

Language policy

Plan of Action, Faculty Behavioural, Management and Social Sciences

Name contact person: HR

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1. Education					
What	Status unit compared to UTLP?	Actions	Costs/ manpower	Completion	Preconditions / comments
<i>Bachelor's programmes in English (2020)</i>	CS, IBA, MS&T and PSY are English taught. Per academic year 2018/2019 the Bachelor degree programme Industrial Engineering and Management will be offered in English as well, meaning that from 1 September 2018 onwards all BMS Bachelor degree programmes will be fully English taught.			Completed	

2. Language skills					
What	Status unit compared to UTLP?	Actions	Costs/ manpower	Completion	Preconditions / comments
<i>English level of support staff (9)</i>	An inventory of the level of English language skills of the support staff (OBP) has been made	<p>BMS will include language criteria in the recruitment of new personnel and see to its compliance</p> <p>BMS will check the language proficiency regularly (via training or staff exchange)</p> <p>BMS will suggest additional English training for specific groups or disciplines (for instance HR and Finance)</p>	<p>Checking language criteria will take some time from the HR department</p> <p>The main question is if TCP can support BMS and/or other faculties by organising additional trainings</p>	Running business	BMS (and other faculties) will need extensive support of TCP (expertise, training) in order to reach the aimed level.
<i>English level of teachers</i>	An inventory of the level of English language skills of all teaching staff is available	BMS will continue with the normal routine regarding English trainings for teachers		Running business	
<i>Phd candidates</i>	Letters of application, motivation statements and interviews for PhD positions are in English			Running business	

3. Internal communication (mainly within the own unit) <i>Upward, downward, and horizontal communication</i> <i>Informal meetings, informal communication</i> <i>Student life</i>					
<p><i>Upward, downward, and horizontal communication:</i> On staff level, information on tasks (performance) and policy is often communicated through upward or downward flow (lijncommunicatie) or horizontally. Task information concerns communication that facilitates performance, either on team level such as team meetings and manuals (procedures), or on an individual level, such as annual appraisal interviews. The principle of inclusion also applies here: language choice is left to the discretion of the people present. This can e.g. be Dutch or English. When communicating with non-Dutch speaking colleagues present, communication should be in English (principle of inclusion).</p> <p><i>Informal meetings, informal communication:</i> For informal meetings and informal communication, the language choice is left to the discretion of the people present. This can be Dutch, or English, or another language, provided that the principle of inclusion is honoured. Examples of informal meetings and informal communication are: team meetings (including minutes) in service departments and faculties, canteen talk. When communicating with non-Dutch speaking colleagues present, communication should be in English (principle of inclusion). Exceptions to this rule are e.g. meetings in which documentation must be in Dutch (e.g. legal) or documentation for degree programmes in Dutch.</p> <p><i>Student life:</i> The Executive Board encourages student bodies to bring their communication policy in line with the University's guidelines and thus help create an inclusive environment. Associations are therefore encouraged to communicate in English, or bilingually (English/Dutch).</p>					
What	Status unit compared to UTLP?	Actions	Costs/ manpower	Completion	Preconditions / comments
<i>Line communication about language policy and what this means for employees within the unit</i>		Discuss with faculty council first, communicate within organisation after (that English will be the formal language)			Agreements have been made about informal communication, where the principle of inclusivity is used.
<i>Meetings</i>		English when needed, Dutch when possible. No specific actions needed		Completed	All meeting notes that are relevant to other people within the organisation should be in English
<i>Performance reviews</i>	Action HR central	English language part of FJUT, training needs need to be inventoried (mainly OBP)			

<i>Processes, procedures, manuals (internal)</i>		All documents that are essential for the understanding of the organization or the execution of the function/ role will be translated in 2018; All other documents will be translated when they are updated/ reviewed; All new documentation will be written in English.	A extensive calculation is needed to give an exact figure, but high numbers are expected (extensive documentation containing many pages)		All UT wide HR and EZ documentation that is currently still in Dutch (f.e. declaration policy) will need to be translated in 2018
<i>Unit-wide emails /newsletters /Yammer</i>		For now bilingual (Dutch and English)			
<i>Unit-wide social media, like Facebook groups</i>		No action			
<i>Physical changes (eg nameplates door / business cards / facility instructions)</i>	Action C&H				
<i>Communication with study and student associations</i>		English when needed, Dutch when possible The study associations have already been working hard on internationalisation in the past years and big steps have been taken.	No extra efforts or investments are needed, the process will be monitored as usual.		

4. Services to the rest of the UT (including unit-transcending communication within the UT)					
<i>Governance/formal meetings and communication</i>		UT Language Policy (UTLP) 4.2			
<i>Services/communication within UT</i>		UT Language Policy (UTLP) 3.2			
<p><i>Language in administration, policy documents, decision making:</i></p> <ul style="list-style-type: none"> - <i>Written communication:</i> policy papers, memoranda, powerpoint slides, reports, agenda forms, minutes, and other formal documents that are treated in the following governing, steering, and advisory bodies will have to be made available in English: CvB, CvB-D, SB, Faculteitsbestuur, UCOW, UCB, UCOz, UCI. - <i>Oral communication:</i> during meetings between members of the bodies mentioned above, English is spoken if the meeting is attended by a participant who does not speak Dutch. If all members are speakers of Dutch, the meeting may take place in Dutch. - <i>Participation</i> the Board encourages councils (faculty councils, service council, university council) to handle their communication in English, as this will allow international staff and students to participate and contribute to policy-forming and advising. (For service councils, there seems less practical urgency at this moment, yet they are nevertheless encouraged to provide agendas and minutes in English). <p><i>Services / communication within UT (including manuals, procedures, forms):</i></p> <ul style="list-style-type: none"> - formal communication between service departments and internal customers (customer groups) will be in English. Depending on the context, a customer may for example be a faculty, degree programme, or institute. Individual customer contact, i.e. between two people, may take place in the language of choice depending on the speakers. For example, communication between a Dutch-speaking service desk employee providing service to a Dutch-speaking academic staff member may take place in Dutch. - communication with prospective students, current students: all communication should be in English. For programmes offered in Dutch, it is natural to communicate in Dutch (too). 					
What	Status unit compared to UTLP?	Actions	Costs/ manpower	Completion	Preconditions / comments
<i>Change language in governance</i> <i>Written communication at governance level (documents and notes for the following consultative bodies: CvB, CvB-D, SB, Faculty board, UCOW, UCB, UCOz, UCI)</i>		Most documents for faculty board in Dutch for the time being. Discussion needed about how to change this with regards to inclusiveness.			
<i>Oral communication at governance level (idem gremia)</i>		In Dutch for now, seeing as board is Dutch. Will change when board changes.			

Participation		Faculty council meetings are English spoken. Also meeting notes are in English.			
Websites products / services catalog		Check services website for English language			
Provide texts for Employees portal Dutch and English (bilingual until further order concerning M & C user research). (The staff portal itself is included in the M & C implementation plan, which concerns the content that is supplied from all UT units and employees.		Content will be delivered bilingual			