CARDIFF UNIVERSITY WELSH LANGUAGE STANDARDS SERVICE DELIVERY 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 Standards Service Delivery Policy is to clarify the requirements under the Welsh Language Standards (No.6) Regulations 2017, specifically Welsh Language Standards 1 to 93, 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 1 to 93.

2. SCOPE

2.1 This policy applies to the delivery of services to Cardiff University staff, students, prospective students and members of the public as set out by Schedule 1 Part 3 Paragraph 31 of the Welsh Language Standards (No.6) Regulations 2017 .

2.2 The requirement to provide services in Welsh is not absolute and only relates to the services provided in relation to:

    I. the admission and selection of students;
    II. information provided to students and prospective students about the University body;
    III. the welfare of students;
    IV. complaints;
    V. disciplinary proceedings in respect of a student;
    VI. careers services;
    VII. student intranet, virtual learning sites and learning portal sites;
    VIII. graduation and award ceremonies;
    IX. the assessment or examination of a student;
    X. the awarding of grants and the provision of financial assistance;

XI. public lectures;
XII. learning opportunities;
XIII. allocation of a personal tutor;
XIV. student accommodation, libraries and art centres;
XV. calls to helpline, call centre or main telephone numbers and automated telephone systems;
XVI. signs on the University's buildings

2.3 References to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters, treating the Welsh language no less favourably as regards—
(a) the visual presentation of material (for example in relation to the colour or font of any text);
(b) the size of the material;
(c) the position and prominence of the material in any public place;
(ch) when and how the material is published, provided or exhibited;
(d) the publication format of material.

2.4 Other matters' may include treating the Welsh language no less favourably as regards:
- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

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 aspect of our service delivery.

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 with the delivery of services and management of processes in their respective areas.

5. RELATED POLICIES AND GUIDANCE

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 Operational Standards Policy
- Awarding Grants and Financial Assistance – Welsh Language Considerations Policy and Procedure
- Welsh Language Impact Assessment Policy and Procedure
- Academic Regulations 2023/2024
- Internal use of Welsh Policy
- Welsh Language Recruitment Policy
- Yr Alwad/Embrace It - Cardiff University's Welsh Language Strategy

5.3 Additional general guidance is also available on the University intranet relating to:
- Guidance for all staff
- Staff communicating to students and the public
- Signs and Notices
- Bilingual Telephone Services
- Welsh language content requirements
- Receiving correspondence in Welsh
- Sending bilingual or Welsh emails
- Social Media

- Staff arranging meetings
- Events, Public Lectures and Learning Opportunities
- Videos and Podcasts
- Personal Tutors and Academic Tutors
- Reception Services
- Line Manager Responsibilities
- Lanyards and Welsh speaking badges
- Procurement of services, including apps
- Residential Accommodation
- Assessments and Examinations
- Complaints
- Email signatures and Automated Replies
- Welsh Language Software
- Process for Welsh Medium Assessment

SERVICE DELIVERY STANDARDS

6. CORRESPONDENCE

6.1   Where any student, prospective student or member of the public writes to the University in Welsh via any medium (email, SMS, written correspondence etc.) a reply must be given in Welsh unless the person who sent the correspondence has indicated that there is no need to reply in Welsh, or if no reply is necessary.

6.2   Where the response is sent from an email client such as Outlook, including shared mailboxes, the Welsh version of the email address must be used (@caerdydd.ac.uk). Search 'Sending bilingual or Welsh emails' on the intranet for more information on accessing this version of the email address.

6.3   Where the **University body**[1] is initiating the correspondence, aimed at student(s), prospective student(s), or member of the public residing in Wales, and where the purpose or content of that publication relates to any one or more of the services outlined in paragraph 2.2. of this policy the following shall apply:

6.4   Where an individual's language choice is known and the communication is personalised and unique to that individual, correspondence (and publications and advertising) can be sent in the preferred language choice only and does not need to be sent bilingually.

