

# NOCN Welsh Language Policy

## 1. Scope

The NOCN Group objective is to promote or facilitate the use of the Welsh language, or to work towards ensuring that the Welsh language is treated no less favourably than the English language. NOCN recognises that the Welsh language has official status in Wales and should be treated no less favourably than the English language. We fully support that the people in Wales should be able to live their lives through the medium of Welsh if they choose to.

Where requested and/or appropriate we aim to produce all our qualifications and marketing materials, used in Wales, in both English and Welsh to make them accessible to all. This will be carried out on a prioritised basis depending on customer needs and requirements. We are an organisation that supports and encourages accessibility to all our programmes and services and this includes providing a consistent service to our Welsh-speaking audiences in a language of their choice.

We welcome correspondence in both English and Welsh and aim to provide an equal standard of service in both languages. This will be facilitated through our main office in Cardiff at NOCN Cymru, NOCN Office 25, Brunel House, 2 Fitzalan Road, Cardiff, Wales, CF24 0HA. Where required, the staff in the Cardiff office will log the request and obtain a Welsh speaker to provide the relevant support for any requests in Welsh for materials and other documents.

We see this policy as forming part of a progressive and forward-looking commitment to promote a bilingual Wales.

## 2. Purpose

### **Our policy seeks to:**

- offer a service of equal standing to Welsh and English speakers
- understand and acknowledge the bilingual nature of Wales
- give a wider access to our activities
- raise our Welsh profile and recognise ownership by Welsh speakers and non-Welsh speakers alike
- strengthen our appeal both within and outside Wales
- strengthen our ability to meet the requirements of Qualification Wales, funders and other partners
- ensure conformity to the linguistic and cultural specifications in legislation and best practice guidance as approved by the Welsh Language Commissioner

## **Our Approach to External Communications**

### **3. Corporate Identity**

NOCN Group, when used to indicate our name, will always be used in English only.

With this one exception, NOCN public image and corporate identity will be fully bilingual. This includes the use of strap lines, letterheads, business cards, compliment slips and other stationery, email signatures, signs, invoices and all other business documentation.

### **4. Signs and Signage**

All internal, external and electronic signs (including temporary signs displayed for more than 3 working days) will be bilingual.

The design of all signs will take into account guidelines on bilingual design as issued by the Welsh Language Commissioner, and be equal in terms of format, size, quality, legibility and prominence.

### **5. Corporate and Marketing Literature**

All printed publications will be fully bilingual if intended for general external communication. Any other booklets or information, such as the Annual Report, will be produced in Welsh when requested. We aim to ensure the majority of our marketing literature, used in Wales, will be fully bilingual.

All external displays, public information stands and exhibitions will treat the two languages on a basis of equality, except where the organisers of the event rule that one of the two languages must be predominant.

We will capture language preference information from our customers whenever possible and use this data to communicate through their method and language of choice.

### **6. Surveys, Questionnaires and Focus Groups**

All surveys and questionnaires produced by NOCN for use in Wales will be bilingual.

At least one group in any qualitative research programme will be moderated through the medium of Welsh.

## **7. Written correspondence**

NOCN Group welcomes written correspondence in Welsh and English, where possible, we will reply in the original language of communication.

## **8. Recruitment**

All external recruitment advertising for posts in our Welsh office will be bilingual except for posts where Welsh is an essential requirement. These will be advertised in Welsh with an English summary.

We will identify posts where the ability to speak Welsh is essential and those where it is desirable, to identify the level of proficiency expected in each case and to formulate job descriptions and personnel specifications as appropriate.

Managers responsible for recruiting staff will assess our needs for Welsh-speaking staff when making appointments and will keep this aspect of recruitment under constant review. Where we require a Welsh speaker part of the interview will be carried out in Welsh to ensure language proficiency.

## **Our Approach to Internal Communications**

### **9. Documents, contracts and other communications**

All internal documents, contracts and other communications shall be produced in Welsh and/or English, at our discretion, unless they are addressed to an individual and that individual has expressed a preference for one language over another.

### **10. Board of Trustees meetings**

Agendas and minutes of full Board of Trustee meetings shall be produced in English unless otherwise requested.

### **11. Welsh-speaking staff**

We will not expect Welsh-speaking staff to act as translators for written or spoken communications unless this forms a part of their job description and they have the necessary skills to enable them to deliver this service to a high standard.

## **12. Staff development**

We encourage our customer-facing staff to learn Welsh or attend refresher courses by offering financial assistance for Welsh lessons as part of their working time, where funding allows.

## **13. Informing staff**

This policy is part of our policies and procedures and communicated to all staff via the staff handbook, and shall be made available to all potential staff as part of their application pack for employment if they are going to be working in Wales.

## **14. Review of Policy**

This policy and its implementation will be reviewed by the SLT on an annual basis and improvements made where possible.

## **15. Complains and suggestions for improvement**

Complaints related to this policy, or suggestions for improvement, should be directed to: The Group Managing Director.

## **16. Operational compliance**

The policy is the responsibility of the Assurance Team and the Regulatory Officer.