

Policy on the Use of the Welsh Language

(Compliance with Welsh Language Standards)

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1. Introduction

- 1.1. The Welsh Language Standards (2017) developed from legislation stated within the Welsh Language (Wales) Measure (2011). At their core, the Welsh Language Standards (2017) set forth the statutory compliance expected of public bodies throughout Wales (which include FE colleges) vis-à-vis the Welsh language. As a result, public establishments in Wales are obliged to incorporate and thereby use the Welsh language in their daily operations and in the delivery of public-facing services.
- 1.2. This year, St. David's Catholic College is subject to such Welsh Language standards, which are set and regulated by the Welsh Commissioner's Office. The College received its standards – the 'Compliance Notice' – from the Welsh Commissioner on 31/03/2021, with the intention that full compliance be reached according to a prescribed timescale.
- 1.3. The aim of the Welsh Language Standards, then, is to: (1) facilitate public-facing bilingual services at St David's Catholic College, be that for learners, staff, or members of the public; and (2) promote a bilingual ethos. By doing so, these standards ensure that the 'Welsh language is treated no less favourably than the English language'.
- 1.4. Within the official Compliance Notice, the standards are structured and sub-divided into 4 categories, which are:

Service Delivery Standards

Operational Standards

Policy Making Standards

Record Keeping Standards

- 1.5. To enable their effective implementation at St David's Catholic College, we have also delineated these standards further in accordance with the College's functional areas:

Compliance Area 1: Reception & Student Services

Compliance Area 2: Estates

Compliance Area 3: Human Resources

Compliance Area 4: Marketing

Compliance Area 5: Curriculum

- 1.6. In the next section, the College's processes and protocols for effectuating the Welsh Language Standards will be itemized as per the compliance categories in 1.4.

2. Compliance Processes and Protocols

The full list of standards issued to the college is available in appendix 1.

2.1 Service Delivery Standards: Correspondence & Telecommunications

At St. David's College, any written correspondence received in Welsh – via email or otherwise – is welcomed and answered in Welsh without any resultant delay. The College's e-mail signatures also reinforce this declaration:

“Nodwch: Yng Ngholeg Dewi Sant, rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg, a ni fydd unrhyw oedi o achos i hyn. Os dymunwch, byddwn yn ymateb i unrhyw ohebiaeth a dderbyniwyd gennym yn Gymraeg. Diolch.

Please note: At St David's College, we welcome correspondence in Welsh and English, and no delays will occur as a result of this. If requested, we will reply to any correspondence we receive in Welsh. Thank you”

Wherever possible, Welsh speakers and learners within the College are encouraged to actively use their Welsh writing skills by sending e-mails bilingually.

The following modes of written correspondence are provided bilingually, either within the same document with the Welsh text placed above or adjacent to the English. These include:

- Staff guidance
- Policies
- Notices
- Power Point Presentations
- Forms

Any letters addressed to parents or learners *en masse* are sent in English and Welsh.

As for Reception services, all phone calls received at Reception are answered with a bilingual greeting. The main telephone answering machine is also bilingual.

If visitors ask that their inquiries be answered in Welsh, then a Welsh-speaking member of staff is called upon to greet that individual. This service is advertised at the Reception desk as follows:

“Os dymunwch, gallwn ateb unrhyw ymholiad sydd gennych yn Gymraeg. Am y gwasanaeth hwn, hysbyswch staffy Dderbynfa. Diolch!

If requested, we can answer any of your inquiries in Welsh. For this service, please notify Reception Staff. Thank you!”

Visitors to the College are also required to sign-in via a digital tablet at the Reception desk, which is bilingual in format.

2.2 Service Delivery Standards: Meetings, Open Evenings, & Other Events

If requested in advance, simultaneous translation can be arranged for public meetings convened by the College. Any resources (i.e. Power Point presentations) utilized during such events will also be translated. When the College's translation service is not used, each meeting should be opened with a

bilingual greeting and closed with a bilingual thanks and farewell. Minutes for any internal meetings can be translated on request.

During the College's open evenings, Welsh-speaking staff will be available to address any inquiries in Welsh.

As for the College's leavers' ceremony, a programme will be provided to attendees in English and/or Welsh.

