WELSH LANGUAGE STANDARDS 10 GOLDEN RULES

1. **Individual Rights-based Model –** review your current practice to ensure that *"the Welsh language is treated no less favourably than the English language"*

2. **Individual Language Preference** – proactive recording and adherence/respect for individual student/staff correspondence choices

3. **Bilingual Reception and phone greeting services** – adhere to college protocol; seek guidance from Bilingualism Team

4. **Bilingual Signage & Information Display** – new items and replacements must have Welsh available to be read first

5. **Bilingual/Welsh versions of student/staff forms** – proactive offer/publicity – we have two in-house translators; don't wait for complaints

6. **Bilingual Meetings** – proactive offer for staff, students, public, business partners and stakeholders (the college has a simultaneous translator)

7. **Web/Intranet/HR Dashboard** – fully bilingual by 1 October 2018 – but any amendments/new pages bilingual from 1 April 2018

8. **Equality and Linguistic Impact Assessments** – must be done properly in relation to new/renewed policies, consultation exercises, research and especially new capital and curriculum developments.

9. **Third Party Contracts** – *"all agreements and arrangements for external organisations of this nature to undertake the provision of services to the public in Wales on the College's behalf will comply fully"*

10. **Students have 10 basic rights** - to deal with the college in Welsh