

# The Welsh Language Standards: Action Plan

**October 2018**

Prepared under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards (No. 6) Regulations 2017 which came into force on 29 September 2017.

Swansea University has adopted the principle that it will promote or facilitate the use of the Welsh language and is working to ensure that the Welsh language is treated no less favourably than the English language.

Swansea University is required, in accordance with the Welsh Language Standards, to publish a document explaining how it intends to comply with the Standards with which it has a duty to comply in relation to the provision of services, policy-making and operational standards.

**This document outlines the manner in which the University intends to comply with those Standards.**

## **1. Introduction**

**1.1** The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on specific institutions to comply with standards in relation to the Welsh language through subordinate legislation (the Welsh Language Standards (No. 6) Regulations 2017). The Standards that are relevant to the University are listed in this document and in a 'Compliance Notice' (available at [www.abertawe.ac.uk/safonaur-Gymraeg](http://www.abertawe.ac.uk/safonaur-Gymraeg)).

**1.2** This document has been created in compliance with the following standards with which the University has a duty to comply: Standards 165, 167, 171, 173, 177, 179. This document sets out how we intend to comply with the service delivery and policy making standards. The University's policy on the internal use of the Welsh language outlines how we will ensure compliance with the operational standards.

**1.3** The University is committed to developing and facilitating the use of Welsh internally and to help its students, prospective students and the public to use Welsh as part of their everyday life.

**1.4** The University is already in compliance with a great deal of language standards requirements by virtue of its Welsh language scheme (which was replaced by the Welsh language standards on 1 April 2018). Below are the additional measures put in place to ensure compliance with any new requirements arising from the Standards.

## **2. Resources and training**

The Welsh Language Policy and Promotion Officers have created the following resources to explain the requirements of the Standards, as a practical guide for University staff, and to ensure compliance:

- Intranet pages that contain comprehensive guidance on Welsh Language Standards requirements.
- A policy on internal use of the Welsh Language.
- Guidance on the internal translation Service
- A complaints procedure
- An information leaflet for staff
- Regular e-newsletters focussing on themes within the Welsh Language Standards
- A guide for conducting meetings and holding public events in Welsh
- Hour-long 'The Welsh Language Standards in Practice' training sessions every six weeks, open to all staff. In addition, all departments have received training that has been tailored specifically for the requirements of their departments. New staff will receive information about the requirements of the Welsh Language Standards Welsh during the induction process and receive relevant training as required.

All these resources aim to support the process of implementing the Welsh Language Standards.

### 3. Service Delivery Standards – Action plan

Topic/Standards	How the University intends to comply
<p><b>Correspondence</b> (1, 2, 3, 4, 5, 6, 7)</p>	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and our internal guidance to staff.</p> <p>We will promote the following message for email signatures and out of office messages:</p> <p><i>Rhowch wybod i ni os hoffech dderbyn eich gohebiaeth yn Gymraeg. Rydym yn croesawu gohebiaeth yn Gymraeg neu yn Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.</i></p> <p><i>Let us know if you would like to receive correspondence in Welsh. We welcome correspondence in crws. Corresponding in Welsh will not lead to a delay.</i></p> <p>We will ensure that staff are aware of and implement the requirements, by letting them know that students' language choice has been noted in the University's 'SITS' register.</p> <p>We will create and promote a bank of common bilingual messages and emphasise how staff can go about obtaining a translation by our internal team.</p> <p>We will distribute 'Mae gen i hawl' ("I have a right") materials to students.</p>
<p><b>Phone calls</b> (8, 9, 11, 12, 13, 14, 15, 16, 17, 19, 20, 21, 22)</p>	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and our internal guidance to staff.</p> <p>We will ensure that colleges/departments have established internal procedure for transferring calls as well as bilingual voicemail message.</p> <p>Most telephone calls to the University go through to the switchboard or MyUniHub desk, which offer a full Welsh language provision. We will ensure that non-Welsh speaking staff in University offices offer to transfer call to Welsh member of staff where necessary.</p> <p>We will ensure that staff answer the phone bilingually by saying: "bore da/good morning" or "pryhawn da/good afternoon".</p>
<p><b>Meetings</b> (24, 24A, 26, 26A, 27, 27A, 27D, 29, 29A, 30, 31, 32, 33, 34)</p>	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and create and promote guidance on conducting Welsh meetings and public events.</p> <p>We will encourage staff to contact the Welsh Language Policy and Promotion Officers before they arrange a public meeting in order to ensure compliance.</p> <p>We will emphasise how staff can go about obtaining translations (including simultaneous translation) from our internal team.</p>
<p><b>Public events</b> (35, 36)</p>	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and create and promote guidance on conducting Welsh meetings and public events.</p>

