There is a Welsh version of this document available.

Welsh Language Policy

Scope and Purpose of Policy

This policy is underpinned by the College vision – Inspirational, Inclusive and Influential, and will support the College to work towards our key drivers of Quality, Efficiency and Growth.

Cardiff and Vale College is proud to be Welsh. As the biggest college in Wales we are passionate about our country, our language, and growing opportunities for everyone to speak, learn and live in Welsh.

We maintain a positive and robust approach to meeting the Welsh Language Standards (WLS) with which we are under a duty to comply, and to promoting the use of the Welsh language.

CAVC treats Welsh and English equally and takes a bilingual approach to communicating with staff and the general public. We are committed to ensuring all learners, members of staff and members of the public have access to Welsh Language services and to actively encouraging the use of those services.

The aim of this policy is to provide guidance on how we operate, to ensure that our staff, students and the general public are able to use the language of their choice, and also to promote the language internally and externally, and encourage and offer CAVC staff opportunities to learn and improve their Welsh skills.

This policy applies to all members of staff and relates to the work of the college in Wales, with the exception of the work carried out by CAVC's ESOL and Reach departments and the college's international projects. The policy covers CAVC's stakeholders in respect of students, staff, and members of the public.

Further information about the WLS that the college needs to comply with can be found [here.](here)

All enquiries relating to this policy are to be made via email to cymraeg@cavc.ac.uk

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Policy Statements

1. Context

CAVC will:

1.1 Operate on the basis that both the Welsh and English should be treated equally with both languages being given the same status and validity.

1.2 Encourage and support students, staff and others to use the Welsh language across the College.

1.3 Ensure that services provided in Welsh are of the same quality, are equally visible and equally accessible as those in English.

1.4 Proactively promote any opportunities available to staff, students and members of the public to use Welsh or utilise Welsh language services.

1.5 Provide opportunities for college staff to develop their language skills both formally and informally.

1.6 Consider the impact on the Welsh language when developing and implementing all corporate policies and strategies.

2. Welsh Language Services

2.1 Written Correspondence

2.1.1 CAVC 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 CAVC keeps a record of the language choice of enrolled students 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 will be issued bilingually.

2.2 Telephone Services

2.2.1 All incoming calls are to be answered with an initial bilingual greeting. Any incoming calls choosing the Welsh line option will be automatically directed to a Welsh-speaking member of staff.

2.2.2 Answerphone messages will carry a short bilingual message and callers are welcome to leave a message in either Welsh or English. The response to the caller's message will be in the caller's preferred language choice.

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2.3 Electronic Communications

2.3.1 People wishing to communicate with CAVC via e-mail are welcome to use either Welsh or English, and the College will respond in the language of the initial message while ensuring there is no delay in responding.

2.3.2 Staff e-mail signatures are to be bilingual and Welsh-speaking staff members are encouraged to display the "Cymraeg" logo to identify themselves as Welsh speakers.

2.3.3 Staff are expected to use the guidelines on 'Bilingual Email Signatures' and 'Out of Office replies' available on the Staff Portal.

2.4 Meetings, Public Events and Graduations

2.4.1 CAVC will ensure that any learners, members of the public or representatives of external organisations in Wales invited to meetings are offered the opportunity to use Welsh within these meetings. If it is not possible or practical to conduct the meeting in Welsh, the College will provide simultaneous translation if required.

2.4.2 All public meetings will be advertised bilingually, and all materials will be displayed bilingually.

2.4.3 When organising and advertising a public event, CAVC will treat Welsh and English equally, ensuring that both languages are equally visible.

2.4.4 All signs and materials produced for graduation ceremonies organised by CAVC will treat Welsh and English equally, and any person invited to speak will have the opportunity to do so in Welsh.

2.5 Corporate Identity, Documents, Publications and Forms

2.5.1 CAVC's corporate identity is bilingual.

2.5.2 The College logo and College templates are available bilingually and ensure that both languages are treated equally.

2.5.3 CAVC publishes all corporate documents and forms bilingually and ensures that the format, quality, size and prominence of the Welsh and English languages will be equal.

2.5.4 Where there is the need for separate Welsh and English versions of a document or form, both versions are published and distributed simultaneously. Welsh and English versions will be of the same standard and displayed together. In these instances, the English version will carry a statement explaining that the document is also available in Welsh.

