
Welsh Language Standards



What are the Welsh Language Standards?

A list of statutory requirements explaining how Aberystwyth University is required to provide specific services in Welsh and ensure that the Welsh language is not treated less favourably than English.

What is the purpose of the Welsh Language Standards?

To ensure consistency and to improve Welsh language services.

Provide clarity for everyone about the services they can expect to receive in Welsh from organisations.

Provide clarity for organisations regarding their duties in relation to the Welsh language.

Do the Standards apply to me?

The Welsh Language Standards apply to every member of staff and to third parties contracted to provide services on behalf of the University.

Who implements the Welsh Language Standards?

Over 120 public institutions in Wales (e.g. Local Authorities, Universities, Health Boards) are implementing the Welsh Language Standards.

Does the University have a translation service?

Yes - the University has a Welsh/English translation team responsible for translating requests for University staff and departments.
translation@aber.ac.uk

Do the Standards apply to all University activities?

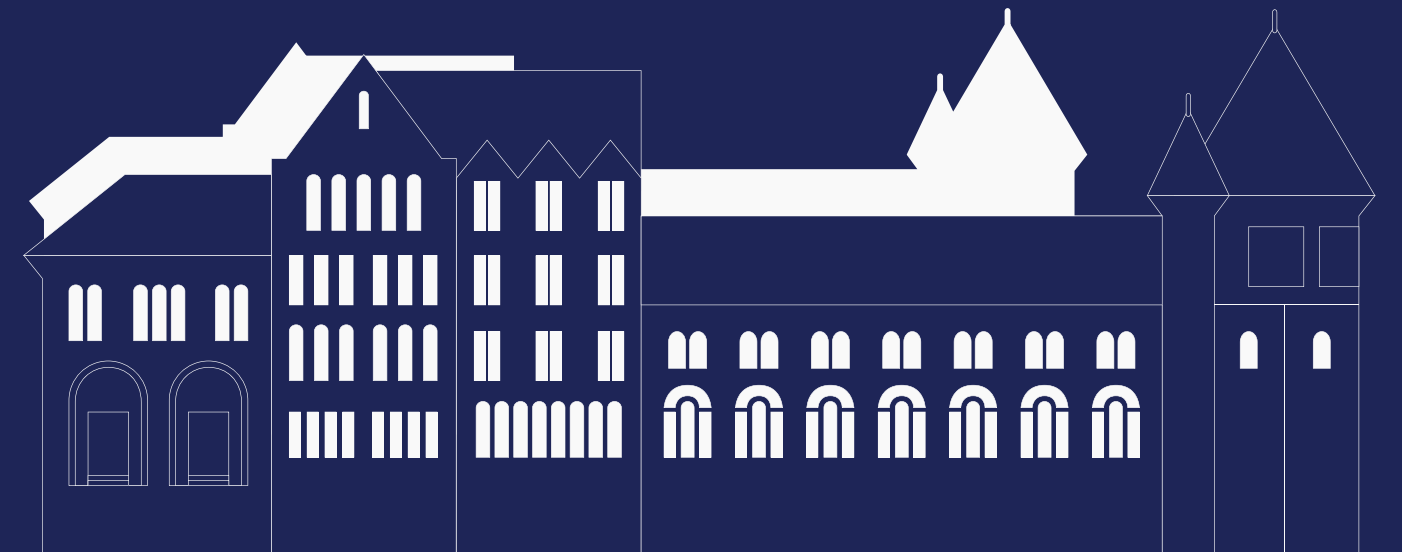
The Standards apply to most of the services provided by the University - these are listed below.

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) public lectures; h) learning opportunities; i) allocation of a

personal tutor; j) student accommodation, libraries and arts centres; l) calls to a main telephone number (or numbers), helpline numbers, call centre numbers and automated telephone; systems ll) signs on the body's buildings.

(The Welsh Language Standards (No.6) Regulations 2017 - Part 3 Interpreting the Standards, paragraph 31, p. 43-44)

The Standards do not apply to the content of academic schemes, to research or activities outside Wales. For further information contact the Centre for Welsh Language Services.



Is there further guidance for staff?

