

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

The Open University – 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
2	Service Delivery standards	When you correspond with an individual (“A”) for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must— (a) keep a record of A’s wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh. You must comply with standard 2 in relation to the following: ○ registered students	01/04/2018
3	Service Delivery standards	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if —	01/04/2018

		(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals. You must comply with standard 3 in relation to the following: ○ registered students	
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	If you don't know whether a person wishes to receive 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 — (a) in correspondence, and (b) in publications and notices that invite persons to respond to you	01/04/2018

		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. You must comply with standard 8 in relation to any main telephone number (or numbers), or on any helpline numbers or call centre numbers ○ located in Wales	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 deal with the call in Welsh if that is the person's wish until such point as — (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. You must comply with standard 13 in relation to any main telephone number (or numbers), or on any helpline numbers or call centre numbers: ○ located in Wales	01/04/2018
14	Service Delivery standards	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	01/04/2018
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
16	Service Delivery standards	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. You must comply with standard 16 in relation to main telephone call answering service (or services): ○ located in Wales	01/04/2018
17	Service Delivery standards	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling in Welsh (by way of an automated message or other), when a Welsh language service will be available.	01/04/2018

		You must comply with standard 17 in relation to any main telephone number (or numbers), on any helpline numbers or call centre numbers: ○ located in Wales	
19	Service Delivery standards	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as — (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
20	Service Delivery standards	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language. You must comply with standard 20 in relation to any direct line number (whether on a department's direct line number or on the direct line number of a member of staff): ○ located in Wales.	01/04/2018
21	Service Delivery standards	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in	01/04/2018

		Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh. You must comply with standard 21 in the following circumstances: ○ calls made to individuals from telephone numbers located in Wales.	
22	Service Delivery standards	Any automated telephone systems that you have must provide the complete automated service in Welsh.	01/04/2018
24	Service Delivery standards	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	01/04/2018
24A	Service Delivery standards	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	01/04/2018
26	Service Delivery standards	If you invite an individual ("A") to a meeting, and (a) the meeting relates to a complaint about A or made by A; (b) the meeting relates to disciplinary proceedings regarding A; or (c) the purpose of the meeting is to provide student support to A, you must— (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 from Welsh to English and from English to Welsh for that purpose.	01/04/2018

26A	Service Delivery standards	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting— (a) if— (i) the meeting relates to a complaint about the invited individual ("A") or made by A; (ii) the meeting relates to disciplinary proceedings regarding A; or (iii) the purpose of the meeting is to provide student support to A; and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	01/04/2018
27	Service Delivery standards	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	01/04/2018
27A	Service Delivery standards	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	01/04/2018
27D	Service Delivery standards	If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	01/04/2018
29	Service Delivery standards	If you invite more than one person to a meeting, and (a) the meeting relates to a complaint made by or about one of the individuals invited; (b) the meeting relates to disciplinary proceedings regarding one or	01/04/2018

		more of the individuals invited; or (c) the purpose of that meeting is to provide student support to one or more of the individuals invited; you must— (i) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting; and (ii) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	
29A	Service Delivery standards	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting— (a) if you have invited more than one person to the meeting; (b) if— (i) the meeting relates to a complaint made by or about one or more of the individuals invited; (ii) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or (iii) the purpose of the meeting is to provide student support to one or more of the individuals invited; and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	01/04/2018
30	Service Delivery standards	If you arrange a meeting that is open to— (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	01/04/2018

		it, that anyone attending is welcome to use the Welsh language at the meeting.	
31	Service Delivery standards	When you send invitations to a meeting that you arrange which is open to— (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— (a) the public, or (b) students who are within a particular cohort, you must — (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— (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 those present in Welsh — (i) that they are welcome to use the Welsh language, and (ii) that a simultaneous translation service is available.	01/04/2018

34	Service Delivery standards	If you display any written material at a meeting that you arrange which is open to— (a) the public, or (b) students who are within a particular cohort, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	01/04/2018
35	Service Delivery standards	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	01/04/2018
36	Service Delivery standards	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	01/04/2018
37	Service Delivery standards	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. You must comply with standard 37 in relation to the below: ○ Advertising and publicity materials produced by the OU in Wales; or produced centrally and targeted specifically to Wales, located or distributed in Wales; and	09/05/2018

		○ Advertising and publicity materials produced for the OU in Wales' website and Welsh language independent websites.	
38	Service Delivery standards	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	01/04/2018
40	Service Delivery standards	If you arrange a public lecture you must ensure that a simultaneous translation service from Welsh to English is available for the purpose of any questions asked by the audience during or after the lecture where— (a) the subject matter of the public lecture suggests that such a service should be provided, or (b) the anticipated audience and their expectation suggests that such a service should be provided.	01/04/2018
40A	Service Delivery standards	If you arrange a public lecture and you provide a simultaneous translation service you must orally inform those present in Welsh that they are welcome to use the Welsh language.	01/04/2018
41	Service Delivery standards	If you arrange a graduation or award ceremony you must ensure that 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).	01/04/2018
42	Service Delivery standards	If you invite persons to speak at a graduation or award ceremony you must — (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	01/04/2018

