



Prifysgol Cymru
University of Wales

2014, REVISED WELSH LANGUAGE SCHEME

PREPARED UNDER

THE WELSH LANGUAGE ACT 1993

Document Status Details

Title	2014, Welsh Language Scheme
Status	Approved
Version History	4
Classification	Unclassified
Date Authorised	15 July 2014
Authors	Finance and Resources
Implementation date	16 November 2000
Review date	2016

The original version of the Welsh Language Scheme of the University of Wales received the approval of the Welsh Language Board under section 14 (1) of the Welsh Language Act on 27 July 2005. This revised Scheme was approved by the Welsh Language Commissioner's on 28 August 2014 .

The University of Wales is pleased to present its revised Welsh Language Scheme.

The University has adopted the principle that, in the conduct of public business in Wales, it will treat the English and Welsh Language on a basis of equality. The Scheme sets out how the University of Wales will give effect to that principle when providing services to the public in Wales.

The Scheme outlines how we plan to develop the University's services and enable them to discharge our obligations to the Welsh speaking population in accordance with local and national ambitions over the coming years. It embodies the University's commitment to be fair, ambitious, customer-focused and efficient.

We are determined to build and develop better opportunities for the people of Wales to communicate with the University through the Welsh Language.

We are confident that over the lifetime of this Scheme we will significantly improve our services and increase the use of the Welsh Language in our day to day business.

We look forward to working with the people of Wales, to promote the use of the Welsh Language and ensure that it can thrive.

Professor Medwin Hughes

Vice-Chancellor of the University of Wales

1.	<u>Introduction</u>	5
	<u>1.1 Role and Structure</u>	5
	<u>1.2 The University and the Welsh Language</u>	6
	<u>1.3 Objectives</u>	7
2	<u>Service Planning and Provision</u>	7
	<u>2.1 New Policies and Initiatives</u>	7
	<u>2.2 Service Delivery</u>	7
3	<u>Dealing with the Welsh –Speaking public</u>	8
	<u>3.1 Correspondence</u>	8
	<u>3.2 Telephone Communications</u>	8
	<u>3.3 Website</u>	9
	<u>3.4 Meetings</u>	9
	<u>3.4.1 Internal Meetings</u>	9
	<u>3.4.2 Public Meetings</u>	9
	<u>3.4.3 Face-to-Face meetings</u>	9
	<u>3.5 Procurement</u>	10
	<u>3.6 University of Wales Press</u>	10
	<u>3.7 Centre for Advance Welsh Celtic Studies</u>	10
4	<u>Corporate Identity</u>	11
	<u>4.1 General</u>	13
	<u>4.2 Forms</u>	13
	<u>4.3 Signage</u>	13
	<u>4.4 Media</u>	13
	<u>4.5 Consultation</u>	13
	<u>4.6 Public and Official Notice</u>	13
	<u>4.7 Recruitment Advertising</u>	13
5	<u>Implementation, Monitoring and Control</u>	14
	<u>5.1 Staffing</u>	14
	<u>5.2 Training</u>	15
	<u>5.2.1 Training in Welsh Language Skills</u>	15
	<u>5.2.2 Staff Development through the medium of Welsh</u>	15
	<u>5.3 Administration of the Scheme</u>	15
	<u>5.4 Complaints</u>	15
	<u>5.5 Customer Feedback</u>	16
	<u>5.6 Monitoring the Scheme</u>	16
	<u>5.7 Publishing Performance Information</u>	16
	<u>5.7 Publicising the Scheme</u>	16
	<u>5.8 Implementation</u>	17
	<u>5.9 Freedom of Information Act and Environmental Information</u>	17
	<u>5.10 Statutory Responsibility</u>	17

1. Introduction

Under Section 5 of the Welsh Language Act 1993, the University of Wales, as a publicly funded body, is required to prepare a Welsh Language Scheme. The starting point for all schemes is the principle of equality that is embedded in the Act.

The University of Wales has adopted the principle that it will treat the Welsh and English languages equally. This Scheme sets out how we will put this principle into practice when providing services to our staff, our students and the public in Wales.

The University's revised Welsh Language Scheme was approved by the Welsh Language Board on 27 July 2005. This document includes details of the measures which the University has committed itself to undertake so as to give effect to the requirements set out in the Welsh Language Act that, "as far as is both appropriate in the circumstances and reasonably practicable, to the principle that in the conduct of public business in Wales the English and Welsh languages should be treated on the basis of equality".

