



## **CARDIFF UNIVERSITY WELSH LANGUAGE OPERATIONAL STANDARDS POLICY**

Published in line with the requirements of the Welsh Language Standards (No.6) Regulations 2017

This document is available in Welsh [here](#).

### **1. PURPOSE**

- 1.1 The purpose of the Welsh Language Operational Standards Policy is to clarify the requirements under the Welsh Language Standards (No.6) Regulations 2017, specifically Welsh Language Standards 105 to 153, and set out the structures and processes within which compliance will be facilitated.
- 1.2 See [Cardiff University Section 44 Compliance Notice](#) for the individual wording of standards 105 to 153.

### **2. SCOPE**

- 2.1 This policy clarifies the Standards relating to the use of the Welsh language within a body's internal administration.

### **3. POLICY STATEMENT**

- 3.1 Ensuring that the language is integrated into our ways of working and recognising the rights of individuals to be free to use the Welsh language are vital components of equality, diversity and inclusion at Cardiff University.
- 3.2 The Welsh Language (Wales) Measure 2011 forms part of a wider equalities legislation framework in Wales, which places statutory obligations on the University to ensure the Welsh language is a considered element of our decision making, and how we interact with students, prospective students, staff and members of the public.
- 3.3 This policy has been developed to assist Schools, Colleges, and Professional Services in complying with the requirements of the Welsh Language Standards (No.6) Regulations 2017 and to embed the Welsh language as an integrated

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aspect of the University's internal operations.

### **4. ROLES AND RESPONSIBILITIES**

- 4.1 The Chief Operating Officer and University Secretary is the University Executive Board sponsor for this policy.
- 4.2 The Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Team (University Secretary's Office), is the policy owner.
- 4.3 Each Head of School, Director, Research Institute, Professional Service Head, School Managers and Research Director shall be responsible for ensuring their respective area complies with the requirements of this policy.
- 4.4 Each Head of School, Director, Research Institute, Professional Service Head and Research Director may nominate their Welsh Language Champion, as a point of contact with the Compliance and Risk team for any questions or queries regarding this policy and its implementation.
- 4.5 The University, including the Dean for the Welsh Language and Academi Cymraeg Manager, shall take such steps as appropriate (including training) to ensure that stakeholders are aware of the requirements and the implications of this policy and require them to disseminate information to staff involved.

### **5. RELATED POLICIES**

- 5.1 This policy forms part of a wider advice framework relating to the Welsh language which supports compliance with the Welsh Language Standards (No.6) Regulations 2017.
- 5.2 It has a relationship with other University policies specifically –
  - Welsh Language Standards Service Delivery Policy
  - Awarding Grants and Financial Assistance – Welsh Language Considerations Policy and Procedure
  - Welsh Language Impact Assessment Policy and Procedure
  - Internal Use of Welsh Policy
  - Academic Regulations 2023/2024
  - Welsh Language Recruitment Policy
  - Disciplinary Procedures for Grades 1 to 4 & Graduate Tutors
  - Ordinance 12 – Complaints and Discipline
  - Yr Alwad/Embrace It - Cardiff University's Welsh Language Strategy

### **6. POLICY ON USING WELSH INTERNALLY**

- 6.1 The University must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and must publish that on

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our intranet.

6.2 Please see our separate '*Internal use of Welsh Policy*' for further information.

### 7. RECRUITMENT

- 7.1 All new and/or vacant posts must be assessed in relation to the level of Welsh language proficiency required and classified as either:
- Welsh language skills are essential to the post
  - Welsh language skills are desirable for the post
  - Welsh language skills need to be learnt when appointed to the post within a set timeframe
  - Welsh language skills are not necessary for the post
- 7.2 Posts that require Welsh language skills must specify that when advertising the post.
- 7.3 Adverts for new or vacant posts must be published in Welsh and English, with the Welsh version treated no less favourably than the English version, where the advert is published in Wales, or on the University's website.
- 7.4 All application forms and supporting recruitment materials must be made available in Welsh.
- 7.5 Application forms 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.
- 7.6 Application received in Welsh must not be treated less favourably than an application received in English in terms of response times, shortlisting, or other matters.
- 7.7 Application forms must include a section enabling applicants to state whether they would wish to use Welsh at interview or assessment and this service must be provided if the individual wishes to use the Welsh language.
- 7.8 Any application form received in Welsh must be responded to in Welsh.
- 7.9 When the University offers a new post to an individual it must ask whether they want the contract of employment or contract for services to be provided in Welsh and provide them in Welsh if that is the individuals wish.