6.5   Where an individual's language preference is unknown you must send the correspondence bilingually.

6.6   In all correspondence issued by the University, the following statement must be included:

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[1] The **'University body'** refers to the University as a whole **or** teams **or** departments **or** Colleges **or** Schools which represent the University, or third party providers commissioned to correspond with students on our behalf.

Mae'r brifysgol yn croesawu gohebiaeth yn Gymraeg neu yn Saesneg. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi	The university welcomes correspondence in Welsh or English. Corresponding in Welsh will not lead to any delay.

6.7 Where separate Welsh and English language versions of the correspondence are produced, the English language version must state that a Welsh language version is available. For example:

Mae'r wybodaeth yma ar gael yn Gymraeg.	This information is available in Welsh.
Mae'r ddogfen hon ar gael yn Gymraeg	This document is available in Welsh.

6.8 Where correspondence is signed, the signature must appear on both Welsh and English versions.

6.9 When the University body sends the same correspondence or publicity and advertising material(s) to several persons, a Welsh language version of the correspondence or material(s) must be sent at the same time as any English language version; unless the material is intended solely for international or EU students.

6.10 The University is not required to translate into Welsh any text which it has not produced, however best practice would be to request that external providers of information provide bilingual or separate Welsh/English versions wherever possible, as many such organisations may fall under their own Welsh Language Standards requirements in terms of publications and advertising material.

7. EMAIL SIGNATURES & AUTOMATED REPLIES

7.1 All University staff must create bilingual, Welsh and English, email signatures and automated replies to email correspondence, and they must include the following statement -

Mae'r brifysgol yn croesawu gohebiaeth yn Gymraeg neu yn Saesneg. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi	The university welcomes correspondence in Welsh or English. Corresponding in Welsh will not lead to any delay.

Templates can be found by searching '*Email signatures*' and '*Out of office messages*' on the staff intranet.

8. TELEPHONE SERVICES

8.1 For the purposes of this policy, 'telephone calls' refers to external calls to or from the University, where the purpose or content of that communication

relates to any one or more of the services referred to in paragraph 2.2. of this policy. This does not apply to internal calls between staff members unless that call is to transfer an external call to another department.

8.2   Staff responsible for greeting external callers on any main telephone number (or numbers), helpline numbers or call centre numbers, must greet the person in Welsh (and English) and deal with the call in Welsh if requested until such a point as;

- 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
- no Welsh speaking member of staff is available to provide a service on that specific subject matter.

This also applies to calls made to direct line telephone numbers in our schools and departments, including on staff members' direct line numbers.

8.3   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.

8.4   When you advertise or publish a main telephone number, or any helpline numbers or call centre numbers, you must state in Welsh that we welcome calls in Welsh. For example:

Mae croeso i chi gyfathrebu â ni yn y Gymraeg.	You are welcome to communicate with us in Welsh.

8.5   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.

8.6   Any automated telephone systems in operation must provide the complete automated service in Welsh.

8.7   A bilingual voicemail message must be provided on any main telephone number (or numbers), helpline numbers or call centre numbers and must inform person calling, in Welsh, that they can leave a message in Welsh. For example:

"Mae croeso i chi adael neges yn Gymraeg ar ôl y tôn".

8.8   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.

8.9   When any staff member makes outbound calls on behalf of the 'University body', the respondent must be asked if they wish to discuss the matter in

hand in Welsh; this preference must be recorded with future calls relating to that matter conducted in Welsh, unless it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter or where no Welsh speaking member of staff is available to provide a service on that specific subject matter.

9. RECEPTION SERVICES

9.1   Any reception service you make available in English must also be available in Welsh, where it relates to one or more of the services referred to in paragraph 2.2

9.2   If you arrange a visit or appointment in advance with an individual, where they will come to your reception, and the visit relates to any one or more of the matters referred to in paragraph 2.2 of this policy you must ask them whether they wish to receive a Welsh language reception service and provide this if requested.

9.3   A sign must be displayed (in Welsh) in reception locations stating that people are welcome to use the Welsh language at the reception.

9.4   If there is no face-to-face Welsh language reception service available, a Welsh language reception service must be available over a phone at the reception.