		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.	
44	Service Delivery standards	If you produce the following documents you must produce them in Welsh— (a) agendas, minutes and other papers that are available to the public or to students, which relate to Board or Council meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public or to students. You must comply with standard 44(a) in relation to the following: ○ documents produced by the Open University in Wales ○ documents produced for use in Wales, and relevant to Wales only You must comply with standard 44(b) in relation to the below: ○ agendas, minutes and other papers for meetings, conferences or seminars held in Wales	01/04/2018
45	Service Delivery standards	Any licence, permit or certificate you produce must be produced in Welsh. You must comply with standard 45 in relation to a licence, permit or certificate that is published in the following circumstances:	01/04/2018

		○ when it is produced by the Open University in Wales, or ○ when it is produced for use in Wales, and is relevant to Wales only You must comply in relation to a licence, permit or certificate that is issued to a person, and that is not published in every circumstance, except: ○ when you have offered to produce the licence, permit or certificate in Welsh for a person, and ○ when that person has informed you that they do not wish to receive that licence, permit or certificate in Welsh.	
46	Service Delivery standards	Any brochure, prospectus, leaflet, pamphlet or card that you produce in order to provide information to the public or to students must be produced in Welsh. You must comply with standard 46 in relation to the below: ○ all brochures, pamphlets and leaflets produced by the Open University in Wales; or produced centrally and are targeted to Wales only or distributed at events in Wales; ○ the Undergraduate Prospectus; Postgraduate Prospectus; Access Modules Prospectus; and any prospectuses relating to courses or qualifications specific to Wales or directed mainly at a Wales-resident audience.	01/04/2018
47	Service Delivery standards	If you produce the following documents, and they are available to the public or to students, you must produce them in Welsh — (a) policies, strategies, annual reports and corporate plans;	01/04/2018

		(b) guidelines and codes of practice; (c) consultation papers. You must comply with standard 47 in relation to the following: ○ documents produced by the Open University in Wales ○ documents produced for use in Wales, and relevant to Wales only	
48	Service Delivery standards	Any rules that you publish that apply to the public must be published in Welsh. You must comply with standard 48 in relation to the following: ○ rules produced by the Open University in Wales ○ rules produced for use in Wales, and relevant to Wales only	01/04/2018
49	Service Delivery standards	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time. You must comply with standard 49 in relation to the following: ○ statements produced by the Open University in Wales ○ statements produced for use in Wales, and relevant to Wales only	01/04/2018
50	Service Delivery standards	If you produce a document which is available to the public or to students, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh — (a) if the subject matter of the document suggests that it should be produced in Welsh, or	01/04/2018

		(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	
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.	01/10/2018
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 language version clearly states that the form is also available in Welsh.	01/04/2018
53B	Service Delivery standards	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	01/04/2018
54	Service Delivery standards	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	01/04/2018
55	Service Delivery standards	You must ensure that —	01/10/2018

		a) the text of each page of your website is available in Welsh, b) every Welsh language page on your website is fully functional, and c) the Welsh language is not treated less favourably than the English language on your website. You must comply with standard 55 in relation to the text of each page on the Open University in Wales website. In relation to the corporate website, you must comply with standard 55 in the following circumstances only: ○ the text of every page intended to provide information about courses available to students and prospective students living in Wales only; and ○ the text of every page intended to provide information about funding for students and prospective students living in Wales only; and ○ the text of every page introducing the subjects offered at undergraduate and postgraduate level; and ○ the text of every page introducing the Access Programme. ○ compliance with the above requirements must be achieved within six months of the date the revised compliance notice is issued, namely by 24/01/2026. In relation to the 'Student Home', you must comply with standard 55 in the following circumstances only: ○ text produced by the Open University in Wales; and ○ text produced for use in Wales, and relevant to Wales only.	
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	01/04/2018

		must provide a direct link to the Welsh page on the corresponding English page.	
59	Service Delivery standards	You must provide the interface and menus on every page of your website in Welsh. You must comply with standard 59 in every circumstance, except in relation to the corporate website and the ‘Student Home’. In relation to the corporate website, you must comply with standard 59 in the following circumstances: ○ the Open University in Wales website. In relation to the ‘Student Home’, you must comply with standard 59 in the following circumstances: ○ pages produced by the Open University in Wales; and ○ pages produced for use in Wales, and relevant to Wales only.	01/04/2018
60	Service Delivery standards	You must provide computer software for checking spelling and grammar in Welsh on your student intranet, your virtual learning sites and your learning portal sites.	01/04/2018
61	Service Delivery standards	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	01/04/2018
62	Service Delivery standards	When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 62 in relation to the following:	01/04/2018

