

ROYAL WELSH COLLEGE OF MUSIC AND DRAMA
STANDARDS IMPLEMENTATION POLICY
PREPARED IN RESPONSE TO THE COMPLIANCE NOTICE
Section 44 Welsh Language (Wales) Measure 2011

A Background and Introduction

A1 Context

The Royal Welsh College of Music & Drama is the National Conservatoire of Wales and part of the University of South Wales Group. It contributes to the cultural identity of Cardiff and Wales and attracts some of the most gifted students from around the world. RWCMD is a member of Conservatoires UK.

A2 Vision Statement

- The Royal Welsh College of Music & Drama offers high-quality training and resources, a life-enhancing curriculum and achieves the highest possible standards.
- The Royal Welsh College of Music & Drama produces graduates who are articulate, thinking and innovative in their art forms and offers the music and theatre industries a regular and highly skilled workforce.
- The Royal Welsh College of Music & Drama contributes to, influences and fosters the cultural and artistic life of Wales and beyond, and can represent Wales on the world stage.

A3 The Welsh Language Policy

This document serves two purposes.

A3.1 Firstly, it articulates the College response to the Welsh Language Standards for all its stakeholders, be they students, staff or members of the public. In this regard, it will be a public document available via the RWCMD website, or on request.

A3.2 Secondly, it provides an operational response to the standards, where such is required. This Policy approach will, however, be supported by further guidance documentation, written for appropriate audiences. These documents may include, subject to ongoing review:

- General Staff Information
- Guidance for Line Managers
- Information for Students
- Information for Applicants
- Information for Members of the Public

A3.3 The Welsh Language Policy below is structured to reflect the sections of the Welsh Standards Compliance Notice.

B Service Delivery Standards (Standards 1-93)

B1 Communication in writing

B1.1 All outgoing communication (including email) from RWCMD will include a statement which indicates that communication in Welsh is welcome. Where communication is received in Welsh, a response will be made in Welsh and without delay.

B1.2 Students will be asked their preferred language of communication and all standard communication to students will be sent bilingually, with the Welsh language being treated no less favourably than the English.

2.2 Communication by Telephone

The main RWCMD telephone service will be provided bilingually, and where this is replaced by an automated message, this will also be provided in Welsh as well as English. This will be advertised where appropriate.

Individual members of staff will offer a greeting in the Welsh language, but if not themselves Welsh-speaking will offer to transfer a call to a Welsh-speaker, if that is the caller's wish. Inasmuch as it is possible, the College will conduct business in Welsh, but enquirers will be informed that there may be limited scope to do so where expertise is required.

Where contact is made with a member of the public for the first time, and where sufficient expertise exists within a department, communication will be offered in the Welsh language.

2.3 Meetings

Ordinarily, RWCMD meetings will be conducted in English, with simultaneous translation provided where appropriate. A translation service will be provided for:

- Meetings with individuals where the individual has indicated a wish to use the Welsh Language;
- Meetings with groups where at least 10% of those invited have indicated a wish to use the Welsh Language;
- Meetings which are open to the public, or to students of a particular cohort.

RWCMD will ask meeting delegates to indicate their language preference when sending out invitations which will themselves be bilingual.

Events which are *not* open to the public, including Open Days, Audition Days, Private Exhibitions and Awards Ceremonies shall not be considered meetings under the terms of the Standards. However, and with particular regard to Open Days, invitations will continue to be sent bilingually, and an invitation to express a preference of language will be included. Where at least 10% of those attending indicate a wish to use the Welsh Language, a translation service will be provided.

2.4 Publicity Material and Events

RWCMD will produce all publicity material for RWCMD performances and events in both Welsh and English, including its 'Rhaglen/What's On' publication. RWCMD will also produce written programmes for its own performances bilingually.

RWCMD will encourage all visiting companies and artists to provide publicity material bilingually, but will not itself be responsible for such material or its costs.

RWCMD will encourage students who produce publicity material for self-promoted performances and events to do so bilingually, and will offer advice and guidance on doing so accurately and effectively. Student-produced publicity must be bilingual to be displayed in the areas of the College which are open to members of the public.

2.5 Documents and Forms

RWCMD will publish all student and public-facing documents and policies bilingually.

All forms will be produced bilingually, including those distributed and completed online, and there will be no differentiation between Welsh and English language versions of a form.

2.6 Website and Social Media

Through consultation with the Commissioner, the College has until 1 April 2019 to deliver a fully bilingual Website and Intranet.

The College's corporate Social Media accounts are maintained bilingually.

2.7 Signage

All permanent and temporary signage will be bilingual, and the Welsh language will be positioned in such a way as to be likely to be read first.

Existing signage will be replaced on an ongoing basis, in accordance with the above, and mindful of Corporate Identity (see below).

2.8 Reception Services and Public Announcements

The College Main Reception Service will be provided in both Welsh and English languages.

The College will formally determine the location and nature of other reception services which will also be provided in Welsh and in English.

2.9 Grants and Financial Assistance

Applications for Grants and Financial Assistance may be made in Welsh, and an application in Welsh will be treated no less favourably than one made in English. An applicant will be invited to reference any relevance between the application and opportunities to use the Welsh Language.

2.10 Tenders for Contract

Invitations to tender for a contract will be published in Welsh wherever the subject matter of the invitation, or the anticipated audience suggests that it should be published in Welsh.

Invitations to tender will include a statement which makes it clear that a submission in Welsh will not be treated less favourably than one in English.

2.11 Corporate Identity, Publicity and Promotion

The RWCMD Corporate Identity gives, and will continue to give equal regard to Welsh and English Language. Publicity and promotion of the National Conservatoire of Wales will not treat the Welsh Language less favourably than English.