9.5   Welsh speaking reception staff must wear a badge to convey that they are able to provide a Welsh language service.

10. SIGNS AND NOTICES

10.1 All new signs and notices must be published or displayed in Welsh, with the Welsh language text positioned so that it is likely to be read first (above or to the left of the corresponding English text).

10.2 As and when existing signs and notices are renewed, they must be replaced with a bilingual sign or notice conveying the same information in both Welsh and English with the Welsh language text positioned so that it is likely to be read first.

10.3 Any temporary signs and notices must include Welsh language text and ensure that the Welsh text is positioned so that it likely to be read first.

10.4 Text for Welsh signs and notices must be equal in font, size, weight and format to the English language.

10.5 The Welsh language on all signs and notices must be accurate in terms of meaning and expression.

10.6 Reception areas must display a bilingual (Welsh and English) sign/notice which states that visitors are welcome to use the Welsh language at that

reception.

11. PUBLISHING DOCUMENTS

11.1 Where separate English and Welsh language versions of a document are produced that relates to any one or more of the matters referred to in paragraph 2.2 of this policy, you must not treat the Welsh language version less favourably than the English language version (2.3-2.4), and the English language version must state that a Welsh language version is available. For example:

| Mae'r wybodaeth yma ar gael yn Gymraeg. | This information is available in Welsh. |
| Mae'r ddogfen hon ar gael yn Gymraeg | This document is available in Welsh. |

11.2 Documents produced for international students or prospective international students are not required to be published in Welsh.

12. FORMS

12.1 Any forms made available to students, or the public that relates to any one or more of the matters referred to in paragraph 2.2 of this policy, must be available in Welsh.

12.2 If you produce a separate English and Welsh version, you must not treat the Welsh language version less favourably and ensure that the English version clearly states that a Welsh version is also available. For example:

| Mae'r ffurflen hon hefyd ar gael yn Gymraeg. | This form is also available in Welsh. |

12.3 If you pre enter information on a form, for example before sending to a student or member of the public to check the content or to fill in the remainder, you must ensure that the information you pre-enter is in Welsh.

13. EXTERNAL WEBSITE AND STUDENT INTRANET

13.1 Every existing and new page of the University's external website and the student intranet must be available and fully functional through the medium of Welsh.

- **External Website**: For the purposes of this policy, 'External Website' will mean HTML pages and associated downloadable files (e.g. images, PDFs) that are created for a public audience and where access is not restricted. This definition excludes "user-generated content" (see 8.2).

- **Student Intranet**: For the purposes of this policy, 'Student Intranet' will mean HTML pages and associated downloadable files (e.g., images,

PDFs) that are not publicly accessible but are published by the University for **all** our students. This definition excludes "user-generated content".

13.2 Section 13 only applies to content and interfaces that are created by Cardiff University, that fall within scope of activities listed in paragraph 2.2, and does not apply to the following:

- Any text that the University has not produced or that is not available in Welsh (e.g., imported from an external source and embedded on our webpages with reference to it being an external source)
- Documents to which a link is provided to an external website
- Advertising material on a website that is not created by Cardiff University
- Video and audio clips on a website that are not created by Cardiff University
- Content that is not published by the University on an interactive page published on our website (e.g. comments or discussion forum, user generated content)
- Social media content (See Section 17)
- Any content only available in a language other than English
- Any content or material that is published in journals or books (such as research and publication of academic material)
- Documents produced for international students or prospective international students and text on a webpage for international students or prospective international students.

13.3 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.

13.4 The interface and menus on relevant external websites and student intranet pages must be available in Welsh.

13.5 All Welsh and English web pages shall be equal in terms of design, quality and accuracy and must be updated at the same time.

14. VIRTUAL LEARNING SITES AND LEARNING PORTALS

14.1 For the purposes of this policy, 'Virtual Learning Sites and Learning Portals 'refer to online services accessed through a web browser that are intended to facilitate learning for students and members of the public. Learning Central is the university's main virtual learning site.

