Welsh Language Standards – Correspondence

Under the Welsh Language [Wales] Measure 2011the University has a statutory duty to comply with **11** Standards in relation to correspondence with the public, students and staff. These Standards are in place to provide members of the public, students and staff the right to choose whether to use Welsh or English language when corresponding with the University

Receiving Correspondence in Welsh

- When preparing a written response to correspondence (email or letter) that has been received in Welsh, the response should be in Welsh also. Do not send an English reply to correspondence received in Welsh (unless the person who sent the correspondence has indicated that there is no need to reply in Welsh).

- You should continue to correspond with the person above in Welsh (unless that person indicates that there is no need to reply in Welsh).

- See the section on sending correspondence for translation.

Starting Correspondence with an Individual (member of public or student) for the first time.

- When corresponding with an individual (member of the public or student) for the first time you should check whether their preferred language for correspondence is known.

- Registered students state their preferred language for receiving correspondence from the institution, in Welsh or in English, when they register. This information is available on the University's AStRA system and can be accessed by AStRA users in departments.

- Some departments (such as Development and Alumni Relations) keep a record of the preferred language for correspondence of members of the public.

- If you do not know the preferred language for correspondence of an individual you should:-

    o Send the correspondence bilingually

Corresponding With a Number of Persons

- When corresponding with a group of people you should correspond bilingually (unless you are completely certain that not one of the recipients has Welsh language skills).

- See the section on sending correspondence for translation.

The Statement on Correspondence

- The University must make it clear to people who correspond with us that we welcome correspondence in Welsh and that corresponding in Welsh will not lead to a delay. The phrase below should be included on the bottom of official University correspondence

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ateb Saesneg i bob gohebiaeth Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome correspondence in Welsh and English. Correspondence received in Welsh will be answered in Welsh and correspondence in English will be answered in English. Corresponding in Welsh will not involve any delay.

Corresponding with staff

- Members of staff's preferred language for correspondence is recorded on AberPeople.

- All correspondence relating to the matters below should in the preferred language for correspondence of the member of staff
  - o employment matters
  - o complaints
  - o internal disciplinary process

- For all other correspondence with staff see the Policy on the Internal Use of Welsh *Using Welsh at Work in Aberystwyth University*.

The Principle of Equality

- When sending bilingual correspondence, the following principles should be adhered to:
    - Welsh and English versions should be sent out at the same time
    - Both versions should be equal as regards prominence and presentation
    - Where correspondence is signed, the signature should appear on Welsh and English versions alike.

Email Signatures / Contact Details

- The signatures and contact details in all general emails should be bilingual.

- Signatures and contact details may be used in one language only for specific purposes e.g. single correspondence with a non Welsh speaking individual.

- The Welsh text should appear above, or to the left of the English text.

- In order to clearly define the two languages you may use different fonts for both. Otherwise, the two languages must be equal in format, size, clarity and prominence.

- A bilingual list of the names of offices, departments, buildings and posts may be obtained from the Centre for Welsh Language Services.

- If you can speak Welsh you are encouraged to include a logo and/or a statement to show this. These can be downloaded from the Centre for Welsh Language Services' website.

- If you are learning Welsh you may use a logo to show this on your email signature. This can be downloaded from the Centre for Welsh Language Services' Website.

- When including a web address remember to refer the reader to the Welsh and English versions.

- Below is an example of bilingual contact details. If you would like a specific version for yourself or your office, please contact the Centre for Welsh Language Services.

Example

Dr Gwenno Piette

Swyddog Datblygu'r Gymraeg / Welsh Language Development Officer

Canolfan Gwasanaethau'r Gymraeg / Centre for Welsh Language Services

B40 Hugh Owen

Campws Penglais Campus

Prifysgol Aberystwyth University

Aberystwyth

Ceredigion SY23 3DY

01970 622044

http://www.aber.ac.uk/cy/cgg/   *http://www.aber.ac.uk/en/cgg*

Ysgrifennwch ataf yn Gymraeg neu Saesneg
Please write to me in Welsh or English

Out of Office Messages

- All trip notes/out of office replies should be bilingual.

