



WELSH LANGUAGE POLICY

Simply The Best Training Consultancy Ltd is a training company based in South East Wales and has been delivering courses to the landbased environmental sectors for 10 years. We work with several Welsh speaking associates and at least one of our regular instructors is a Welsh speaker.

Introduction

We are committed to treating Welsh and English on the basis of equality, so far as we are reasonably able to do so. Our ambition is to treat Welsh and English equally in every situation, without exception.

We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh.

The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are able to control or influence.

Public Image

- Permanent signs - we do not have any permanent signs
- Temporary signs - We do not have any temporary signs. We will endeavour to include more Welsh on temporary signs wherever it is reasonable to do so.
- Corporate brand - Our corporate brand is in English only. We will treat Welsh and English equally when we next revise our corporate brand.
- Stationary - Our stationary is in English only. We will ensure that any new stationary is fully bilingual. [Target date August 2010]
- Business cards - Our business cards are in English only. We will ensure that any new business cards for staff able to speak Welsh are fully bilingual.

Website

- Our website is in English only. We will use more Welsh on our Website wherever it is reasonable to do so.

Advertising & Marketing

- We do not advertise in Welsh Language publications.
- We don't advertise in Welsh publications.
- Our recruitment advertising is in English only.
- Our display advertisements are in English only.
- Our printed publications are in English only
- We will use more Welsh in our printed publications wherever it is reasonable to do so.
- Our exhibition materials are in English only
- We will use more Welsh in our exhibition materials wherever it is reasonable to do so. [Royal Welsh Show 2010]
- We do not make any audio announcements.
- We do not have any packaging.
- We do not have any pricing, receipts or ticketing.

Communication

- We do not record the language choice of any business contacts.
- We will record the language choice of our business contacts when developing or updating our customer relationship management systems. [Target date: 2012]
- Face to face communication - we cannot guarantee a Welsh language service but we welcome the use of Welsh by staff able to do so.
- Telephone communication - we do not make specific provision for telephone enquiries in Welsh.
- Calls are answered in English only.
- We welcome the use of Welsh when receiving calls by staff able to do so.
- We do not handle enquiries in Welsh.
- Correspondence is in English only.
- We reply in English only.
- We ensure that staff able to write in Welsh to use a Choose Welsh logo on their correspondence.
- We will give positive consideration to bilingualism when sending and receiving correspondence, based on the nature and purpose of the correspondence.
- We do not conduct public meetings.
- Our account documents are in English only
- We will use more Welsh in our account documents wherever it is reasonable to do so.
- Our forms are in English only.

- We will use more Welsh in our forms wherever it is reasonable to do so.

Staff and the Workplace

- We do not assess and record the Welsh language skills required for any posts.
- We will assess and record the Welsh language skills required for every new post.
- We do not assess and record the Welsh language skills of any member of staff.
- We will assess and record the Welsh language skills of every new member of staff.
- We include Welsh language skills in our staff management and training processes, and we arrange and / or provide relevant training for staff who want to improve their Welsh language skills.
- Internal communication - we always welcome Welsh language communication in the workplace.
- Our internal meetings are in one language only.
- We will support and facilitate the use of Welsh and English in the workplace.
- Our internal publications are in English only.
- We will use more Welsh in our internal publications wherever it is reasonable to do so.
- Welsh language software - we will install a Welsh language interface for any new software used by our staff which has a recognised Welsh language interface.
- We do not have an intranet.

Implementation and Leadership

- We will ensure that this policy is supported at the highest level in our organisation.
- This policy will be conveniently available for our staff to read.
- We will assess and revise this policy every year.
- We encourage every contractor or third party that delivers on our behalf to comply with this policy
- We will ensure that every new service delivered on our behalf by a contractor complies with this policy.

Policy Implementation Date: 25 th August 2009
Responsible Officer: Julie Thomas
Signed:

Position Held: Managing Director

Please direct any comments or complaints about this policy to:

Address: Caerlan Farm, Penrhiwfer, Tonypandy, Rhondda CF40 1SN

Telephone: 01443 670267

Email: stb@caerlanfarm.co.uk

Dated:



Cyflwyniad

Rydym yn ymrwymedig I drin y Gymraeg a'r Saesneg ar sail cydraddoldeb, cyn belled ag y medrwn wneud yn rhesymol. Ein huchelgais yw I drin y Gymraeg a'r Saesneg yn gydradd ym mhob sefyllfa, heb eithriad.