		○ social media accounts managed in Wales	
63	Service Delivery standards	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	01/04/2018
65	Service Delivery standards	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English 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.	01/04/2018
66	Service Delivery standards	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text must be positioned so that it is likely to be read first.	01/04/2018
67	Service Delivery standards	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	01/04/2018
68	Service Delivery standards	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	01/04/2018
71	Service Delivery standards	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	01/04/2018
72	Service Delivery standards	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	01/04/2018
73	Service Delivery standards	Any notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	01/04/2018

74	Service Delivery standards	When you publish or display a notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	01/04/2018
75	Service Delivery standards	Any documents that you publish which relate to applications for a grant or financial assistance must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	01/04/2018
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 — (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	01/04/2018
79	Service Delivery standards	When you inform an applicant of your decision in relation to an application for a grant or financial assistance, you must do so in Welsh if the application was submitted in Welsh.	01/04/2018

80	Service Delivery standards	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. You must comply with standard 80 in the following circumstances: a) if the subject matter of the invitation to tender for a contract suggests that it should be published in Welsh, or b) if the anticipated audience, and their expectations, suggests that the invitation should be published in Welsh	01/10/2018
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.	01/10/2018
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).	01/10/2018
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 — (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	01/10/2018
84	Service Delivery standards	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	01/10/2018

85	Service Delivery standards	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	01/04/2018
86	Service Delivery standards	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	01/04/2018
87	Service Delivery standards	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	01/04/2018
88	Service Delivery standards	If you offer a learning opportunity that is open to the public, you must offer it in Welsh. You must comply with standard 88 in every circumstance, except: ○ when an assessment carried out in accordance with standard 89 comes to the conclusion that there is no need for that learning opportunity to be offered in Welsh.	01/04/2018
89	Service Delivery standards	If you develop a learning opportunity that is to be offered to the public, you must assess the need for that opportunity to be offered in Welsh; and you must ensure that the assessment is published on your website.	01/04/2018
90	Service Delivery standards	You must inform your students that any written work submitted to you as part of an assessment or examination may be submitted in Welsh, and that work submitted to you in Welsh will be treated no less favourably than written work submitted to you in English as part of that assessment or examination.	01/04/2018
90A	Service Delivery standards	You must not treat any written work submitted to you in Welsh as part of an assessment or examination less favourably than written work	01/04/2018

		submitted to you in English as part of that assessment or examination.	
93	Service Delivery standards	If you allocate a personal tutor to a student (“A”) you must— (a) ask A whether A wishes to have a Welsh speaking personal tutor, and (b) if A informs you that A wishes to have a Welsh speaking personal tutor, allocate a Welsh speaking personal tutor to A.	01/04/2018
94	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
95	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
96	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018

97	Policy Making standards	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
98	Policy Making standards	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 have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
99	Policy Making standards	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 — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
100	Policy Making standards	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 — (a) what effects, if any (and whether positive or negative), the	01/10/2018

		awarding of a grant or providing financial assistance would have on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (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— (i) opportunities for persons to use the Welsh language, and (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— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant or providing financial assistance on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.	
101	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and	01/10/2018

		(b) treating the Welsh language no less favourably than the English language.	
102	Policy Making standards	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 be made so that it would have a positive effects, or so that it would have increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
103	Policy Making standards	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 be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/10/2018
104	Policy Making standards	When you develop or revise a course (or any component of a course) you must consider— (a) what effects, if any (and whether positive or negative), that course would have on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how that course would have positive effects, or increased positive effects, on— (i) opportunities for persons to use the Welsh language, and	01/10/2018

		(ii) treating the Welsh language no less favourably than the English language; (c) how that course would not have adverse effects, or so that it would have decreased adverse effects on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.	
105	Operational standards	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	01/10/2018
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 individual's wish you must provide the contract in Welsh.	01/04/2018
107	Operational standards	You must — (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 employee's wish you must provide any such documents to him or to her in Welsh.	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 employee's wish you must provide any such documents to him or to her in Welsh.	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 employee's wish you must provide any such documents to him or to her in Welsh.	01/04/2018
111	Operational standards	You must ask each employee whether he or she wishes to receive any forms that record and authorise — (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	01/04/2019
112	Operational standards	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	01/10/2018
113	Operational standards	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	01/10/2018
114	Operational standards	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	01/10/2018
115	Operational standards	If you publish a policy relating to performance management, you must publish it in Welsh.	01/10/2018
116	Operational standards	If you publish a policy about absence from work, you must publish it in Welsh.	01/10/2018
117	Operational standards	If you publish a policy relating to working conditions, you must publish it in Welsh.	01/10/2018
118	Operational standards	If you publish a policy regarding work patterns, you must publish it in Welsh.	01/10/2018
119	Operational standards	You must allow each member of staff — (a) to make complaints to you in Welsh, and	01/04/2018