1.1 Role and Structure

Founded by Royal Charter in 1893, the University of Wales has played a substantial role in the development of higher education in Wales and, spanning three centuries, the University has been regarded as a national institution which has been at the heart of Welsh educational and cultural life.

Over the years, the strategic direction of the University has changed many times to respond to the needs of students, both in Wales and further afield. Although it is a non-teaching institution (and does not register students in its own name), the University of Wales was one of the UK's largest degree-awarding bodies – with over 30,000 students registered on programmes validated by the University at over 130 centres in the UK and overseas. Today, the University continues to accredit degrees and awards for several academic institutions in Wales and to validate programmes of study delivered by partner centres in the UK and overseas, and it continues the University's proud record in supporting a range of important cultural and heritage services.

In October 2011, the University announced that it would merge with the University of Wales: Trinity Saint David, under the 1828 Royal Charter of the University of Wales: Trinity Saint David. This merger will be completed when current programmes of study for a University of Wales award have been completed.

In December 2012, the University announced the creation of Adduned Cymru – The Wales Pledge to ensure that the important cultural and heritage assets for which it is custodian will continue to benefit the whole of Wales. Adduned Cymru comprises a series of strategic arrangements that will see the establishment of a number of charitable bodies to safeguard the traditional services associated with the University - such as the University's highly-regarded research centre, the Centre for Advanced Welsh and Celtic Studies; the University of Wales Press, a fully Welsh/English bilingual press which contributes greatly to the publication of Welsh academic texts and books of Welsh interest; and Gregynog, the University's study and conference centre.

The University's Council (its governing body) comprises of 19 Members, the majority of who are independent of the University, with expertise drawn from business, finance, law, public relations, human resources and the public and third sectors. In addition, there are Members appointed to represent the Academic Board and the staff and the students of the University.

The senior officers of Council (the Chair, Vice-Chair and Vice-Chancellor) and a majority of the Members speak Welsh and all meetings of Council are held bilingually. The minutes of Council proceedings are produced in Welsh and in English. Compliance with the University Policy (including the Welsh Language Policy) is overseen by the Nominations and Governance Committee of Council, and six of the eight Members of the Committee are Welsh speakers. The independent Members of Council are appointed via an open application and interview process, overseen by the Nominations and Governance Committee which is charged with maintaining a balance of skills within the membership (including language skills).

The efficient and effective management of the University, its staff, resources and its operations is the responsibility of senior and middle managers, who regularly meet collectively as a management team under the leadership of the Deputy Vice-Chancellor. This group implements the policies approved by the University Council and produces procedures and guidance which are made available (bilingually Welsh-English) to all staff.

1.2 The University and the Welsh Language

The University of Wales has adopted the principle that, in the conduct of public business, it will treat English and Welsh Languages on a basis of equality.

The University recognises:

- that its customers can express their views and needs better in their preferred language
- that enabling them to use their preferred language is a matter of good customer care and not a concession and
- that denying them the right to use their preferred language could place people at a real disadvantage.

Staff, students and the public in Wales will be given the opportunity to choose which language to use when dealing with the University. Anyone contacting the University by telephone or by visiting any of our reception areas will be greeted bilingually. Welsh and English are offered on the website and individuals' preference of internet access is by a selection process on the home page. Any emails received in Welsh are dealt with by a Welsh speaker or the messages are translated into English and the English response is translated back into Welsh. The University's headed paper includes the statement "you are welcome to correspond with the University in either Welsh or English.

This Scheme is more than a statement of corporate policy; it is an operational and informative strategy for the use of the Welsh Language in the University's public services.

To ensure a high quality service the University of Wales will:

- put the people of Wales at the heart of everything that it does
- promote equality and treat everyone fairly and with respect
- provide choice about how to make contact
- be friendly, approachable and professional
- create a welcoming atmosphere in its public buildings
- answer enquiries at the first point of contact whenever possible
- provide straightforward information about its services
- deal with enquiries and complaints carefully, quickly and openly and
- develop and support its staff to deliver these commitments.

1.3 Objectives

The strategic objectives of the University of Wales Welsh Language Scheme are:

- to ensure that in implementing any policies and operating any services, the aims of the Welsh Language Scheme are included at every level
- to offer the public the right to choose which language to use in their dealings with the University
- to encourage and promote the use and availability of the Welsh Language in the University and
- to monitor the Scheme to ensure standards are maintained.