14.2 Course materials and the provision of degree courses via online platforms are exempt from the Welsh Language Standards. This includes academic texts and resources, virtual classrooms and academic discussions forums, recordings of teaching events, formative assessment materials, as well as generic summative assessment feedback, past papers and model answers.

14.3 All other text and functionality of the virtual learning sites, created or commissioned by the University, must be available in Welsh. This includes:

- Announcements, correspondence, and resources for students created or commissioned by the University relating to the services listed in Section 2.2 of this policy.

- Information about summative assessment at the modular or sub-modular level must be made available in Welsh. Where summative assessments are to be carried out online, if a student is required to enter free text the right to submit that assessment in Welsh shall be respected. The process with respect to requesting, setting and marking the assessment will follow the same principles as applied to handwritten summative assessments (see section 23).

- There are exceptions for video and audio clips (see section 18 and 19) and for third party documents embedded in a webpage or to which a link is provided (see section 13.2).

14.4 Other information relating to the structure and content of programmes of study does not have to be made available in Welsh as it is not in the scope of the Service Delivery Standards.

14.5 Content in discussion forums, journals and student blogs is not required to be made available in Welsh.

14.6 System generated menus and interfaces must be available in Welsh. However individual staff generated course menus are course materials and are not required to be made available in Welsh.

14.7 Interfaces and content in third party tools do not have to be available in Welsh, unless the University has created or commissioned them, or a Welsh language version already exists.

14.8 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.

14.9 All Welsh and English web pages shall be equal in terms of design, quality and accuracy and must be updated at the same time.

15. SOFTWARE AND WEB APPLICATIONS

15.1 For the purposes of this policy, definitions of applicable services are as follows.

- **Software (including web applications)**: both desktop software installed on a PC, and also enterprise applications that are not simply showing content that has been created by another individual.
- **Mobile App**: applications published by the University, including those we procure to provide a service, for use on mobile phones and/or tablet devices via "App Stores" such as the Apple App Store or Google Play
- **Websites**: HTML pages and associated downloadable files (e.g. images, PDFs) that are created for a public audience and where access is not restricted - please refer to section 13.

15.2 Section 15 of the policy only applies to the extent that the activity undertaken, or the service provided by or through the app, software or web application relates to one or more of the services referred to in section 2.2 of this policy.

15.3 Where a mobile app or software/web application relates to one or more services referred to in section 2.2 of this policy they must function fully in Welsh and;

- provide a Welsh language interface
- be capable of delivering any content generated by the University and issue any correspondence generated by the University, in Welsh, treating the Welsh versions no less favourably.

15.4 The availability of a Welsh language software interface must be a deciding factor in software selection and cannot be weighed against other business requirements.

15.5 Staff are encouraged to contact the IT Architecture Team (it-architecture@cardiff.ac.uk) for a full assessment to be completed.

15.6 Software/web applications not falling within the scope listed in 2.2 do not need to provide any Welsh language capability (unless they provide services to staff – see Welsh Language Operational Standards Policy for the detail of what is required for staff facing services). Any development of a Welsh language interface for out-of-scope applications will normally take a lower priority than software or applications in scope.

15.7 The University must provide computer software for checking spelling and grammar in Welsh on the student intranet, virtual learning sites and learning portal sites.

16. PUBLICATIONS, PUBLICITY AND ADVERTISING

16.1 For the purposes of producing **publications, publicity,** and **advertising[2]** materials on behalf of the **University body[3]** and aimed at any student(s) or member(s) of the public residing in Wales, where the purpose or content of that publication relates to any one or more of the services outlined in paragraph 2.2 of this policy, the following shall apply.

16.2 Any material that is displayed in public must be displayed in Welsh, and you must not treat the Welsh language version of the material less favourably than the English language (see 2.3-2.4).

16.3 Publicity and advertising must be produced in Welsh. If you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than the English language version (see 2.3-2.4).

16.4 When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language (see 2.3 and 2.4), and you must state (in Welsh) that you welcome calls in Welsh. For example,

Mae croeso i chi gyfathrebu â ni yn y Gymraeg.	You are welcome to communicate with us in Welsh.