Yes – there are several guidelines on the **Centre for Welsh Language Services** website together with a complete list of all the requirements of the Standards.

Is there general information available for new students about the Welsh language?

Yes, information can be found on this page <https://www.aber.ac.uk/en/new-students/welsh-language/>

Is there training available for staff on the requirements of the Standards?

Yes – the Centre for Welsh Language Services offers a short training session for staff that is held regularly during the year on the requirements of the Standards. Registration dates and details can be found at <https://stafftraining.aber.ac.uk/>



Requirements of the Standards: Summary

The purpose of the following list is to summarise the main requirements of the Service Delivery Standards in a clear and straightforward way for staff. This list is not exhaustive and the **individual guidelines** should be reviewed along with the list of **full Standards**. Please see the **Internal Use of Welsh Policy** for guidance on the use of Welsh in internal (staff) communication.

Correspondence

Correspondence received in Welsh must be answered in Welsh.

Correspondence must be sent in Welsh/bilingual when corresponding with a group of people.


Correspondence must be sent bilingually when there is no record of the recipient's preferred language.

Correspondence in both languages must be treated equally e.g. sent at the same time and in the same format.

Telephone Service

Bilingual greetings should be used (e.g. Bore Da / Good Morning) when answering the phone.

For main phone numbers and helpline numbers the caller should be informed that a Welsh language service is available (e.g. If you would like to speak to us in English, press 1, or press 2 for a Welsh medium service).



Meetings

A meeting inviting one person (Student / Public)

All invitations should ask for the preferred language (Welsh/English). If the person wishes to use Welsh at the meeting, the meeting should be conducted in Welsh, or a simultaneous translation service arranged through the Centre for Welsh Language Services. translation@aber.ac.uk

A meeting inviting more than one person (Student / Public)

As above. If the meeting relates to a complaint, disciplinary issues or student support, the meeting should be held in accordance with the preferred language of the attendees.

Public Meetings (Public / Specific cohort of students)

Invitations and publicity material for public meetings should state that anyone present is welcome to use Welsh at the meeting. Guest speakers should be asked to specify their preferred language (Welsh/English). A simultaneous translation service should be provided for public meetings.

These requirements do not apply to meetings involving the content of academic provision or research.



Events

When you organise a public event (or fund at least 50% of the event) you must ensure that the following are bilingual:

- advertising and publicity material for the event,
- any signs at the event,
- any announcements made at the event (other than emergency announcements or during an emergency exercise),
- any material on public display at the event.

Public Lectures

When you organise a public lecture, you should:

- consider the topic of the lecture
- consider the anticipated audience

If you think the lecture will attract Welsh speakers, you should arrange a simultaneous translation service to enable them to use Welsh when asking questions during or/ at the end of the lecture. Please contact the Centre for Welsh Language Services to discuss.



Graduation and Award Ceremonies

If you arrange a graduation or awards ceremony, you must ensure that the Welsh language is not treated less favourably than the English in terms of materials or signs displayed at the venue and in relation to any information provided about the order of events at the ceremony.

If you invite someone to speak at a graduation or awards ceremony, you must ask them whether they wish to use Welsh at the ceremony and provide a simultaneous translation service or written translation in English if necessary.

Documents and Forms

Any documents and forms for public use or for students must be available in both Welsh and English, and the Welsh document should not be treated less favourably than the English one.

Any separate documents and forms in Welsh and English should clearly state that the document is available in Welsh/English: ("This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg")

Websites

All text on the University's pages must be made available in Welsh.

Each page must have a direct link to the corresponding Welsh/English page.

Please ensure that any links on the Welsh pages directs you to the Welsh version of the page / content (this does not apply to external material where there is no Welsh version).

Social Media

Social Media accounts for the University/ Departments/Services should be bilingual or have a separate Welsh account and English account.

It must be ensured that the Welsh language is not treated less favourably in relation to the University's Social media accounts.

Ensure that the Welsh language content is updated at the same time as the English content.

All messages (except replies) should be bilingual.

When replying to a Welsh message, please respond in Welsh.

If you have separate English and Welsh accounts, remember to advertise this on your accounts regularly.

Signs and Notices

All signs and notices should be bilingual with the Welsh text appearing first.