These will be delivered and promoted through a variety of key operational targets that will form the basis of our commitment to the Welsh speaking public. The University, in its dealings with the public, will treat Welsh and English on the basis of equality, with both languages enjoying the same status and validity.

The University will help to support the Welsh Language by putting into practice:-

- the University's Welsh Language Scheme which states how it will work in Welsh and English in delivering services to the public in Wales and
- the University's Welsh Language Skills Strategy which shows how it will ensure that it has a bilingual work force in place to achieve the aims of its Welsh Language Scheme.

2. Service Planning and Provision

2.1 New Policies and Initiatives

The University will consider the Welsh Language in all aspects of its work, and assess the linguistic impact of its strategies, policies and procedures.

New policies and initiatives will promote and facilitate the use of Welsh wherever possible and will move the University closer to implementing the principle of equality at every opportunity. The policy and procedures of the University are co-ordinated by the Compliance and Secretariat Manager before publication on the intranet and internet, ensuring that all aspects of compliance are adhered to.

When the University contributes to the development or delivery of policies, initiatives, services or new legislation led by other organisations, it will do so in a way which is consistent with this Scheme.

The University will consult with the Welsh Language Commissioner regarding any changes or proposals which might affect the scheme, and will not alter the scheme without the Commissioner's prior agreement.

2.2 Service Delivery

Where services are directed to the public in Wales, the services will be available bilingually. UK wide and international services will be available in English only.

Services provided in Welsh and English will be of equal quality and will be provided at the same time. The University is committed to monitor implementation of and compliance with the Scheme annually.

3. Dealing with the Welsh-speaking public

The University will provide a high quality service in Welsh and English when dealing with members of the public and welcomes communication in either language.

3.1 Written Correspondence

The public are welcome to deal with the University in writing in either Welsh or English. The production of circulars and letters to the public in Wales by the University will be produced bilingually.

Letters received by the University will be acknowledged and responded to in the same language as received and within the same time constraints. Correspondence in Welsh will not in itself lead to a delay.

All Electronic communication will be dealt with in the same manner as written communication, with staff contact details, job titles and out of office messages being provided bilingually.

Where the University initiates correspondence with a person or organisation whose known preferred language is Welsh, subsequent correspondence will be maintained in Welsh unless bilingual correspondence has been requested. Where language preference is not known, the University will initiate correspondence bilingually. Additionally when there has been a face to face meeting or telephone call made in Welsh, any further contact will be made in Welsh only.

The University operates a full translation service for all of its employees which provides in house translation for various media and offers a full simultaneous translation service for all public events, Council and committee meetings. This service is made available to the staff via the University's intranet site, with full guidance being provided. The translation services are monitored through the Finance and Resource Department, and if/where necessary outsourcing is arranged to ensure that all translations requirements are dealt with promptly.

3.2 Telephone Communication

The public are welcome to speak in Welsh or English when dealing with the University by telephone.

Each reception area which deals with callers from Wales operates a 24-hour telephone answering service which greets the caller bilingually, providing the opportunity for the message to be left in the language of their choice.

Individual voicemail messages on personal extensions will also be bilingual with help being provided to those members of staff from the Finance and Resource Department.

Staff are encouraged to answer external calls with a bilingual greeting to promote language choice. The form and content of the bilingual greeting will depend on the employee's degree of competency in the language.

Incoming telephone calls will be answered by the words 'Prifysgol Cymru/University of Wales', or by the bilingual form of the name of the appropriate department. Staff who are able to speak Welsh prefix this with the appropriate greeting in Welsh (bore/prynhawn da) so as to indicate their linguistic competence.

When a telephone call is answered by a non-Welsh speaking member of staff, the caller's wish to deal with the University through the medium of Welsh will be respected by offering to transfer the call to a Welsh speaker, or by arranging for a Welsh speaker to return the call as soon as possible.

Where this is not possible or not practicable the caller will be offered the option of either continuing the call in English or by writing to the University.

The University has produced and maintains a directory of members of staff who are competent to deal with the public in Welsh, which is published on the staff intranet for ease of access along with a Handbook entitled “Answering the phone bilingually” is provided as guidance to all staff.