- The Welsh should appear above the English or to the left.

- In order to clearly define the two languages you may use different fonts for both. Otherwise, the two languages must be equal in format, size, clarity and prominence.

- Examples of out of office replies can be seen below. If you would like a specific version, please contact the Centre for Welsh Language Services.

Examples of out of office messages

• Ni fyddaf yn y swyddfa tan [2/9/18]. • *I shall be away from the office until [2/9/18].*
• Byddaf ar wyliau tan [2/9/18]. • *I'm on holiday until [2/9/18].*
• Nid wyf yn y gwaith ar hyn o bryd. • *I am not at work at present.*
• Rwyf i ffwrdd o'r gwaith yn sâl ar hyn o bryd. • *I'm away from work due to illness at the moment.*
• Oherwydd salwch, nid wyf yn y gwaith heddiw.

• *Due to illness, I am not at work today.*
• Oherwydd rhesymau personol, nid wyf yn y gwaith heddiw.   • *Due to personal reasons, I am not at work today.*
• Rwyf ar gyfnod mamolaeth hyd [17/12/18].   • *I am on maternity leave until [17/12/18].*
• Rwyf ar gyfnod tadolaeth hyd [17/12/18].   • *I am on paternity leave until [17/12/18].*
• Yn ystod f'absenoldeb, a wnewch chi gysylltu â fy ysgrifenyddes, [*AB*].   • *Please contact my secretary, [AB], during my absence.*
• Gellir cysylltu â fy ysgrifenyddes/nghydweithiwr drwy ffonio [*1234*] neu drwy anfon e-bost at ***@aber.ac.uk   • *My secretary/colleague may be contacted by telephoning [1234] or by e-mailing ***@aber.ac.uk*
• A wnewch chi gysylltu â swyddog gweinyddol yr adran ar estyniad *[1234]* neu e-bost ***@aber.ac.uk   • *Please contact the departmental administrator on extension [1234] or e-mail ***@aber.ac.uk*
• Fe wnaf ymdrin â phob ymholiad ar ôl imi ddychwelyd i'r gwaith.   • *I shall deal with all queries upon my return.*

Sending Correspondence for Translation

- When receiving work for translation the Centre for Welsh Language Services gives priority to correspondence. Short pieces (less than 200 words) will be returned within 24 hours and texts of 200 – 600 words will be returned within 48 hours.

- You should use the Translation Unit's work flow system to send work for translation :-
    - Click on   https://myadmin.aber.ac.uk//f?p=300 and start a request for translation by clicking on the green '*Create Translation Request'* button.

- You may use the email address **translation@aber.ac.uk** or telephone (ext. 2045) for any enquiries/questions.

- The Centre also offers a checking service if you write a message in Welsh and want to be sure that the Welsh is correct.

Planning Bilingual Correspondence – Practical Help

Geiriau allweddol	Key words
Cylchlythyr	Circular
E-bost	E-mail
Ffacs.	Fax.
Llythyr	Letter
Memorandum/Memorandwm	Memorandum
Neges	Message
Geirda	Reference (testimonial)
Llythyr safonol	Standard letter
CYFRINACHOL	CONFIDENTIAL
PERSONOL	PERSONAL
Dyddiad yn ôl y marc post	Date as postmark
Ein cyf:	Our ref:
Eich cyf:	Your ref:
Neges ddwyieithog	Bilingual message
Manylion cyswllt	Contact details
Swyddfa'r Adran	Departmental Office
Llinell uniongyrchol	Direct line
Gwadiad	Disclaimer
Ffôn y Swyddfa	Office Tel.
Ystafell	Room
Ffôn	Tel.
Rhif Ffôn	Tel. No.
Neges awtomatig	Trip note
Neges absenoldeb	Out of office message
Gwefan	Website
Bwletin wythnosol	Weekly bulletin
Bwletin	Bulletin
Subject Lines	

- Subject lines should be bilingual.
- Welsh should appear first, and then English.
- Here are some examples. Contact the Centre for Welsh Language Services for more translations.

