

## Welsh Essential/Desirable Posts Flowchart & Descriptors

### N.B.

All Police Officer Roles are designated as Welsh Desirable (Welsh Language Level 2)

Some specialist roles, e.g. Schools Liaison, Welsh Translator, Welsh Language Policy Lead are designated as Welsh Essential.

### Definitions

“Front line” - ‘The police front line comprises those who are in everyday contact with the public and who directly intervene to keep people safe and enforce the law.’ *[Source: ‘Demanding Times: The Front Line and Police Visibility’ HMIC, 2011]*

“Welsh essential” – posts where police officers or police staff are justifiably required to be able to use Welsh in assisting the public

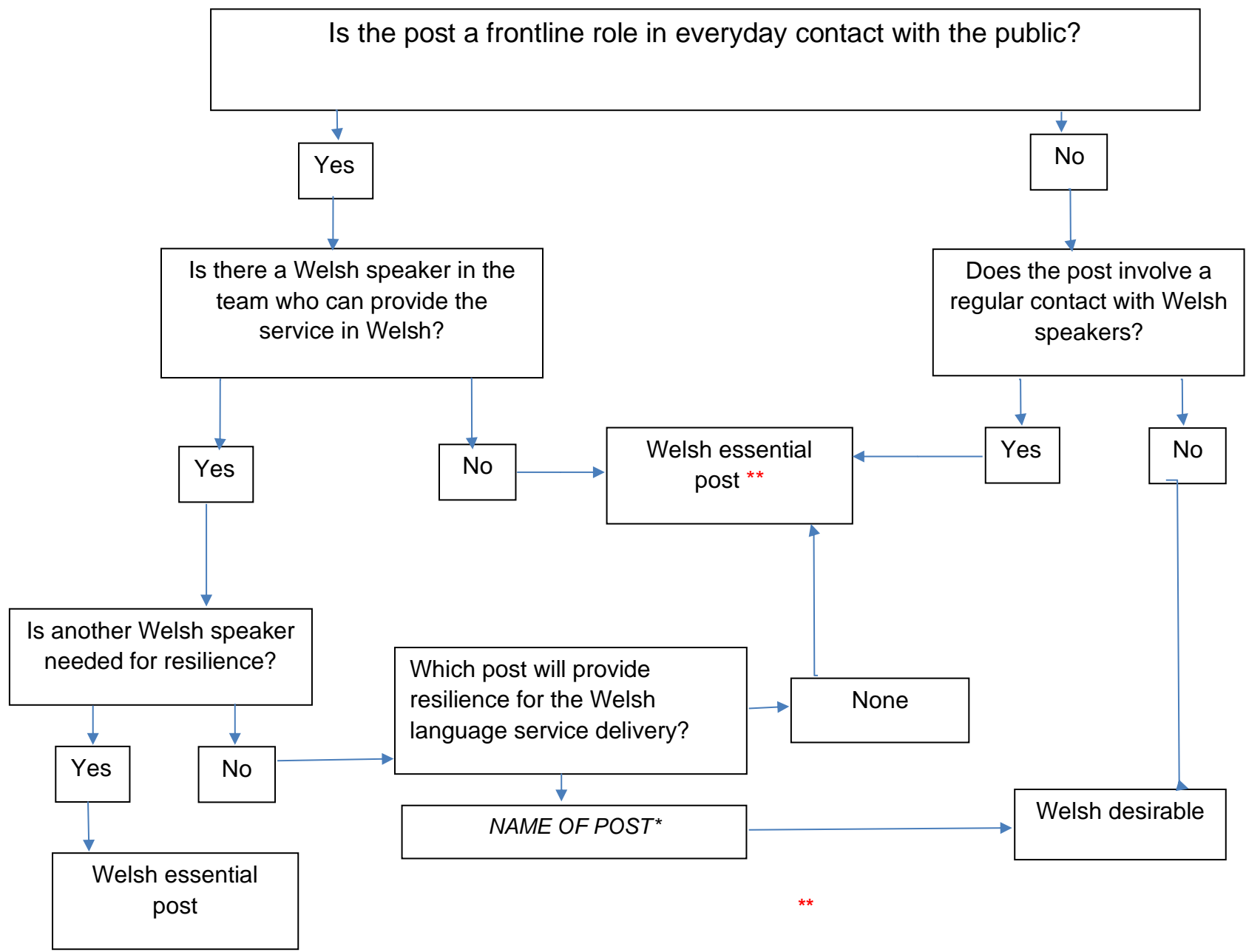
“Welsh desirable” – posts where it would be desirable for police officers or police staff to be able to use Welsh in assisting the public

\*This can be negotiated with a line manager from another team

For any further information or assistance, please contact our Welsh Language Policy Lead

### Welsh Essential Posts \*\*

If the flowchart below confirms the role as Welsh essential, then please refer to the ‘Descriptors for Welsh Language Skills Levels within Welsh Police Forces’ document below the flowchart to confirm the level of Welsh Language skills the role requires. Line Managers are welcome to contact our Welsh Language Policy Lead



### Descriptors for Welsh Language Skills Levels within Welsh Police Forces

Some Ways of Using Welsh in the Force	Level 1	Level 2	Level 3	Level 4	Level 5
<b>In an Office</b>	Can say place names/Welsh first names or Welsh signs correctly. Can recognise departments / locations / ranks in Welsh. Can greet and introduce others in Welsh.	Can understand the essence of a conversation in Welsh. Can convey basic information e.g. simple admin, or routine tasks.	Can understand much in the office or in meetings. Can take and pass on messages likely to require attention during a normal working day.	Can contribute effectively in meetings within own area of work and argue for or against a case.	Can interview Welsh speaking applicants for posts and assess their suitability.
<b>Police Officer Duties</b>	Can show linguistic courtesy by opening and closing a conversation. Can give, and receive personal details. Can say place names / first names or Welsh signs correctly.	Can understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions.	Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations.	Can deal with the public in most situations in Welsh but turns to English when using policing / technical terminology.	Can deal effectively with complex enquiries from the public or confrontations in Welsh. Can interview or question in the course of an investigation in Welsh.
<b>Police Station Counter / Reception / On the phone</b>	Can provide bilingual greeting appropriate to location. Can greet visitors and enable language choice.	Can understand requests for assistance and responds in Welsh to simple requests. Can use Welsh to transfer calls.	Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation.	Can deal with enquiries effectively. Can understand dialect differences.	Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with hostile questions.
<b>Public Meetings / Talking to the Media</b>	Can open and close meetings and welcome participants bilingually.	Can introduce oneself and others by name, rank, role and location / organisation. Can contribute in a meeting partly in Welsh.	Can converse partly in Welsh but turns to English when discussing detail of core business, answering questions or using complex information.	Can chair a meeting and respond to questions in Welsh. Can describe a situation or event in Welsh, but turns to English for technical or policing terms.	Can provide Welsh Language presentation. Can answer complex or hostile questions in Welsh to the extent that he/she has the necessary specialist knowledge.
<b>Writing</b>	Can write a simple routing request to a colleague, such as 'Can I have.... Please?'.	Can write a short note of request to a colleague or known external contact.	Can write information internal memos, email messages and deal with routine requests.	With editorial help, can write business letters, email and posters for external customers.	Can write reports and presentations and make full and accurate notes in a meeting.

Example from Gwent Police