16.5 In all publications and advertising that encourage individuals to contact the University, one of the following statements must be included:

Mae'r brifysgol yn croesawu gohebiaeth yn Gymraeg neu yn Saesneg. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi	The university welcomes correspondence in Welsh or English. Corresponding in Welsh will not lead to any delay.
Mae croeso i chi gyfathrebu â ni yn y Gymraeg.	You are welcome to communicate with us in Welsh.

17. SOCIAL MEDIA

17.1 The term 'social media' is defined as a website or application that enables users to create and share content or to take part in social networking. Examples include:

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[2] '**publications, publicity and advertising'** includes any materials relating to promoting, publicising, advertising or marketing of University services, including but not limited to: hard copy versions for display or distribution, or electronic versions of this material shared via websites (see Section 8).

[3] The **'University body'** refers to the University as a whole **or** teams **or** departments **or** Colleges **or** Schools which represent the University, or third party providers commissioner to correspond with students on our behalf.

- Facebook
- X (formerly Twitter)
- LinkedIn
- Instagram
- YouTube

17.2 All official Cardiff University social media accounts are subject to the Welsh Language Standards, including:

- corporate
- campaign
- departmental (academic schools and professional services) accounts, and
- individual staff accounts if they are operating on behalf of or in the name of the University.

17.3 Content published by the University, that falls within scope of the activities listed in paragraph 2.2, must be published in Welsh.

17.4 Social media accounts, not connected solely with an individual's work, can use their preferred language.

17.5 The standards apply to temporary content that expires after a specified amount of time. For example:

- Instagram Story
- Facebook Story

17.6 The following information that is a permanent feature of the account must be made available in Welsh:

- biographical text ('bio) on X (formerly Twitter)/Instagram
- text about the account in the 'Information' section of Facebook

17.7 If separate Welsh and English accounts are operated it must be made clear on the English account that a corresponding account exists in Welsh (e.g., by providing a direct link to the Welsh account from the corresponding English account). For example,

"Cymraeg @prifysgolCdydd"

17.8 If you are linking from a social media post to another resource e.g., a document or website, you must link to the Welsh language version from the Welsh language account/Welsh language content.

17.9 If there is no Welsh version available and the resource was produced by the University, you must check whether the resource must be available in Welsh according to the Standards.

17.10 If you share posts from other people, e.g., re-tweeting on X (formerly Twitter)/or sharing on Facebook, and the original post is in English, it is not necessary to translate it to Welsh.

17.11 If an English post is considered important or of interest to followers of the Welsh language account, then the original post should be summarised in Welsh in the quote tweet (on X, formerly Twitter)/ or shared post (Facebook/Instagram) and include a link to the original English post.

17.12 If you want to share content submitted via other channels, e.g., in chat rooms, in a feedback section, or in a discussion forum, it is not necessary to translate the content.

17.13 The feed must allow contributions in both Welsh and English and all reactive posts must be in the same language as the original post (Welsh or English).

17.14 If separate Welsh and English hashtags are used, then both hashtags must be used on English and Welsh social media channels, to ensure cross-promotion and a unified conversation.

17.15 Live streaming on social media channels will be in the language spoken.

18. VIDEOS

18.1 Video content published by the University, that falls within scope of the activities listed in paragraph 2.2, must be published in Welsh.

18.2 You must create separate Welsh and English versions of the content or should consider a bilingual version.

18.3 All on screen text, graphics, voiceovers and captions must be published in Welsh.

18.4 If the people being filmed are not bilingual, then you must look to source an alternative person who could make the contribution in Welsh.

18.5 If you are still unable to source Welsh speaking participants you may consider subtitles, but you must capture evidence that you have not been able to source a contribution in Welsh. Evidence may include, but is not limited to,

- emails to student groups requesting their involvement in a project,
- messages in a Microsoft Teams site with Welsh speaking staff,
- messages to the Students' Union to ask for their support to source Welsh speakers,
- articles in student news or blas requesting contributors,
- social media posts asking for contributions

18.6 Senior staff, experts and students, that do not have Welsh language skills, with information or testimony of special and unique importance may be shown speaking their message in English, in a Welsh language video, but they must be subtitled in Welsh. Consideration for alternative Welsh speaking contributors however must be the first step.

