

COMPLIANCE WITH SERVICE DELIVERY STANDARDS

STANDARD No.	STANDARD	HOW THE COLLEGE INTENDS TO COM
Standard 1	When 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.	All staff who correspond with others have received detailed guidance on the college's obligations under the Welsh language Standards. Support is available for staff to correspond with others in Welsh through the use of translators and other Welsh speaking staff.
Standard 4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	
Standard 5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you	

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Standard 21	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.	
Standard 22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	The college has invested in a new phone operating system, which is fully compliant with Standards relating to dealing with telephone enquiries in Welsh.
Standard 24	If you invite one person only (P) to a meeting you must ask P whether P 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.	All staff who arrange meetings with others have received detailed guidance on the college's obligations under the Welsh language Standards. Support is available for staff to correspond with others in Welsh through the use of translators and other Welsh speaking staff.
Standard 24A	If 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).	
Standard 26	If you invite an individual (A) to a meeting, and (a) the meeting relates to a complaint about A or made by A; (b) the meeting relates to disciplinary proceedings regarding A; or (c) the purpose of the meeting is to provide student support to A, you must ask A whether A wishes to use the Welsh language at the meeting, and (ii) inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	
Standard 26A	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting (a) if (i) the meeting relates to a complaint about the invited individual (a) or made by A; (ii) the meeting relates to disciplinary proceedings regarding A; or (iii) the purpose of the meeting is to provide student support to A; and (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.	
Standard 27	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	

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Standard 27A	If you have invited more than one person to a meeting, 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.
Standard 27D	If you have invited more than one person to a meeting, 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).
Standard 29	If you invite more than one person to a meeting, and (a) the meeting relates to a complaint made by or about one or more of the individuals invited; (b) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or (c) the purpose of that meeting is to provide student support to one or more of the individuals invited; you must (i) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting; and (ii) 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.
Standard 29A	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 (i) the meeting relates to a complaint made by or about one or more of the individuals invited; (ii) the meeting relates to disciplinary proceedings regarding one or more of the individuals invited; or (iii) the purpose of the meeting is to provide student support to 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 use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.
Standard 30	When you arrange a meeting that is open to (a) the public, or (b) students who are within a particular cohort, 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.
Standard 31	When you send invitations to a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must send the invitations in Welsh.
Standard 32	If you invite persons to speak at a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must (i) ask each person invited to speak whether he or she wishes to use the Welsh language, and (ii) 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).

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Standard 33	If you invite persons to speak at a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, 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 - (i) that they are welcome to use the Welsh language, and (ii) that a simultaneous translation service is available.	
Standard 34	When you display any written material at a meeting that you arrange which is open to (a) the public, or (b) students who are within a particular cohort, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	
Standard 35	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/publicised).	All relevant staff have received detailed guidance for the promotion of events to ensure full compliance. Regular audits are carried out internally (Re) b (e1x) 4.3 (t) 9 (t)-3.3 (s) 4.4 re

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| Standard 53 | Any form that you make available to the public or students must be produced in Welsh |
Standard 53A If you produce a Welsh language version and a separate English language version of a form, you

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Standard 66	When you erect a new sign or when you 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.	All relevant staff have received detailed guidance for signage to ensure full compliance. Regular audits are carried out internally and processes are in place to deal with any breaches promptly.
Standard 67		

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Standard 78	If you receive an application for a grant or financial assistance 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).	
Standard 79	When you inform an applicant of your decision in relation to an application for a grant or financial assistance, you must do so in Welsh if the application was submitted in Welsh.	
Standard 80	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. Additional Note: You must comply with standard 80 in the following circumstances: If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	The college will ensure that all future tenders for contracts are published in Welsh (and the Welsh language will not be treated less favourably) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, of the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.
Standard 81	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.	
Standard 81A	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 timescale for informing tenderers of decisions).	
Standard 83	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender—(a) you must offer to provide a translation service from Welsh to English to enable the tenderer to speak Welsh at the interview, and (b) if the tenderer wishes to speak Welsh language at the interview provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	
Standard 84	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.	
Standard 85	You must promote any Welsh language service that you provide and advertise that service in Welsh. This will be done on all available platforms.	

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Standard 88 If you offer a learning opportunity that is open to the public, you must offer it in Welsh.

Additional Note: You must comply with standard 88 in every circumstance, when an assessment carried out in accordance with standard 89 comes to the conclusion that there is