		(b) to respond in Welsh to any complaint made about him or about her.	
119A	Operational standards	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	01/04/2018
121	Operational standards	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; 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 translation services).	01/04/2018
122	Operational standards	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff— (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	01/04/2018

123	Operational standards	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	01/04/2018
123A	Operational standards	You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	01/04/2018
125	Operational standards	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; 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).	01/04/2018
126	Operational standards	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff— (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	01/04/2018

127	Operational standards	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	01/04/2018
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
134	Operational standards	You must assess the Welsh language skills of your employees.	01/04/2018
135	Operational standards	You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	01/04/2018
136	Operational standards	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	01/10/2018
137	Operational standards	You must provide training to staff who provide careers advice on the value of Welsh language skills in the employment sector.	01/04/2018
138	Operational standards	You must provide opportunities during working hours — (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	01/04/2018
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 — (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 logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	01/04/2018
143	Operational standards	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	01/04/2018
144	Operational standards	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	01/04/2018
144A	Operational standards	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	01/04/2018
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 — (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the	01/04/2018

		post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
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 — (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	Operational standards	If you publish — (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	01/04/2018
146B	Operational standards	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	01/04/2018
148	Operational standards	You must ensure that your application forms for posts — (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	01/04/2018

		assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; 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).	
149	Operational standards	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	01/04/2018
150	Operational standards	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English 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.	01/04/2018
151	Operational standards	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	01/04/2018
152	Operational standards	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	01/04/2018
153	Operational standards	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	01/04/2018

154	Record Keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	01/04/2018
155	Record Keeping standards	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	01/04/2018
156	Record Keeping standards	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	01/04/2018
157	Record Keeping standards	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	01/04/2018
158	Record Keeping standards	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 134), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	01/04/2018
159	Record Keeping standards	You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 135), and (b) if a Welsh version of a course was provided in accordance with standard 135, the percentage of the total number of staff attending the course who attended that version.	01/04/2018
161	Record Keeping standards	You must keep a copy of every assessment that you carry out (in accordance with standard 145) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	01/04/2018
162	Record Keeping standards	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in	01/04/2018

		accordance with standard 145) as posts where— (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.	
163	Standards that deal with supplementary matters - Service Delivery standards	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— (a) on your website, and (b) in each of your offices that are open to the public.	01/04/2018
164	Standards that deal with supplementary matters - Service Delivery standards	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the service delivery 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
165	Standards that deal with supplementary matters - Service Delivery standards	You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,	01/04/2018

		(ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a document that records those arrangements 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.	
166	Standards that deal with supplementary matters - Service Delivery standards	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.	01/04/2018
167	Standards that deal with supplementary matters - Service Delivery standards	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	01/04/2018

168	Standards that deal with supplementary matters - Service Delivery standards	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	01/04/2018
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— (a) on your website, and (b) in each of your offices that are open to the public.	01/10/2018
170	Standards that deal with supplementary matters - Policy making standards	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (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.	01/10/2018
171	Standards that deal with supplementary matters - Policy making standards	You must— (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and	01/10/2018

		(c) ensure that a copy of that document is available in each of your offices that are open to the public.	
172	Standards that deal with supplementary matters - Policy making standards	(1) You must produce a report (an “annual report”), in Welsh, in 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. (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. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.	01/10/2018
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.	01/10/2018
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.	01/10/2018
175	Standards that deal with supplementary matters - Operational standards	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—	01/04/2018

		(a) on your website, and (b) in each of your offices that are open to the public.	
176	Standards that deal with supplementary matters - Operational standards	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the operational 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, and (b) publish a document that records that procedure on your intranet.	01/04/2018
177	Standards that deal with supplementary matters - Operational standards	You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, and (b) publish a document that records that procedure on your intranet.	01/04/2018
178	Standards that deal with supplementary matters - Operational standards	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)— (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in	01/04/2018

		accordance with standard 158); (b) the number of members of staff who attended training courses 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, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 159); (ch) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with standard 160); (d) the number of new and vacant posts that you advertised during the year which were categorised as posts where— (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 162); (dd) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is	
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		available— (a) on your website, and (b) in each of your offices that are open to the public.	
179	Standards that deal with supplementary matters - Operational standards	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	01/04/2018
180	Standards that deal with supplementary matters - Operational standards	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	01/04/2018
181	Standards that deal with supplementary matters - Record Keeping standards	You must ensure that a document which records the record keeping 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— (a) on your website, and (b) in each of your offices that are open to the public.	01/04/2018
182	Standards that deal with supplementary matters - Record Keeping standards	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	01/04/2018

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 29/09/2017 [Varied on 24/07/2025]