The College's prospectuses, certificates, and other publications distributed during such public events will be produced either bilingually, or in English & Welsh versions.

2.3 Service Delivery Standards: Social Media

On the College's various social media accounts, any posts or tweets posted therein will be in English and Welsh.

If a post or tweet is 'retweeted', and that post or tweet is also posted in Welsh, then both posts will be 'retweeted' simultaneously.

The College's official social media pages are fully bilingual, with the following description:

“Chweched Dosbarth sy'n cynnig addysg ansawdd uchel i bobl ifanc 16-19 oed / A Sixth form for high quality education, exclusively for 16-19 year olds”

2.4 Service Delivery Standards: Public Signage, Self-service Machines, & Corporate Identity

Across the College site, any internally-produced signs that are temporarily placed – be that health & safety symbols, directional signposts, or general information – will be bilingual.

Self-service machines in the College have options for use in Welsh & English.

With regard to Health & Safety, accidents or incidents can be reported in Welsh & English.

The College's corporate identity – broadly conceived to include its logos and adverts – is bilingual, with styles, font sizes, and formatting which ensures the Welsh language is treated no less favourably.

2.5 Operational Standards: HR Documentation, Policies, & Internal Training

Each year, new staff members are asked to complete a 'HR - Preferred Language' form (via 'Microsoft Forms') as part of the induction process. Through this, they can indicate their choice of language – Welsh or English – for receipt of documentation in relation to their employment, internal training, and performance meetings.

All resources used during the College's induction process are also bilingual.

Any documentation pertaining to annual performance review meetings and protocols are provided in Welsh & English.

Staff who wish to complain are welcome to do so in both languages. Any complaints received will be responded to in the complainant's preferred language, and any meeting conducted in relation to the complaint will be conducted in that same language. Where a member of staff has requested a meeting through the medium of Welsh without the use of simultaneous translation, a fluent Welsh speaker will be asked to conduct that meeting.

Complaints in relation to the Welsh Language Standards can also be made through the College's complaints' procedure.

Staff can respond in both languages to any allegations made against them in the College's internal disciplinary process. Staff will be asked to indicate their preferred choice of language for conducting any such disciplinary meetings.

Job vacancies are advertised by St David's College bilingually (with Welsh placed first in the advertisement's layout). In addition, applicants can submit their applications in Welsh & English.

When advertising a new role or vacancy, the College assesses whether Welsh language skills are either: (1) 'Essential', (2) 'Desirable', (3) 'Can be learnt when appointed', or (4) 'Not necessary' for that position.

Any policies produced by the College are available in English & Welsh.

Staff training offered by the College is available in both languages. In line with the standards, these areas include the following:

- Recruitment
- Complaints and Disciplinary Procedures
- Induction
- Dealing with the Public
- Health and Safety
- Using Welsh effectively in meetings, interviews and complaints and disciplinary procedures

2.6 Operational Standards: Translation Service & IT software

Our compliance with bilingual standards necessitates translation and, at St. David's College, an in-house translation service is available.

Translation requests can include signage, policy documents, social media posts, job advertisements, resources etc.

All translation requests are sent to the College's Bilingual Compliance Champion.

On the College's Intranet, *Cysgeir/Cysill* software is installed for students and staff to check grammar and consult the Welsh dictionary, should they need to.

2.7 Policy Making Standards

When any new policy is drafted, the College assesses whether that policy may (or may not) have an impact on the Welsh language via a 'Linguistic Impact Assessment' form. If a policy's impact on the Welsh Language is not favourable towards the bilingual ethos in any way, the College will re-assess the policy in order to mitigate such potential impacts.

2.8 Record Keeping Standards

The College keeps a record of the following in relation to the Welsh language:

- (1) *A record of stakeholder's 'Preferred Language of Correspondence' is made via 'Microsoft Forms', which is issued each academic year.*
- (2) *Each academic year, a record of staff members' 'Welsh Language Competency' is collated via a 'Welsh Language Audit'.*
- (3) *Each financial year, a record of 'Welsh Language Competency' as assessed for each job vacancy advertised that year.*

3. Monitoring Compliance

Compliance with the Welsh Language Standards is monitored on a regular basis through training & review meetings with each functional area. These are arranged by the Bilingual Compliance Champion, who also conducts intermittent 'implementation tests', which ensures bilingual compliance is upheld. In addition, the Bilingual Compliance Champion and the Assistant Principal responsible for the Welsh Language oversee that the College's bilingual ethos is also maintained.