### 8. POLICIES AND DOCUMENTS

- 8.1 The following documents, when produced by the University in English, must also be made available in Welsh:

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- policies about behaviour in the workplace
  - policies about health and wellbeing
  - policies about salaries or workplace benefits
  - policies about performance management
  - policies about absence from work
  - policies about working conditions
  - policies about work patterns
- 8.2 Local procedure documents produced by and used in Schools do not require translation.
- 8.3 Where a document must be produced in both Welsh and English, the Welsh version should not be treated less favourably than the English version in terms of design, content, and availability.
- 8.4 The University is not required to translate into Welsh any content which it did not produce. Guidance about the areas outlined in section 8.1 produced by a third party will be made available in English only, except where that guidance is already also available in Welsh.
- 8.5 The University is required to ask whether an employee wishes to receive the following documents in Welsh and provide them if that is their wish:
- contracts of employment
  - documents about training needs
  - documents about performance objectives or career plan
  - forms relating to leave, absence or flexible working arrangements
  - paper correspondence regarding employment matters
- 8.6 Additional documentation is required to be produced in Welsh and English for prospective employees. This is outlined in Section 7: Recruitment.
- 8.7 Where this policy requires a Welsh version of a document to be published, and where a decision is made to separate the documents (English and Welsh versions), the English version must clearly state that a Welsh version is available.

## 9. TRAINING

- 9.1 All new and existing staff will be required to undertake an online module that raises awareness of the Welsh language, its history and culture as well as outlining the University's statutory duties under the Welsh Language Standards.
- 9.2 Information made available to new employees must include awareness raising of the Welsh language, which will be delivered as part of the mandatory induction process for all new staff.
- 9.3 When training is provided in the following areas in English, it must also be

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provided in Welsh:

- recruitment and interviewing
- performance management
- complaints and disciplinary procedures
- induction
- dealing with the public
- health and safety

9.4 The University must provide training in Welsh on using Welsh effectively in the following areas:

- meetings
- interview
- complaints and disciplinary procedures

9.5 The University must provide training to staff who provide careers advice on the value of Welsh language skills in the employment sector.

9.6 All employees will be offered the opportunity to learn basic Welsh in working hours, via the online module in the first instance.

9.7 Staff seeking to enhance their Welsh language skills, who have undertaken basic training, will be supported to undertake further appropriate training, including financial support where appropriate.

9.8 Where specific training needs are identified within a particular department, Schools/Departments will be expected to support (including funding as appropriate) any language skills development required to ensure staff are able to provide appropriate services required by the Welsh Language Standards.

9.9 Where funding is already available, this will be utilised on a first-come, first-served basis with consideration given to the need for Welsh language proficiency in the staff member's role and discussion about workload, if necessary, within departments where multiple staff request training.

9.10 Schools are able to allocate their own funding to Welsh language training where this funding is available.

## 10. STAFF INTRANET AND SOFTWARE

10.1 Every existing and new page of the University's staff intranet must be available and fully functional through the medium of Welsh. New pages must not be published without a Welsh version.

- **Staff Intranet:** For the purposes of this policy, 'Staff Intranet' will mean HTML pages that are not publicly accessible but are published by the

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University for all of our employees and where access is not restricted. This definition excludes “user-generated content”.

- 10.2 It must be stated on any English language page with a corresponding Welsh language page that a Welsh version exists, and a link must be provided.
- 10.3 The interface and menus on the staff intranet pages must be available in Welsh.
- 10.4 Internal, downloadable documents shared via intranet sites are only required to be in Welsh where that is a requirement of this policy.
- 10.5 The University must designate and maintain a page, or pages, on the intranet which provides services and support material to promote the Welsh language and to assist staff to use the Welsh language. Please search ‘*Welsh Language Standards*’ on the intranet for more information.
- 10.6 All staff must be provided with access to Welsh language spelling and grammar checking software. Search ‘*Welsh Language Software*’ on the intranet for more information.
- 10.7 If a Welsh language interface exists for software<sup>1</sup> intended for use solely by staff, then the University shall make the Welsh language version of that interface available. Search ‘*Welsh Language Software*’ on the intranet for more information.
- 10.8 All queries about the requirements for Welsh language capability with respect to software should be directed to the University’s IT Architecture Team ([IT-Architecture@cardiff.ac.uk](mailto:IT-Architecture@cardiff.ac.uk)).

## 11. MONITORING AND USING THE WELSH LANGUAGE IN THE WORKPLACE

- 11.1 All new and existing staff must log, and keep up to date, their Welsh language proficiency on **CoreHR**.
- 11.2 The University must promote the availability of a badge or lanyard that identifies staff members’ Welsh language skills. These can be requested from the [complianceandrisk@cardiff.ac.uk](mailto:complianceandrisk@cardiff.ac.uk) team and are also promoted and provided during in-person induction events.
- 11.3 It is a requirement that Welsh speaking members of staff who work on reception areas wear these badges<sup>2</sup>.
- 11.4 All staff are required to use bilingual email signatures and out-of-office responses. Templates are available on the staff intranet by searching ‘*Email*

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<sup>1</sup> Software includes web applications and is defined as both desktop and enterprise applications that are not simply showing content that has been created by another individual.

