

# Welsh Language Policy

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## 1. Introduction

This Welsh Language Policy is published in accordance with the Welsh Language Standards, as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011.

These Standards set clear expectations of the Museum to provide services in Welsh to the public, and to promote the use of the Welsh language. St Fagans National Museum of History was one of the first institutions in Wales to work through the language of Welsh. The Welsh language is an intrinsic part of the heritage and culture of Wales, and as such, the Museum has an important part to play in encouraging people's knowledge and understanding of the history of the language and Welsh culture.

The Museum used to report annually on its implementation of the Welsh Language Plan. The Museum will now produce and publish annual reports on its compliance with the Welsh Language Standards.

## 2. Aims

The purpose of this Policy is to set out how Amgueddfa Cymru – National Museum Wales will comply with the Welsh Language Standards.

In addition this Policy seeks to ensure that Amgueddfa Cymru:

- Operates according to the basic principle set out in the Welsh Language Measure (Wales) 2011 of treating the Welsh and English languages as equal, giving both languages equal status and validity.
- Highlights the fact that we offer a service to staff and visitors through the medium of Welsh and English.

- Considers the effect on the Welsh language as part of developing and using all corporate strategies and policies.
- Considers its operational and record keeping processes in relation to the Welsh language.
- Promotes the use of the Welsh language.

The Museum has already established partnership networks to support ways in which staff and users can learn the Welsh language.

### **3. The Welsh Language Standards in the work of Amgueddfa Cymru**

The Language Standards are divided into 5 different categories:

1. Service Delivery
2. Policy Making
3. Operational
4. Record Keeping
5. Promotion

#### **3.1. Service Delivery**

##### **Written correspondence**

- Any member of the public is welcome to correspond with the Museum in Welsh. If a reply is needed we will correspond in Welsh unless the person has indicated that there is no need to reply in Welsh.
  - Letters shall receive a reply in accordance with the corporate targets for replying to letters - an acknowledgement at least within 7 working days and a full reply within 14 working days.
- We provide template wordings for staff to include in correspondence with an individual for the first time. We will ask if the individual wishes to receive correspondence by us in Wales. If this is their wish, then a record will be kept and we will correspond with

them in Welsh from then onwards. If the correspondence includes sending any forms, then the Museum's bilingual forms will be sent.

- In rare instances when we send correspondence addressed to two individuals who are members of the same household (for example, members of the youth forum and their parents/guardians) for the first time, we will ask them whether they wish to receive correspondence from us in Welsh. If one or both individuals respond to say that they wish to receive correspondence in Welsh, we will keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals.
- When we send the same correspondence to several persons, we will send correspondence bilingually.
- If we don't know whether a person wishes to receive correspondence from us in Welsh, when we correspond with that person we will provide a Welsh language version of the correspondence.
- When we produce a Welsh language version and a corresponding English language version of correspondence, we will treat both languages as equal.
- We will note in our correspondence, our publications and our official notices that we welcome correspondence in Welsh.

### **Phone communication to the Museum's main telephone line and electronic answer phone**

- Staff answering the Museum's main telephone line will answer bilingually (Welsh first followed by English) and explain to the caller that a Welsh language service is provided. Electronic messages on the main telephone line are bilingual (Welsh first followed by English) and note that the caller can leave a message in Welsh.
- When a person contacting us on our main telephone number chooses our service in Welsh, we will deal with the call in Welsh until such point as it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter. We will explain to the caller that not all staff are fluent Welsh speakers. In cases where the staff member is a Welsh learner, we will encourage them to practice their Welsh.
- The Museum's main phone line for Welsh and English language service is the same. When we advertise telephone numbers on our marketing publicity and website we treat the Welsh and English equal and note that people are welcome to communicate with us in Welsh on the phone.

### **Phone communication to individuals and departments**

- If a person contacts one of our departments or a member of staff on a direct line telephone number they will be greeted in Welsh. If that person wishes to receive a service in Welsh, we will explain to the caller that not all members of staff are Welsh speakers. In cases where the staff member is a Welsh learner, we will encourage them to practice their Welsh.

### **Phone communication made by Amgueddfa Cymru**

- When we contact a person for the first time, we will ask whether they wishes to receive telephone calls from us in Welsh, and if they responds to say that they wishes to receive telephone calls in Welsh we will keep a record of that wish, and conduct telephone calls to them from then onwards in Welsh.