An annual report on the College's compliance is produced in line with compliance standard 166 and published on the college website.

4. Reporting Compliance

The annual report on the College's compliance in relation to the bilingual standards will be approved by SLT and the Governing Body 'Catholic Ethos Committee' each year.

5. Policy Review

This policy is to be reviewed on an annual basis.

6. Citations

Welsh Language Standards No. 6 Regulations (2017), Available at:
<https://www.legislation.gov.uk/wsi/2017/90/contents/made> (accessed: 29/04/2021)

Welsh Language (Wales) Measure (2011), Part 1, Available at:
<https://www.legislation.gov.uk/mwa/2011/1/part/1> (accessed: 29/04/2021)

7. Appendix

Compliance Standards

Standard Number	Class of Standard	
1	Service Delivery Standard	If you receive correspondence from a person in Welsh you must reply Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.
2	Service Delivery Standard	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. This standard relates only to registered students
3	Service Delivery Standard	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a student) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if — (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. This relates only to registered students
4	Service Delivery Standard	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.
5	Service Delivery Standard	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.
6	Service Delivery Standard	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).
7	Service Delivery Standard	You must state — (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.
8	Service Delivery Standard	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.

9	Service Delivery Standard	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.
11	Service Delivery Standard	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.
12	Service Delivery Standard	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.
13	Service Delivery Standard	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.
14	Service Delivery Standard	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.
15	Service Delivery Standard	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.
16	Service Delivery Standard	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.
17	Service Delivery Standard	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.
19	Service Delivery Standard	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.
20	Service Delivery Standard	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.

21	Service Delivery Standard	<p>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 Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.</p> <p>You must comply with this standard in every circumstance, except:</p> <p>(a) where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and</p> <p>(b) where no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p> <p>You must comply with standard 21 in every circumstance, except:</p> <p>ç where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and</p> <p>ç where no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>
22	Service Delivery Standard	Any automated telephone systems that you have must provide the complete automated service in Welsh.
24	Service Delivery Standard	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.
24A	Service Delivery Standard	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).
26	Service Delivery Standard	<p>If you invite an individual (“A”) to a meeting, and</p> <p>(a) the meeting relates to a complaint about A or made by A;</p> <p>(b) the meeting relates to disciplinary proceedings regarding A; or</p> <p>(c) the purpose of the meeting is to provide student support to A, you must—</p> <p>(i) ask A whether A wishes to use the Welsh language at the meeting, and</p> <p>(ii) inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.</p>
26A	Service Delivery Standard	<p>You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting</p> <p>(a) if—</p> <p>(i) the meeting relates to a complaint about the invited individual (“A”) or made by A;</p> <p>(ii) the meeting relates to disciplinary proceedings regarding A; or</p> <p>(iii) the purpose of the meeting is to provide student support to A;</p> <p>and</p> <p>(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.</p>
27	Service Delivery Standard	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.
27A	Service Delivery Standard	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.

27D	Service Delivery Standard	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).
29A	Service Delivery Standard	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 entirely in Welsh without the assistance of a translation service.
30	Service Delivery Standard	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 it, that anyone attending is welcome to use the Welsh language at the meeting.
31	Service Delivery Standard	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 and English.
32	Service Delivery Standard	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).
33	Service Delivery Standard	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. You must comply with this standard in every circumstance, Except where an invitation or material advertising a meeting has asked the public or students within a particular cohort to inform you whether they wish to use the Welsh language, and none of them have informed you that they wish to use the Welsh language at the meeting.
34	Service Delivery Standard	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.

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).
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).
37	Service Delivery standards	Any publicity or advertising material that you produce must be produced in Welsh and you must not treat the Welsh language version less favourably than the English language version.
38	Service Delivery Standard	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.
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.
40A	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.
41	Service Delivery Standard	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).
42	Service Delivery Standard	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 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.
43	Service Delivery Standard	Any documents that you produce for public use or for students' use must be produced in Welsh.
44	Service Delivery Standard	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
45	Service Delivery Standard	Any licence, permit or certificate you produce must be produced in Welsh.
46	Service Delivery Standard	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.
47	Service Delivery Standard	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; (b) guidelines and codes of practice; (c) consultation papers.

