Welsh Language Standards Compliance at CAVC

Our commitment to the Welsh Language

Cardiff and Vale College is proud to be Welsh. Everyone has the right to communicate and receive services from us in Welsh and we are committed to providing that opportunity for our learners, employees and visitors.

Read on to find out more about how we aim to comply with our Welsh language standards.

How CAVC will comply with our Welsh Language Standards

Communicating with You

- We welcome calls to our main telephone line in Welsh and any caller will immediately have the option to continue their call in Welsh. When calling any CAVC number you will be greeted bilingually and if you wish to continue your call in Welsh you can expect a Welsh language service. If the person that answers your call doesn't speak Welsh they will offer you the option to speak to someone who does until which point you may need a specialist service from a non-Welsh speaking member of the team.

- We welcome any correspondence in Welsh. If you write to us or email us in Welsh you can expect a reply in Welsh and it won't lead to any delay. When CAVC write to a group of people at the same time we will always do so bilingually and both languages will be treated equally.

Falch o fod yn Gymreig
Proud to be Welsh

cymraeg@cavc.ac.uk
www.cavc.ac.uk/cy

Meetings, Events and Tenders

- If we invite you to attend or speak at a meeting we will ask you if you would like to use Welsh, and if you do a simultaneous translation service will be provided.

- Similarly, if you attend any public meeting, such as our AGM, you are welcome to use Welsh and a translation service will be provided. Any related materials and information will also be displayed and available bilingually.

- Invitations to all events organised by CAVC are produced and issued bilingually. As are any invitations to tender; we welcome tender submissions in Welsh and will arrange a translation service for any related interviews.

Documents, Publications and Advertising

- All of our materials such as documents, forms, invitations and publications that are covered by our standards will be available bilingually with both languages featuring as prominently as the other. On occasions where we need to produce separate English and Welsh versions it will clearly state that it is available in another language.

Digital and Online

- Our website and online presence including social media channels are fully bilingual. We publish Welsh and English content at the same time, and if you contact us in Welsh via social media, you will receive a Welsh response without a delay.

In our Buildings

- Any new or temporary sign erected at our sites will be done so bilingually and with the Welsh visible first. Our receptions also provide a bilingual service and you will easily be able to identify our Welsh speaking staff by their lanyards and badges.

Our Policies

- Any policy that needs to be produced, developed, consulted on or reviewed will consider the impact it may have on the Welsh language and any opportunities it poses that could have a positive impact on the use of the language. All of our policies are available bilingually on our website.

In the Workplace

- From the application process onwards CAVC staff have the right and ability to live their working lives through the medium of Welsh in line with the Standards. Processes are in place to enable anyone to apply and be interviewed in Welsh, to receive documentation or have meetings relating to their employment in Welsh, to receive Welsh language training and development and to access computer software where available in Welsh.

- Everyone who works at CAVC has a responsibility to ensure we comply in full with our Standards, and not just our Welsh-speaking staff. Support has been put in place to ensure that everyone understands their duties and templates, guides and resources have been provided to staff to help us.

In the Classroom

- From the application and enrolment process CAVC learners have the right and ability to access a number of services relating to their course in Welsh, including applying for a course, submitting their work and being assessed and receiving support and guidance.

- CAVC is committed to increasing the number of our learners engaged with learning or wider opportunities that inspire and develop their use of the Welsh language and their understanding of the value of Welsh language skills for employability.

Cardiff and Vale College
Coleg Caerdydd a'r Fro

Monitoring, overseeing, recording and reporting

The Welsh Language Standards have been embraced at all levels within CAVC. A Welsh Strategic Group comprised of members of the Executive and Senior Management holds overall responsibility for monitoring and overseeing progress and compliance.

We will monitor our compliance regularly, ensuring that evidence is available at the request of the Welsh Language Commissioner.

An annual report will be submitted each year and will provide evidence of compliance and progress. It will also show where we may not have met any of the standards and whether we have received any complaints in relation to our Welsh language provision and service.

What if you think we are not fulfilling our duty?

We will endeavour to comply with our standards entirely and to provide a comprehensive service to anyone choosing to communicate with us or access our services through the medium of Welsh. We're sorry if we do slip up though and would like you to tell us if you feel we haven't fulfilled our duty as set out in the standards so that we can take steps to put it right.

You can find out more about the process we have in place to deal specifically with any complaint relating to the Welsh Language Standards by clicking here.

For More Information

You can see a full list of all the Welsh Language Standards that have been imposed on CAVC on our website. We will also publish our Annual Reports and any other documentation relating to our compliance.

Please contact our Cymraeg team if you would like to discuss anything in relation to our Welsh Language Standards cymraeg@cavc.ac.uk.