

# BANGOR UNIVERSITY

# WELSH LANGUAGE POLICY

# AND ACTION PLAN

## INTRODUCTION

'A Thriving Welsh Language and Bilingual Environment' is one of the three columns underpinning *Strategy 2030 – A Sustainable World for Future Generations*. The University's Welsh Language Strategy elaborates on this and details how the University will plan in order to maintain and develop a thriving Welsh language and bilingual environment. This policy supports the vision in the strategies by outlining the steps Bangor University will take to:

- ensure that the university complies with the statutory duties placed on it by the Welsh Language Standards
- ensure that the Welsh language remains central to the life and work of the University
- ensure that the university contributes proactively towards the Welsh Government's vision of there being a million Welsh speakers by 2050.

## THE SCOPE OF POLICY

This policy refers to the university's work with students, staff, individuals and organizations outside the university who are based in Wales. The policy applies to all resource / cost centres at Bangor University as well as any subsidiary company wholly owned by the university and any third-party company providing a service on behalf of the university in the context of that service. The cost centre responsible for a particular third-party contract must ensure the compliance of the third party with this policy.

## CORE PRINCIPLES

The university adopts the principles that underpin the work of the Welsh Language Commissioner, namely:

- The Welsh language should be treated no less favourably than English in Wales
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

This means that Bangor University will ensure that:

1. The university will encourage and support students, staff and others to use the Welsh language.
2. Opportunities to use the Welsh language and the university's Welsh language services will be promoted proactively.

3. Our students will be given opportunities to study their subject areas through the medium of Welsh and will be supported to do so.
4. Our services will be of the same quality in Welsh and in English by being equally visible, equally easy to use and equally effective.
5. The university will keep a record of language choice (Welsh or English) and provide services in accordance with this language choice.
6. Our staff recruitment policies and systems will ensure that the university's bilingual capacity is developed across the range and scales of jobs.
7. Our staff will be encouraged and will be given opportunities to use Welsh at work and to develop their Welsh language skills, with the aim of increasing the use of Welsh in the university's workplaces. Some of the university's workplaces (e.g. Pontio) will be designated as workplaces where Welsh is the main language of work.<sup>1</sup>
8. Our policies, plans and projects will fully consider how to give Welsh a central and natural place without undermining the status or use of the Welsh language.
9. We will plan proactively and progressively in the interest of the Welsh language by using research expertise and applied expertise that benefits the use of the Welsh language in the university and further afield.
10. We will record decisions, processes and complaints in relation to the Welsh language.

## RESPONSIBILITY

The Pro Vice-Chancellor Welsh Language (who is a member of the Executive and Chair of the Welsh Language and Culture Committee) is responsible for implementing, monitoring and reviewing this policy across the university. The Heads of Colleges, Heads of Schools and Professional Service Directors are responsible for the policy within their area of responsibility. This includes ensuring that any third party acting on their behalf complies with the policy.

## LEGISLATION AND RELATED DOCUMENTS

*Welsh Language Measure (Wales) 2011*. Reference should be made to the Compliance Notice received by the university.:

*Well-being of Future Generations (Wales) Act 2015*

*Cymraeg 2050: Welsh Language Strategy*

*Coleg Cymraeg Cenedlaethol: Academic Plan 2022-27*

*Local Authorities' Welsh in Education Strategic Plans*

*Welsh Language and Education (Wales) Act 2025*

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<sup>1</sup> This recognises the fact that the University is in an area of higher density linguistic significance. See the [report](#) of the Commission for Welsh-speaking Communities.

*Empowering communities, strengthening the Welsh language: The Report of the Commission for Welsh-speaking Communities on communities with a higher density of Welsh speakers*

