

Policy on the use of the Welsh language in the College

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Purpose and Objectives

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Purpose and Objectives

Coleg Gwent fully supports the use of Welsh in the workplace. This aim of this policy is to provide guidance to all staff on the use of Welsh in the College whilst also ensuring compliance with the requirements of the Welsh Language Standards introduced under the Welsh Language (Wales) Measure 2011. The Welsh Language Standards specify how public organisations in Wales are expected to use the Welsh Language in their day-to-day business and in their delivery of services.

The implementation of this policy is in line with the requirement of Standard 105 of the Welsh Language Standards. The College is aware of the pivotal role it has to play with regards to the Welsh Government's target of creating a million Welsh speakers by 2050 and to double the number of people who use Welsh on a daily basis. <https://gov.wales/cymraeg-2050-welsh-language-strategy>

The objectives of this policy include:

- Raising awareness of how the Welsh language is used and promoted in the college
- Facilitating Welsh cultural, historical and socio-economic awareness activities
- Increasing the use of Welsh in the college
- Encouraging and offering staff every opportunity to learn and improve their Welsh language skills

Coleg Gwent's strategic commitments (alongside the Welsh Language Standards)

In addition to meeting the Welsh Language Standards statutory requirements the College has developed a Welsh medium and Bilingualism Strategy and Action Plan which reflects the overall aims and objectives set out in the Coleg Cymraeg Cenedlaethol's Towards Cymraeg 2050: A million Welsh speakers - Further Education and Apprenticeship Welsh-medium Action Plan

1. Scope

- 1.1 This policy will provide a strong foundation for the Welsh services provided by the College to its staff, students and the public, and will reinforce the compliance requirements of the Welsh Language Standards.
- 1.2 The College will continue to implement its staffing objectives within the Bilingual Strategy and will keep a record of the language levels of staff, allowing staff the opportunity to update CPD records as they develop their Welsh language skills. The College will keep a record of the language choice of staff on the **INTERNAL HR** system.
- 1.3 All College Managers will have a good understanding of the requirements of the Welsh Language Standards and will play a practical role in promoting the commitments of this Policy when promoting the use of Welsh in the workplace.
- 1.4 Further information about the Welsh Language Standards that the College needs to comply with can be found on the staff portal and college website.
- 1.5 Any enquiries regarding the Welsh Language Standards or this policy should be referred to the **WELSH STANDARDS TEAM**.

2. Service Delivery

2.1 Service Delivery: Written Correspondence

- 2.1.1 The College welcomes correspondence from staff, students and members of the public in Welsh or English. Correspondence received in Welsh will be replied to in Welsh. All correspondence, be it in Welsh or English, will be replied to within the same timescale.
- 2.1.2 The College keeps a record of the language choice of staff, students and their parents/guardians at the beginning of each academic year. Those who have expressed the preference will receive all future correspondence in Welsh.
- 2.1.3 Standard/generic emails, letters and newsletters are issued bilingually.
- 2.1.4 All internal college wide emails to staff are issued bilingually. The only exemption is emergency messages related to the health and safety of staff and/or learners.
- 2.1.5 The College is committed to ensuring that correspondence through the medium of Welsh will not lead to delay in receiving a reply.

2.2 Service Delivery: Telephone Services

- 2.2.1 All incoming calls are answered with an initial bilingual greeting. The college has a system whereby any incoming calls choosing the "Welsh" line option are automatically directed to a Welsh-speaking member of staff.
- 2.2.2 Answerphone messages carry a sh

- 2.5.3 The College ensures that the format, quality, size and prominence of the Welsh and English languages will be equal on all corporate materials including, but not limited to, forms, leaflets, posters, booklets etc.
- 2.5.4 Where there is the need for separate Welsh and English versions of a document/publication, both versions are published and distributed simultaneously. Welsh and English versions will be of the same standard and displayed together. In these instances, each version will carry a statement explaining that the document is also available in the other language.
- 2.5.5 College templates are available bilingually and ensure that both languages are treated equally.
- 2.5.6 College staff and external stakeholders are provided with guidance on how to deal with bilingual publications and separate Welsh/English versions of publications.
- 2.5.7 All College forms are available bilingually.
- 2.5.8 All College written and electronic material aimed at the public is published bilingually, or in Welsh and English. Again, the College will ensure that the format, quality, size and prominence of the Welsh and English languages will be equal on such materials.
- 2.5.9 All College publicity material is issued bilingually and designed to treat the Welsh and English languages equally.
- 2.5.10 All College exhibition material is available in Welsh and English, or bilingually, and will treat both languages equally.
- 2.5.11 All College's public notices and adverts appear in Welsh and English and will treat both languages

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