



Table Tennis Wales

Welsh Language Policy

Introduction

Table Tennis Wales recognises that, under the Welsh Language (Wales) Measure 2011, the Welsh language has official status and must be treated no less favourably than English.

We believe it is good practice to offer services in the preferred language of our players, clubs, volunteers, parents, partners, and wider community. We also recognise the importance of enabling and encouraging our staff and workforce to use their chosen language in the workplace.

We are committed to making continuous progress towards this ambition. This Welsh Language Policy sets out our current commitments and, where appropriate, identifies areas for further development.

These commitments apply reasonably and proportionately focussed on activities and services delivered in Wales or to people living in Wales, and taking into account the resources available to us, both financial and human. We will always meet our statutory responsibilities in a positive and proactive manner.

Any comments or complaints about this policy should be directed to the Chief Executive or Chair of Table Tennis Wales. Contact details are available on our website.

Public Image

Signage

Table Tennis Wales currently does not use permanent or temporary signage. If signage is introduced in the future, it will be bilingual where appropriate.

Corporate Brand

Our corporate brand is bilingual.

Stationery

We will work towards stationery being bilingual visual identity.

Business Cards

Business cards used by Table Tennis Wales will be bilingual.

Website

Our website currently includes some Welsh-language content. We aim to increase the amount of Welsh when resources allow.

Digital Services

Our digital services we deliver directly or via partners is not currently provided bilingually.

Social Media

Our current social media is only delivered in Wales.

Broadcast Advertising

We do not currently use broadcast advertising. If we do so in the future, it will be bilingual where appropriate and within budget.

Press Advertising

We currently do not advertise in Welsh-language press. Should we do so in future, advertisements will be bilingual where appropriate and budgets permit.

Recruitment Advertising

All recruitment adverts are currently only in Welsh.

Outdoor Advertising

We have a small number of indoor/outdoor banners, which are bilingual. Any future advertising materials will also be bilingual, where appropriate and within available resources.

Supporting our Members

We will work with trusted partners to facilitate access to Welsh-language learning opportunities for our members, preferably at discounted rates where possible.

Publications

Printed Publications

We will work towards all printed publications being bilingual where appropriate and budgets permit.

Electronic Publications

We will work towards electronic publications being bilingual where appropriate and budgets permit.

Exhibition and Marketing Materials

All relevant exhibition and promotional materials will be bilingual where appropriate and within available resources.

Pre-recorded Messages and Audio Announcements

We will work towards office voicemail messages will be bilingual.

Communication

Record Keeping

We do not currently record customers' language preferences, but we will begin to do so when resources allow.

Face-to-Face Communication

We cannot guarantee a Welsh-language service at all times, but we welcome and encourage staff who can speak Welsh to do so with customers who prefer it.

Answering Telephone Calls

Calls are currently answered in English.

Written Correspondence

All correspondence is currently issued in English. We respect the right of individuals to communicate with us in Welsh and will respond in their chosen language where practicable and resources allow.

Forms and Account Documents

Our forms and account documents are currently available in English only due to software limitations. We will explore bilingual options when system updates allow.

Staff and Workplace

Annual Budget

The Board will consider translation needs during budget planning. In years when a surplus is forecast, the Board will make every effort to ensure translation resources meet member expectations.

Language Requirements in Recruitment

We will record the required Welsh-language skill level for relevant roles (for example, posts with public-facing responsibilities). As a minimum, Welsh will be listed as a desirable skill in all job adverts.

Recording and Developing Staff Language Skills

We don't have any Welsh speakers in the TTW team.

Internal Communication

We expect staff to respect colleagues' and customers' language preferences and support the use of both Welsh and English in the workplace.

Internal Publications

Our internal newsletter is currently in English. We aim to produce bilingual editions when resources allow. Where linked content is available bilingually, both versions will be included. All newsletters will use our bilingual logo as standard.

Welsh-Language Software

Staff may install Welsh-language interfaces where available for the software they use.

Leadership

This policy will be supported at the highest level of our organisation. The Chief Executive is responsible for implementing, promoting, and reviewing this policy.

Awareness

A copy of this policy will be provided to all staff.

Review

We will formally review this policy at least every two years.

Services Delivered on Our Behalf

Any contractors or third parties delivering services on behalf of Table Tennis Wales will be encouraged to comply with this policy.