If separate English and Welsh signs/notices need to be created, it should be ensured that they are displayed side by side with the Welsh sign placed first (top / left).

It must be ensured that the text of signs and notices in Welsh is correct and not treated less favourably than the English.

Audio Announcements

When making an announcement over a public address system the announcement must be bilingual with the Welsh first (this is not necessary in an emergency).



Reception Service

Any reception service must be available in Welsh.

A person receiving a reception service in Welsh must not be treated less favourably than a person receiving the same service in English.

The reception area must have a sign indicating that a Welsh language service is available and reception staff who can speak Welsh should wear a lanyard or badge to indicate this (available from Hugh Owen Main Reception or from the Centre for Welsh Language Services).

Self-Service Machines

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

Learning Opportunities

Learning opportunities that are open to the public should be offered in Welsh.

If you are organising learning opportunities or holding an event in English, an equivalent activity should be organised in Welsh.

This standard does not apply to university degree schemes or Lifelong Learning courses.

Policy Decisions

The Welsh Language Impact Assessment Tool should be used for all Policy decisions (new policy / or revision of existing policy).

When publishing a consultation document or commissioning research relating to a policy decision, opinion should be sought on the effect (positive or negative) the decision would have in terms of – (a) opportunities to use the language, (b) not treating the Welsh language less favourably than the English.

Grants

All documents relating to an application for grant or financial assistance must be bilingual.

When inviting applications, it must be stated that they are welcome to do so in Welsh.

Applications in Welsh should not be treated less favourably, and if an interview needs to be conducted, it should be conducted in Welsh or bilingually (simultaneous translation can be arranged if required).

For all grant schemes or financial support from the University, a Welsh Language impact assessment must be carried out. For further information contact the Centre for Welsh Language Services.

Tendering

If your tender relates to an activity listed **here** contact the Centre for Welsh Language Services

An invitation to tender should be in Welsh / bilingual, and it must state that bids in Welsh are welcome and that the bid will not be treated less favourably than an application submitted in English.

If it is necessary to conduct an interview with a tenderer who has submitted an application in Welsh, you must conduct the interview in Welsh or offer to arrange a simultaneous translation service. (does not apply for invitations to tender in the OJEU [Procurement Regulations Official Journal of the European Union])



Other Requirements of the Standards

Students have the right to submit assessments/complete exams in Welsh on English medium modules (except where the language is assessed).	The University must consider the effects on the Welsh language when (a) making/ revising a policy decision (b) developing/ revising an academic course (c) issuing grants by the University.
Students have the right to apply for Welsh-medium accommodation.	The University must assess the linguistic requirements of all posts before advertising.
Students have the right to a personal tutor who speaks Welsh.	Staff also have rights to receive services/ information in Welsh in the workplace – See the Operational Standards (105-162) .
The University must promote its Welsh language services.	

Other AU Policies and Resources relating to the Welsh Language

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| 1 Aberystwyth University Policy on the Internal Use of Welsh. | 4 Welsh Language Standards FAQs. |
| 2 ‘Addewidion Aber’: The University’s pledge and priorities regarding Welsh medium provisions and Aberystwyth’s commitment to promote the Welsh language and culture. | 5 Staff Guidelines on the Welsh language standards. |
| 3 Welsh Language & Culture Sub Strategy. | 6 Translation & Support. |
| | 7 Coleg Cymraeg Cenedlaethol (AU Branch). |
| | 8 Bilingual Email Signature Template. |

Want To Learn Or Improve Your Welsh?

The Learn Welsh team offer various courses for learners at all levels, with each course involving 120 hours of work. The university supports staff to attend Welsh courses during the workday or in the evening, through online virtual classes, in-person classes or a blended course. Courses are also available to students and those under 25 are eligible for free Welsh courses under the Welsh Government scheme.

The University will pay the fees of staff attending Welsh classes organised by Dysgu Cymraeg, and staff will be supported in attending courses.

Full details of the programme are available at **Learn Welsh Ceredigion-Powys-Carmarthenshire**.

If you would like to discuss Welsh courses or for further information, please contact wlcstaff@aber.ac.uk