3.3 Website

The University of Wales offers a bilingual website which the user can select their language preference when visiting the site for the first time. Repeated visits to the site will use the cookies collected and will direct the user to their original selection, and at any stage the user can switch from Welsh to English with the content being replicated in their chosen language.

All website content produced by the University will be available through the medium of Welsh and English, however when third party documents are being accessed this may not be possible. In such cases the University will encourage those third parties to produce the document bilingually.

3.4 Meetings

3.4.1 Internal Meetings

Simultaneous translation facilities are provided and used at all meetings of the University Council, CAWCS and any other meetings as and when required. Preliminary notices and agendas for all internal and formal meetings are produced in a bilingual format.

3.4.2 Public Meetings and Events

Simultaneous translation facilities will be provided for such meetings and events, with sufficient Welsh speaking staff being in attendance. Such events will be promoted and advertised bilingually and in the case of the National Eisteddfod, advertising media will highlight items such as talks and lectures being held through the medium of Welsh only.

The annual Graduation Celebrations for International students are promoted bilingually, through the publication of programmes, banners, posters, ceremony introduction and speeches all other administrative processes are conducted through the medium of English.

3.4.3 Face-to-Face Meetings

Members of the public who wish to use Welsh at meetings with individuals and groups are welcome to do so, where the availability of Welsh-speaking staff permits.

Where workplaces do not currently have Welsh-speaking staff, steps will be taken to improve the arrangements for access to bilingual staff who can respond to requests for meetings in Welsh.

When there are no Welsh-speaking staff available a choice will be offered to either (i) conduct the meeting in English, (ii) re-arrange a meeting when a Welsh-speaking staff member is available, or (iii) to submit their enquiry in writing in Welsh and to receive a written reply.

3.5 Procurement

All services provided to the University of Wales will be delivered in accordance with the provisions of the Welsh Language Scheme. Adherence to the Scheme will be fully monitored by the University, as part of the overall contract monitoring process.

3.6 University of Wales Press

Since it was established in 1922 the University of Wales Press (UW Press) has supported and disseminated scholarship from and about Wales to a worldwide audience, by publishing scholarly research in the Humanities, Arts and Social Sciences. UW Press currently publishes around 70 new books and journals a year, primarily in the fields of European studies, philosophy, literature, history, Welsh and Celtic studies. General interest books about Wales are also produced as part of the UW Press mission to disseminate research and to make it accessible for a wider audience, supporting the lifelong pursuit of knowledge and academic excellence. The UW Press has an important role in furthering the understanding of Wales's unique culture, history, heritage, language and politics.

The UW Press is in a unique position as the only not-for-profit academic press in Wales and the operation of and services it provides are fully bilingual, including the new UW Press website (<http://www.uwp.co.uk>). Under Adduned Cymru – The Wales Pledge, the University of Wales will establish UW Press as a charitable company, to safeguard and broaden the work of the press, including by expanding its educational remit and embracing the opportunities associated with digital/online and electronic publishing.

3.7 Centre for Advance Welsh Celtic Studies (CAWCS)

The Centre for Advanced Welsh and Celtic Studies (CAWCS) is a dedicated research institute of the University of Wales, located alongside the National Library of Wales in Aberystwyth that carries out collaborative research projects into the language, literature and history of Wales and the other Celtic nations (Ireland, Scotland, Brittany, Cornwall and the Isle of Man, as well as areas of continental Europe and central Asia Minor in ancient times).

The operation of and services provided by CAWCS are fully bilingual, and over 95% of the Centre's staff are Welsh speakers. The Geiriadur Prifysgol Cymru – A Dictionary of the Welsh Language was established in 1922 and maintaining and refreshing the Geiriadur Prifysgol Cymru is CAWCS longest standing research project. Under Adduned Cymru – The Wales Pledge, the University of Wales will re-establish CAWCS as a charitable company, as part of the University's long term commitment to the development of the Welsh language and culture and associated academic excellence.

4. Corporate Identity

4.1 General

For the conduct of its business in Wales, the University of Wales has adopted a bilingual image and corporate identity. These are reflected in the corporate name, address and standard factual information on stationery (including letterheads, business cards, identification badges publications and other goods and materials). The size, quality, legibility and prominence of text respect the principle of equal treatment.

Where the University engages in any aspect of marketing, advertising, promotion or publicity of its functions, services and activities for the public, it is committed to do so bilingually.