2.5.5 College staff and external stakeholders are provided with guidance on how to deal with bilingual publications and separate Welsh/English versions of publications.

2.6 Website, Social Media and Software Programmes

2.6.1 CAVC's website operates fully in Welsh and English.

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2.6.2 Cysill 3.0 and Cysgeir are available on all CAVC PCs and laptops to enable Welsh spelling, grammar and vocabulary to be checked.

2.6.3 CAVC's official social media accounts publish content bilingually. If messages or comments are received in Welsh, they are to be replied to in Welsh without delay.

2.7 Signs, Notices and Reception Services
2.7.1 Any new signs or renewed signs, including temporary signs, that are owned and erected by CAVC which convey public information are to be produced bilingually with the Welsh text appearing first.

2.7.2 Visitors to CAVC's main reception at City Centre Campus are able to access a fully bilingual service. A sign which states in Welsh that visitors are welcome to use the Welsh language is visible at reception. Staff working at the reception desk who are able to provide a Welsh language service are required to wear a Cymraeg lanyard.

2.8 Tendering and Grant Applications
2.8.1 CAVC welcomes any grant applications in both English and Welsh and treats all applications equally. Anyone who applies in Welsh and needs to be interviewed as part of the process will be able to use Welsh either directly or via simultaneous translation.

2.8.2 CAVC will publish invitations to tender for a contract bilingually and will clearly state that tenders may be submitted in Welsh. Any tender submitted in Welsh will be treated no less favourably than one in English, and tenderers will be offered the opportunity to interview in Welsh if one is necessary.

3. CAVC Students and the Welsh Language

3.1 CAVC students that have identified themselves as a Welsh speaker or that they would like to be corresponded with in Welsh will receive correspondence at the beginning of each academic year with information on the Welsh support available to them and their Welsh rights. This includes:
- Submitting written work as part of an assessment or examination

4. Policy Making

4.1 When formulating new policies or revising existing ones, CAVC will assess the impact of the policy decisions on the Welsh language. Part of this process includes asking whether it will negatively or positively affect the Welsh language and Welsh speakers across the college.

4.2 Impact assessments on the Welsh language are also required to take place when CAVC commissions research, undertakes consultations and develops or revises a course.

5. CAVC Staff and the Welsh Language

5.1 All individuals offered posts at CAVC will be asked if they wish to receive their contract of employment, any paper correspondence that relates to their employment, any documents that

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outline their training needs or requirements, performance objectives or any documents that outline their career plan in Welsh.

5.2 CAVC staff will be offered the opportunity to receive any forms that record and authorise annual leave, absences from work, and flexible working hours in Welsh.

5.3 All internal policies are to be produced and published bilingually on the Staff Portal.

5.4 CAVC staff will be offered the opportunity to make complaints and respond to allegations made against them in any internal disciplinary process in Welsh and to use the Welsh language in any matters relating to that complaint or disciplinary matter.

5.5 CAVC's Staff Portal operates bilingually with the interface, menus and text of each page available in Welsh, and has a designated area called Cymraeg which provides services and support materials related to the Welsh language.

5.6 CAVC will carry out an annual Welsh Skills Audit to assess the linguistic skills of staff members.

5.7 CAVC staff will have the right to access training related to recruitment and interviewing; performance management; complaints and disciplinary procedures; induction; dealing with the public; and health and safety in Welsh if it is offered in English.

5.8 CAVC staff are able to access training in Welsh on using Welsh effectively in meetings; interviews and complaints and disciplinary procedures.

6. Internal Operations

6.1 Translation
6.1.1 All staff members have access to an external translation service and are advised on how to use this service appropriately.

6.1.2 Guidance and resources are available on the Staff Portal to support staff with creating bilingual email signatures and setting bilingual automatic replies.

6.1.3 All Welsh speaking members have staff access to a Cymraeg lanyard are encouraged to wear them to show that they are able to use the Welsh language.

6.2 Recruitment
6.2.1 All posts advertised by CAVC will list the ability to speak Welsh as either a desirable or essential skill. CAVC carries out an assessment for each post to determine the level of Welsh required for each post.