	<p>We will encourage staff to contact the Welsh Language Policy and Promotion Officers before they arrange a public meeting in order to ensure compliance.</p> <p>We will emphasise how staff can go about obtaining translations (including simultaneous translation) from our internal team.</p> <p>We will notify the marketing department in particular of the requirements.</p>
<b>Public lectures</b> (40, 40a)	<p>We will ensure that staff are aware of and implement the requirements.</p> <p>We will promote the guidance on holding Welsh public events.</p>
<b>Graduation and award ceremonies</b> (41, 42)	<p>We will ensure that staff are aware of and implement the requirements.</p> <p>Support is offered to the non-Welsh-speaking officers who have a role in the ceremony to pronounce Welsh words.</p> <p>We will advise at the relevant points of the year.</p>
<b>Public documents and forms</b> (43, 51, 52, 53, 53a)	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and our internal guidance to staff.</p> <p>We will ensure that all documents produced for the public in Welsh or bilingually.</p> <p>We will ensure that any English version of document note the wording: "Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh".</p> <p>We will notify the marketing department in particular of the requirements.</p> <p>We will distribute 'Mae gen i hawl' ("I have a right") materials to students.</p>
<b>Website and online services</b> (54, 55, 56, 57, 58, 59, 60, 61, 62, 63)	<p>We will ensure that relevant staff are aware of and implement the requirements, during our in-house training.</p> <p>We will notify the marketing department in particular of the requirements.</p>
<b>Self-service machines</b> (64)	<p>We will ensure that any self-service machines meet the requirements.</p>
<b>Signs and notices</b> (65, 66, 67, 74)	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and our internal guidance to staff.</p> <p>We will promote pre-prepared translations for signage on our intranet.</p> <p>We will include the requirements in the marketing department's marketing toolkit.</p> <p>We will brief the estates department in particular.</p>
<b>Reception services</b> (68, 69, 69a, 70, 71, 72, 73, 74)	<p>We will ensure that receptions are aware of and implement the requirements, distinguishing between 'main receptions' and other receptions, during our in-house training.</p> <p>We will produce signs to state that people are welcome to use the Welsh language in the reception / to have a Welsh service on the phone.</p>

	<p>We will order badges and lanyards to note that reception staff can speak Welsh.</p> <p>We will distribute the signs please use the 'Welcome to use Welsh' / 'Welsh Service available on the phone'.</p> <p>We will continue to work with the human resources department to ensure that Welsh-speaking staff are being recruited to relevant posts.</p> <p>We will distribute 'Mae gen i hawl' ("I have a right") materials to students.</p>
<p><b>Awarding grants or providing financial support</b> (75, 76, 76a, 78, 79)</p>	<p>We will create a policy on Welsh considerations in any process of awarding grants and distribute this to all departments within the University that awards grants or gives financial assistance.</p>
<p><b>Tendering and awarding contracts</b> (80, 81, 81a, 83, 84)</p>	<p>We will ensure that relevant staff are aware of and implement the requirements, during our in-house training.</p> <p>We will inform the procurement department in particular of the requirements.</p> <p>We will customise a standard template documents to note the requirements, including wording to state that tenders may be submitted in Welsh, and that tenders submitted in Welsh will be treated no less favourably than a tender submitted in English.</p>
<p><b>Promoting Welsh language services and corporate identity</b> (85, 86, 87)</p>	<p>We will ensure that staff are aware of and implement the requirements, during our internal training and our internal guidance to staff.</p> <p>We will include the requirements in the marketing department's marketing toolkit.</p> <p>We will be briefing the estates department in particular.</p>
<p><b>Learning opportunities</b> (88, 89)</p>	<p>We will ensure that staff are aware of and implement the requirements, during our in-house training.</p>
<p><b>Submitting written work in Welsh</b> (90, 90a)</p>	<p>We will ensure that students are aware of their rights and that academic staff understand the requirements and how to deal with work that is presented in Welsh.</p> <p>We will distribute 'Mae gen i hawl' ("I have a right") materials to students.</p> <p>We will include details within the University's Academic Guide and within the University's assessment and feedback policy.</p>
<p><b>Public address systems</b> (91)</p>	<p>We will ensure that staff are aware of and implement the requirements.</p>
<p><b>Student accommodation</b> (92, 92a)</p>	<p>The University has specific accommodation available to Welsh speakers.</p> <p>We will distribute 'Mae gen i hawl' ("I have a right") materials to students.</p>
<p><b>Tiwtor personol</b> (93)</p>	<p>The service is promoted to students as follows:</p>

	<p>"the University will provide an Academic Tutor to your support in your studies. Where possible, your Academic Tutor will speak Welsh and will be able to support you with your studies in Welsh. For pastoral support, you can turn to MyUniHub and get support on personal matters that are beyond your academic studies. The University will provide such support to you in the Welsh language to the best of its ability."</p> <p>We will distribute 'Mae gen i hawl' ("I have a right") materials to students.</p>
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#### 4 Policy Making Standards – Action plan

<b>Topic/Standards</b>	<b>How the University intends to comply</b>
<b>Formulating, reviewing or revising a policy (94, 95, 96)</b>	<p>Forms to assess the impact of any new policy or strategy now include a section for the Welsh language, including case studies.</p> <p>Welsh Language Policy and Promotion Officers will receive a copy of any new form that is completed to verify that the process is thorough, and intervene if necessary.</p>
<b>Publishing consultation documents (97, 98, 99)</b>	We will ensure that relevant staff are aware of and implement the requirements, during our in-house training.
<b>Policy on awarding grants (100)</b>	We will create a policy on Welsh considerations in any process of awarding grants and distribute this to all University departments the award grants or give financial assistance.
<b>Comissioning research (101, 102, 103)</b>	We will ensure that relevant staff are aware of and implement the requirements, during our in-house training.
<b>Developing or revising a course (104)</b>	We will ensure that relevant staff are aware of and implement the requirements, during our in-house training.