



## Highgrade Recruitment Ltd

### Welsh Language Policy

Highgrade Recruitment's aim is to follow good practice under the Welsh Language Act 1993 and this policy applies to our entire business. We fully support the Welsh Language Measure 2011 to provide services in Welsh. Our aim is to be fully bilingual with regards our website, marketing and registration paperwork as soon as possible. We have no Welsh speaking permanent members of staff that work in the office at present but have all learnt some daily greeting phrases to be able to answer the phone bilingually. Highgrade fully support that the Welsh language has official status in Wales.

#### *What are the key principles of the Welsh language Act 1993?*

*The Welsh Language Act 1993 established the principle that in the conduct of public business and administration of justice in Wales the English and Welsh languages should be treated on a basis of equality. The Act also made provisions for the preparation and approval of Welsh language schemes.*

#### Goals and aims:

- “Using just a little bit of Cymraeg can make a big difference”. From Helo Blod We use Helo Blod for its translation services and are in the process of being able to provide job descriptions and adverts bilingually.
- While dealing with our customers and clients we aim to be able to provide a service in Welsh. At present to provide an interview in Welsh would have to be by special arrangement.
- We will ensure that public, potential staff and our clients are aware of these choices from the very start, our client schools are council run and work by policies in line with Welsh Language Act 1993. We are situated in South East Wales, it is compulsory for children 5-16 to learn Welsh at school.
- Our aim is to be able to display Iath Gwaith! The Iath Gwaith (Working Welsh) scheme and the orange speech bubble badge is used to show if a person can speak Welsh. ([welshlanguagecommissioner.wales](http://welshlanguagecommissioner.wales))
- We have requested information and signed up for guidance and assistance for using more Welsh in our business. Businesses and charities ([welshlanguagecommissioner.wales](http://welshlanguagecommissioner.wales))

- How we will do so is by adopting and implementing the following approach which respects the principle of equality in the Act:

\*offering the public in Wales the right to choose which language to use in their dealings with the organisation;

\*recognising that members of the public can express their views and needs better in their preferred language;

\*recognising that enabling the public to use their preferred language is a matter of good practice, not a concession; and that denying them the right to use their preferred language could place members of the public at a real disadvantage. These principles are relevant to all public services, but are particularly appropriate for organisations providing services to people who are in vulnerable situations, such as services & involving counselling and care. It should no longer be the case, therefore, that Welsh speakers have to press for a service in Welsh. The onus is on organisations to offer the public in Wales a genuine choice of language in their dealings with them. A request to use Welsh, therefore, should become no more than making a choice.

To date we have:

- Job descriptions translated
- Signs in the office with daily Welsh phrases
- A commitment by permanent staff to use both Welsh & English greeting phrases and to practice daily phrases

*“Our overall goal is for our customers and clients to use Welsh as freely as English”*

Quote from the office staff