Cyfrinachol	Confidential
Dyddiad y cyfarfod nesaf	Date of next meeting
At Sylw	FAO (for the attention of)
Pwysig	Important
Neges bwysig	Important message
Cyfarfod	Meeting
Neges oddi wrth	Message from
Neges oddi wrth Brifysgol Aberystwyth	Message from Aberystwyth University

Format
- In order to clearly define the two languages you may use different fonts for both. Otherwise, the two languages must be equal in format, size, clarity and prominence. - The Welsh should appear to the left of the English or above it. - If you have decided to put Welsh first make it clear at the beginning that it is a bilingual message – see the example below.

Example
[Neges ddwyieithog yw hon. / *This is a bilingual message*] Gweler isod ar gyfer y fersiwn Saesneg. *Please see below for the English version.* XXXXXXXXXXXXXXXXXX [Testun yn Gymraeg i'w gynnwys yma / *Include Welsh text here*] XXXXXXXXXXXXXXXXXX [Testun yn Saesneg i'w gynnwys yma / *Include English text here*]

Cyfarchiad	Greeting
Annwyl …….	Dear …….
Annwyl Gydweithiwr / Gydweithwyr	Dear Colleague / Colleagues
Annwyl Gyfaill	Dear Friend
Annwyl Bennaeth Adran	Dear Head of Department
Annwyl Athro	Dear Professor
Annwyl Syr / Fadam	Dear Sir / Madam
Annwyl Fyfyriwr / Fyfyrwyr	Dear Student / Students

Sylwadau agoriadol	Opening remarks
Diolch am eich llythyr dyddiedig 26 Mai.	Thank you for your letter of 26 May.
Gyda golwg ar eich llythyr dyddiedig 12 Medi, ysgrifennaf i gadarnhau'r trefniadau.	With reference to your letter of 12 September, I write to confirm the arrangements.

Sylwadau clo	Closing remarks
Mae pob croeso ichi gysylltu â mi.	Please do not hesitate to contact me.
Gellir cysylltu â mi drwy ffonio est. **** neu drwy anfon e-bost at ***@aber.ac.uk.	I can be contacted by telephoning ext.**** or by e-mailing ***@aber.ac.uk
Gan ddiolch am eich sylw buan i'r mater hwn.	With thanks for your prompt attention to this matter.
Diolch ymlaen llaw.	Thank you in advance
Diolch am eich cydweithrediad.	Thank you for your co-operation
Llawer o ddiolch	Many thanks
Dymuniadau gorau.	Best wishes / regards

Cofion gorau. Cofion cynnes.	
Yn gywir	Yours sincerely

Including a Disclaimer
• Some emails require a disclaimer. These too should be bilingual. • The Welsh should appear uppermost, or to the left of the English. • In order to distinguish clearly between the two languages, you may wish to use different fonts. Otherwise, the two languages must be equal in format, size, clarity and prominence. • Suggested text for a disclaimer is given below. Should you require a different wording, please contact the Centre for Welsh Language Services.

Example
GWADIAD / *DISCLAIMER* [This is a bilingual message. Please see English disclaimer below] Mae'r e-bost hwn ac unrhyw atodiad sydd ynghlwm wrtho, yn gyfrinachol. Os yw wedi eich cyrraedd mewn camgymeriad dilëwch ef oddi ar eich system. Peidiwch â defnyddio na datgelu'r wybodaeth mewn unrhyw ffordd a rhowch wybod imi ar unwaith os gwelwch yn dda. Gall y neges gynnwys barn bersonol nad yw o anghenraid yn farn Prifysgol Aberystwyth, oni ddywedir hynny'n benodol. *This e-mail and any attachment is confidential. If you have received it in error, please delete it from your system, do not use or disclose the information in any way, and notify me immediately. The contents of this message may contain personal views which are not necessarily the views of Aberystwyth University, unless specifically stated.*