# How we comply with the standards

Our Director of Customer Strategy and Service Development has overall responsibility for Welsh language policy, strategy and compliance of standards.

Heads of Departments have responsibility for compliance with the individual standards linked to their areas of responsibility.

The Quality and Planning Manager with responsibility for the Welsh language leads on central monitoring arrangements to ensure we comply with the Welsh language standards.

* A focused monitoring exercise is co-ordinated centrally every year to look at compliance with the standards and to raise awareness of any risks of non-compliance, any actions required and any additional support or advice required to ensure compliance.
* An Equality Impact Assessment is completed by Senior Management for new policy decisions to assess the positive or adverse effects they would have on opportunities to use the Welsh language and the information is recorded for auditing purposes.
* Employees record a self-assessment of their Welsh language skills and update this as required. New employees record their Welsh language skills as part of their onboarding process.
* A Welsh language skills assessment for each new or vacant post is completed by the recruiting Manager and submitted to Human Resources. This takes into account the context of the post, location and capacity of Welsh speakers within the team, whether the Welsh language skills are essential, desirable or need to be learnt for the post.
* As part of the onboarding process with new employees, there is mandatory learning around the Welsh Language Standards and our responsibilities as a bilingual organisation including how employees can record their skills.
* The Digital and Communications Team ensure compliance with both Welsh Language Standards and Digital Standards which also contain Welsh language requirements in relation to our digital and online services.
* All tenders posted on Sell 2 Wales are monitored for compliance with the Welsh language standards.
* Complaints are dealt with by the relevant Manager in line with our complaints process and recorded for audit purposes.
* Any risks of not complying with the standards are raised with our Senior Management Team to ensure that employees understand what they are required to do.