



Prifysgol Cymru
University of Wales

University of Wales Bilingual Policy

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1. Introduction

The University of Wales ('UW' or 'the University') is proud of its history and the prominent role it has played in the development and promotion of the Welsh language in Wales.

This version of the UW Welsh Language Policy was adopted on 17 November 2015 and sets out the University's policy for the period leading to its merger with the University of Wales Trinity Saint David in 2017/18.

2. Policy Statement

- 2.1 UW has adopted the principle that in the conduct of public business in Wales, it will treat the Welsh and English languages on a basis of equality and that the University will:
- a) Recognise the rights of Welsh speakers to communicate with the University in their language of choice (which is consistent the University's general commitment to be fair, ambitious, customer-focused and efficient).
 - b) Ensure there are adequate opportunities for people and organisations to communicate with the University in Welsh.
 - c) Seek to improve the services to Welsh speakers and increase the use of the Welsh Language in its day-to-day business.
 - d) Protect the traditional services of the University that have developed and promoted use of the Welsh Language over many decades.
- 2.2 The University recognises that:
- a) Those who need to communicate with UW can express their views and needs better in their language of choice.
 - b) Enabling use of Welsh as a language of choice is a matter of good customer care and not a concession.
 - c) Denying individuals and organisations the right to use their preferred language could place them at a disadvantage.
- 2.3 To ensure a high quality service to those who wish to communicate with the University in Welsh, UW will endeavour to:
- a) Promote equality and treat everyone fairly and with respect.
 - b) Provide choice about how to make contact with UW.
 - c) Be friendly, approachable and professional.
 - d) Create a welcoming atmosphere in its public buildings.
 - e) Answer enquiries in the language of choice at the first point of contact.
 - f) Provide straightforward information about its services.
 - g) Deal with enquiries and complaints carefully, quickly and openly.
 - h) Develop and support UW staff to deliver these commitments.

3. Objectives

- 3.1 The strategic objectives of the University include meeting the requirements of this Welsh Language Scheme. This will be achieved (in a manner appropriate for the pre-merger circumstances of the University) by:
- a) Considering the aims of the Welsh Language Scheme when planning and implementing any UW policies and services.

- b) Supporting an individual or organisation's right to communicate or deal with UW in Welsh as their language of choice.
 - c) Encouraging, promoting and supporting the use of the Welsh Language in UW.
 - d) Monitoring the Welsh Language Scheme to ensure that standards are maintained.
- 3.2: The University will develop and monitor targets to oversee performance and ensure that UW treats Welsh and English on the basis of equality, with both languages enjoying the same status and validity.
- 3.3: The University will help to support the Welsh Language by:
- a) Promoting the UW Welsh Language Scheme, which states how the University will work in Welsh and English in delivering services to the public in Wales.
 - b) Developing a UW Welsh Language Skills Strategy, which will set out how the University will ensure that it has a bilingual work force and resources sufficient to achieve the aims of the UW Welsh Language Scheme.

4. Discrimination

The University's policies are not to discriminate against any persons on the ground of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex and sexual orientation.

5. Compliance with the Welsh Language Scheme

This Policy aims to comply with the organisation's Welsh Language Scheme in terms of dealing with the Welsh speaking public, impact upon the public image of the organisation and the implementation of the Language Scheme.

6. Implementation Timescales

New policies and procedures should be applied immediately following formal adoption and communicated to all members of staff.

7. Guidance

Queries or requests for guidance on any aspect of this policy can be obtained from the University's Compliance and Secretariat Manager: compliance@wales.ac.uk