18.7 Similarly, contributions by persons discussing their lived experience may be subtitled but consideration for alternative Welsh speaking contributors must be the first step.

18.8 Where Welsh language subtitles are being used on an English only contribution, which meets the relevant criteria (see 18.5-18.6) they must be embedded into the video content before publishing.

18.9 Avoid music with lyrics. If you wish to use a song with lyrics, consider using a Welsh song on both versions of the video. Otherwise, an English language song should be used in the English version and a Welsh language song should be used in the Welsh version. You should also consider any copyright issues before using music.

18.10 Welsh language videos must be posted on the Welsh version of any social media account, or website channels. Bilingual videos can be posted on dual language and separate English and Welsh language social media feeds, and on any website channel. English-language videos are not permitted on Welsh language social media or website channels.

18.11 Where subtitles or captions are used during the entire video, these will be in the language of the video. Subtitles for bilingual videos will appear in both Welsh and English simultaneously or the same video can be posted twice, with Welsh and English subtitles respectively.

18.12 Bilingual videos must be 50:50 Welsh: English. Careful consideration must be given to the language balance when preparing participants and storyboarding.

18.13 It can be advantageous to include some Welsh within an English video; this is a good opportunity to promote the Welsh language. The English language video would include subtitles for the Welsh contributions.

Videos for circulation with an international audience only.

18.14 The University's Compliance Notice does not explicitly talk about an international audience in the delivery of services. The Welsh Language Measure provides that the standards apply in relation to Wales.

That is not necessarily limited to services provided geographically in Wales as

"in relation to Wales" has a wider meaning which may include services provided outside Wales, as long as they have a connection to Wales.

If the service being provided (which the content of the video addresses) has the necessary connection to Wales, then the standards could apply to this service. As a result, whether the standards relating to videos applies will depend on the context of the services being provided and the activity undertaken.

18.15 The University's position is as follows –

If the video is intended for circulation with an international audience only then you can publish it in English only.

18.16 Videos for an international audience only should include 'Video for International Students' in the title or description.

Videos relating to research activities.

18.17 Videos relating to general research activities are likely, but not always, to fall within scope of the activities listed in paragraph 2.2 – such as providing information to students and prospective students about the University body.

18.18 Videos that are created to form part of the university's publicity and advertising, such as a video explaining an element of the body's work will be required to follow the guidance in this policy.

18.19 The Welsh Language Standards regulations note that

"A body is not required to comply with these standards in relation to material published in journals or books."

Videos that are created which directly discuss and reference research material are not required to comply with the guidance in this policy. However, there must be a clear connection between the service or activity being provided (the video) and the publication of the material in a journal or book.

18.20 For example,

- one video is aimed at providing students and prospective students an overview of research activities in the School of Medicine. It includes some persons speaking to camera discussing the many laboratories and facilities available to students, and prospective students, and the employment opportunities available post study to engage with research.

    This type of video provides information to students and prospective students explaining an element of the body's work and would be required

to comply with these guidelines.

- another video is created to present materials that have been published in a journal or a book. This video contains the lead researcher presenting their findings from the research published in a journal or book and discusses the real-world application of the research. It may refer individuals to grant funding pages on the University website to encourage further research.

  This type of video relates to material published in journals or books and is not required to be published in Welsh. Contrary, the information contained on the website relating to research grants would not be exempt in the same way as there is no clear connection between the research material being discussed and general information provided to students and prospective students about research opportunities at Cardiff University.

19. PODCASTS

19.1 Podcast content published by the University, that falls within scope of the activities listed in paragraph 2.2, must be published in Welsh.

19.2 Separate versions of the audio content are advised, otherwise they must be 50:50 Welsh: English. Careful consideration must be given to the language balance when preparing participants and storyboarding.

19.3 English-language podcasts are not permitted on Welsh language social media or website channels.

19.4 For case study content, the first step, must always be to seek out bilingual participants, so that Welsh and English podcasts can be produced. Otherwise, two separate case studies of equal merit in both languages must be produced.

