

SKILLS & VOLUNTEERING CYMRU (SVC)



Welsh Language Policy

Reviewed August 2019

	Welsh Language Policy
1.0	Introduction
1.1	<p>SVC recognises Welsh has a status in Wales, encompassed within the Welsh Language (Wales) Measure 2011. 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 a proactive choice of language for students.</p> <p>Furthermore, in keeping with Welsh Government Policy, 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>
2.0	Scope of Policy
2.1	<p>This policy applies to</p> <ul style="list-style-type: none"> • All SVC volunteers • All staff who support SVC • The Trustees of SVC
2.2	<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>
3.0	Providing a Bilingual Service
3.1	<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"> • help to provide a first-class service to its membership and the people of Wales; • help to recognise the bilingual nature of Wales; • raise the organisation's appeal in the wider sector; • demonstrate goodwill and, in turn, attract Welsh speaking volunteers; • send a message of good practice to others in the third sector whilst adhering to its own Equal Opportunities Policy. <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> <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 modern Wales.</p>
4.0	Delivery of Services
4.1	<p>New Policies and Initiatives</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>

	All staff who support SVC will be made aware of the requirements of the Welsh Language Policy.
4.2	<p>Standard of Welsh Service SVC is firmly committed to providing an equal standard of service in Welsh and English and welcomes dealings in both languages.</p> <p>The aim will be 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>
5.0	Direct Contact
5.1	<p>Written Correspondence SVC welcomes written correspondence (in writing, via email or fax) either in Welsh or in English, and the response will be made in the language of the original correspondence.</p> <p>Letters received to SVC in the Welsh language will be responded to in Welsh.</p>
5.2	<p>Telephone communication Telephone calls received by SVC will be answered initially in English. However, should a caller prefer to speak in Welsh we shall arrange for one of our Welsh speaking staff members to return their call.</p>
5.3	<p>Training SVC will promote demand for training through the medium of Welsh through consultation with current and potential volunteers.</p>
6.0	SVC's Public Image
6.1	<p>Publishing SVC will endeavour for its published documents, forms and promotional literature to be available bilingually.</p>
6.2	<p>Website 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>
6.3	<p>Staff Recruitment and Advertising 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>
7.0	Implementing and Monitoring the Welsh Language Policy
7.1	<p>Learning Welsh SVC encourages staff to learn Welsh and will support staff wishing to learn / improve their current language skills, on a practical level.</p>
7.2	Translation and Appointment of Translators

	<p>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.</p> <p>SVC will utilise the skills of the Welsh School at Cardiff University to ensure that standards are of the highest quality, and ensure we utilise the latest translation technology.</p>
8.0	Welsh Volunteering Opportunities
8.1	SVC is committed to providing volunteering opportunities in the medium of Welsh.
9.0	Grievances
9.1	Any employee who feels they have not been treated fairly with regards to their language choice can raise this with SVC's Grievance Procedure.