

## Career Choices Dewis Gyrfa - Welsh Language Policy and Standards

### 1. Introduction

Career Choices Dewis Gyrfa Ltd (CCDG), trading as Gyrfa Cymru - Careers Wales, is a wholly owned subsidiary of the Welsh Government that was formed on 1st April 2013. The company provides independent, impartial and bilingual Careers Information, Advice and Guidance (CIAG) services in Wales. Throughout this policy CCDG is referenced by its trading name.

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, establishes the principle that the Welsh language should be treated no less favourably than the English language, makes provision for promoting and facilitating the use of the Welsh language and developing standards in relation to the Welsh language.

The Welsh language standards applicable to Careers Wales are divided into categories:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

From 1<sup>st</sup> April 2018 Careers Wales is subject to Welsh Language Standards for Policy Making, Operational and Record Keeping under section 44 of the Welsh Language (Wales) Measure 2011. Careers Wales by its annual remit is expected to meet the requirements for Service Delivery standards as they apply to the Welsh Government. These Standards replace our Welsh Language Scheme.

### 2. Aims

The purpose of this policy is to set out how Careers Wales will comply with the Welsh Language Standards. This policy seeks to ensure that Careers Wales:

- Operates according to the basic principle set out in the Welsh Language Measure (Wales) 2011 of treating the Welsh language no less favourably than the English language
- Offers services to staff and the general public through the medium of Welsh and English
- Considers the effects on the Welsh language when developing and implementing strategies and policies
- Considers its operational and record keeping processes in relation to the Welsh language
- Seeks to provide opportunities that encourage and facilitate the use of Welsh both in the workplace and when delivering services to the general public.

### 3. Accountability

The accountability for this policy lies with individual Directors within Careers Wales and the CCDG Board. Any discussions regarding the effects of strategies and policies on the Welsh language are therefore part of the senior management team decision-making process. Responsibility for individual standards have been allocated to various Heads of Departments in line with their current areas of responsibility.

Standard	Responsibility
Written Correspondence	All Directors and Heads of Departments
Phone communication to Careers Wales	All Directors and Heads of Departments
Phone communication made by Careers Wales	All Directors and Heads of Departments
Meetings organised by Careers Wales	All Directors and Heads of Departments
Public events organised by Careers Wales	Head of Digital and Communications
Publishing documents and using forms	All Directors and Heads of Departments
Careers Wales website and social media	Head of Digital and Communications
Public Computers	Head of ICT
Signs and notices	Head of Digital and Communications
Reception Services	Director of Delivery and Development, Head of Employment Advice
Tendering	Director of Resources and Transformation, Head of Finance and Estates
Raising awareness of our Welsh language services	Head of Digital and Communications, Head of Employment Advice
Corporate identity	Director of Resources and Transformation, Head of Finance and Estates, Head of Digital and Communications
Public address system	Head of Digital and Communications, Head of ICT
Policy Making	All Directors and Heads of Departments
Using Welsh in the workplace	All Directors and Heads of Departments
Complaints	Head of Quality and Planning
Disciplinary	Head of People Development
IT support and the Intranet	Head of ICT
Developing Welsh language skills	Head of People Development
Recruiting	Head of People Development
Internal signage and audio announcements	Head of Employment Advice, Head of Finance and Estates, Head of ICT
Record keeping	All Directors and Heads of Departments