2.12 Learning Opportunities, other provision and student work in Welsh

The language of delivery for all full-time, part-time and associate students of RWCMD is English, in accordance with the course approval and validation processes.

Notwithstanding this, aspects of provision may be delivered in Welsh where both tutor and student are Welsh-speaking, including individual instrumental or voice tuition, dissertation supervision and other academic tutorial activity. From time to time, the College may also commission performance activity in the Welsh Language, and through this, provide further learning opportunities for students in Welsh.

Regardless of the provisions above, student shall retain the right to:

- Present written work in the Welsh Language;
- Request a Welsh-speaking personal Tutor (for non-academic tutorial support);
- Request the service of a Welsh-speaking Student Support Service

Students who make such requests shall not be treated less favourably than those engaging in the English Language

2.13 Student Accommodation

Students applying for college-administered accommodation at Liberty Living Severn Point, will be invited to express a preference for accommodation with other Welsh speakers.

3 Policy Making Standards (Standards 94-104)

3.1 Making and Revising Policy

RWCMD will, when making new policies or revising existing policies, have due regard for the relevant standards and will consider the effects of policies on opportunities for persons to use the Welsh language and with regard to treating the Welsh language no less favourably than the English.

This shall apply to the effects that policy decisions may have, whether positively or negatively, and a record of the consideration will be retained. To facilitate this, standing Committees of the College will include the Welsh Language in discussion and resolution as appropriate.

3.2 Publishing Consultation Documents and Commissioning Research

Where RWCMD publishes consultation documents and/or commissions research that is intended to inform or assist in policy making decisions, the consultation and/or research will consider the effects that the policy decision under consideration would have on opportunities to use the Welsh language and on treating the Welsh language no less favourably than the English language.

3.3 Policy on Awarding Grants or Financial Aid

RWCMD will publish a policy on awarding grants or providing financial aid, which takes into account of the effects of awarding the grant or aid on opportunities to use the Welsh Language, and which treats the Welsh language no less favourably than the English language. The policy will also take into how the decision taken might impact on these matters, and whether further information might be needed from applicants in assessing the award or aid, mindful of these matters.

3.4 Developing and Revising Courses and Modules

RWCMD develops provision both in-College and in partnership with the University of South Wales, its degree awarding Institution. Formal stages of development, review, approval and validation of courses and modules will consider the effects that those matters have on opportunities for the use of the Welsh language, both positive and negative.

4 Operational Standards (Standards 105-153)

4.1 Promoting the Welsh Language

RWCMD will develop and publish a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language.

4.2 Human Resource Management

RWCMD utilises the University of South Wales and its Human Resource Department for all aspects of HRM. In conforming with the requirements of the Standards, RWCMD will refer at all times to the USW compliance approach, and where appropriate, will contribute to discussions relating to the formulation, review and implementation of policy.

4.3 Computer Software

RWCMD provides all staff and students using networked computers software for checking and spelling grammar in Welsh and provides Welsh language interfaces (where these exist).

4.4 Intranet

The College will provide its intranet 'The Hub' in both Welsh and English. English pages will refer to their equivalent pages in Welsh (and vice-versa) and pages in both languages will be fully functional.

Menu pages will be provided in both Welsh and English and will provide a link to designated service and support material to promote the Welsh language and to assist staff and students to use the Welsh language.

4.5 Training and Development

RWCMD will assess the Welsh Language skills of its staff, and will provide an opportunity during working hours for staff to receive basic Welsh language lessons or further their Welsh language skills.

RWCMD will provide (either directly or in partnership with the University of South Wales) training on using the Welsh language effectively in the workplace, and induction of new staff will include specific references to the Welsh language, its history, its place in Welsh culture and its place within RWCMD.

RWCMD will provide a means by which those who wish to learn Welsh or improve existing skills to do so within the context of their work.

4.6 Recruitment (HR)

RWCMD contracts its Human Resource Management services to the University of South Wales. Through dialogue with the University (which has identical Welsh Language Standards in this regard), RWCMD will deliver and monitor all aspects of the Standards which pertain to Recruitment, Job Specifications, Interviews, Induction, Continuous Professional Development and Staff Disciplinary Procedures.

4.7 Public Information – Signage and Announcements

RWCMD will ensure that all newly erected signage will be bilingual, with the Welsh Language being treated no less favourably than the English. All Front of House announcements (general to the public) are delivered bilingually.

5 Record Keeping Standards (Standards 154-162)

RWCMD will keep the following records in relation to compliance with Standards.

- The number and nature of complaints received, written copies and responses;
- A copy of any complaint which relates to the Welsh Language (whether or not it relates to specific standards);
- The steps taken in order to ensure compliance with Standards;
- The results of assessment of employees' Welsh Language skills;
- The number of staff who have attended training courses in Welsh;
- The assessment carried out with respect of the Welsh language skills that may be needed in relation to a new or vacant post; and
- The number of new posts categorised as post where Welsh language skills are essential, need to be learnt, desirable or not necessary.

Other records may also be kept, and included within reports, as identified by the College, from time to time.

6 Supplementary Matters (Standards 163-182)

6.1 Documents, Policies and Publication

RWCMD will publish such documents, policies and procedures as are necessary in compliance with Standards. These will include, but are not limited to:

- The RWCMD Compliance Notice
- The RWCMD Standards Implementation Policy
- A Complaints Procedure

6.2 Annual Report and Requests for Information

RWCMD will write and publish an Annual Report Bilingually which deals with the way in which it has complied with all aspects of the Welsh Language Standards during the Reporting Period. The Report will be advertised and published on the website and be made available on request.

RWCMD will also consider requests for information separately to the Annual Report, where such information is not ordinarily contained within the Annual Report. This might include, for example, requests for information about record keeping, or other aspects of compliance.