*MEDR Regulatory Framework*

### PLANNING, SUSTAINING AND DEVELOPING WELSH MEDIUM PROVISION

1. The university will continue to invest in Welsh medium provision (e.g. by creating and sustaining Welsh medium lecturing posts).
2. The university will consider the impact of any staffing changes on the breadth and depth of Welsh medium provision.
3. The university will play a leading role in all the activities of the Coleg Cymraeg Cenedlaethol.
4. Welsh medium provision will be a central part of the University's Teaching and Learning Strategy (and of any plans that support that strategy) and of the planning work of each college and school.
5. When submitting proposals for new courses and modules, all academic schools are expected to consider the possibilities of providing the course or module through the medium of Welsh. The University's curriculum management system will ensure that this information is presented as part of the submission.
6. There will be a designated individual with responsibility for Welsh Medium issues on the Management Board of each college and school.
7. There will be a Welsh medium student representative on the Board of Studies and the staff and student committee of each school.
8. As part of the university's quality assurance system, Welsh medium provision is an element that is expected to be addressed by all academic schools in the annual survey forms that they are required to complete for each course.
9. When organizing professional student placement periods, academic schools will make every effort to try to ensure that Welsh speakers are placed in settings that allow them to use their Welsh language skills.
10. When developing employability and work-related skills for students, the University will ensure that the requirements of bilingual workplaces in Wales will be a central part of the plans.
11. The university will ensure that students can take examinations and submit assignments in Welsh, regardless of the teaching language of the module, with the exception of language modules, where mastery of the language is one of the assessment criteria.<sup>2</sup>

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<sup>2</sup> Please refer to the Taught Programmes Regulations for the translation procedures.

12. The university will ensure that students can complete oral assessments in Welsh, using the simultaneous translation service if the assessor does not speak Welsh.
13. The university will ensure that students can engage with the complaints / appeals / disciplinary systems through the medium of Welsh.
14. Each school will ensure that Welsh speaking students are assigned a personal tutor who speaks Welsh.
15. Bilingual teaching in Bangor will involve increasing the opportunities for students to use and develop their Welsh language skills and prepare them for the workplace. Bilingual learning will not be used in any way to weaken Welsh medium provision. The university recognizes that students will not be able to use Welsh effectively in the context of their studies without having an element of Welsh medium support available to them as part of the course.

#### PROMOTING WELSH MEDIUM PROVISION

1. The university will be proactive in encouraging students to study through the medium of Welsh.
2. The University will operate a default registration system for students who have noted that they speak Welsh. These students will be registered automatically on Welsh-medium modules when a corresponding English-language module also exists.
3. Welsh medium provision will be marketed rigorously through the use of Welsh materials and specific Welsh events (e.g. social media, prospectus, day schools, school liaison work).
4. Information about Welsh medium provision and the opportunities to use Welsh will be proactively promoted during Open Days, as part of the central programme and the programmes of individual schools and colleges.
5. Welsh medium provision and the Welsh language life of the university will have a prominent place as part of the central programme of activities during Welcome Week and the programmes of individual schools and colleges.

#### STUDENT SUPPORT

1. Canolfan Bedwyr will offer Welsh language skills support to students who speak Welsh and who want to increase their confidence in using Welsh. Canolfan Bedwyr will also

offer support to students applying for the Coleg Cymraeg Cenedlaethol Welsh Language Skills Certificate.

2. The university will offer free opportunities for students to learn Welsh through Canolfan Bedwyr and Learn Welsh north west.
3. Cysgliad will be available on all university computers as well as Welsh language interfaces within Microsoft programs.
4. Student facing teaching and learning platforms and systems (e.g. Blackboard) will be bilingual. Our use of AI driven teaching assistants will support bilingual teaching and learning.
5. The university will provide study support and career support, additionally to the support provided by academic schools, in Welsh.
6. The university's care and support services will be available to students in Welsh.
7. Some student support services developed specifically for Welsh-speaking students will be developed in Welsh only.
8. Counselling and mental health support for students will be available in Welsh.
9. The university will ensure that it provides designated accommodation for Welsh speakers and will promote this accommodation among students and prospective students.

## RESEARCH

1. The university will support and promote academic work through the medium of Welsh.
2. The university will advocate Welsh language research in Welsh and British forums (e.g. in the context of REF).
3. When individuals (staff and students) or research groups conduct research with the public in Wales, the language choice of the individuals involved will be respected (e.g. when conducting focus groups or when distributing questionnaires). If difficulties arise with the validation processes for questionnaires, the academic school will explain the situation to the relevant individuals and provide an unofficial translation of the questionnaire to facilitate understanding by those involved in the research. When an academic school provides an unofficial translation of a questionnaire, it will be available at the same time as the English version. It is the responsibility of Academic Research Ethics Committees, through their approval processes, to ensure that this bilingual provision is available.

