

## COMPLIANCE NOTICE SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Coleg Gwent Issue Date: 29/09/2017

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery standards	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	01/04/2018
4	Service Delivery standards	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	01/04/2018
5	Service Delivery standards	, I \ R X G R Q ¶ W N Q R Z Z K H W K H U D S H U V R Q Z correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	01/04/2018
6	Service Delivery standards	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	01/04/2018
7	Service Delivery standards	You must state <sup>2</sup> (a) in correspondence, and	01/04/2018

		(b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	
8	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	01/04/2018
9	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	01/04/2018
11	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must point as follows: (a) 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 (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	01/04/2018
12	Service Delivery standards	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	01/04/2018
13	Service Delivery standards	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.	01/04/2018
14	Service Delivery	When you publish your main telephone number, or any helpline	01/04/2018

	standards	numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	
15	Service Delivery standards	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.	01/04/2018
		one call answering service (or services) must inform [redacted] in Welsh, that they can leave a message in Welsh.	01/04/2018

standards

you must <sup>2</sup>

(i) ask A whether A wishes to use the Welsh language at the meeting, and

(ii) inform A that you will, if necessary, provide a translation service

29	Service Delivery standards	assistance of a translation service).	
		<p>If you invite more than one person to a meeting, and</p> <ul style="list-style-type: none"><li>(a) the meeting relates to a complaint made by or about one of the individuals invited;</li><li>(b) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or</li><li>(c) the purpose of that meeting is to provide student support to one or more of the individuals invited;</li></ul> <p>you must <sup>2</sup></p> <ul style="list-style-type: none"><li>(i) ask that individual or each of those individuals whether he or she</li></ul>	

30	Service Delivery standards	If you arrange a meeting that is open to <sup>2</sup> (a) the public, or (b) students who are within a particular cohort, you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	01/04/2018
31	Service Delivery standards	When you send invitations to a meeting that you arrange which is open to <sup>2</sup> (a) the public, or (b) students who are within a particular cohort, you must send the invitations in Welsh.	01/04/2018
32	Service Delivery standards	If you invite persons to speak at a meeting that you arrange which is open to <sup>2</sup> (a) the public, or (b) students who are within a particular cohort, you must <sup>2</sup> (i) ask each person invited to speak whether he or she wishes to use the Welsh language, and (ii) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	01/04/2018
33	Service Delivery standards	If you arrange a meeting that is open to <sup>2</sup> (a) the public, or (b) students who are within a particular cohort, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform	01/04/2018

those present in Welsh <sup>2</sup>



	standards	the Welsh language is treated no less favourably than the English language in relation to material or signs displayed by you at the venue and in relation to any information provided regarding the order of events at the ceremony (whether in an electronic, written or oral form).	
42	Service Delivery standards	If you invite persons to speak at a graduation or award ceremony you must <sup>2</sup> (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if a person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the ceremony, either (i) provide a simultaneous translation service from Welsh to English for that purpose, or (ii) provide a written English translation at the ceremony.	01/04/2018
43	Service Delivery standards	\$ Q \ G R F X P H Q W V W K D W \ R X S U R G X F H I R U must be produced in Welsh.	01/04/2018
51	Service Delivery standards	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	01/04/2018
52	Service Delivery standards	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	01/04/2018
53	Service Delivery standards	Any form that you make available to the public or students must be produced in Welsh.	01/04/2018
53A	Service Delivery standards	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English	01/04/2018



58	Service Delivery standards	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	16/12/2019
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		language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	
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76	Service Delivery standards	When you invite applications for a grant or financial assistance, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	01/04/2018
76A	Service Delivery standards	You must not treat applications for a grant or financial assistance submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).	01/04/2018
78	Service Delivery standards	If you receive an application for a grant or financial assistance in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must <sup>2</sup> (	

		<b>contract suggests that it should be published in Welsh, or if the anticipated audience, and their expectations, suggests that the invitation should be published in Welsh.</b>	
81	Service Delivery standards	When you publish invitations to tender for a contract, you must state in the invitation 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.	01/04/2018
81A	Service Delivery standards	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).	01/04/2018
83	Service Delivery standards	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must <sup>2</sup> (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and thethf Tm0.21E TQ280.341 0.388thBT/£u0.298 0.37 63.504 rra 234.3(n).	