Items such as pamphlets, booklets, certificates, posters and forms (including explanatory notes and instructions) will be issued bilingually. Anything produced by the University of Wales that is aimed at the people of Wales will be deemed to fall under this remit.

The following section is intended as advice for staff regarding how to produce bilingual documents in an appropriate format. Documents will fall into three categories – those which should be produced as fully bilingual, those which should have separate English and Welsh versions produced, and those which should be produced in English only.

Category A - fully bilingual

The University of Wales produces various high profile documents bilingually, with languages side by side. All posters produced, whatever the target audience, will be fully bilingual. Any items placed in the press eg advertisements and notices, are designed with both languages having equal prominence.

Business cards are usually fully bilingual, other than those produced for staff visiting overseas.

The University's headed notepaper includes the statement 'Mae croeso i chi ohebu â'r Brifysgol yn y Gymraeg neu'r Saesneg / You are welcome to correspond with the University in either Welsh or English.'

Category B – separate Welsh and English versions

The majority of the electronic publications of the University of Wales have been split into Welsh and English for ease of publishing on the website. Individuals are able to choose their preferred language.

In some cases where documents or forms are very bulky (eg with an extremely high page count) or complex, separate versions will be issued simultaneously and be of the same quality. Both versions will be given equal prominence in promotion and display; and distributed together by post, or published on the University's website.

All separate documents must include one of the following statements to call attention to their availability in the other language.

For the English version:

This publication is available in Welsh, on request.
Mae'r cyhoeddiad hwn ar gael yn Gymraeg, ar gais.

For the Welsh version:

Mae'r cyhoeddiad hwn ar gael yn Saesneg, ar gais.
This publication is available in English, on request.

Category C – English only

This category covers substantially all of the academic / administrative work of the University. 76% of students studying for a University of Wales award are located in overseas collaborative centres in 26 countries around the world. All dealings with international students (regarding admissions, courses and exams) are in English as the most widely used international language. In 2012 the University of Wales announced that it would exit from the provision of collaborative services and an exit strategy is currently being implemented. We welcome dealings in the Welsh language at the option of individual students in the UK and overseas.

4.2 Forms

All internal and external forms are produced bilingually to ensure equality for the Welsh Language. The University of Wales is committed to review all forms as part of the monitoring process to ensure that appropriate language in terms of consistent terminology and everyday Welsh is maintained.

Exceptions to this will be forms aimed at international students and overseas collaborative centres plus international Alumni.

4.3 Signage

All new and replacement public information signs and internal signs for which the University of Wales is responsible for will be bilingual or, where separate Welsh and English signs are provided, the size, quality, legibility and prominence of text will have equal treatment.

4.4 Media

The University of Wales press releases and / or statements will be issued to the English language media in English and to the Welsh Language media in Welsh.

Over the lifetime of this Scheme, the University of Wales will ensure that when producing publicity, displays, exhibitions, marketing campaigns and response mechanisms, the display material and any supporting material will be fully bilingual.

Advertising or promotional campaigns produced by the University of Wales through any public media and aimed at the public in Wales will be bilingual.

4.5 Consultation

When the University of Wales conducts public consultation, it will be undertaken in accordance with the requirements of this Scheme in relation to:

- publishing, advertising, marketing, publicity, signage and press releases;
- public and official notices;
- public meetings and hearings; and
- providing related materials such as surveys, questionnaires, etc.

4.6 Public and Official Notices

Notices and advertisements in newspapers, periodicals and journals within Wales for both statutory and non-statutory reasons will be bilingual.

4.7 Recruitment Advertising

Staff recruitment advertisements and job descriptions published in Wales are issued bilingually, appearing together and with both languages being equal in prominence.

Advertisements in the Welsh press may appear in Welsh only where the ability to speak Welsh is deemed essential for the post in question.

Advertisements appearing in the English language press outside Wales, for jobs where the ability to speak Welsh is not essential, may appear in English only.

Recruitment will be made on the basis of merit and in accordance with the Council's commitment to equal opportunities and current employment legislation.

5. Implementation, Monitoring and Control

5.1 Staffing

The University is committed, during the transitional period of merger, to operate and consider the requirements of the scheme and to ensure that any changes during this period will not have a detrimental effect on the Welsh Language or bilingual services being offered to members of the public. It will continue to provide a good quality and effective service to Welsh speakers.