4. When a research measure is not available in Welsh, the university will consider whether the situation can be looked at proactively, for example by offering advice on preparing a standard translation and compiling a list of requirements for its linguistic validation.
5. When contributing to discussions on AI, the University will ensure that our strengths in large language models and the Welsh language are reflected in the discourse, with the aim of ensuring that AI outputs include Welsh to the greatest extent possible.
6. Wherever possible, the University will contribute to improving access to data on the Welsh language, alongside data on what makes life in Wales distinctive, through the use of Open Data, enabling AI providers worldwide to take account of the needs of Welsh-speaking users.

## THE WELSH LANGUAGE AND SERVICES

Guidelines and support to develop and offer bilingual services are available from Canolfan Bedwyr.

1. The university will provide services in the service user's language of choice or bilingually:
  - The 'language choice' of students will be recorded in the relevant system.
  - The 'language choice' of staff will be recorded in the relevant system.
  - The 'language choice' of members of the public will be recorded by specific services, when it is reasonable and practical to do so.
2. Bangor University will ensure that its services for students and the public will be of the same quality in Welsh and in English by being equally visible, equally easy to use and equally effective. This statement applies to services provided:
  - face to face
  - on the phone
  - in writing
  - online
  - on self-service platforms and machines
  - apps
  - chatbots

The University's use of AI when designing and maintaining services will respect the principles of the Welsh Language Standards.

3. The university will offer first point of contact services in Welsh. A sign at each reception will indicate that you are welcome to use Welsh in the reception area. Reception staff will wear a 'iaith gwaith' badge / lanyard. Telephone call-automation systems will provide Welsh-language menu options.
4. University publications, questionnaires, forms, systems and documents aimed at students and the public in Wales will be bilingual.
5. Any public information signs (including temporary signs) in any location in Wales for which the university is responsible will be bilingual.
6. Materials that are displayed at meetings for students and members of the public in Wales will be bilingual.
7. Videos promoting the University and its departments or videos presenting information about the University to students or the public in Wales will be available bilingually and will meet accessibility requirements in relation to the Welsh language (e.g. through captions).
8. Press Releases in Wales will be bilingual.

9. The English and Welsh versions of the materials in 4-8 will be available at the same time. English and Welsh versions do not have to be exactly the same as each other. The aim is that they meet the needs of their target audience. If a Welsh and English text is included in the same publication / displayed at the same time, the Welsh version will be above the English version or the Welsh version will be on the left.
10. Titles on university buildings and properties that have functional names will be in Welsh and English; buildings that commemorate individuals will be in the form of 'Adeilad ...' or 'Neuadd ...' only.
11. The university website and apps that contain information for students and the public will be bilingual.
12. Corporate and departmental social media accounts will be bilingual and will be active in both Welsh and English, either through a single bilingual account or through separate accounts
13. The university will ensure that students, members of the public and representatives from organizations based in Wales have the opportunity to use Welsh in 'in person', on-line and hybrid meetings. A simultaneous translation service will be provided to facilitate this if necessary or a language facilitator will be present.
14. Any announcements on a public address system will be bilingual, with the Welsh announcement provided first.
15. When organizing and advertising public events Welsh and English will be treated equally.
16. In keeping with the University's tradition, the Welsh language will be central to graduation ceremonies.
17. The university will provide guidelines with regard to the use of Welsh in public lectures and conferences.
18. The university will advertise grants and welcome grant applications submitted in Welsh and English and will administer the process according to the candidate's language of choice.
19. The university will welcome tender applications submitted in Welsh and English and will administer the process according to the candidate's language of choice. The university will announce invitations to tender for a contract in Welsh if the subject of the invitation to tender suggests that it should be published in Welsh or if the audience / expectations suggest that it should be published in Welsh.
20. The university's corporate identity will be bilingual wherever it will be displayed. This will include the name of the university and its resource centres on logos, brand templates, PowerPoint, Canva templates, letterheads, invitations and similar items. Information about the university and its name will follow the same pattern wherever it

is permanently displayed (e.g. on signs, vehicles, signage on a building, exhibitions or publications). In all cases, Welsh will be displayed uppermost or first.