6.2.2 Applicants will be informed that they have the opportunity to submit their application in Welsh and all application forms, materials that explain the procedure for applying for posts, information relating to the interview process and job descriptions will be published in Welsh.

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6.2.3 Anyone who applies for a role at CAVC in Welsh will not be treated less favourably than someone who applies in English and anyone who applies in Welsh will be informed of our decision in relation to the post in Welsh.

7. Recording Complaints and Keeping Records

7.1 Recording Complaints
7.1.1 Any complaints made regarding the Welsh Language or compliance with the Welsh Language Standards will be recorded and will follow CAVC's formal complaints procedure.

7.2 Record Keeping
7.2.1 CAVC will keep a copy or record of the following:
- The number of employees who have Welsh Language skills and their skill level.
- The number of employees who have attended training courses provided in Welsh, and where a Welsh course is provided, the percentage of the total number of staff attending.
- Every assessment carried out relating to the requirements of a new or vacant post and a record of the number of posts and vacancies listing Welsh language skills as essential or desirable.

8. Monitoring and Oversight

8.1 The College operates a Welsh Language Strategic Group, consisting of representation from Curriculum and Business Support areas from across the College. The Welsh Language Strategic Group is chaired by the College's Vice Principal and meets once a term. This Group monitors the College's performance against the Welsh Language Standards. The Welsh Language Strategic Group members take responsibility for disseminating initiatives and guidance across all areas.

8.2 Compliance with Welsh Language Standards will be monitored on a monthly, termly and annual basis by the Welsh Language Officer, ensuring that evidence is available at the request of the Welsh Language Commissioner.

8.3 The Welsh Language team produces an Annual Report on College activity and performance in relation to the Compliance Notice. The Annual Report is published on the CAVC website. All staff members are made aware of its publication via Limelight (staff newsletter).

8.4 Teaching and Learning and Business Support Managers are required to take responsibility for being aware of the Standards and implementing them in their areas.

Responsibilities

The Governing Body will be responsible for ensuring that:

- The Policy is reviewed on a regular basis (as per the policy terms of review) and appropriate advice is given on content. The Main Board approves the policy.

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The Principal will be responsible for ensuring that:

- The College's Welsh Language Standards are adhered to and are fully implemented and followed by staff.
- Sufficient resource is allocated to the Welsh Language Standards.

The Senior Planning Group will be responsible for:

- Reviewing this Policy and the attached procedures.
- Monitoring the application of the procedures, supporting staff to adhere to the policy and responding effectively to any areas of concern.
- Ensuring that relevant college procedures and practices embed the Welsh Language.

The Assistant Principal Quality, T&L is responsible for:

- Providing appropriate training and development.
- Ensuring that appropriate steps are taken to monitor data linked to this policy and that this data is used to inform and improve practice.

All College Managers are expected to have :

- A good understanding of the requirements of the Welsh Language Standards and they will play a practical role in promoting the commitments of this policy within their areas of work.

All Staff are responsible for:

- Ensuring that the Welsh Language is treated no less favourably than the English and that individuals wishing to use the Welsh language have the opportunity to do so.
- Being aware of the Welsh Language Standards and the procedures and working in a way that does not contravene their contents.
- Working within the requirements of Data Protection and GDPR.
- Attending CPD events on aspects relevant to the success of this policy and associated procedures.

Legislation and Guidance

The Welsh Language (Wales) Measure 2011

Equality and Diversity Statement

In accordance with College procedures, this Policy was written with consideration of the impact of individuals as per the Equality Act.

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Health and Safety Implications

None

Welsh Language Standards

This policy provides opportunities for persons to use either the Welsh or English language. The duties which come from the Standards mean that organisations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language ie making it easier for people to use in their day-to-day life.

References

Linked Policies

This is linked to all policies

Linked Procedures

This is linked to all procedures

Communication and Storage

This policy is published on the company website.
This policy is stored on the company intranet.
This policy is shared with learners.

Glossary

None

Approval, Change and Review

This policy is reviewed every 2 years.

Date approved: 30th June 2022	**Responsible Manager:** Director Marketing and Communications
Approved by: CQSA	**Executive Lead:** Principal
Review date: 30th June 2024	**Accessible to Students:** Yes

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