48	Service Delivery Standard	Any rules that you publish that apply to the public must be published in Welsh.
49	Service Delivery Standard	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
51	Service Delivery Standard	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.
52	Service Delivery Standard	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.
53	Service Delivery Standard	Any form that you make available to the public or students must be produced in Welsh.
53A	Service Delivery Standard	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.
53B	Service Delivery Standard	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).
54	Service Delivery Standard	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.
55	Service Delivery Standard	<p>You must ensure that —</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p> <p>You must comply with standard 55 in relation to every website by (6 months), except:</p> <p>1) student intranet 2) virtual learning sites,</p> <p>and</p> <p>3) learning portal sites</p> <p>You must comply with the standard in relation to the above websites by (12 months).</p>
56	Service Delivery Standard	<p>You must ensure that —</p> <p>(a) the text of the homepage of your website is available in Welsh,</p> <p>(b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.</p>

57	Service Delivery Standard	<p>You must ensure that when you publish a new page on your website or amend a page —</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to that page.</p> <p>You must comply with standard 57 in relation to the following :</p> <p>ç student intranet</p> <p>ç virtual learning sites, and</p> <p>ç learning portal sites</p> <p>After (12 months) the requirement of standard 55 rather than standard 57 will become effective in relation to these websites.</p>
58	Service Delivery Standard	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p>
59	Service Delivery Standard	<p>You must provide the interface and menus on every page of your website in Welsh. You must comply with standard 59 by (6 months) in relation to every website, except the following:</p> <p>ç student intranet</p> <p>ç virtual learning sites, and</p> <p>ç learning portal sites</p> <p>You must comply with standard 59 in relation to these websites by (12 months).</p>
60	Service Delivery Standard	<p>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.</p>
61	Service Delivery Standard	<p>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.</p>
62	Service Delivery Standard	<p>When you use social media you must not treat the Welsh language less favourably than English.</p>
63	Service Delivery Standard	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p>
64	Service Delivery Standard	<p>You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.</p>
65	Service Delivery Standard	<p>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.</p>
66	Service Delivery Standard	<p>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.</p>
67	Service Delivery Standard	<p>You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.</p>
68	Service Delivery Standard	<p>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.</p>

71	Service Delivery Standard	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.
72	Service Delivery Standard	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.
73	Service Delivery Standard	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.
74	Service Delivery Standard	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.
75	Service Delivery Standard	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.
76	Service Delivery Standard	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.
76A	Service Delivery Standard	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).
78	Service Delivery Standard	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).
79	Service Delivery Standard	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.
80	Service Delivery Standard	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.
81	Service Delivery Standard	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.
81A	Service Delivery Standard	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).
83	Service Delivery Standard	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).
84	Service Delivery Standard	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.

85	Service Delivery Standard	You must promote any Welsh language service that you provide, and advertise that service in Welsh.
86	Service Delivery Standard	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.
87	Service Delivery Standard	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.
88	Service Delivery Standard	If you offer a learning opportunity that is open to the public, you must offer it in Welsh.
90	Service Delivery Standard	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.
90A	Service Delivery Standard	You must not treat any written work submitted to you in Welsh as part of an assessment or examination less favourably than written work submitted to you in English as part of that assessment or examination.
91	Service Delivery Standard	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.
93	Service Delivery Standard	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.
94	Policy Making Standard	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.
95	Policy Making Standard	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.
96	Policy Making Standard	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.
97	Policy Making Standard	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.
98	Policy Making Standard	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
99	Policy Making Standard	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.