## THE WELSH LANGUAGE AND STAFF: USING WELSH AT WORK

Supporting staff to learn and use Welsh orally and in writing is one of the basic principles of the Welsh Language Strategy. The University aims to make innovative use of the Welsh language in the workplace, in accordance with the Welsh Language Commissioner's definition of internal use models.<sup>3</sup> *Guidelines and support on using Welsh at work are available from Canolfan Bedwyr.*

1. Managers will follow the *Code of Practice on Appointing Staff in accordance with the Welsh Language Standards* throughout the process of recruiting and appointing staff. This Code of Practice applies to all posts, including temporary posts that are made permanent and posts advertised through head-hunters.
2. The university will verify the language choice of staff and record in the relevant system or allow staff to note their language of choice in self-reporting systems. .
3. All of the university's corporate services, including any forms, systems and so on, will be available to staff in Welsh and English.
4. The University recognises that AI has the potential to facilitate the use of Welsh in the workplace. The University will support the use of AI by staff when such use results in content that, from a Welsh-language perspective, is linguistically correct, uses an appropriate register, applies suitable terminology, and is culturally sensitive. All Welsh-language text generated by AI must be reviewed by a member of staff who is able to assess whether the text meets these requirements.
5. Staff can conduct their performance reviews in Welsh if they wish. If the person who would normally conduct the review does not speak Welsh, it is possible to arrange for another qualified Welsh speaking member of staff to do so.
6. Forms in relation to employment will be bilingual.
7. All members of staff have a right to be deal with the complaints / appeals / disciplinary process in Welsh and the university will respect their preferred language throughout the process.
8. The university intranet will be bilingual.
9. Cysgliad will be available on all university computers as well as Welsh language interfaces within Microsoft programs.
10. The University will consider the Welsh language in procuring all new systems. If there is not a Welsh language interface available through the system itself, the University will use Linguaskin or equivalent in order to provide a Welsh interface where possible.
11. The university's Cymorth Cymraeg digital resource will provide support for staff to use Welsh at work.

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<sup>3</sup> [Internal Use of the Welsh Language Policy Models](#)

12. The university will ensure that its information about staff skills is current through the Human Resources system. The University will remind staff regularly of their ability to change their language level description through the itrent system.
13. The university will provide a wide range of free Welsh lessons to staff during working hours through Canolfan Bedwyr. Staff will also be able to attend free Welsh for Adults courses in the community through Learn Welsh North West.
14. Training on the Welsh Language Policy will be one of the university's mandatory training courses. The university will ensure that all its mandatory courses are available bilingually.
15. The university will provide a range of professional development training in Welsh. When an external provider is used, the university will make every effort to hold a corresponding course in Welsh. The external provider will be responsible for arranging and paying for translations if necessary.
16. The university will provide information about the Welsh language and the opportunities to use it in the university during induction sessions for new staff.
17. The university will provide language awareness training, training on the language policy and training on how the Welsh language can be used in the workplace. There will be specific provision for managers on managing in a bilingual context.
18. The university will encourage Welsh speaking staff to wear a 'laith Gwaith' lanyards and / or display a 'laith Gwaith' badge / dysgu Cymraeg sign on their office doors or on virtual backgrounds.
19. The university encourages the use of Welsh in internal 'in person', on-line and hybrid meetings. Some meetings are specified as bilingual meetings and a simultaneous translation service will be available in them. The minutes of bilingual meetings will be available in Welsh and English. Different committees within schools and service departments can also apply for a simultaneous translation service as necessary. Guidelines in relation to bilingual meetings are available on the Canolfan Bedwyr website.
20. Corporate communication methods will be bilingual (e.g. staff bulletin, emails, letters and agendas aimed at staff in general).
21. E-mails to groups of staff (e.g. heads of schools, administrative representatives, university committee members) that relate to official matters (e.g. policy developments, important notices, formal meetings) will be bilingual (unless the person sending the e-mail knows the language choice of each individual on the list).
22. If an e-mail is sent to an individual member of staff with the intention of forwarding it to a group of staff (e.g. within the school) then the original e-mail will be bilingual.
23. If information from third parties needs to be sent by e-mail to groups of staff, it is not necessary to translate third party materials but a bilingual note should be provided at

the top of the e-mail (e.g. gweler isod / see below). If the third party is based in Wales (especially in the case of public bodies), a bilingual version of the document should be requested.