19.5 Senior staff and experts, that do not have Welsh language skills, with information or testimony of special and unique importance may be shown speaking their message in English, in a Welsh language video, but they must be subtitled in Welsh. Consideration for alternative Welsh speaking contributors however must be the first step.

20. MEETINGS NOT OPEN TO THE PUBLIC

Meetings between the University and one other invited person

20.1 When a member of staff arranges any meeting on behalf of the University with a student or person external to the University, where the purpose or content of that meeting relates to any one or more of the services referred to in section 2.2 of this policy, you must ask the person invited to attend if they wish to use the Welsh language at the meeting. If hosting the meeting in Welsh is not possible, a simultaneous translation service must be provided to

translate from Welsh to English to allow the attendee to contribute in Welsh.

Meetings between the University and more than one invited person

20.2   When a member of staff arranges any meeting on behalf of the University with any student(s) or person(s) external to the University, where the purpose or content of that meeting relates to any one or more of the services referred to in section 2.2 of this policy, you must ask the person(s) invited to attend if they wish to use the Welsh language at the meeting. If hosting the meeting in Welsh is not possible, a simultaneous translation service must be provided to translate from Welsh to English to allow the attendee to contribute in Welsh, where at least 10% of the persons invited have informed us that they wish to use the Welsh language at the meeting.

Meetings with more than one invited person relating to complaints, disciplinary proceedings or student support

20.3   When a member of staff arranges any meeting on behalf of the University with any student(s) or person(s) external to the University, where the purpose or content of that meeting relates to any one or more of the below matters:

- a complaint made about or by a student or member of the public
- disciplinary proceedings in respect of a student
- providing student support (for example, but not limited to, counselling or support in relation to mental health issues)

you must ask the person(s) invited to attend if they wish to use the Welsh language at the meeting. If hosting the meeting in Welsh is not possible, a simultaneous translation service will be provided to translate content from both Welsh to English **and from English to Welsh.**

21. PUBLIC MEETINGS

21.1   When the University arranges a meeting that is open to the public, or for students who are within a particular cohort, where the purpose or content of that meeting relates to any one or more of the services referred to in 2.2 of this policy, we must

- state on any materials advertising the meeting, that anyone attending is welcome to use the Welsh language at the meeting
- ensure a Welsh language version of the materials
- ensure that those invited to speak at the meeting are asked whether they want to use Welsh at the meeting (and inform them that a simultaneous translation service will be provided if necessary)
- ensure that written materials displayed at the meeting are displayed in Welsh and the Welsh language version is treated no less favourably than the English language version.

21.2   If hosting the meeting in Welsh is not possible, a simultaneous translation service must be provided to translate from Welsh to English to allow the

attendee to contribute in Welsh, and we must orally inform those present in Welsh, that they are welcome to use the Welsh language, and that a simultaneous translation service is available.

22. PERSONAL TUTORS

22.1 All students must be asked if they would like to be assigned a Welsh speaking personal tutor when they begin their studies. The University must allocate one where a student has informed us that they wish to have one.

22.2 If there are no Welsh-speaking teaching staff within the School, an appropriate member of staff from another School should be asked to tutor the student; a School based academic tutor who does not speak Welsh can be allocated in addition to the personal tutor.

23. WRITTEN ASSESSMENTS AND EXAMINATIONS

23.1 The University shall have a process in place to ensure that all students are informed of their right to complete written assessments (including theses and dissertations) through the medium of Welsh.

Please search *'Process for Welsh-medium assessment'* on the intranet for more information.

23.2 Where a student wishes to submit a written assessment in Welsh, the University will ensure that all coursework, examination papers and scripts are marked in Welsh. Where this is not possible, the University will ensure that examination papers and scripts are translated into English by a qualified translator with confidence in the relevant field of study.

23.3 Students can submit written assessments through the medium of Welsh other than where it does not permit the learning outcomes to be demonstrated, such as when the proficiency of a student in a language other than Welsh is assessed.