The following factors are to be taken into account when assessing the Welsh Language requirements for posts:

- the extent and frequency of contact with the public
- the current ability of the unit/team/office to provide face to face services through the medium of Welsh if required
- the expert knowledge and language proficiency needed for the post and
- the linguistic nature of a particular local area.

The University of Wales examines its staffing structures to identify posts where Welsh Language skills are either essential or desirable and will formulate job descriptions and service plans accordingly. Where Welsh linguistic ability is considered to be essential or an important consideration, this will be stated in job advertisements and targeted monolingual or bilingual recruitment advertising will be considered.

In circumstances where it proves difficult to appoint suitable bilingual staff to post and where language proficiency Welsh is essential, the following options will be considered in order to meet the needs of the service and the availability of resources:

- to re-advertise the post (in some cases the post will be re-advertised with the same requirements but depending on circumstances, sometimes the requirement for Welsh language ability would be changed from "essential" to "important consideration")
- to re-arrange the service or identify alternative arrangements by using the linguistic skills of existing staff in other service areas
- to make a temporary appointment until a Welsh speaker can be found to fill the post and
- to make an appointment which carries an undertaking to learn Welsh to a specified standard and within a stated time with the support of the University of Wales.

The requirement for Welsh Language skills may be defined as a component of a workplace or team, rather than being attached to a particular post, and no member of staff will be asked to change their job or location on the grounds of their linguistic ability. All appointments will be made on the basis of merit and in accordance with the University of Wales's commitment to equal opportunities and current employment legislation.

Assessing the language needs of posts to ensure that the University of Wales is able to deliver services in line with this Scheme, will be the responsibility of the Director or Head of Service together with Human Resources.

Every new member of staff appointed, as part of their induction process, will receive an overview of the Welsh Language Measure and will be provided with access to the staff intranet site whereupon procedures and guidance notes such as how to answer the phone bilingually will be made available. Staff awareness and other related material and links will be populated on the

staff intranet, and brought to their attention on a regular basis through communications updates and the Global Campus magazine

5.2 Training

5.2.1 Training in Welsh Language Skills

The University of Wales recognises that the demand for services in Welsh may increase throughout the lifetime of this Scheme. In order to meet the needs arising from this, it will encourage and support members of staff to learn Welsh or improve their Welsh language skills.

Staff are encouraged to participate in the training schemes on a voluntary basis. Fees are paid by the University and staff are given time off during the working day in order to enable them to participate. A number of documents are available on the intranet to facilitate the use of Welsh and the University supports staff by providing Welsh dictionaries and access to CySill, etc, when this is requested by staff.

5.2.2 Staff Development through the medium of Welsh

The University's Human Resources Department assesses the need for vocational training through the medium of Welsh and makes arrangements for appropriate training to be provided.

5.3 Administration of the Scheme

The University of Wales will be required to approve the Scheme and support its implementation.

The Vice-Chancellor will have overall accountability for the Welsh Language Scheme. Implementation will be co-ordinated by the Senior Management Group and will be monitored by the Compliance and Secretariat Manager.

Staff will be made fully aware of their responsibility in relation to the implementation of the Scheme and advice and guidance will be issued to all staff in this respect on the staff intranet and staff quarterly publications. Line managers will be responsible for implementing the Scheme on a day-to-day basis.

The University of Wales will ensure that translators in house and externally will be suitably qualified (normally members of the Association of Welsh Translators and Interpreters) in order to provide a high quality of service.

The University of Wales has a translation service which is immediately accessible to staff on the intranet and guidance is issued to staff on the use of the translation service on the University Intranet site.

Contractors will be requested to co-operate with the terms of the University Scheme.

Written guidance is provided for staff on the implementation of the University's Welsh Language Scheme, in the form of a handbook to be read alongside the Scheme.

5.4 Complaints

The University of Wales recognises that sometimes things go wrong, and therefore its complaints procedure is designed to ensure that when there is a problem, everything possible is done to resolve it speedily and effectively. If anyone is of the opinion that the University is not implementing the promises made in this Scheme, they should bring the issue to the University's attention via the Compliance and Secretariat Manager or contact compliance@wales.ac.uk.

A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the University of Wales or a member of staff. In the context of the Welsh Language Scheme, complaints can be further defined in two ways:

- Complaints in Welsh that concern a specific service area and;
- Complaints in either language, concerning the implementation of the Welsh Language Scheme itself.