## Appendix 1

The Welsh language standards applicable to Careers Wales

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	We welcome letters and electronic correspondence in both Welsh and English. We will respond in Welsh to correspondence received in Welsh if a reply is required. Correspondence in Welsh will be subject to the same timescale and standards as correspondence in English.	30/3/2016
2	Service Delivery	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.	When we correspond with an individual for the first time, the correspondence including all attachments will be sent bilingually asking the recipient their preferred language for corresponding with us. When the language preference is known this will be recorded. Correspondence from then onwards will be sent to the recipient in their preferred language.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
3	Service Delivery	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) 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.	When initiating correspondence with two individuals of the same household for the first time the correspondence will be sent bilingually asking the recipient(s) their preferred language of corresponding with us. When the language preference is known this will be recorded. Correspondence from then onwards will be sent to each individual in their preferred language.	30/3/2016
4	Service Delivery	When you send the same correspondence to several persons e.g. letter, circular, email, you must send a Welsh language version of the correspondence at the same time as you send any English language version. The Welsh and English versions will be presented in the same way, for example if the English version is signed or includes contact details, the Welsh version must also include these.	Correspondence sent to several people will be sent bilingually unless the language preference of each recipient is known. Standard letters and circulars intended for the Welsh public will be bilingual; our normal practice will be to ensure that both versions are available at the same time.	30/3/2016
5	Service Delivery	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.	When an individual's language preference is not known, for example, in sending standard letters, written correspondence to the public in Wales will be bilingual.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
6	Service Delivery	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).	Both Welsh and English versions of correspondence will be subject to the same standards. Our stationery, including titles, addresses, including email addresses and logos are bilingual.	30/3/2016
7	Service Delivery	You must state — (a) in correspondence, and (b) in publications and official 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.	Any official written correspondence that we issue will include the sentence below:- 'Correspondence welcomed in both Welsh and English'. Staff Guidance will be published on the Welsh language page on the intranet to help and support staff in dealing with correspondence in Welsh.	30/3/2016
8	Service Delivery	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.	We welcome telephone calls in both Welsh and English. Careers Wales Connect is CCDGs public telephone service. All calls are greeted by a bilingual automated message and then offered the option of Welsh and English.	30/3/2016
9	Service Delivery	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.	Careers Wales Connect is CCDGs public telephone service. All calls are greeted by a bilingual automated message and then offered the option of Welsh and English.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
10	Service Delivery	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 in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	During our office opening hours, Welsh speaking operators will be available on Careers Wales Connect to deal with enquiries. If a member of staff is unable to provide a bilingual service, they will explain the situation to the caller and transfer the call to a Welsh speaker. If no Welsh speakers are available the caller may choose to have a Welsh speaker call them back, submit the request/enquiry in writing in Welsh (email/webchat) or continue the conversation in English. We will provide an internal directory of Welsh speakers in the organisation to whom calls may be transferred.	30/3/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	Any helpline numbers and call centre services giving information, services or support to the public will be bilingual and advertised in both Welsh and English.	30/3/2016
13	Service Delivery	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.	Careers Wales operates one main telephone number which offers a bilingual service to the caller – Careers Wales Connect service.	30/3/2016
14	Service Delivery	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.	When we publish a telephone number advertising our services we will do so bilingually stating that calls are welcomed in both Welsh and English.	30/3/2016
15	Service Delivery	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.	Any performance indicators for Welsh and English calls will be the same.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Our main telephone number operates a bilingual recorded answering service with the Welsh message preceding the English whereby callers are able to leave a message in their preferred language. The answering service for the Careers Wales Connect line is bilingual. All calls will be returned in the caller's preferred language.	30/3/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number ( or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	All our telephone numbers which provide an automated message to the public will offer a bilingual service.	30/3/2016
18	Service Delivery	If a person contacts one of your departments on a direct line telephone numbers (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	For calls to direct numbers, staff who can speak Welsh and English will be encouraged to record a bilingual voicemail message. If a staff member is unable to deal with the call in Welsh, they will explain to the caller and will transfer the call to a Welsh speaker without delay. In the event that no Welsh speaker is immediately available, contact details will be taken and the caller called back as soon as a Welsh speaker is available.	30/3/2016
20	Service Delivery	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.	All calls to our general 0800 number will be answered with a bilingual greeting given first in Welsh and then in English.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
21	Service Delivery	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.	When contacting an individual by telephone for the first time, the individual will be asked what language they would like to receive calls from us, once the language preference of the individual is known this will be recorded. Calls from then onwards will be in the individual's preferred language.	30/3/2016
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	All our automated telephone systems will have a bilingual automated service.	30/3/2016
24	Service Delivery	When you invite one person only ("P") to a meeting you must ask P whether he or she 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.	<p>When we arrange meetings with a member of the public, we will proactively offer the choice of meeting in Welsh or English.</p> <p>We will check any relevant records that we hold (e.g. client) to see if the person has indicated preferred language.</p> <p>We will invite them to the meeting in Welsh or English if their preferred language is known.</p> <p>Where this is not known the invite will be bilingual and will include a sentence about language choice.</p>	30/3/2016
24A	Service Delivery	When 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).	<p>We will aim to provide a fluent Welsh speaker to attend meetings with those who prefer to conduct the meeting in Welsh.</p> <p>If this is not possible we will ensure that a simultaneous translation service from Welsh to English is available at meetings. A list of contacts will be available on the company intranet.</p>	30/3/2016



Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	<p>When we arrange meetings with a member of the public, we will proactively offer the choice of meeting in Welsh or English.</p> <p>We will check any relevant records that we hold (e.g. for clients) to see if the person has indicated preferred language.</p> <p>We will invite them to the meeting in Welsh or English if their preferred language is known.</p> <p>Where this is not known the invite will be bilingual and will include a sentence about language choice.</p>	30/3/2016
26A	Service Delivery	<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 the meeting relates to the well-being of an invited individual ("A"), 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>	<p>We will aim to ensure that a fluent Welsh speaker will attend meetings with those who prefer to conduct the meeting in Welsh.</p> <p>If this is not possible we will ensure that a simultaneous translation service from Welsh to English is available at meetings. A list of contacts will be available on the company intranet.</p>	30/3/2016
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	All invitations to meetings will be sent bilingually asking each person to inform us if they would wish to use the Welsh language at the meeting.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), 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.	We will ensure that a simultaneous translation service from Welsh to English is available at meetings where at least 10% of those persons invited have informed us that they wish to use the Welsh language at the meeting. A list of contacts for simultaneous translation will be available on the company intranet.	30/3/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), 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).	At meetings where all invited have informed us that they wish to use the Welsh language, we will aim to ensure that staff who attend the meeting are fluent Welsh speakers and conduct the meeting in Welsh, without the assistance of simultaneous translation. If this is not possible we will arrange for a simultaneous translation facility to be available. A list of contacts will be available on the company intranet.	30/3/2016
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	When we arrange meetings that relate to the wellbeing of one or more of the individuals invited, we will proactively offer the choice of meeting in Welsh or English.  We will aim to provide a fluent Welsh speaker to attend meetings with those who prefer to conduct the meeting in Welsh or arrange simultaneous translation service. A list of contacts will be available on the company intranet.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
29A	Service Delivery	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 the meeting relates to the well-being of 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 speak Welsh at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	We will aim to provide a fluent Welsh speaker to attend meetings with those who prefer to conduct the meeting in Welsh or ensure that a simultaneous translation service from Welsh to English is available at meetings. A list of contacts will be available on the company intranet.	30/3/2016
30	Service Delivery	If you arrange a meeting that is open to the public 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.	When arranging meetings that are open to the public, all advertisements and invitations will be bilingual, stating that the use of Welsh and English is welcomed at the meeting. We shall aim to provide some fluent Welsh speaking staff to attend, to address or contribute at the meeting. Simultaneous translation service from Welsh to English will be available at all open public meetings.	30/3/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh. The Welsh will be positioned so that it is likely to be read first.	All invitations to meetings which are open to the public will be sent bilingually.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) 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).	When inviting people to speak at a meeting we are arranging which is open to the public, we will ask each speaker which language they would prefer to use at the meeting. If a speaker informs us that they wish to use the Welsh language at the meeting, we will ensure that a simultaneous translation service from Welsh to English will be in place at the meeting.	30/3/2016
33	Service Delivery	If you arrange a meeting that is open to the public, 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 - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	At all our open public meetings and events that are open to the public, those present will be informed that they are welcome to use the Welsh language at the meeting and draw attention to the availability of the translation service from Welsh to English. We will aim to ensure that some Welsh speaking staff attend, to address or contribute at the meeting.	30/3/2016
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text. This includes any signage and the Welsh will be positioned so that it is likely to be read first.	All our written/exhibition materials displayed at meetings will be bilingual with the Welsh appearing above or to the left of the English.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
35	Service Delivery	<p>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).</p> <p>Any promotion of the event, including a presence in the event programme or accompanying literature will be produced in Welsh and English.</p>	When working in partnership with others to organise a public event we will seek to promote and share good bilingual practice. Our input in the partnership will comply with the requirements of the Standards as outlined in our Compliance Notice.	30/3/2016
36	Service Delivery	<p>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).</p> <p>Signs displayed will be in Welsh and English.</p> <p>Messages over a public address system will be made in Welsh and if the announcement is made in Welsh and English the Welsh announcement will be made first.</p>	When working in partnership with others to organise public events, we will ensure that our input complies with the requirements of the Standards as outlined in our Compliance Notice for any services provided to the public in Wales.	30/3/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	All Careers Wales publicity and advertising material will be produced in both languages either bilingually with the Welsh appearing to the left or above the English or be equally prominent; or separate Welsh and English versions. If versions have to be published separately for practical reasons, both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
38	Service Delivery	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.	All Careers Wales material that we display in public will be displayed in both languages either bilingually, with the Welsh appearing to the left or above the English or be equally prominent (e.g. "tilt and turn") or separately in Welsh and English if versions have to be published separately for practical reasons. Both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.	30/3/2016
40	Service Delivery	Any documents that you produce for public use must be produced in Welsh.	Documents produced for public use will be published in both languages.	30/3/2016
47	Service Delivery	If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	Documents produced for public use will be published in both languages.	30/3/2016
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	Both versions of all documents produced bilingually or separately in Welsh and English will be of equal size and quality.	30/3/2016
49	Service Delivery	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.	Welsh and English documents produced separately will state that the document is available in the other language on both Welsh and English versions.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
50	Service Delivery	Any form that you produce for public use must be produced in Welsh and English.	Forms and associated explanatory material for use by the public in Wales will be produced in Welsh and English.	30/3/2016
50A	Service Delivery	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.	If for practical reasons forms have to be published separately, both versions will be of equal size and quality, be available at the same time and equally accessible. Each will note a message that the form is also available in the other language.	30/3/2016
50B	Service Delivery	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).	All forms for use by the public will be available in both languages. Deadlines and response times for submitting forms will be the same in both languages.	30/3/2016
51	Service Delivery	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.	Pre-entered information on forms will be entered in both Welsh and English. Our normal practice will be to issue forms in the language preference of the customer.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	Each page on our website is available in both Welsh and English.	30/3/2016
55	Service Delivery	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.	Each page on our website gives the user a language option providing a direct link to the corresponding Welsh/English page.	30/3/2016
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	The interface and menus on each page of our website is available in either Welsh or English.	30/3/2016
57	Service Delivery	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.	All apps published by Careers Wales will be available and fully functional in both Welsh and English.	30/3/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language	All our corporate social media accounts (e.g. Twitter and Facebook) are available in Welsh and English.  Staff who operate individual twitter accounts will do so in their preferred language with some of our staff operating Welsh only accounts.	30/3/2016
59	Service Delivery	If a person contacts you by social media in Welsh you must reply in Welsh (if an answer is required)	Our normal practice is to respond in the language of receipt or bilingually.	30/3/2016



Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
60	Service Delivery	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	Public access machines will be fully functional in both Welsh and English.	30/3/2016
61	Service Delivery	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.	All of our permanent and temporary signage, and electronic or computerised signage that gives information to the public will be bilingual with Welsh and English text treated equally for size, legibility and prominence.	30/3/2016
62	Service Delivery	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.	On all our signage the Welsh text will appear to the left or above the English text so that the Welsh is likely to be read first.	30/3/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression	Text on signs produced internally will be checked by our external translators for accuracy in terms of meaning and expression or by identified individuals within the company.	30/3/2016
64	Service Delivery	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.	We welcome enquiries in both Welsh and English at our public reception desks. If a Welsh speaker is not immediately available to deal with a Welsh speaking member of the public a Welsh speaking colleague will be called upon to deal with the enquiry.	30/3/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	A sign is displayed at our public reception desks welcoming the use of Welsh.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	Our Welsh speaking staff will wear lanyards or language badges to identify themselves as Welsh speakers.	30/3/2016
69	Service Delivery	Any official 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.	All our notices which are published or displayed will be bilingual with the Welsh appearing above or to the left of the English. If for practical reasons they are published separately they will be of equal size and prominence and available at the same time.	30/3/2016
70	Service Delivery	When you publish or display an official 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	When we publish or display a notice, the Welsh language text will appear to the left or above the English text so that the Welsh is likely to be read first.	30/3/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	Careers Wales does not offer grants.	30/3/2016
72	Service Delivery	When you invite applications for a grant, 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.	Careers Wales does not offer grants.	30/3/2016
72A	Service Delivery	You must not treat applications for a grant 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 time-scale for informing applicants of decisions).	Careers Wales does not offer grants.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
74	Service Delivery	If you receive an application for a grant 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).	Careers Wales does not offer grants.	30/3/2016
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	Careers Wales does not offer grants.	30/3/2016
76	Service Delivery	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.	Welsh language considerations will be incorporated as appropriate into contract specifications which will include language requirements relating to any specific aspects of public service that they deliver on our behalf.	30/3/2016
77	Service Delivery	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	Each Contract Notice to tender for a contract will state that tenders are welcomed in either Welsh or English and the deadline for submitting the forms will be the same for both languages.	30/3/2016
77A	Service Delivery	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 time-scale for informing tenderers of decisions).	Time-scale for dealing with applications will be the same for those received in both Welsh and English.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
79	Service Delivery	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).	Tenders received in Welsh will be dealt with in Welsh including if necessary the need to interview the tenderer.  We aim to provide a fluent Welsh speaker for the interview or simultaneous translation service.	30/3/2016
80	Service Delivery	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.	Tenders received in Welsh will be dealt with in Welsh including any decision made in relation to the tender.	30/3/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh	All advertisements promoting our services will be done so either bilingually or separately in Welsh and English.	30/3/2016
82	Service Delivery	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.	All publicity or documents that we produce advertising services we provide will be done so bilingually and if published on our website will be published in both Welsh and English.	30/3/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	We have a bilingual corporate identity and public image. Our name, contact details, logo, slogans and other standard information will appear in Welsh and English on all materials which display our corporate identity.	30/3/2016
84	Service Delivery	If you offer an education course that is open to the public, you must offer it in Welsh	Careers Wales does not currently offer an education course.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard	Imposition Date
85	Service Delivery	If you offer an education course that is open to the public and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.	Careers Wales does not currently offer an education course.	30/3/2016
87	Service Delivery	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.	Any announcement that is made over a public address system will be made bilingually with the Welsh message preceding the English.	30/3/2016