100	Policy Making Standard	<p>You must produce and publish a policy on awarding grants or providing financial assistance (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant or providing financial assistance —</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant or providing financial assistance would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions) so that it would have positive effects, or increased positive effects, on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(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—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p>
101	Policy Making Standard	<p>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—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>
102	Policy Making Standard	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>
103	Policy Making Standard	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>
104	Policy Making Standard	<p>When you develop or revise a course (or any component of a course) you must consider—</p> <p>(a) what effects, if any (and whether positive or negative), that course would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how that course would have positive effects, or increased positive effects, on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how that course would not have adverse effects, or so that it would have decreased adverse effects on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>
105	Operational Standard	<p>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.</p>
106	Operational Standard	<p>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.</p>

107	Operational Standard	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.
108	Operational Standard	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.
109	Operational Standard	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.
110	Operational Standard	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.
111	Operational Standard	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.
112	Operational Standard	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.
113	Operational Standard	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.
114	Operational Standard	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.
115	Operational Standard	If you publish a policy relating to performance management, you must publish it in Welsh.
116	Operational Standard	If you publish a policy about absence from work, you must publish it in Welsh.
117	Operational Standard	If you publish a policy relating to working conditions, you must publish it in Welsh.
118	Operational Standard	If you publish a policy regarding work patterns, you must publish it in Welsh.
119	Operational Standard	You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.
119A	Operational Standard	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.
121	Operational Standard	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).

122	Operational Standard	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 (d) asked to use the Welsh language at a meeting about the complaint.
123 & 123A	Operational Standard	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process. 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, (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.
125	Operational Standard	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).
126	Operational Standard	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.
127	Operational Standard	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).
128	Operational Standard	You must ensure that — (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet. You must comply with standard 128 in relation to pages on your intranet that relate to matters within the following operational standards: <ul style="list-style-type: none"> ☒ the use of the Welsh language within your internal administration; ☒ complaints made by a member of staff; ☒ disciplining staff; ☒ developing skills through planning and training your workforce in the areas detailed in standards 135-140; ☒ recruiting and appointing.
129	Operational Standard	You must ensure that — (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet. (within 12 months)
131	Operational Standard	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.

132	Operational Standard	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.
133	Operational Standard	You must provide the interface and menus on your intranet pages in Welsh (within 12 months)
134	Operational Standard	You must assess the Welsh language skills of your employees.
	Operational Standard	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.
135	Operational Standard	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; (d) induction; (e) dealing with the public; and (f) health and safety.
136	Operational Standard	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.
138	Operational Standard	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.
139	Operational Standard	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.
140	Operational Standard	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.
141	Operational Standard	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.
142	Operational Standard	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.
143	Operational Standard	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.
144	Operational Standard	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.
144A	Operational Standard	You must promote to members of staff the wearing of a badge that conveys a member of staff is able to speak Welsh.

145	Operational Standard	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 post; (c) Welsh language skills are desirable; or (d) Welsh language skills are not necessary.
145A	Operational Standard	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.
146	Operational Standard	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.
146A	Operational Standard	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; (d) 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.
146B	Operational Standard	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).
148	Operational Standard	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 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	Service Delivery Standard	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.
150	Service Delivery Standard	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.
151	Service Delivery Standard	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.
152	Service Delivery Standard	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.
153	Service Delivery Standard	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.

154	Record Keeping Standard	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.
155&156	Record Keeping Standard	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).
157	Record Keeping Standard	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.
158	Record Keeping Standard	You must keep a record (following assessments of your employees' Welsh language skills 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.
159	Record Keeping Standard	You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh 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.
161	Record Keeping Standard	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.
162	Record Keeping Standard	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised 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 (d) Welsh language skills are not necessary.
163	Supplementary Standard	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.
164	Supplementary Standard	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.
165	Supplementary Standard	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, (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 & 172	Supplementary Standard	<p>(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.</p> <p>(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.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>
167	Record Keeping Standard	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.
168	Record Keeping Standard	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.
169	Record Keeping Standard	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—
		<p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>
170	Service Delivery Standard	You must—
		<p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(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</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>
171	Service Delivery Standard	You must—
		<p>(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,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>
173	Supplementary Standard	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.
174	Supplementary Standard	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.
175	Supplementary Standard	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—
		<p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>

176	Supplementary Standard	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.
177	Supplementary Standard	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 (c) ensure that a copy of that document is available in each of your offices that are open to the public. (iii) facilitating the use of those services, and (d) publish a document that records that procedure on your intranet.
178	Supplementary Standard	(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 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 available— (a) on your website, and (b) in each of your offices that are open to the public.
179	Supplementary Standard	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.
180	Supplementary Standard	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.
181	Supplementary Standard	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.

182	Supplementary Standard	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.
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