

ROYAL WELSH COLLEGE OF MUSIC & DRAMA
STANDARDS IMPLEMENTATION POLICY
Section 44 Welsh Language (Wales) Measure 2011

A Background and Introduction

A1 Context

The Royal Welsh College of Music & Drama is the National Conservatoire of Wales and part of the University of South Wales Group. It contributes to the cultural identity of Cardiff and Wales and attracts some of the most gifted students from around the world. RWCMD is a member of Conservatoires UK.

A2 Vision Statement

Our vision is to inspire and change lives, connect and transform communities through the arts.

A3 The Welsh Language Policy

This document serves two purposes.

A3.1 Firstly, it articulates the College response to the Welsh Language Standards for all its stakeholders, be they students, staff or members of the public. In this regard, it is a public document available via the RWCMD website, or on request.

A3.2 Secondly, it provides an operational response to the standards, where such is required. This Policy approach is supported by further guidance documentation, written for appropriate audiences. These documents may include, subject to ongoing review:

- General Staff Information
- Guidance for Line Managers
- Information for Students
- Information for Applicants
- Information for Members of the Public

A3.3 The Welsh Language Policy below is structured to reflect the sections of the Welsh Standards Compliance Notice.

B The Welsh Language Standards

B1 Service Delivery Standards (Standards 1-93)

B1.1 Communication in Writing

All outgoing communication (including email) from RWCMD includes a statement which indicates that communication in Welsh is welcome. Where communication is received in Welsh, a response is made in Welsh and without delay.

Students are asked their preferred language of communication and all standard communication to students will be sent bilingually, with the Welsh language being treated no less favourably than the English.

B1.2 Communication by Telephone

The main RWCMD telephone service is provided bilingually, and where this is replaced by an automated message, this is also provided in Welsh as well as English. This is advertised where appropriate.

Individual members of staff offer a greeting in the Welsh language, but if not themselves Welsh-speaking will offer to transfer a call to a Welsh-speaker, if that is the caller's wish. Inasmuch as it is possible, the College conducts business in Welsh, but enquirers are informed that there may be limited scope to do so where expertise is required.

Where contact is made with a member of the public for the first time, and where sufficient expertise exists within a department, communication will be offered in the Welsh language.

B1.3 Meetings

Ordinarily, RWCMD meetings are conducted in English, with simultaneous translation provided where appropriate. A translation service is provided for:

- Meetings with individuals where the individual has indicated a wish to use the Welsh Language;
- Meetings with groups where at least 10% of those invited have indicated a wish to use the Welsh Language;
- Meetings which are open to the public, or to students of a particular cohort.

RWCMD will ask meeting delegates to indicate their language preference when sending out invitations which will themselves be bilingual.

Events which are *not* open to the public, including Open Days, Audition Days, Private Exhibitions and Awards Ceremonies are not considered meetings under the terms of the Standards. However, and with particular regard to Open Days, invitations are sent bilingually, and an invitation to express a preference of language is included. Where at least 10% of those attending indicate a wish to use the Welsh Language, a translation service is provided.

B1.4 Publicity Material and Events

RWCMD produces all publicity material for RWCMD performances and events in both Welsh and English, including its 'Rhaglen/What's On' publication. RWCMD also produces written programmes for its own performances bilingually.

RWCMD encourages all visiting companies and artists to provide publicity material bilingually, but is not itself responsible for such material or its costs.

RWCMD encourages students who produce publicity material for self-promoted performances and events to do so bilingually, and offers advice and guidance doing so accurately and effectively. Student-produced publicity must be bilingual to be displayed in the areas of the College which are open to members of the public.

B1.5 Documents and Forms

RWCMD publishes all student and public-facing documents and policies bilingually.

All forms are produced bilingually, including those distributed and completed online, and there is no differentiation between Welsh and English language versions of a form.

B1.6 Website and Social Media

RWCMD supports a bilingual Website and Intranet.

The College's corporate Social Media accounts are maintained bilingually.

B1.7 Signage

All permanent and temporary signage is bilingual, and the Welsh language is positioned in such a way as to be likely to be read first.

