



Welsh Language Standards Managers/Team Leader Pack

Introduction

This hand guide is intended to help you and your team understand the action you need take to meet the new Welsh Language Standards for our organisation. Please use in team meetings to prompt discussions about the changes required within your team and to address any concerns that staff may have.

What Are The Welsh Language Standards?

The Welsh Language (Wales) Measure 2011 provides official status to the Welsh language in Wales. The Welsh Language Standards that derive from the Measure, are a set of legally binding requirements that aim to improve the bilingual services that our students, the public and staff can expect to receive from the University. The Standards clearly set out what our responsibilities are in terms of providing bilingual services, ensuring the Welsh language is not treated any less favourably than the English language. The Standards are an important opportunity to review and improve our standard working practices to ensure that the Welsh language is not treated less favourably. These standards are regulated by the Welsh Language Commissioner and will come into force on **1 April 2018**.

What Do I Need To Do as a Manager/Team Leader?

We all have a responsibility to ensure we provide high quality **bilingual** services to the people of Wales. The Standards will replace the Scheme, and set clear expectations and consistency across the sector in respect of both our bilingual services and the way we use Welsh internally.

We will all need to think about the way we answer the phone, contact customers, students, colleagues and the public, conduct meetings, write policies and more. Consideration of the Standards should become a routine part of our day to day work. It is now our responsibility to proactively offer a bilingual service as opposed to the previous requirement for members of the public or students to request a Welsh or bilingual service.

If you haven't already, please start looking at the Standards at the earliest opportunity and consider how the new requirements will specifically affect your team. The Compliance Notice sets out all the Standards that the College Merthyr Tydfil must meet.

ACTION: Please consider the actions you will need to take as a team to meet these requirements of the standards. (These are listed in the Compliance Notice)

ACTION: There may be cost implications for your team please consider these as part of your budget planning. For example, additional translation or simultaneous translation costs.

ACTION: Plan ahead and think 'two languages' from the outset.



Welsh Language Standards Managers/Team Leader Pack

Advice for Managers/Team Leaders

1) Ensure that you have the right mix of skills in your team

In order to deliver the Standards, we need to ensure that we have the right Welsh language capacity and capability. In some areas this may not be possible, however please identify the skills in place, the skills needed, gaps in coverage and solutions as to how this could be addressed. These members of staff can answer a query which needs to be responded in the Welsh language within your division.

If you don't have enough capacity within the team to deliver a fully bilingual service please raise your concerns with the Welsh Language/Standards Officer Lynwen Harrington who will be happy to provide guidance.

2) Support your Team

The Welsh language is a skill in the workplace and Welsh speakers need to feel that they are adding value to the team. Some may be concerned that they will be asked to translate any documents. Translation is a specialist skill and not all Welsh speakers will be able to translate lengthy documents from Welsh to English, or English to Welsh. The translation procedures need to be through external translators. Please forward any translation to the Welsh Language/Standards Officer Lynwen Harrington.

It is important to be aware that Welsh Language skills vary considerably. For example some may be confident in conversing in Welsh but would have no confidence in writing formally.

If you have Welsh speakers in your team who would like to refresh their skills or do some additional training, please discuss and collate a list of your teams training requirements and email this to the Welsh Language/Standards Officer on l.harrington@merthyr.ac.uk Welsh lessons are free of charge for every member of staff via the University of South Wales Welsh for Adults provision.

ACTION: Please ensure that you discuss any additional responsibilities with your team and ensure that these are acknowledged.

ACTION: Consider upskilling your staff instead of procuring services externally. Identify and email your training needs to the Welsh Language/Standards Officer l.harrington@merthyr.ac.uk

ACTION: Please discuss with your team how you will deal with Welsh language requests for Welsh Language support such as taking a call or small translation requests so that the team feel comfortable in asking Welsh speaking colleagues for support.



Welsh Language Standards Managers/Team Leader Pack

3) Lead by example

Always answer the phone with a bilingual greeting, ensure that all your email 'out of office' messages or voice mail messages are bilingual.

Note: Meet and Greet training is available to all staff by Welsh Language/Standards officer Lynwen Harrington. There is also a 10 hour online module available to support with basic Welsh skills with a range of information for example, answer the telephone bilingually.

4) Microsoft Translator

Microsoft Translator is available on most PC's that have MS Office 2016. To access it click on the 'Review' tab in Microsoft Office applications such as Word or Outlook. It will allow **non-Welsh speakers** to get the gist of any Welsh language communications received. If you are a Welsh speaker, with highly developed Welsh language drafting skills, the Translator provides an array of possible uses for bilingual working.

5) Dealing with non-compliance

The Standards are legally binding and must be adhered to by **all** staff. Line managers have a responsibility to ensure that their teams meet the Standards. As with every legal requirement, we expect managers/ team leaders to help staff understand their responsibilities and act accordingly. Any complaints we receive will need to be investigated as they could result in a fine and serious reputational damage to the College.

