the bilingual policy of Aberystwyth University, you are welcome to correspond with the University in either Welsh or English.

Including a Disclaimer

- Some e-mails may require a disclaimer. These too should be bilingual.
- The Welsh should appear uppermost, or to the left of, the English.
- In order to distinguish clearly between the two languages, you may wish to use normal font for one and italic for the other. Otherwise, the two languages should be equal in form, size, clarity and prominence.
- Suggested text for a disclaimer is given below. Should you require a different wording, please contact the Centre for Welsh Language Services on ext. 2045 or e-mail translation@aber.ac.uk

Example

GWADIAD / *DISCLAIMER*

[This is a bilingual message. Please see English disclaimer below]

Mae'r e-bost hwn ac unrhyw atodiad sydd ynghlwm wrtho, yn gyfrinachol. Os yw wedi eich cyrraedd mewn camgymeriad dilëwch ef oddi ar eich system. Peidiwch â defnyddio na datgelu'r wybodaeth mewn unrhyw ffordd a rhowch wybod imi ar unwaith os gwelwch yn dda. Gall y neges gynnwys barn personol nad yw o anghenraid yn farn Prifysgol Cymru, Aberystwyth, oni ddywedir hynny'n benodol.

This e-mail and any attachment is confidential. If you have received it in error, please delete it from your system, do not use or disclose the information in any way, and notify me immediately. The contents of this message may contain personal views which are not necessarily the views of the University of Wales, Aberystwyth, unless specifically stated.

Tripcodes

- All tripnotes should be bilingual.

- The Welsh should appear uppermost, or to the left of, the English.
- In order to distinguish clearly between the two languages, you may wish to use normal font for one and italic for the other. Otherwise, the two languages should be equal in form, size, clarity and prominence.
- Below are examples of text for tripnotes. Should you require a more customised version, please contact the Centre for Welsh Language Services on ext. 2045 or e-mail translation@aber.ac.uk
- Facilities for implementing tripnotes are available on the Information Services' website, in English <http://www.aber.ac.uk/en/is/email/> and in Welsh : <http://www.aber.ac.uk/cy/is/email/>

Examples of text for tripnotes

- | |
|--|
| <ul style="list-style-type: none"> • Ni fyddaf yn y swyddfa tan [2/9/10]. • <i>I shall be away from the office until [2/9/10].</i> |
| <ul style="list-style-type: none"> • Byddaf ar wyliau tan [2/9/10]. • <i>I'm on holiday until [2/9/10].</i> |
| <ul style="list-style-type: none"> • Nid wyf yn y gwaith ar hyn o bryd. • <i>I am not at work at present.</i> |
| <ul style="list-style-type: none"> • Rwyf i ffwrdd o'r gwaith yn sâl ar hyn o bryd. • <i>I'm away from work due to illness at the moment.</i> |
| <ul style="list-style-type: none"> • Oherwydd salwch, nid wyf yn y gwaith heddiw. • <i>Due to illness, I am not at work today.</i> |
| <ul style="list-style-type: none"> • Oherwydd rhesymau personol, nid wyf yn y gwaith heddiw. • <i>Due to personal reasons, I am not at work today.</i> |
| <ul style="list-style-type: none"> • Rwyf ar gyfnod mamolaeth hyd [17/12/10]. • <i>I am on maternity leave until [17/12/10].</i> |
| <ul style="list-style-type: none"> • Rwyf ar gyfnod tadolaeth hyd [17/12/10]. • <i>I am on paternity leave until [17/12/10].</i> |
| <ul style="list-style-type: none"> • Yn ystod f'absenoldeb, a wnewch chi gysylltu â fy ysgrifenyddes, [AB]. • <i>Please contact my secretary, [AB], during my absence.</i> |
| <ul style="list-style-type: none"> • Gellir cysylltu â fy ysgrifenyddes drwy ffonio [1234] neu drwy anfon e-bost at ***@aber.ac.uk • <i>My secretary may be contacted by telephoning [1234] or by e-mailing ***@aber.ac.uk</i> |
| <ul style="list-style-type: none"> • A wnewch chi gysylltu â fy ysgrifenyddes ar estyniad [1234] neu e-bost ***@aber.ac.uk • <i>Please contact my secretary on extension [1234] or e-mail ***@aber.ac.uk</i> |
| <ul style="list-style-type: none"> • Fe wnaif ymdrin â phob ymholiad ar ôl imi ddychwelyd i'r gwaith. • <i>I shall deal with all queries upon my return.</i> |