### **Meetings organized by the Museum**

- When we invite one person only or more than one person to a meeting we will ask them whether they wish to use the Welsh language at the meeting. If necessary we will provide a translation service from Welsh to English for that purpose. If at least 10% of people invited have informed us that they wish to use the Welsh language at the meeting, we will arrange for a simultaneous translation service from Welsh to English to be available.
- When we organize a public meeting we will advertise through bilingual material the fact that anyone attending is welcome to use the Welsh language at the meeting. We will ask any speakers if they wish to speak through the medium of Welsh and provide simultaneous translation from Welsh to English if this is required.
- Simultaneous translation is available in all our Board of Trustee meetings.
- Any written material displayed at a public meeting organized by the Museum will be available in Welsh and in English.

### **Public events organized by the Museum**

- When we organise a public event, or fund at least 50% of a public event, we will ensure that the Welsh language is treated no less favourably than the English language at the event, (for example, in relation to signs displayed or audio announcements made at the event).
- Any publicity or advertising material will be available in Welsh and English.

### **Publishing documents and using forms**

- Any documents and/or forms the Museum produces for public use are produced in Welsh and English.
- When we produce a Welsh language version and a separate English language version of a document and/or form, we will ensure that the English language version clearly states that the document is also available in Welsh.
- Forms in Welsh will be treated in the same way as forms in English in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, in relation to the time allowed to respond to the content of the form, or in relation to any information pre-entered on the form).

### **Website and social media**

- The Museum's website is available in Welsh and English.
- There is a direct link to Welsh language pages on the English language pages.
- The Museum's social media corporate accounts are available in Welsh and English.
- If a person communicates in Welsh with the Museum through social media then we will answer in Welsh if an answer is required.

### **Self-service machines**

- As we establish self-service machines we will ensure that they function fully in the Welsh language.

### **Signs and notices**

- The Museum's signage and notices are bilingual.
- The Museum's policy on designing signage and notices is that the Welsh should appear above the English or to the left of the English.
- Staff at the Museum ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.

### **Reception**

- We try to ensure that any person who requires a Welsh language reception service is not treated less favourably than a person who requires an English language reception service.
- Every reception desk displays a sign which states (in Welsh) that visitors are welcome to use the Welsh language at the reception.

- Staff working at the reception desks who are able to provide a Welsh language reception service wear a lanyard badge.

## **Grants**

- It is not customary for the Museum to award grants. If the Museum was to award a grant then any documents that we publish which relate to applications for a grant would be published in Welsh, the application process would be the same through the medium of Welsh and English. We would correspond in Welsh with if the application received was in Welsh. If we interview an applicant we will offer simultaneous translation from Welsh to English.

## **Tendering**

- In circumstances when the subject matter of the invitation to tender suggests that it should be produced in Welsh, or if the anticipated audience suggest that the text should be produced in Welsh we will publish the invitation to tender in Welsh and English.
- When we publish invitations to tender for a contract, we will state that tenders may be submitted in Welsh. A tender submitted in Welsh will be treated no less favourably than a tender submitted in English, (for example in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). If we receive tenders in Welsh and an interview is required we will offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and provide a simultaneous translation service if required. We will inform a tenderer of our decision in Welsh if the tender was submitted in Welsh.

## **Raising awareness of our Welsh language services**

- We promote in Welsh any Welsh language service we provide.
- If we provide a service in Welsh that corresponds to a service we provide in English, then all publicity materials we produce and publish which refers to the English service will state that a corresponding service is available in Welsh.

## **Corporate identify**

- The Welsh language is embedded in the Museum's corporate identity and we ensure that the Welsh language is not treated less favourably than the English language when we form, revise or present our corporate identity.

## **Courses**

- We offer educational courses that are open to the public in Welsh.

## **Public address system**

- The Museum has a public address system at the National Waterfront Museum Swansea. We make announcement in Welsh first, followed by English.

## **3.2. Policy Making**

### **Policy Making**

- As we formulate a new policy, or review or revise an existing policy, the Museum will consider what effects policy decisions would have on opportunities for people to use the Welsh language. We will consider how we can make policy decision which have positive effects on opportunities for people to use the Welsh language. We will ensure that we will not treat the Welsh language no less favourably than the English language.
- When we publish a consultation document which relates to a policy decision, we will consider, and seek views on:
  - the effects that the policy would have on opportunities for people to use the Welsh language;
  - how we can make policy decision which have positive effects on opportunities for people to use the Welsh language.
  - how the policy could be formulated or revised so that it would not have adverse effects on opportunities for people to use the Welsh language.

We will ensure that we will not treat the Welsh language no less favourably than the English language.

- The Museum doesn't usually award grants, but we will ensure that any policy on awarding grants will consider:
  - the effects that the policy would have on opportunities for people to use the Welsh language;
  - how the policy decisions could be taken or implemented so that it would have positive effects on opportunities for people to use the Welsh language;
  - how the decision could be taken or implemented so that it would not have

adverse effects on opportunities for persons to use the Welsh language;

- if we need to ask the applicant for any additional information to support us in assessing the grant, in terms of its effect people's opportunities to use the Welsh language.