Existing signage will be replaced on an ongoing basis, in accordance with the above, and mindful of Corporate Identity (see below).

B1.8 Reception Services and Public Announcements

The College Main Reception Service is provided in both Welsh and English languages.

Public Announcements are made in Welsh and English.

B1.9 Grants and Financial Assistance

Applications for Grants and Financial Assistance may be made in Welsh, and an application in Welsh will be treated no less favourably than one made in English. An applicant will be invited to reference any relevance between the application and opportunities to use the Welsh Language.

B1.10 Tenders for Contract

Invitations to tender for a contract are published in Welsh wherever the subject matter of the invitation, or the anticipated audience suggests that it should be published in Welsh.

Invitations to tender includes a statement which makes it clear that a submission in Welsh will not be treated less favourably than one in English.

B1.11 Corporate Identity, Publicity and Promotion

The RWCMD Corporate Identity gives, and will continue to give equal regard to Welsh and English Language. Publicity and promotion of the National Conservatoire of Wales will not treat the Welsh Language less favourably than English.

B1.12 Learning Opportunities, other provision and student work in Welsh

The language of delivery for all full-time, part-time and associate students of RWCMD is English, in accordance with the course approval and validation processes.

Notwithstanding this, aspects of provision may be delivered in Welsh where both tutor and student are Welsh-speaking, including individual instrumental or voice tuition, dissertation supervision and other academic tutorial activity. From time to time, the College may also commission performance activity in the Welsh Language, and through this, provide further learning opportunities for students in Welsh.

Regardless of the provisions above, students retain the right to:

- Present written work in the Welsh Language;
- Request a Welsh-speaking personal Tutor (for non-academic tutorial support);
- Request the service of a Welsh-speaking Student Support Service

Students who make such requests shall not be treated less favourably than those engaging in the English Language.

B1.13 Student Accommodation

Students applying for College-administered accommodation at Unite Severn Point, will be invited to express a preference for accommodation with other Welsh speakers.

B2 Policy Making Standards (Standards 94-104)

B2.1 Making and Revising Policy

RWCMD will, when making new policies or revising existing policies, have due regard for the relevant standards and considers the effects of policies on opportunities for persons to use the Welsh language and with regard to treating the Welsh language no less favourably than the English.

This applies to the effects that policy decisions may have, whether positively or negatively, and a record of the consideration is retained. To facilitate this, standing Committees of the College include the Welsh Language in discussion and resolution as appropriate and the Equality Impact Assessment process, required for policy decisions, includes a comprehensive section on the Welsh Language.

B2.2 Publishing Consultation Documents and Commissioning Research

Where RWCMD publishes consultation documents and/or commissions research that is intended to inform or assist in policy making decisions, the consultation and/or research will consider the effects that the policy decision under consideration would have on opportunities to use the Welsh language and on treating the Welsh language no less favourably than the English language.

B2.3 Policy on Awarding Grants or Financial Aid

RWCMD will publish a policy on awarding grants or providing financial aid, which takes account of the effects of awarding the grant or aid on opportunities to use the Welsh Language, and which treats the Welsh language no less favourably than the English language. The policy will also take into account how the decision taken might impact on these matters, and whether further information might be needed from applicants in assessing the award or aid, mindful of these matters.

B2.4 Developing and Revising Courses and Modules

RWCMD develops provision both in-College and in partnership with the University of South Wales, its degree awarding Institution. Formal stages of development, review, approval and validation of courses and modules consider the effects that those matters have on opportunities for the use of the Welsh language, both positive and negative. The Equality Impact Assessment required for course development includes a comprehensive section on the Welsh Language.

B3 Operational Standards (Standards 105-153)

B3.1 Promoting the Welsh Language

RWCMD has published a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language.

B3.2 Human Resource Management

RWCMD utilises the University of South Wales and its Human Resource Department for all aspects of HRM. In conforming with the requirements of the Standards, RWCMD refers at all times to the USW compliance approach, and where appropriate, contributes to discussions relating to the formulation, review and implementation of policy.