Advice and Support

Please contact Welsh Language/Standards Officer in the first instance regarding any queries you may have on l.harrington@merthyr.ac.uk



Welsh Language Standards Managers/Team Leader Pack

ANNEX A: FOR DISCUSSION IN TEAM MEETINGS

You may find the following guide helpful to prompt discussion around the day-to-day changes that will be required within your team and any concerns that team members may have.

The Standards are legally binding and must be adhered to by **all** members of staff at the University of South Wales.

1) Answering the phone.

The requirements of the Standards we must **all** always answer the phone with a bilingual greeting, e.g. 'Bore Da/ Good Morning', 'Prynhawn Da/ Good Afternoon', *name of department bilingually*. Please answer all calls (both internal and external) with a bilingual greeting to avoid confusion.

Training will be provided to staff on pronunciation. Please speak to your Line Manager to request training.

When you receive a call in Welsh you must:

- deal with the call in Welsh if you are personally able to do so
- If not, explain that you are not able to speak Welsh and offer to transfer the call to a Welsh speaker (you can do this in English).
- If you are unable to do this take a message (or a Welsh speaker could do this on your behalf) and arrange for a Welsh speaker to call them back as soon as possible.

Phone calls initiated by you must be conducted in Welsh where the Welsh language preference of the person has been recorded in advance.

Points for discussion:

Do you have a Welsh speaker(s) in the team that could take calls if required?

How will you ensure that everyone in the team answers the phone with a bilingual greeting?

Please discuss any concerns that team members may have about answering the phone with a bilingual greeting.

A new online module called '[Work Welsh](#)' is available via the National Centre for Learning Welsh website and will help with pronunciation. Could a clear process for the



team be put in place so that if a caller wishes to continue the call in Welsh? Would that alleviate some of these concerns?

Welsh Language Standards Managers/Team Leader Pack

**If you manage a helpline please familiarise yourself with the relevant Standards in the Compliance Notice.*

2) Dealing with Correspondence

The requirements of the Standards in respect of correspondence are very similar to those in the existing Welsh Language Scheme.

- When you receive correspondence in Welsh, you must reply in Welsh.
- If you don't know a person's language choice you must send a bilingual version of the correspondence, and the Welsh version must not be treated less favourably; e.g. if the English version of the letter is signed, the Welsh must also be signed.
- When you correspond with someone for the first time after the Standards come into force you must ask whether they want to correspond with you in Welsh. If they do you must record that and correspond with them in Welsh from then on.
- When you correspond with many people e.g. e-newsletter or circular, you must send a bilingual version of the correspondence.

Points for discussion:

Do you always ask a person's language choice when corresponding with them for the first time? If not, how can you ensure that this is included in all correspondence in the future?*

How do you record a person's language preference to ensure that the correct language is used when contacting them in the future?

** If you regularly send or receive forms please familiarise yourself with the relevant Standards in the compliance notice.*

**Note – Students' language choice is noted during registration.*

3) Arranging External Meetings or Events

All materials (i.e. all text being displayed) in any external meeting or event, including PowerPoint presentations, agendas and meeting papers, must be bilingual.

For all external meetings or events where invitations are sent in advance, you must find out the language preference of those attending. In the same way you would ask for dietary requirements etc. beforehand, you can ask on the invitation whether an individual would like to speak Welsh during the meeting / event. Based on the language preference of attendees, plan the language(s) of the meeting accordingly. If at least 10% wish to use Welsh you must arrange [simultaneous translation](#). Where less than 10% confirm they wish to use Welsh you are



**Welsh Language Standards
Managers/Team Leader Pack**

not obliged to provide simultaneous interpretation but to do so for certain meetings and events, depending on the context of the presentation. Always inform people who expressed a wish to use Welsh ahead of the meeting or event if you will not be providing simultaneous translation.

Points for discussion:

- **Do you currently find out the language preference of those attending your meetings or events?**
- **If you have regular meetings do you record the attendees' language preferences?**
- **Do you always provide bilingual materials such as agendas, PowerPoint presentations? If not, how can you ensure that these are provided in the future?**

For all external meetings or events where attendance is open/not known in advance all publicity material for the meeting/event must make it clear that the use of Welsh will be welcomed and facilitated.

The Standards listed above are a flavour of what is required. For example, if you work in policy or record keeping, you will need to familiarise yourselves with the Policy Making and Record Keeping Standards. These require you to consider the impacts any policy, programme, grant or similar area of work could have on the Welsh Language. An Equality Impact Assessment form is available to help you do this. The Operational Standards apply to internal staff. Please ensure that you also read through the Standards listed in the compliance notice – this can be found on the standards action plan provided by Welsh Standards Officer.