23.4 Personal tutors should discuss with their students if they want to present their written assessments/work in the Welsh language and communicate the process for informing the school of their intention.

23.5 The decision to complete any written assessment through the medium of Welsh will not affect the outcome of the assessment or the time taken to award a grade in any way.

23.6 Submissions for consideration of extenuating circumstances can be completed in Welsh.

24. PUBLIC EVENTS

24.1   When arranging any public event (including where the University funds at least 50% of another host's public event), where the event relates to any of

the service referred to in paragraph 2.2 of this policy, you must ensure that:

- Services offered to attendees prior to and at the event must be available in Welsh (and English) in relation to the registration process, reception, audio announcements, signage.
- Materials promoting the event must be available bilingually (or by means of separate Welsh and English versions)

24.2 The following activities are excluded from this section of the policy:

- performances of music.
- artistic or dramatic productions.
- seminars or oral presentations relating to the performance or production.
- any recording of the performance, production, seminar or presentation.
- announcements made during an emergency or an emergency drill.

25. PUBLIC LECTURES

25.1 When arranging any public lecture, where the subject matter of the lecture or anticipated audience makes it likely members of the public would expect to be able to contribute in Welsh, a simultaneous translation service from Welsh to English must be made available for any Q & A session and attendees must be orally informed that they are welcome to use the Welsh language at the session.

26. LEARNING OPPORTUNITIES

26.1 Any learning opportunity that the University offers, that is open to the public, must be offered in Welsh.

26.2 A learning opportunity is defined as 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 any seminar, training, workshop, taster session or similar provision provided as part of a course or seminars or presentations relating to a performance or production.

27. SELF SERVICE MACHINES

27.1 Self-service machines must function fully in Welsh, and the Welsh language treated no less favourably than the English language in relation to that machine.

28. CONTRACTS

28.1 Invitations to tender for a contract must be published in Welsh if
- the proposed contract relates to any of the services referred to in paragraph 2.2 of this policy and

- the subject matter of the invitation to tender for a contract suggests that it should be published in Welsh or
- the anticipated audience, and their expectations, suggest that the invitation should be published in Welsh.

28.2 The term 'invitation to tender' includes all the documents in the pack inviting applicants to tender for a contract. This includes, amongst other things:
- a link to the procurement documents
- the procurement documents themselves
- the tendering process timeframe and relevant contact information, and
- information on the criteria used by the awarding body.

28.3 Invitations to tender must state 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. This statement must be included where the tender is published in English only.

28.4 You must not treat a tender submitted in Welsh less favourably than a tender submitted in English.

28.5 If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment, you must -

- offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and
- 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).

28.6 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.

29. RESIDENTIAL ACCOMMODATION

29.1 Students and prospective students must be allowed to express a preference for accommodation that will be reserved for Welsh speakers.

29.2 The University must promote to students and prospective students the ability for them to express a preference for accommodation, that will be reserved for Welsh speakers.

30. GRADUATION

30.1 When 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 venues and in relation to any information provided regarding the order of events at the ceremony.

31. OTHER

31.1 You must promote any Welsh language service that you provide and advertise that service in Welsh.

31.2 When you form, revise or present your corporate identity you must not treat the Welsh language less favourably than the English language.

31.3 Announcements over public address systems, must be made in Welsh, and the announcement must be made in Welsh first.

32. COMPLAINTS

32.1 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.

32.2 Complaints concerning the Welsh language standards should be directed to the Senior Compliance Advisor and Welsh Language Officer via email – complianceandrisk@cardiff.ac.uk

32.3 Any complaint received will be acknowledged and investigated by the Senior Compliance Advisor and Welsh Language Officer, a record kept in accordance with the standards.

32.4 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 has been upheld.

32.5 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.

33. MONITORING AND REVIEW

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

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

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

33.4 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.

34. VERSION CONTROL INFORMATION

Document Name	Welsh Language Standards Service Delivery 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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Equality Impact Outcome and Form Submission Date	No substantial impact recorded
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Approved By	UEB
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For Office Use – Keywords for search function	

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