<sup>2</sup> This applies to all reception areas across the University

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*Signatures*' which include wording and a logo for staff to include in email signatures that enable them to indicate whether they speak Welsh fluently or whether they are learning.

### 12. MEETINGS

- 12.1 When organising meetings between members of staff, there will be no requirement to ask staff if they would prefer the meeting to take place in Welsh or to provide translation services except where the meeting relates to grievances or disciplinaries, as outlined in Section 14.
- 12.2 When organising meetings between members of staff where a member of the public, a student or a member of a third party is to be in attendance, please refer to guidance in the Welsh Language Standards Service Delivery Policy.

### 13. SIGNS AND AUDIO ANNOUNCEMENTS

- 13.1 As and when existing signs are renewed, they must be replaced with either a bilingual sign conveying the same information in both Welsh and English with the Welsh language text positioned so that it is likely to be read first, or with separate Welsh and English signs with the Welsh language positioned so that it is likely to be read first.
- 13.2 Any temporary signs erected must display the Welsh language text so that it is likely to be read before any English language text.
- 13.3 Text for both the Welsh and English languages must be equal in font, size, weight and format.
- 13.4 The Welsh language on all signs must be accurate in terms of meaning and expression.
- 13.5 Reception areas must display either a bilingual sign or both an English and Welsh language sign which states that visitors are welcome to use the Welsh language at that reception. A corporate version of this is available by searching '*Reception Services*' on the staff intranet and further guidance is available in the Welsh Language Standards Service Delivery Policy.
- 13.6 When an announcement is made to staff in the University using audio equipment, the announcement must be made in both Welsh and English with the Welsh announcement made first.

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### 14. GRIEVANCES AND DISCIPLINARIES

14.1 An employee may

- make a complaint in the Welsh language
- respond to a complaint in the Welsh language
- respond to disciplinary matters in the Welsh language

14.2 If a meeting relating to the above is required with an employee, the University must ask them whether they wish to use the Welsh language at the meeting and explain that a simultaneous translation service from Welsh to English will be provided for that purpose unless the meeting can be conducted in Welsh without a translation service.

14.3 When the University communicates with an employee about the arrangements for the process of any updates, and the sharing of the outcome, it must be done in Welsh if the employee:

- made the complaint in the Welsh language
- responses in the Welsh language to any allegations, or
- asked for the process to be conducted in the Welsh Language.

14.4 The University must state in any document that sets out the procedures for disciplinarys and making complaints, that staff may raise and respond to complaints in Welsh and respond to disciplinary matters in Welsh. Please see separate '*Disciplinary Procedures for Grades 1 to 4 & Graduate Tutors*' and '*Ordinance 12 – Complaints and Discipline*' for further information.

### 15. COMPLAINTS

15.1 The University will investigate and respond to complaints made in relation to Welsh language compliance where the complaint is received within 12 months of the issue occurring; complaints relating to a period greater than 12 months prior will only be investigated at the discretion of the University.

15.2 Complaints concerning the Welsh language standards should be directed to the Senior Compliance Advisor and Welsh Language Officer via email – [complianceandrisk@cardiff.ac.uk](mailto:complianceandrisk@cardiff.ac.uk).

15.3 Any complaint received will be acknowledged and investigated by the Senior Compliance Advisor and Welsh Language Officer and a record kept in accordance with the requirements of the Standards.

15.4 Following the investigation, the Senior Compliance Advisor and Welsh Language Officer will respond to the complainant advising of the outcome and of any remedial actions that has been put in place where a complaint



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has been upheld.

15.5 The Senior Compliance Advisor and Welsh Language Officer may delegate these responsibilities to other members of staff. Training, support and guidance will be offered by the Senior Advisor on how to deal with complaints.

### 16. MONITORING AND REVIEW

16.1 This policy will be informally reviewed on an annual basis by the Compliance and Risk Team and formally every 3 years.

16.2 Ultimate responsibility for approval of this policy rests with the University Executive Board.

16.3 The policy will be published on our intranet and external website as required by the Welsh Language Standards (No.6) Regulations 2017.

16.4 An annual report on the implementation and impact of this policy will be provided to the Welsh Language Executive Committee. This report may also be shared with UEB and the University's Governance Committee.

### 17. VERSION CONTROL INFORMATION

Document Name	Welsh Language Operational Standards Policy	
UEB Policy Sponsor	COO and University Secretary	
Policy Owner	Senior Compliance Advisor and Welsh Language Officer	
Policy Author(s)	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer & Ian Johnson, Compliance Officer  Compliance and Risk Team, University Secretary's Office	
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Approved By	UEB	
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Date for Next Review	May 2025	
For Office Use – Keywords for search function		

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### Change History Record

The table below should be completed by the Author each time a change is made to the policy

Version amended	Description of Change	Version created