



## **STUDENT VOLUNTEERING CARDIFF (SVC)**

### **WELSH LANGUAGE POLICY**

August 2013

Reviewed June 2017

	<b>Welsh Language Policy</b>
<b>1.0</b>	<b>Introduction</b>
<b>1.1</b>	<p>Student Volunteering Cardiff (SVC) recognises Welsh has a status in Wales, encompassed within the Welsh Language (Wales) Measure 2011, and the Welsh Language Act 1993. It recognises the public in Wales have a Welsh Language and therefore must receive a bilingual service from the public institutions that work in Wales.</p> <p>In recognition of this, and of other related factors such as Human Rights, SVC acknowledges the need to provide proactive choice of language for our staff, partners and volunteers.</p> <p>Furthermore in keeping with Welsh Government Policy - specifically 'Cymraeg 2050 - a million Welsh speakers' - SVC seeks to foster bilingualism in Wales, and extend positive choices and opportunities for staff, agencies in the field, and for the general public</p>
<b>2.0</b>	<b>Scope of Policy</b>
<b>2.1</b>	<p>This policy applies to</p> <ul style="list-style-type: none"><li>• All SVC volunteers</li><li>• All staff who support SVC</li><li>• The SVC Board of Trustees</li></ul>
<b>2.2</b>	<p>It is hoped that all of your questions relating to this policy have been clearly answered. If you have any questions which remain unanswered then please refer to the SVC Manager.</p>
<b>3.0</b>	<b>Providing a Bilingual Service</b>

<p><b>3.1</b></p>	<p>Welsh and English are the official languages of SVC. SVC is committed to providing an equally high standard of service in Welsh and English.</p> <p>SVC believes that by developing its own Welsh Language Policy it will:</p> <ul style="list-style-type: none"> <li>• help to provide a first class service to its membership and the people of Wales</li> <li>• help to recognise the bilingual nature of Wales</li> <li>• raise the organisation’s appeal in the wider sector</li> <li>• demonstrate goodwill and in turn encourage and help attract Welsh speaking volunteers</li> <li>• send a message of good practice to others in the third sector whilst adhering to its own Equal Opportunities Policy.</li> </ul> <p>SVC is committed to ensuring both languages are given equal consideration in its activities. SVC works towards reflecting the linguistic pattern of the communities in which it operates.</p>
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	<p>SVC will encourage amongst its volunteers, Trustees and the staff who support SVC, a positive awareness of, and understanding about, the Welsh language and bilingualism as a valued aspect of human diversity and modern Wales.</p>
<p><b>4.0</b></p>	<p><b>Delivery of Services</b></p>
<p><b>4.1</b></p>	<p><b>New Policies and Initiatives</b></p> <p>New Policies and Initiatives adopted will promote and facilitate the use of Welsh whenever possible and move the organisation closer to implementing the principle of equality at every opportunity.</p> <p>All staff who support SVC will be made aware of the requirements of the Welsh Language Policy.</p>
<p><b>4.2</b></p>	<p><b>Standard of Welsh Service</b></p> <p>SVC is firmly committed to providing an equal standard of service in Welsh and English and welcomes dealings in both languages.</p> <p>Our aim is to provide a high standard of service in every aspect of SVC’s work, both verbally and in writing, in accordance with its commitments to this scheme.</p> <p>SVC will publicise the scheme and will monitor and review the standards it is achieving, with the aim of continually improving the standard.</p>
<p><b>5.0</b></p>	<p><b>Direct Contact</b></p>

<b>5.1</b>	<p><b>Written Correspondence</b> SVC welcomes written correspondence (in writing or via email) either in Welsh or in English, and the response will be made in the language of the original correspondence.</p> <p>Letters sent to individuals and groups who have approached SVC in the Welsh language will be responded to in Welsh.</p>
<b>5.2</b>	<p><b>Telephone communication</b> Telephone calls received by SVC will be answered initially in English as currently SVC has no Welsh speaking staff. However if a caller prefers to communicate in Welsh then SVC will return the call in the medium of Welsh, through one of our Welsh speaking Trustees.</p>
<b>5.3</b>	<p><b>Training</b> SVC will promote demand for training through the medium of Welsh through consultation with current and potential volunteers.</p>
<b>6.0</b>	<p><b>SVC's Public Image</b></p>
<b>6.1</b>	<p><b>Publishing</b> SVC will endeavour for its published documents, forms and promotional literature to be available bilingually.</p>
<b>6.2</b>	<p><b>Website</b></p> <p>SVC's website is predominantly in English. However key areas of the site are bilingual. An action plan is being developed so that the creation and maintenance of a fully bilingual website is put in place.</p>
<b>6.3</b>	<p><b>Staff Recruitment and Advertising</b> At present all posts within SVC have "the ability to communicate in Welsh" as a desirable criteria. Should the requirements of the people who access our services change then SVC will amend these roles accordingly.</p>
<b>7.0</b>	<p><b>Implementing and Monitoring the Welsh Language Policy</b></p>
<b>7.1</b>	<p><b>Learning Welsh</b> SVC encourages staff to learn Welsh and will support staff wishing to learn / improve their current language skills, on a practical level.</p>
<b>7.2</b>	<p><b>Translation</b> Appointing translators – SVC is committed to ensuring that the charity's translators, be they internal or external, are suitably qualified and are able to provide a high quality service. SVC will work with local translation businesses, the Welsh School at Cardiff University, the three local Universities and associated Students' Unions to ensure that standards are of the highest quality, and ensure we utilise the latest translation technology.</p>
<b>8.0</b>	<p><b>Welsh Volunteering Opportunities</b></p>

<b>8.1</b>	SVC is committed to providing volunteering opportunities in the medium of Welsh. These opportunities have been devised in accordance with our partner organisations, the Welsh School at Cardiff University and community need.
<b>9.0</b>	<b>Grievances</b>
<b>9.1</b>	Any member who feels they have not been treated fairly with regards to their language choice can raise this through SVC's Grievance Procedure.