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
94	Policy Making standards	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.	<p>When formulating a new or amending an existing policy decision we will do so in accordance with the requirements of the Welsh Language Standards. We will use an Equality Impact Assessment to assess the positive or adverse effects the decision would have on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> <li>• Have positive effects on opportunities to use Welsh</li> <li>• Have no adverse effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018
95	Policy Making standards	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	<p>When formulating a new or amending an existing policy decision we will do so in accordance with the requirements of the Welsh Language Standards. We will use an Equality Impact Assessment, to assess how the policy decision would have positive or increased positive effect on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> <li>• Have positive or increased positive effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
96	Policy Making standards	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	When formulating a new or amending an existing policy decision we will do so in accordance with the requirements of the Welsh Language Standards. We will use an Equality Impact Assessment which includes Welsh language considerations, to assess how the policy decision would not have adverse effects, or decreased adverse effects on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> <li>• Have no adverse or decreased adverse effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018
97	Policy Making standards	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.	When we publish consultation documents which relate to a policy decision, the document will seek views on the positive or adverse effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> <li>• Have no adverse or decreased adverse effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018
98	Policy Making standards	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 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.	When we publish consultation documents which relate to a policy decision, the document will seek views on the positive effects or increased positive effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> <li>• Have positive or increased positive effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
99	Policy Making standards	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.	When we publish consultation documents which relate to a policy decision, the document will seek views on how the policy decision would not have adverse effects or decreased adverse effects on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> <li>• Have no adverse or decreased adverse effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018
101	Policy Making standards	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Any research that we commission to assist in making a policy decision will be carried out in accordance with the Welsh Language Standards and consider how the decision can: <ul style="list-style-type: none"> <li>• Have positive effects on opportunities to use Welsh</li> <li>• Have no detrimental effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018
102	Policy Making standards	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 — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Any research that we commission to assist in making a policy decision will be carried out in accordance with the Welsh Language Standards and consider how the decision can: <ul style="list-style-type: none"> <li>• Have positive or increased positive effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018



Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
103	Policy Making standards	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 — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	Any research that we commission to assist in making a policy decision will be carried out in accordance with the Welsh Language Standards and consider how the decision can: <ul style="list-style-type: none"> <li>• Have no detrimental effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
105	Operational standards	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.	We will implement an internal language policy to encourage the use of Welsh internally increasing the opportunity for our staff to work bilingually.	1/4/2018
106	Operational standards	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.	All our recruitment information is available in both languages; all applicants are asked their language preference. Correspondence will be sent in Welsh to those who have stipulated that their language preference is Welsh.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
107	Operational standards	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.	All existing staff have been asked their language preference for receiving correspondence relating to their employment. All new staff will be asked upon appointment. Once known, their language choice will be noted for future reference and from then on correspondence relating to their employment addressed to them personally will be sent in the language choice of the individual.	1/4/2018
108	Operational standards	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.	All policies, procedures and accompanying documentation on training needs or requirements (performance and development plans) are available to staff in both Welsh and English and published on our intranet.	1/4/2018
109	Operational standards	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.	All policies, procedures and accompanying documentation outlining performance objectives (performance and development plans) are available to staff in both Welsh and English and published on our intranet.	1/4/2018
110	Operational standards	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.	All policies, procedures and accompanying documentation on training needs or requirements (performance and development plans) are available to staff in both Welsh and English and published on our intranet.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
111	Operational standards	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.	The interface of our internal HR system for recording annual leave is available in English. Staff who wish to complete the process for annual leave and absences in Welsh will be provided with a paper version of the documentation. The system for recording flexible working hours is externally bought and is currently in English. We will undertake to translate the interface as relevant.	1/4/2018
112	Operational standards	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh	Our policies and procedures relating to behaviour in the workplace are available in both Welsh and English on the intranet.	1/4/2018
113	Operational standards	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	Our policies and procedures relating to well-being at work are available in both Welsh and English on the intranet.	1/4/2018
114	Operational standards	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh	Our policies and procedures relating to salaries or workplace benefits are available in both Welsh and English on the intranet.	1/4/2018
115	Operational standards	If you publish a policy relating to performance management, you must publish it in Welsh	Our policy and procedures relating to performance management are available in both Welsh and English on the intranet.	1/4/2018
116	Operational standards	If you publish a policy about absence from work, you must publish it in Welsh.	Our policy and procedures about absence from work are available in both Welsh and English on the intranet.	1/4/2018
117	Operational standards	If you publish a policy relating to working conditions, you must publish it in Welsh.	Our policies and procedures relating to working conditions are available in both Welsh and English on the intranet.	1/4/2018
118	Operational standards	If you publish a policy regarding work patterns, you must publish it in Welsh.	Our policies and procedures relating to work patterns are available in both Welsh and English on the intranet.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
119	Operational standards	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.	Staff are welcome to make complaints in their preferred language, we will respond in that same language.	1/4/2018
119A	Operational standards	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.	Our staff complaints policy and procedures state that staff are welcome to make complaints in their preferred language, we will respond in that same language.	1/4/2018
121	Operational standards	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).	If a complaint is made we will ask the member of staff if they wish to use the Welsh language at the meeting. Any meeting held will be conducted in the preferred language of the member of staff, either with a fluent Welsh speaker or with the assistance of a simultaneous translator.  Policy and procedures relating to complaints are published on the intranet and available to all staff.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
122	Operational standards	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 (ch) asked to use the Welsh language at a meeting about the complaint.	When a member of staff makes a complaint in Welsh, we will respond in Welsh and ensure that all subsequent correspondence and meetings will be conducted in Welsh if they so wish.	1/4/2018
123	Operational standards	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	Staff are able to respond to allegations made against them in internal disciplinary process in their preferred language.	1/4/2018
123A	Operational standards	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, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	Our disciplinary policy states that staff are welcome to respond to allegations made against them in their preferred language.	1/4/2018
125	Operational standards	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).	Staff will be offered a language choice at any meeting regarding disciplinary matters relating to his or her conduct. At meetings with individuals where staff wish for the meeting to be conducted in Welsh, we will aim to ensure that a suitable Welsh speaker conducts the meeting or we will arrange for a simultaneous translation service to be provided.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
126	Operational standards	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.	Staff will be informed of any decision following a disciplinary process in their preferred language.	1/4/2018
127	Operational standards	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).	All staff can be provided with Welsh or English interface on their computers by our IT department upon request. <i>Cysgliad/Cysill</i> Welsh spellcheck, grammar check and dictionary software is available to all staff who work partly or completely through the medium of Welsh.	1/4/2018
128	Operational standards	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	Our intranet pages are available in Welsh and English and staff can switch from one language to the other.	1/4/2018
131	Operational standards	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.	Our intranet provides a direct language choice of either Welsh or English on each page.	1/4/2018
132	Operational standards	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.	Our intranet provides a dedicated section to the Welsh language, where staff can access the policy, staff guidance and useful resources.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
133	Operational standards	You must provide the interface and menus on your intranet pages in Welsh.	The interface and menus on our intranet pages are available in both Welsh and English.	1/4/2018
134	Operational standards	You must assess the Welsh language skills of your employees.	All staff are asked to self-assess their Welsh language skills and input into our central talent management system.	1/4/2018
135	Operational standards	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; (ch) induction; (d) dealing with the public; and (dd) health and safety.	Any training provided to staff on the following will be offered in both Welsh and English: (a) recruitment and interviewing (b) performance management (c) complaints and disciplinary procedures (ch) induction (d) dealing with the public (dd) health and safety.	1/4/2018
136	Operational standards	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	Training will be offered in Welsh to staff on using Welsh effectively in - (a) meetings (b) interviews (c) complaints and disciplinary procedures.	1/4/2018
137	Operational standards	You must provide training to staff who provide careers advice on the value of Welsh language skills in the employment sector	Training will be offered to staff who provide careers advice on the value of Welsh language skills in the employment sector.	

