



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

## COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Student Loans Company Limited – Issue Date: 25/07/2016

Standard Number	Class of Standard	Standard	Imposition Date
94	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	25/07/2017
95	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	25/07/2017
96	Operational	You must — (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	25/07/2017
97	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	25/07/2017
98	Operational	You must ask each employee whether he or she wishes to receive	25/07/2017

		any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	
99	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	25/07/2017
100	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise — (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	25/07/2017
101	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	25/07/2017
102	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	25/07/2017
103	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	25/07/2017
104	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	25/07/2017
105	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	25/07/2017
106	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	25/07/2017

107	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	25/07/2017
108	Operational	You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	25/07/2017
108A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	25/07/2017
110	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	25/07/2017
111	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff— (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her,	25/07/2017

		(c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	
112	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	25/07/2017
112A	Operational	You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	25/07/2017
114	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	25/07/2017
115	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff— (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be	25/07/2017

		conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	
116	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	25/07/2017
121	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	25/07/2017
123	Operational	You must assess the Welsh language skills of your employees.	25/01/2017
124	Operational	You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	25/07/2017
125	Operational	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	25/07/2017
126	Operational	You must provide opportunities during working hours — (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	25/01/2017
127	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of	25/01/2017

		charge, to develop their language skills.	
128	Operational	You must providing training courses so that your employees can develop — (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	25/01/2017
129	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	25/01/2017
130	Operational	You must provide wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	25/01/2017
131	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	25/01/2017
132	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply — (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	25/01/2017

132A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must — (a) specify that when advertising the post, and (b) advertise the post in Welsh.	25/01/2017
133	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	25/01/2017
133A	Operational	If you publish — (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.  <b>You must comply with standard 133A in every circumstance, except:</b>  <ul style="list-style-type: none"> <li>○ <b>job descriptions where a post has been categorised as one where Welsh language skills are not necessary</b></li> </ul>	25/01/2017
133B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	25/01/2017
135	Operational	You must ensure that your application forms for posts —	25/01/2017

		<p>(a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).</p>	
136	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	25/01/2017
141	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	25/01/2017
142	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	25/01/2017
143	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	25/01/2017
145	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 123), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	25/01/2017
146	Record Keeping	You must keep a record, for each financial year of—	25/07/2017

		(a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 124), and (b) if a Welsh version of a course was provided in accordance with standard 124, the percentage of the total number of staff attending the course who attended that version.	
147	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 132) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	25/01/2017
148	Record Keeping	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 132) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	25/01/2017
161	Supplementary - Operational	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	25/01/2017
162	Supplementary - Operational	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and	25/01/2017

		<p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	
163	Supplementary - Operational	<p>You must—</p> <p>(a) ensure that you have arrangements for—</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	25/01/2017
164	Supplementary - Operational	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 145);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 146);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in</p>	25/01/2017

		<p>accordance with standard 146);</p> <p>(ch)the number of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary,</p> <p>(on the basis of the records you kept in accordance with standard 148);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
165	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	25/01/2017
166	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	25/01/2017
167	Supplementary - Record	You must ensure that a document which records the record keeping	25/01/2017

	Keeping	standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	
168	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	25/01/2017

*Meri Huws*

**Meri Huws**  
Welsh Language Commissioner

Date: 25/07/2016