B3.3 Computer Software

RWCMD provides all staff and students using networked computers software for checking and spelling grammar in Welsh and provides Welsh language interfaces (where these exist).

B3.4 Intranet

The College provides its intranet 'The Hub' in both Welsh and English. English pages refer to their equivalent pages in Welsh (and vice-versa) and pages in both languages are fully functional.

Menu pages are provided in both Welsh and English and provide a link to designated service and support material to promote the Welsh language and to assist staff and students to use the Welsh language.

B3.5 Training and Development

RWCMD assesses the Welsh Language skills of its staff, and provides an opportunity during working hours for staff to receive basic Welsh language lessons or further their Welsh language skills.

RWCMD provides (either directly or in partnership with the University of South Wales) training in Welsh on using the Welsh language effectively in the workplace, and induction of new staff includes specific references to the Welsh language, its history, its place in Welsh culture and its place within RWCMD.

RWCMD provide a means by which those who wish to learn Welsh or improve existing skills to do so within the context of their work.

B3.6 Recruitment (HR)

RWCMD contracts its Human Resource Management services to the University of South Wales. Through dialogue with the University (which has identical Welsh Language Standards in this regard), RWCMD delivers and monitors all aspects of the Standards which pertain to Recruitment, Job Specifications, Interviews, Induction, Continuous Professional Development and Staff Disciplinary Procedures.

B3.7 Public Information – Signage and Announcements

RWCMD will ensure that all newly erected signage will be bilingual, with the Welsh Language being treated no less favourably than the English. All Front of House announcements (general to the public) are delivered bilingually.

B4 Record Keeping Standards (Standards 154-162)

RWCMD maintains the following records in relation to compliance with Standards.

- The number and nature of complaints received, written copies and responses;
- A copy of any complaint which relates to the Welsh Language (whether or not it relates to specific standards);
- The steps taken in order to ensure compliance with Standards;
- The results of assessment of employees' Welsh Language skills;
- The number of staff who have attended training courses in Welsh;
- The assessment carried out with respect of the Welsh language skills that may be needed in relation to a new or vacant post; and
- The number of new posts categorised as post where Welsh language skills are essential, need to be learnt, desirable or not necessary.

Other records may also be kept, and included within reports, as identified by the College, from time to time.

B5 Supplementary Matters (Standards 163-182)

B5.1 Documents, Policies and Publication

RWCMD publishes such documents, policies and procedures as are necessary in compliance with Standards. These include, but are not limited to:

- The RWCMD Compliance Notice
- The RWCMD Standards Implementation Policy
- A Complaints Procedure

B5.2 Annual Report and Requests for Information

RWCMD writes and publishes an Annual Report Bilingually which deals with the way in which it has complied with all aspects of the Welsh Language Standards during the Reporting Period. The Report is advertised and published on the website and is made available on request.

RWCMD also considers requests for information separately to the Annual Report, where such information is not ordinarily contained within the Annual Report. This might include, for example, requests for information about record keeping, or other aspects of compliance.

C Arrangements for Oversight of the Welsh Language Standards

C1 Responsibility

Responsibility for the oversight of the Welsh Language Standards rests with the Senior Management Team, which has delegated ongoing oversight to the Welsh Language Steering Group. This group, which comprises the Director of Finance and Operations, the Director of External Affairs, the Marketing Technology Manager and the Head of Academic Services, meets four times each year and reports directly to the Senior Management Team.

C2 Monitoring and Compliance

Members of the Steering Group coordinate both compliance and monitoring in their respective areas of responsibility:

- Director of Finance and Operations – with respect to Finance, HR Management and Estates
- Director of External Affairs – with respect to internal and external communications
- Marketing Technology Manager – with respect to Website, Intranet and Social Media
- Head of Academic Services – with respect to student-facing administration

The Steering Group also responsible for compliance in the areas of promotion and facilitation, in each of their respective areas.

C3 Reporting

The Welsh Language Steering Group produces, presents and publishes the Annual Report, and coordinates response to other requests for information as appropriate.