## THE WELSH LANGUAGE IN POLICYMAKING, PROJECT PLANNING AND THE AWARDING OF GRANTS AND FINANCIAL ASSISTANCE

*Guidelines and support on how to ensure that the Welsh language is central to policies and projects and the processes underpinning the awarding of grants and financial assistance are available from Canolfan Bedwyr.*

1. Bangor University will mainstream the Welsh language as part of policymaking and will consider the needs of Welsh speakers and the interests of the Welsh language in all aspects of policy decisions.
2. Bangor University will operate with the aim of safeguarding the standing of the Welsh language and of promoting and facilitating its use and ensuring that the university's policies and initiatives do not lead to treating the Welsh language less favourably than English.
3. Bangor University will ensure that issues relating to the Welsh language are included when policies are developed in all areas of work across the organization.
4. Bangor University will develop specific policies and initiatives that create or promote opportunities to use Welsh.
5. Bangor University will ensure, when undertaking any research and / or consultation as part of policy or strategy development work, that it consults with people who are representative of Welsh speaking service users.
6. The staffing structure and profile of any new service or initiative will facilitate service provision in accordance with the university's duties under the Welsh Language Standards. This will be a central consideration when developing new structures and / or during restructuring.
7. All published material (paper or electronic) relating to a policy decision will be available in Welsh and English.
8. Through university committees, and Welsh language impact assessments, the university will assess the impact and outcomes of policies (new or revised) on the Welsh language.
9. The university will monitor the organization's compliance, or that of any third party acting on its behalf, in terms of policies and initiatives in relation to the Welsh language.
10. The university will ensure that staff, consultants and lay people responsible for policymaking are aware of the university's duties under the Welsh Language Standards.
11. When the university creates new initiatives it will take into account the specific needs of a Welsh speaking audience and offer tailor-made versions for a Welsh-speaking audience when necessary.

12. When awarding grants or providing financial assistance, the University, where appropriate, will take into account (1) the effects if any on the opportunities to use Welsh and treating the Welsh language no less favourably than English (2) how the decision could be taken or implemented so that it would have positive effects / increased positive effects or not have adverse effects / decreased adverse effects on the Welsh language (3) whether additional information is needed to assist in assessing the effects of awarding the grant or financial assistance on the Welsh language.

## **THE WELSH LANGUAGE AND DECISIONS MAKING, RECORD KEEPING AND COMPLAINTS RECORDING PROCESSES.**

1. The university will ensure that issues relating to the Welsh language are discussed widely at the university and at the Executive Committee and Council level. It will do this by ensuring that a robust structure of committees is in place.
2. The university will ensure that detailed records are kept of statistics relating to the Welsh language (e.g. the number and percentage of the workforce that speak Welsh, the number of post advertised where Welsh is essential).
3. The university will ensure that a record is kept of complaints relating to the Welsh language and will ensure that individuals know how to bring a complaint in relation to the Welsh language to the attention of the university.
4. A record will be kept of each complaint received in relation to non-compliance with the Welsh Language Standards, or in relation to the use of Welsh in the organization in general.
5. A list of the complaints received will be submitted to the Audit and Risk Committee of the University Council.
6. If a student, a member of staff or an individual or group wishes to draw the university's attention to deficiencies in terms of how its deals with the Welsh language, they should refer the complaint in the first instance to the Head of Policy and Development at Canolfan Bedwyr.
7. The Head of Policy and Development will assess the complaint. If there is an indication of non-compliance with the University's Language Policy and / or Welsh Language Standards, the complaint will be investigated with a view to resolving it informally in the first instance.
8. If the matter is broad in terms of its implications or if it is a serious complaint about non-compliance, the matter will be brought to the attention of the Welsh Medium Pro Vice-chancellor, and then to the attention of the Welsh Language and Culture Committee and / or the Council's Bilingualism Committee.
9. The Head of Policy and Development will report back to the complainant with the findings of any investigation.
10. If a complaint relates to the conduct of a member of staff, the matter should be referred to the Human Resources department through the relevant procedure.
11. We will provide training for staff on handling complaints and expressions of dissatisfaction with the implementation of the Welsh Language Policy and the Welsh Language Standards in general complaint-handling training sessions, in managing in a bilingual context training sessions, and in relevant training for specific departments and staff groups.

## THE STRUCTURE OF COMMITTEES RELATED TO THE WELSH LANGUAGE