We will ensure that we will not treat the Welsh language no less favourably than the English language.

- With any research we commission or undertake that is intended to assist us to make a policy decision, we will ensure that the research considers:
  - the effects that the policy would have on opportunities for people to use the Welsh language;
  - how the policy decision could be taken or implemented so that it would have positive effects on opportunities for people to use the Welsh language;
  - how the policy decision could be taken or implemented so that it would not have adverse effects on opportunities for people to use the Welsh language.

We will ensure that we will not treat the Welsh language no less favourably than the English language.

### **3.3. Operational**

#### **Using Welsh in the workplace**

- This policy outlines how we use Welsh internally for the purpose of promoting and facilitating the use of the Welsh language.
- The Museum's intranet has all documents relating to the purpose of promoting and facilitating the use of the Welsh language in the workplace.
- The Museum provides staff with a bilingual contract of employment or service.
- Any paper correspondence that relates to a member of staff's employment is produced bilingually.
- Any documents that outline a member of staff's training needs, performance objectives and/or career plan are available in Welsh.
- The Museum asks employees whether he or she wishes to receive any forms that record and authorize - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, we will provide any such forms to him or to her in Welsh.
- If we publish the following policies relating to the workplace, we will ensure that we



publish them in Welsh and English

- behaviour in the workplace;
- health and well-being at work;
- salaries or workplace benefits;
- performance management;
- absence from work;
- working conditions and work patterns.

## **Complaints and disciplinary**

- The Museum's complaints and discipline procedures enables staff to make complaints in Welsh, and respond in Welsh to any complaint or allegations made against them.
- If a meeting is required with a member of staff to discuss a complaint made or received or regarding a disciplinary matter that relates to his/her conduct we will ask the member of staff whether he/she wishes to use the Welsh language at the meeting. If this is the case a simultaneous translation service from Welsh to English will be used unless we are able to hold the meeting in Welsh without this service.
- We will inform a member of staff of a decision we have reached in relation to a complaint or following a disciplinary process, in Welsh if that member of staff made the complaint in Welsh, and/or responded in Welsh to a complaint or disciplinary process about him/her, and/or asked for a meeting about the complaint or disciplinary process to be conducted in Welsh, and/or asked to use the Welsh language at a meeting about the complaint or disciplinary process.

## **IT Support and the intranet**

- We provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).
- Our intranet is available in Welsh and English with a direct link to the Welsh language page on the corresponding English language page.
- There are pages on the intranet which provides services and support material to promote the Welsh language and to assist staff to use the Welsh language.

## **Developing Welsh language skills**

- We assess the Welsh language skills of our staff.
- As part of the Museum's Learning and Development Plan we provide a range of training opportunities. We provide opportunities during working hours for staff to

receive Welsh language lessons (basic – higher) free of charge, to develop their language skills.

- There are opportunities for staff who manage others to receive training on using the Welsh language in their role as managers.
- We provide opportunities for staff to develop:
  - awareness of the Welsh language, including awareness of its history and its role in Welsh culture;
  - understanding of the duty to operate in accordance with the Welsh Language Standards;
  - understanding of how the Welsh language can be used in the workplace.
- The induction process for new staff includes information regarding the Welsh Language Standards.
- We provide wording for 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.
- We provide wording for staff 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.

## **Recruiting**

- When we assess the requirements for a new or vacant post, we assess the need for Welsh language skills, and categorize it as essential / need to be learnt when appointed to the post / desirable or not necessary.
- If a post is one where Welsh language skills are essential, desirable or need to be learnt we will specify that when advertising the post.
- All post are advertised in Welsh and English and applications may be submitted in Welsh or English and are treated equally.
- All material, information, assessment methods and job descriptions are available in Welsh.
- Job application forms for posts provide a space for individuals to indicate that they wish to use the Welsh language at an interview. If the individual wishes to use the Welsh language at the interview we will provide a simultaneous translation service at the interview unless we are able to conduct the interview in Welsh without that translation service.
- When we inform an individual of our decision in relation to an application for a post, we do so in Welsh if the application was made in Welsh.

## **Internal signage and audio announcements**

- When we erect a new sign or renew a sign in our workplace (including temporary signs), any text displayed on the sign will be displayed in Welsh and English.
- The Museum's policy on designing signage and notices is that the Welsh should appear above the English or to the left of the English.
- Staff at the Museum ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.
- The Museum has a public address system at the National Waterfront Museum Swansea. We make announcement in Welsh first, followed by English.