All complaints from the public will be dealt with in accordance with the University of Wales Complaints Procedure. Anyone having complaints or suggestions about the Welsh Language service/provision should write to: The Compliance and Secretariat Manager, University of Wales Registry, King Edward VII Avenue, Cathays Park, Cardiff CF10 3NS.

5.5 Customer Feedback

The University's website can be used as a means to gauge satisfaction. Comments and questions may be submitted via the website to a dedicated email account.

5.6 Monitoring the Scheme

The University of Wales's annual monitoring report to the Welsh Language Commissioner will seek to achieve the following aims:

- to assess whether the University is making progress in line with the Scheme in performing against the set timetable
- to measure the availability of frontline services through the medium of Welsh
- to measure the adequacy of its language skills by comparing need and resource

The University will summarise its findings in the form of a brief narrative (with evidence) to be submitted to the Welsh Language Commissioner and will identify any fundamental weaknesses/risks, and draw up an action plan of corrective measures, together with a timetable. The University will also draw attention to progress, good practice and compliance levels.

5.7 Publishing Performance Information

The University of Wales will include information on its performance in relation to the implementation of its Scheme in the annual monitoring report and will review targets in the light of changing financial, resource and statutory circumstances. If targets are not being met the report will explain the reason for this and what steps the University is taking to address the issue.

5.8 Publicising the Scheme

The University of Wales will use the following methods to inform the public of the Scheme and to promote its Welsh Language services:

- publishing the Scheme on the University website
- circulating information, advice and guidance to staff
- ensuring that agents and contractors, interested organisations and individuals have access to copies of the approved Scheme.

Advice and guidance on the implementation of these commitments will be issued to staff, agents and contractors.

The University of Wales will develop an awareness-raising programme for its staff on the requirements of the Scheme.

5.9 Implementation

The implementation of the revised Scheme will be measured against target dates as set in the Scheme's Implementation / Action Plan (Appendix).

5.10 Freedom of Information Act and the Environmental Information Regulations

The University of Wales produces Welsh language documents in accordance with the commitments made in this Scheme. Information consisting of copies of records or internal guidance will be provided in the language in which they are written.

5.11 Statutory Responsibility

The Chief Executive has a statutory responsibility to ensure that the University of Wales acts in a lawful manner and that it does not do anything that might cause maladministration or injustice to any individual.

Appendix A

Timetable for Implementation of the University of Wales Language Scheme

Directorate	Corporate Services	
Division	Compliance	
Milestone	Responsible	Target date
Develop Welsh Language Policy with supporting procedures to ensure compliance with the Welsh Language Scheme.	Compliance and Secretariat Manager	ongoing
Implement Welsh Language audits and monitoring, to identifying areas of weakness./risk and give recommendations for compliance, on an annual basis. Audit / Monitoring to address all areas under the scheme and the new measure.	Compliance and Secretariat Manager	September 2014
Review all current policies and procedures to ensure considerations have been taken into account the Welsh Language Scheme, and to include review dates on all policies to ensure compliance to any legislative changes.	Compliance and Secretariat Manager	ongoing
Develop and implement a more effective and efficient methods of awareness training within the workforce, concerning the Welsh Language Scheme and individuals responsibilities.	Compliance and Secretariat Manager	September 2014
Develop a procedure to address complaints made under the Welsh Language Scheme	Compliance and Secretariat Manager	ongoing
Division	Human Resources	
Milestone	Responsible	Target date

Implement a skills matrix for all positions within the University and ensure that these are evaluated on a bi-annual basis, in line with staffing structures to identify posts where Welsh language skills are either essential or desirable.	Head of Human Resources and Heads of Directorate	December 2014 – early 2015
Implement varying degrees of Welsh Language Training in house, and externally when budget permits to ensure a high level of staff have basic Welsh understanding, to allow them to greet and acknowledge verbally in all areas of activity.	Compliance and Secretariat Manager, Head of Human Resources and Heads of Directorate	Sept 2014
Implement a Welsh Language Measure Recruitment Procedure	Head of Human Resources and Heads of Directorate	ongoing
Division	Communications	
Milestone	Responsible	Target date
Implement a robust process for maintaining availability of information bilingually on the universities website.	Head of Communications	Sept 2014
Develop a customer feedback area on the website concerning the Welsh Language Scheme	Head of Communications	June 2014