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
138	Operational standards	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.	We have a Welsh Language Training programme in place which gives all our staff the opportunity to learn Welsh for work purposes in work time. All new and existing staff with no Welsh language skills are required to attend a short course to be able to pronounce place names, personal names and basic greetings in Welsh. All staff are encouraged to develop their Welsh language skills for work purposes. Staff who as a condition of employment are required to learn Welsh will follow an agreed language training programme.	1/4/2018
139	Operational standards	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	Our Welsh Language Training programme gives all staff the opportunity to develop their Welsh language skills in work time.	1/4/2018
140	Operational standards	You must provide 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.	All new staff and existing staff with no Welsh language skills will be asked to attend a short course which includes awareness of Welsh history and culture. Any induction courses that we run will include training on the Welsh Language Standards and internal language policy.	1/4/2018
141	Operational standards	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.	Our induction process includes a checklist to remind Line Managers to discuss the requirements of the Welsh Language Standards, any Welsh language training requirements and asking the new employee to self-assess and record their Welsh language skills in the central system.	1/4/2018



Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
142	Operational standards	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.	Our Welsh speakers will either use the Iaith Gwaith logo or will insert Siaradwr Cymraeg/Dysgwr Cymraeg to indicate that they either speak or are learning to speak Welsh.	1/4/2018
143	Operational standards	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.	Staff e-mail signatures including job titles and contact details will be bilingual. Staff will be provided with bilingual wording for 'out of office' messages.	1/4/2018
144	Operational standards	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	We will provide staff who are able to speak Welsh with a badge for them to wear to convey that.	1/4/2018
144A	Operational standards	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	We will promote the importance of wearing the badge to convey that a member of staff is able to speak Welsh.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
145	Operational standards	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 (ch) Welsh language skills are not necessary.	<p>The Welsh language skills for each new or vacant post within the organisation will be assessed initially by the relevant Head of Department and HR department using our bilingual skills strategy and recruitment strategy guidance, bearing in mind the requirements of the vacancy in question and the capacity of Welsh speakers within the team.</p> <p>The Welsh language skills level and linguistic requirement will be clearly indicated in the statement for each new or vacant post.</p> <p>For all posts within the organisation the ability to pronounce Welsh place names and personal names, and the ability to understand and use basic phrases of Welsh is an essential requirement to ensure staff are able to exercise basic linguistic courtesy.</p> <p>For some new or vacant posts advertised it may be possible for post-holders to develop the necessary skills to attain the required standard for the post over a period time following an agreed training plan with full support from CCDG.</p>	1/4/2018
145A	Operational standards	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.	Welsh language skill level of all new or vacant posts will be specified when advertised in both Welsh and English.	1/4/2018
146	Operational standards	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.	Advertisements and application forms to do with recruitment are available in both Welsh and English. We welcome candidates to apply in their preferred language, applications received in Welsh and English will be dealt with within the same timescale.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
146A	Operational standards	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; (ch) 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.	All our policies, procedures, advertisements and application forms to do with recruitment are available in both Welsh and English.	1/4/2018
146B	Operational standards	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).	Applications received in Welsh and English will be dealt with within the same timescale.	1/4/2018
148	Operational standards	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).	Application forms provide a space for individuals to indicate their language preference for interview or other method of assessment.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standardImplementation Action Required	Imposition Date
149	Operational standards	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.	We will correspond with applicants in their preferred language.	1/4/2018
150	Operational standards	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	All of our permanent and temporary signage, and electronic or computerised signage, that gives information to the public will be bilingual with Welsh and English text treated equally for size, legibility and prominence.  Within CW buildings, all our official notices placed on walls and notice boards will be bilingual.	1/4/2018
151	Operational standards	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.	All of our permanent and temporary signage and electronic or computerised signage that gives information to the public will be bilingual. The Welsh language text will be to the left of or above the English text.	1/4/2018
152	Operational standards	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	All text on signs displayed within our workplaces will be subject to proof reading by our Translation service or an identified fluent Welsh speaker to ensure accuracy in terms of meaning and expression.	1/4/2018
153	Operational standards	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.	Any audio announcements that would be made at our own offices will be bilingual with the Welsh message preceding the English. An exception to this would be in the event of a real life threatening emergency when messages may be in English only.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
154	Record Keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	A record of all complaints relating to the Welsh language received is kept by the organisation for each financial year. The record includes the nature of the complaint and what action/s we take in response.	1/4/2018
155	Record Keeping standards	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	Records and copies of written complaints received that relate to the Welsh Language Standards are kept centrally by our Quality and Planning department.	1/4/2018
156	Record Keeping standards	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).	All written complaints we receive that relate to the Welsh language are kept centrally by our Quality and Planning department.	1/4/2018
157	Record Keeping standards	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	<p>In making policy decisions, we will use an Equality Impact Assessment to assess the positive or adverse effects it would have on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> <li>• Have positive effects on opportunities to use Welsh</li> <li>• Have no detrimental effects on opportunities to use Welsh</li> <li>• Ensure that the Welsh language is treated no less favourably than the English language.</li> </ul>	1/4/2018
158	Record Keeping standards	You must keep a record (following assessments of your employees' Welsh language skills made 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.	All staff are asked to self-assess their Welsh language skills and record on our central talent management system, which allows the organisation to run reports on the Welsh language skills of our workforce.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
159	Record Keeping standards	You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 135), 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	Records will be kept for each financial year on: (a) number of staff who attended training courses provided in Welsh; (b) percentage of staff who attended courses provided in Welsh.	1/4/2018
161	Record Keeping standards	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.	Records of all assessments carried out to identify a Welsh language level for all new and vacant posts is kept for each financial year by our HR department including the language ability of the successful candidate.	1/4/2018
162	Record Keeping standards	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 145) 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 (ch) Welsh language skills are not necessary.	Record of the Welsh language skill level and linguistic requirement for each new or vacant post will be kept by our HR department for each financial year.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
169	Standards that deal with supplementary Matters – Policy making standards	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— (a) on your website, and (b) in each of your offices that are open to the public.	Our Welsh Language Standards Policy will be published on our website and will specify how our organisation intends to comply with all the Standards including the Policy Making Standards with which we are under a duty to comply. The policy is available on our website and at each of our offices that are open to the public upon request.	1/4/2018
170	Standards that deal with supplementary matters – Policy making standards	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	We have a complaints policy and procedure in place which is published on our website for all complaints received. A copy of the policy and procedure is available at each of our offices open to the public upon request.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
171	Standards that deal with supplementary matters – Policy making standards	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	In making policy decisions, we will use an Equality Impact Assessment to assess the positive or adverse effects it would have on opportunities to use the Welsh language. Our Equality and Diversity policy and procedures are published on our website and a copy is available upon request from each of our offices open to the public.	1/4/2018



Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
172	Standards that deal with supplementary matters – Policy making standards	(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 policy making standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making 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	On an annual basis we will produce and present an Annual Report which will include how our organisation has complied with the Policy Making Standards. The report will be published within the timescale required under the Welsh Language Standards and presented to the Welsh Language Commissioner. The report will be published on our website and will be available at each of our offices open to the public upon request.	1/4/2018
173	Standards that deal with supplementary matters – Policy making standards	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	We have a Welsh Language Standards Policy which explains how we intend to comply with all the Standards including the policy making standards.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
174	Standards that deal with supplementary matters – Policy making standards	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply	Upon request the organisation will provide information to the Welsh Language Commissioner relating to compliance with the policy making standards with which we are under a duty to comply in our Compliance Notice issued to us on 29 <sup>th</sup> September 2017.	1/4/2018
175	Standards that deal with supplementary matters - Operational standards	You must ensure that a document which records the operational 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.	Our Welsh Language Standards policy records how our organisation will comply with all the standards including the Operational Standards with which we are under a duty to comply. This policy is published on our website and available at all our offices open to the public upon request.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
176	Standards that deal with supplementary matters - Operational standards	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 operational 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, and (b) publish a document that records that procedure on your intranet.	We have a complaints policy and procedure in place which explains how all complaints received by the organisation are dealt with. The policy and procedures are published on our website and available at each of our offices open to the public upon request.	1/4/2018
177	Standards that deal with supplementary matters - Operational standards	You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the operational 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, and (b) publish a document that records that procedure on your intranet.	Our organisation will report annually on its compliance with the Welsh Language Standards to the Welsh Language Commissioner.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
178	Standards that deal with supplementary matters - Operational standards	<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 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—</p> <p>(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.</p>	<p>On an annual basis we will produce and present an Annual Report in Welsh and English on our compliance with the Welsh Language Standards with which we are under a duty to comply and include the information requested as outlined in Standard 164. The implementation of this policy will be reviewed annually and adapted as required.</p>	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
179	Standards that deal with supplementary matters - Operational standards	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.	Our Welsh Language Standards policy records how our organisation will comply with all the standards with which we are under duty to comply including the Operational Standards. This policy is published on our website.	1/4/2018
180	Standards that deal with supplementary matters - Operational standards	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	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the operational standards with which we are under a duty to comply in our Compliance Notice issued to us on 29 <sup>th</sup> September 2017 upon request.	1/4/2018

Standard number	Class of Standard	Standard	How CCDG intends to comply with the standard Implementation Action Required	Imposition Date
181	Standards that deal with supplementary matters - Record Keeping standards	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.	Our Welsh Language Standards policy records how our organisation will comply with all the standards with which we are under a duty to comply including the Record Keeping Standards. This policy is published on our website and available upon request at our offices open to the public.	1/4/2018
182	Standards that deal with supplementary matters - Record Keeping standards	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.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the record keeping standards with which we are under a duty to comply in our Compliance Notice issued to us on 29th September 2017 upon request.	1/4/2018