### **3.4. Record keeping**

- The Museum keeps a record, in relation to each financial year, of the number of complaints we receive relating to our compliance with the Welsh Language Standards. This process forms part of our usual complains procedure. We will record the steps we have taken in order to ensure compliance with the Welsh Language Standards.
- All complains are logged and kept on file.
- We keep a record and log, reviewed at the end of each financial year, of:
  - the number of staff who have Welsh language skills and their skill level;
  - the number of staff who attended training courses provided in Welsh;
  - the % of staff who attended a Welsh version of a course as a total of all staff that attended the course;
  - every assessment carried out in respect of the Welsh language skills that may be needed in relation to a new or vacant post;
  - the number of new and vacant posts which were categorised as posts where Welsh language skills are essential / Welsh language skills need to be learnt when appointed to the post / Welsh language skills are desirable or Welsh language skills are not necessary;
  - the number of complaints received during the year which relate to our compliance with the Welsh Language Standards.
- A copy of this policy, which records the Welsh Language standards with which we are under a duty to comply, the extent to which we are under a duty to comply with those standards and the arrangements we have made to comply is available on our website, and on our reception desks.
- We have a complains procedure that deals with:
  - how we intend to deal with complaints relating to our compliance with the Welsh

Language Standards;

- how we will provide training for our staff in relation to dealing with those complaints.

It also ensure that we:

- have sufficient arrangements to oversee the way we comply with the Welsh Language Standards;
- promote effectively the services that we offer in accordance with those standards.
- The complaint procedure forms part of our current complains procedure. Our visitors can complain through the *contact us* information available in Welsh and English on our website. A copy of the Museum’s complains procedure is available by our reception desks.
- We will produce an Annual Report, in Welsh and English, in relation to each financial year, which deals with the way in which we have complied with the standards with which we are under a duty to comply with during that year.
- The first Annual Report will be published on our website in March 2018, with a hard copy available at each reception desk.
- We will provide any information requested by the Welsh Language Commissioner which relates to our compliance with the standards.

## 4. Responsibility

The responsibility for this Policy lies at directorship level at the Museum. Any corporate discussions regarding the effects of strategies and policies on the Welsh language are therefore part of the senior management team decision-making processes.

Responsibility for individual standards have been allocated to various Heads of Department or Heads of Site in line with their areas of expertise and current work related responsibilities.

Standard	Responsibility
Written correspondence (Standard No. 1 - 7)	Head of Dep/Site Corporate Comms

Phone communication to the Museum's main phone or answer service (Standard No. 8-9, 11-17)	Switchboard
Phone communication to individuals and departments (Standard No. 8-9, 11-17; 19-20)	Head of Dep/Site
Phone communication made by Amgueddfa Cymru (Standard No. 21)	Head of Dep/Site
Meetings organized by the Museum (Standard No. 24, 24A25, 25A, 25D, 26-30)	Head of Dep/Site
Public events organized by the Museum (Standard No. 31-34)	Events Manager
Publishing documents and using forms (Standard No. 36, 44, 45, 46, 46A, 46B, 47)	Head of Dep/Site Corporate Comms
Website and social media (Standard No. 48, 51, 52, 54, 55)	Head of Dep/Site Corporate Comms
Self-service machines (Standard No. 56)	Head of Site
Signs and notices (Standard No. 57-59; 65-66)  Reception (Standard No. 60, 63, 64)	Head of Site
Grants (Standard No. 67, 68, 68A, 70, 71)	Head of Finance
Tendering (Standard No. 72, 73, 73A, 75, 76)	Head of Finance
Raising awareness of our Welsh language services (Standard No. 77, 78)	Head of Marketing
Corporate identify (Standard No. 79)	Director of Learning & Engagement
Courses (Standard No. 80)	Head of Learning / Events Manager
Public address system (Standard No. 83)	Head of Site
Policy Making (Standard No. 84, 85, 86, 87, 88, 89, 90, 91, 92, 93)	Directors / Head of Dep/Site
Using Welsh in the workplace (Standard No. 94-99, 100 - 107)	Head of Human Resource
Complaints	Head of Site

Disciplinary (Standard No. 108, 108A, 110, 111, 112, 112A, 114, 115)	Head of Human Resource
IT Support and the intranet (Standard No. 116, 117, 120, 121, 122, 123)	Head of ICT / TGCh/ Head of Digital Media
Developing Welsh language skills (Standard No. 126, 127, 128, 129, 130, 131)	Head of Human Resource
Recruiting (Standard No. 132, 132 A, 133, 133A, 133B, 135, 136)	Head of Human Resource
Internal signage and audio announcements (Standard No. 137, 138, 140)	Head of Site
Record keeping (Standard No. 141-168)	Director of Learning and Engagement