		<p>decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on <sup>2</sup></p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
99	Policy Making standards	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on <sup>2</sup></p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	01/04/2018
100	Policy Making standards	<p>You must produce and publish a policy on awarding grants or providing financial assistance (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant or providing financial assistance <sup>2</sup></p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant or providing financial assistance would have on <sup>2</sup></p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions ) so that it would have positive effects, or increased positive effects, on <sup>2</sup></p> <p>(i) opportunities for persons to use the Welsh language, and</p>	01/04/2018

- (ii) treating the Welsh language no less favourably than the English language;
- (c) how the decision could be taken or implemented (for example, by imposing conditions) so that it would not have adverse effects, or so that it would have decreased adverse effects on

103	Policy Making standards	(b) treating the Welsh language no less favourably than the English language.	
		When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could	

		of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	
106	Operational standards	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the case, you must provide the contract in Welsh. L Q G L Y L G X D O ¶ V Z L V K \ R X P X V W S U R Y L G H	01/04/2018
107	Operational standards	You must <sup>2</sup> (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	01/04/2018
108	Operational standards	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the case, you must provide such documents to him or to her in Welsh. L Q : H O V K D Q G L I W K D W L V W K H H P S O R \ H	01/04/2018
109	Operational standards	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the case, you must provide such documents to him or to her in Welsh. : H O V K D Q G L I W K D W L V W K H H P S O R \ H H ¶ V	01/04/2018
110	Operational standards	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the case, you must provide such documents to him or to her in Welsh. D Q G L I W K D W L V W K H H P S O R \ H H ¶ V Z L V K \	01/04/2018
111	Operational standards	You must ask each employee whether he or she wishes to receive any forms that record and authorise <sup>2</sup> (a) annual leave, (b) absences from work, and	01/04/2018





		of staff, inform that member of staff of that right.	
125	Operational standards	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must <sup>2</sup></p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required;</p> <p>and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).</p>	01/04/2018

131	Operational standards	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	01/10/2019
132	Operational standards	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	01/04/2018
133	Operational standards	You must provide the intermārd	



		Welsh language in their role as managers.	
139	Operational standards	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	01/04/2018
140	Operational standards	You must providing training courses so that your employees can develop <sup>2</sup> (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	01/04/2018
141	Operational standards	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	01/04/2018
142	Operational standards	You must provide wording or a 79.27 126.98 reW* <sup>n</sup> /P A MCID 9>BDC q	

145	Operational standards	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply <sup>2</sup> (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	01/04/2018
145A	Operational standards	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must <sup>2</sup> (a) specify that when advertising the post, and (b) advertise the post in Welsh.	01/04/2018
146	Operational standards	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	01/04/2018

146A

		receiving applications and in relation to any timescale for informing individuals of decisions).	
148	Operational standards	<p>You must ensure that your application forms for posts <sup>2</sup></p> <p>(a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).</p>	01/04/2018



		<p>accordance with standard 145) as posts where <sup>2</sup></p> <p>(a) Welsh language skills are essential;</p> <p>(b) Welsh language skills need to be learnt when appointed to the post;</p> <p>(c) Welsh language skills are desirable; or</p> <p>(ch) Welsh language skills are not necessary.</p>	
163	Standards that deal with supplementary matters - Service Delivery standards	<p>You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available <sup>2</sup></p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	01/04/2018
164	Standards that deal with supplementary matters - Service Delivery standards	<p>You must <sup>2</sup> q282.02 331.39 379.27 98B2F1 0 0 1 189.7r110282.041 0.</p>	

- (ii) promoting the services that you offer in accordance with those standards, and
- (iii) facilitating the use of those services,

	supplementary matters - Service Delivery standards	Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	
169	Standards that deal with supplementary matters - Policy making standards	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available <sup>2</sup> (a) on your website, and (b) in each of your offices that are open to the public.	01/04/2018
170	Standards that deal with supplementary matters - Policy making standards	You must <sup>2</sup> (a) ensure that you have a complaints procedure that deals with the following matters <sup>2</sup> (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	01/04/2018
171	Standards that deal with supplementary matters - Policy making standards	You must <sup>2</sup>	

		offices that are open to the public.	
172	Standards that deal with supplementary matters - Policy making standards	<p>&lt; R X P X V W S U R G X F H D U H S R U W D Q <sup>3</sup> D C</p> <p>relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available <sup>2</sup></p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	01/04/2018
173	Standards that deal with supplementary matters - Policy making standards	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	01/04/2018
174	Standards that deal with supplementary matters - Policy making standards	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	01/04/2018
175	Standards that deal with supplementary matters - Operational standards	<p>You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available <sup>2</sup></p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	01/04/2018





you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 159);  
(c) if a Welsh version of a course was offered by you during that year,

179	Standards that deal with supplementary matters - Operational standards	(b) in each of your offices that are open to the public. You must publish a document on your website which explains how	
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