

The Open University
WELSH LANGUAGE STANDARDS
How we will comply the standards



**The Open
University
Y Brifysgol
Agored**

WALES CYMRU

THE OPEN UNIVERSITY

How The Open University (OU) will comply with the Welsh language standards

Standards have been introduced for the Welsh language. They provide a legal framework which gives individuals in Wales the right to receive certain services through the medium of Welsh.

The standards were introduced as part of the Welsh Language (Wales) Measure 2011. The role of the Welsh Language Commissioner was also created as part of the Measure, with responsibilities to monitor compliance.

We have created this document to outline how The Open University (the OU) aims to comply with the Welsh language standards.

Which parts of the OU's activities are included in the standards?

Relevant standards are listed on [The Open University's compliance notice](#). Service delivery standards, policy making standards, operational standards and record keeping standards are all included here.

The standards do not apply to every aspect of the OU's work – and curriculum is exempt as an activity.

In terms of service delivery standards, this compliance plan refers to the following areas of the university's work:

- Admission/ selection of students
- Information provided to students about the OU
- Welfare of students
- Complaints
- Disciplinary proceedings in respect of students
- Careers service
- Student intranet
- Graduation ceremonies
- Assessments and examinations
- Grants and financial assistance
- Public lectures
- Learning opportunities
- Libraries and arts centres
- Calls to telephone numbers
- Signs on the OU's buildings

Many of the standards apply to the whole of the OU, but most of them refer to the OU in Wales only. Standards are applicable to services provided to the public in Wales and this includes services that are provided from outside of Wales.

We have provided our staff with information and guidance to help them ensure that the OU complies with the standards.

How the OU will comply with the Welsh Language Standards

Writing to us

1. If you write us a letter or e-mail you can do so in Welsh and we will reply in Welsh.
2. We will ask students when they register with us if they would like to receive correspondence from us in Welsh - if they do we will record this and communicate with them in Welsh.
3. If you are a student based in Wales and we write to you for the first time or if we don't know in which language you would like us to correspond with you, we will write to you bilingually.
4. We will not treat the Welsh language less favourably than English when we send or receive letters or e-mails.
5. We state clearly in our correspondence and publications that we welcome contact through the medium of Welsh.
6. Our Welsh speaking staff will indicate this on their email signature.

Contacting us by phone

1. All callers to our main number in Wales will be greeted bilingually.
2. We welcome phone calls in Welsh to our main phone number in Wales and will deal with calls in Welsh if that is the caller's wish.
3. The OU in Wales staff will answer calls to their direct line numbers bilingually.
4. We will deal with calls to our main number in Wales in Welsh if that's the caller's wish
5. If your call is answered outside Wales and you want us to deal with you in Welsh, where possible, we will make arrangements for this to happen.

Meetings and events held in Wales

1. If we invite students or individuals to a meeting in relation to the areas where the OU has a duty to comply with the standards we will ask if they wish to contribute in Welsh and will arrange a translator if this is their wish.
2. We will send bilingual invitations to our public meetings in Wales and if you attend a meeting or public event that we have arranged, you are welcome to contribute in Welsh and we will provide translation facilities.
3. Publicity materials, signage and information relating to any public meeting or event in Wales will be available bilingually.
4. When we ask individuals to speak at our events or public meetings they can do so in Welsh and we will arrange for translation facilities if this is their wish.
5. When we arrange or fund at least half a public event, we will promote and advertise it bilingually.
6. Any information and materials that are available or displayed at a relevant event or public meeting will be bilingual.
7. We will provide simultaneous translation at our public lectures if the subject matter or audience suggests that this is appropriate.

Published documents

1. Our published documents will be available in Welsh if they are produced by the OU in Wales, relevant to Wales only, or produced for use in Wales by the OU centrally – see our [full compliance notice](#) for full details of which documents are included
2. All relevant documents we produce that are covered by the standards will be available in Welsh and English and both languages will be treated equally.
3. When we produce separate English and Welsh language versions of a document we will clearly state on the English version that a Welsh version is available.
4. Both languages feature as prominently as the other on our corporate identity in Wales.

Website and on-line

1. The OU in Wales website is bilingual.
2. We will update the Welsh pages at the same time as we update the English ones.
3. We will make sure that it's possible to easily switch between Welsh and English on all pages of the OU in Wales website.
4. There is a section on the OU in Wales website which contains information about how we comply with the language standards.
5. General information about our courses is also available in Welsh
6. We will promote Welsh-language services which are included within the scope of the standards on our website.
7. We use Twitter @OUCymru to share general information about the OU in Wales. Welsh will not be treated less favourably than English on this Twitter feed.
8. If you send a message to @OUCymru or any of our other Twitter accounts, we will reply in the language of your original message if an answer is required.

