



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Career Choices Dewis Gyrfa Limited – Issue Date: 29/09/2017

Standard Number	Class of Standard	Standard	Imposition Day
94	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
95	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
96	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on —	01/04/2018

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
97	Policy Making standards	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
98	Policy Making standards	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
99	Policy Making standards	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
101	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or	01/04/2018

		adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
102	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
103	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	01/04/2018
105	Operational standards	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	01/04/2018
106	Operational standards	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	01/04/2018

107	Operational standards	You must — (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	01/04/2018
108	Operational standards	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	01/04/2018
109	Operational standards	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	01/04/2018
110	Operational standards	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	01/04/2018
111	Operational standards	You must ask each employee whether he or she wishes to receive any forms that record and authorise — (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	01/04/2018
112	Operational standards	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	01/04/2018
113	Operational standards	If you publish a policy relating to health and well-being at work, you	01/04/2018

		must publish it in Welsh.	
114	Operational standards	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	01/04/2018
115	Operational standards	If you publish a policy relating to performance management, you must publish it in Welsh.	01/04/2018
116	Operational standards	If you publish a policy about absence from work, you must publish it in Welsh.	01/04/2018
117	Operational standards	If you publish a policy relating to working conditions, you must publish it in Welsh.	01/04/2018
118	Operational standards	If you publish a policy regarding work patterns, you must publish it in Welsh.	01/04/2018
119	Operational standards	You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	01/04/2018
119A	Operational standards	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	01/04/2018
121	Operational standards	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;	01/04/2018

		and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	
122	Operational standards	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff— (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	01/04/2018
123	Operational standards	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	01/04/2018
123A	Operational standards	You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	01/04/2018
125	Operational standards	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose	01/04/2018

		if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	
126	Operational standards	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff— (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	01/04/2018
127	Operational standards	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	01/04/2018
128	Operational standards	You must ensure that — (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	01/04/2018
131	Operational standards	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	01/04/2018
132	Operational standards	You must designate and maintain a page (or pages) on your intranet	01/04/2018

		which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	
133	Operational standards	You must provide the interface and menus on your intranet pages in Welsh.	01/04/2018
134	Operational standards	You must assess the Welsh language skills of your employees.	01/04/2018
135	Operational standards	You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	01/04/2018
136	Operational standards	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	01/04/2018
137	Operational standards	You must provide training to staff who provide careers advice on the value of Welsh language skills in the employment sector.	01/04/2018
138	Operational standards	You must provide opportunities during working hours — (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	01/04/2018
139	Operational standards	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	01/04/2018
140	Operational standards	You must providing training courses so that your employees can	01/04/2018

		<p>develop —</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	
141	Operational standards	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	01/04/2018
142	Operational standards	You must provide wording or a logo for your 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.	01/04/2018
143	Operational standards	You must provide wording for your employees which will enable them 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.	01/04/2018
144	Operational standards	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	01/04/2018
144A	Operational standards	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	01/04/2018
145	Operational standards	<p>When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply —</p> <p>(a) Welsh language skills are essential;</p> <p>(b) Welsh language skills need to be learnt when appointed to the post;</p>	01/04/2018

		(c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
145A	Operational standards	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must — (a) specify that when advertising the post, and (b) advertise the post in Welsh.	01/04/2018
146	Operational standards	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	01/04/2018
146A	Operational standards	If you publish — (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	01/04/2018
146B	Operational standards	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	01/04/2018
148	Operational standards	You must ensure that your application forms for posts — (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and	01/04/2018

		(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	
149	Operational standards	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	01/04/2018
150	Operational standards	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	01/04/2018
151	Operational standards	When you erect a new sign or renew a sign in your workplace (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.	01/04/2018
152	Operational standards	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	01/04/2018
153	Operational standards	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	01/04/2018
154	Record Keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with	01/04/2018

		standards.	
155	Record Keeping standards	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	01/04/2018
156	Record Keeping standards	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	01/04/2018
157	Record Keeping standards	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	01/04/2018
158	Record Keeping standards	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 134), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	01/04/2018
159	Record Keeping standards	You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 135), and (b) if a Welsh version of a course was provided in accordance with standard 135, the percentage of the total number of staff attending the course who attended that version.	01/04/2018
161	Record Keeping standards	You must keep a copy of every assessment that you carry out (in accordance with standard 145) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	01/04/2018
162	Record Keeping standards	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 145) as posts where— (a) Welsh language skills are essential;	01/04/2018

		(b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
169	Standards that deal with supplementary matters - Policy making standards	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	01/04/2018
170	Standards that deal with supplementary matters - Policy making standards	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	01/04/2018
171	Standards that deal with supplementary matters - Policy making standards	You must— (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and	01/04/2018

		(c) ensure that a copy of that document is available in each of your offices that are open to the public.	
172	Standards that deal with supplementary matters - Policy making standards	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	01/04/2018
173	Standards that deal with supplementary matters - Policy making standards	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	01/04/2018
174	Standards that deal with supplementary matters - Policy making standards	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	01/04/2018
175	Standards that deal with supplementary matters - Operational standards	<p>You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—</p> <p>(a) on your website, and</p>	01/04/2018

		(b) in each of your offices that are open to the public.	
176	Standards that deal with supplementary matters - Operational standards	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	01/04/2018
177	Standards that deal with supplementary matters - Operational standards	<p>You must—</p> <p>(a) ensure that you have arrangements for—</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	01/04/2018
178	Standards that deal with supplementary matters - Operational standards	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 158);</p>	01/04/2018

		<p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 159);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 159);</p> <p>(ch) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with standard 160);</p> <p>(d) the number of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <ul style="list-style-type: none">(i) Welsh language skills were essential,(ii) Welsh language skills needed to be learnt when appointed to the post,(iii) Welsh language skills were desirable, or(iv) Welsh language skills were not necessary, <p>(on the basis of the records you kept in accordance with standard 162);</p> <p>(dd) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p>	
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		(a) on your website, and (b) in each of your offices that are open to the public.	
179	Standards that deal with supplementary matters - Operational standards	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	01/04/2018
180	Standards that deal with supplementary matters - Operational standards	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	01/04/2018
181	Standards that deal with supplementary matters - Record Keeping standards	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	01/04/2018
182	Standards that deal with supplementary matters - Record Keeping standards	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	01/04/2018

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 29/09/2017