In our buildings

1. We will ensure that we have a Welsh speaker on our reception desk at the OU in Wales office in Cardiff.
2. If we arrange a meeting with you and you tell us in advance that you want a Welsh-language meet and greet service at reception, we will arrange this.
3. We will display a sign at our front desk in Cardiff indicating that you are welcome to speak to us in Welsh.
4. The OU in Wales staff on our reception desks in Cardiff will wear a *iaith gwaith* badge if they speak Welsh.
5. All our signs will be bilingual whether permanent or temporary, and we have procedures in place to ensure they are correct.

Tendering

The procurement department of The Open University is aware of the need to ensure that any tender process is advertised through the medium of Welsh where the subject of the tender suggests this should happen, or that the audience is likely to expect it. We are also committed to ensuring that the Welsh language is not treated less favourably than English in the tendering process.

Creating and reviewing policies

The Open University has introduced a procedure for reviewing policies to determine if

- the policy affects or has the potential to affect opportunities to use the Welsh language
- it is possible to formulate the policy to have positive or more positive effects on opportunities to use the Welsh language
- it is possible to formulate the policy to have less or no negative effects on opportunities to use the Welsh language
- the policy has an impact or if it has the potential to have an impact on treating the Welsh language less favourably than the English language
- it is possible to formulate the policy to have positive or more positive effects on treating the Welsh language no less favourably than the English language
- it is possible to formulate the policy to have less or no negative effects on treating the Welsh language no less favourably than the English language.

As an employer

1. We commit to the principle that our staff in Wales can live their working lives through the medium of Welsh in line with the standards.
2. When recruiting to relevant posts in Wales, we will consider the need for Welsh-language skills for every new vacancy, and when we advertise a post requiring language skills, we will note this and advertise in Welsh.
3. You can apply for a job with us through the medium of Welsh and we will communicate with you about your application in Welsh if you so wish.
4. We will not treat job applications submitted in Welsh less favourably than English ones.
5. Our policies involving the working conditions of our staff which are listed within the standards will be available in Welsh and English.
6. We encourage staff to speak Welsh at work and will support and help them to improve their language skills by arranging lessons during work hours.

Monitoring and overseeing

The OU Senior Communications Manager (Welsh Language) will monitor our progress and compliance throughout the year. We will gather evidence of compliance regularly and will ensure that it is available for the Welsh Language Commissioner as required.

Keeping a record and reporting annually

To comply with the language standards, we will submit an annual report to the Welsh Language Commissioner. The report will explain and provide evidence on how we have met the standards during the year. It will also show if we have not met any of the standards and whether we have received any complaints about our Welsh language provision.

When things go wrong

Our aim is to provide the best possible service at all times but we know that sometimes things can go wrong.

You can complain to us if you feel that we haven't fulfilled our duties as set out in the standards. We will do our best to learn and to put steps in place to correct any mistakes.

We have a process which deals specifically with complaints regarding our compliance with the Welsh Language Standards – [please visit our website to read the policy](#). You can submit a complaint by letter or e-mail.

Supporting our staff

We are committed to ensuring that we comply in full with the standards that have been imposed on the OU.

Everyone who works at the OU has a responsibility to help us fulfil this aim. Our Welsh-speaking staff and those learning the language will be key to this, but we will also support and put arrangements in place to ensure that non-Welsh-speaking staff understand our duties to comply.

In order to meet the requirements of the standards we will:

- ensure staff in Wales are all offered language awareness sessions and training regarding the requirements of the standards and use of the language in the workplace
- provide software and templates to staff to help them comply with the standards in their work

Supporting our students

We will endeavour to support our students who wish to use the Welsh language as part of their journey with The Open University. [The StudentHome Welsh Language section](#) (link available to registered students only)

- notes that the university welcomes correspondence and telephone enquiries through the medium of Welsh

- asks students to let us know if they wish to communicate with the university through the medium of Welsh
- states that students have the right to submit assignments through the medium of Welsh.

For more information

[A full list of all the standards imposed on the OU can be found here.](#) Further information about the standards and the Welsh Language Measure is available on the [Welsh Language Commissioner's](#) website.

Please contact us if you would like further information:

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