LANGUAGE POLICY

ESCOLA SUPERIOR DE DISSENY - ESDI

Version 1.0 (2025)

1. PREAMBLE

The Escola Superior de Disseny (ESDI), a university centre affiliated with Ramon Llull University (URL), establishes this Language Policy to regulate and ensure the consistent, inclusive and legally grounded use of languages in all the centre's academic, administrative and institutional activities. This document adapts the principles institutionally adopted by URL and the obligations arising from current legislation to ESDI's specific context.

This Policy is based on the following regulatory frameworks:

- Article 6 of the Statute of Autonomy of Catalonia, which defines Catalan as Catalonia's own language and the language normally used in public institutions and education;
- Law 1/1998 on Language Policy, which recognises everyone's right to communicate with universities orally and in writing in any of Catalonia's official languages;
- Law 22/2005 on Catalan Universities (LUC), which establishes the framework for defining and implementing university language policies;
- the Spanish Constitution (Articles 20.1.c and 27), which guarantees academic freedom and the right to education;
- and the institutional guidelines set out in **the document "Language Use** at URL", which defines criteria for normal language use and linguistic plurality across Ramon Llull University's centres.

Under these frameworks, Catalan is Catalonia's own language and ESDI's institutional reference language, and is given preference in communications and official documentation. Spanish is likewise an official language whose use is fully legitimate throughout the centre, and ESDI guarantees that no one will be discriminated against for choosing an official language in their academic or administrative dealings. English, as an international academic language, plays a significant role in programmes, activities and communications aimed at students and institutions with a global outlook.

This Policy also reflects ESDI's identity as a centre with a strong international student presence and a diverse sociolinguistic environment. Accordingly, the centre undertakes to:

- preserve and promote Catalan as the language of institutional use and academic reference;
- guarantee the use of Spanish as a language of inclusion, accessibility and understanding for students from different backgrounds;
- promote English as a language of openness, competitiveness and connection with the international academic and professional community.

This Language Policy is therefore an instrument to ensure:

1. respect for the language rights of the entire university community;
2. the quality, transparency and legal certainty of teaching;
3. the inclusion and effective welcome of international students;
4. institutional consistency with the URL framework;
5. and a balanced, flexible and realistic model of language use suited to ESDI's multilingual and international profile.

2. GENERAL PRINCIPLES

The following general principles guide language use at ESDI and constitute the institutional reference framework for all the centre's academic, administrative and external activities. These principles balance respect for Catalonia's regulatory framework, pedagogical flexibility and the need to meet the needs of a diverse, international student body.

2.1. CATALAN AS CATALONIA'S OWN LANGUAGE AND LANGUAGE OF INSTITUTIONAL USE

In accordance with Article 6 of the Statute of *Autonomy and the document Language* Use at **URL, Catalan is Catalonia's own language and the language normally** used in ESDI's institutional activities.

This means that Catalan is the priority language in institutional communications, the reference language in academic and administrative documentation, and the preferred language at official events and in the centre's institutional representation. This preference is compatible with a multilingual educational model and the centre's diverse sociolinguistic reality.

2.2. LANGUAGE RIGHTS AND THE CO-OFFICIAL STATUS OF CATALAN AND SPANISH

Under Article 22 of Law 1/1998 on Language Policy, everyone has the right to use either of Catalonia's official languages—Catalan or Spanish—orally and in writing in their dealings with ESDI, without discrimination.

Consequently, ESDI guarantees the right of teaching staff, students and administrative staff to use either official language; administrative assistance and procedures are available in either language; and no member of the university community may be penalised or pressured for using an official language.

This principle is essential to ensuring harmonious relations, legal certainty and fairness.

2.3. ACADEMIC MULTILINGUALISM AND INTERNATIONAL OUTREACH

As a university centre with a clear international orientation, ESDI adopts an educational model that integrates and values **Catalan, Spanish and** English as languages of academic work.

Under this model:

- Catalan and Spanish are fully recognised languages of academic and official use;
- English is a strategic language, particularly relevant in programmes, activities and teaching materials intended for mobility students or international programmes;
- and other foreign languages may be used in specific contexts related to projects, seminars or specialised subjects.

This approach strengthens the centre's global competitiveness and the pedagogical fit with incoming students' profiles.

2.4. RESPECT FOR AND PROTECTION OF THE LANGUAGE RIGHTS OF THE ENTIRE COMMUNITY

ESDI guarantees that all members of the university community may express themselves orally and in writing in either official language in contexts not strictly linked to subjects taught in a foreign language.

This includes:

- students' right to express themselves in Catalan or Spanish in subjects taught in either of these languages;
- teaching staff's right to teach in the official language specified in the course syllabus;
- and the right not to face discrimination or penalties because of language choice.

This principle is grounded in current legislation and URL's institutional framework.

2.5. LINGUISTIC INCLUSION AND NON-EXCLUSION

ESDI ensures that language use at the centre is pedagogically **appropriate, inclusive and non-exclusionary, particularly in** groups with a high proportion of international or Spanish-speaking students who are not proficient in Catalan.

This means that:

- Spanish may be used as a support or teaching language in groups where Catalan would create barriers to understanding;
- effective comprehension of teaching and equal opportunities take priority;
- and any transition towards wider use of Catalan is introduced gradually and with pedagogical justification.

This flexibility is consistent with URL practice, the right to education (Article 27 of the Spanish Constitution) and the principle of educational equity.

2.6. ACADEMIC FREEDOM AND INSTITUTIONAL CONSISTENCY

Under Article 20.1.c of the Spanish Constitution, teaching staff exercise academic freedom, including the freedom to determine methodology, pedagogical approach and, within the framework of this Policy, the language of instruction.

This freedom:

- is always exercised within the limits established by the course syllabus and this Language Policy;

- may not override students' language rights;
- and does not allow unilateral changes to the announced language of instruction.

This balance is essential for consistency, legal certainty and teaching quality.

2.7. QUALITY, TRANSPARENCY AND LINGUISTIC PREDICTABILITY

ESDI's Language Policy is governed by the principles of:

- **transparency;**
- **clarity;**
- **stability;**
- **and predictability.**

These principles mean that:

- information about languages of instruction must be published clearly and with binding effect;
- the centre ensures consistency between course syllabuses, communications and actual practice;
- and all materials, communications and activities must comply with the established language criteria.

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3. SCOPE OF APPLICATION

This Language Policy applies directly and mandatorily to all ESDI activities, people and spaces. Its purpose is to ensure a stable, consistent and legally grounded framework for language use at the centre, in both academic matters and institutional management and communication.

Its scope includes the following areas:

3.1. ACADEMIC SCOPE

This Language Policy applies to all teaching delivered at ESDI, including:

- **Official university degrees** affiliated with Ramon Llull University.
- **Official university master's degrees.**
- **ESDI's own master's and** postgraduate programmes, specialisation diplomas and other in-house educational programmes.
- Annual, semester-long and intensive subjects, workshops and seminars.
- On-campus, hybrid **and distance** teaching.
- Tutorials, assessments, guided activities, practical exercises and follow-up sessions.
- **Bachelor's Final Projects (TFG), Master's Final Projects (TFM)** and external internships.

In all these cases, the language of instruction is governed by this Policy and the official course syllabuses.

3.2. ADMINISTRATION AND MANAGEMENT

This Policy also applies to:

- the centre's internal and external communications;
- administrative documentation;
- instructions and circulars;
- academic and administrative management;
- enrolment information;
- academic procedures and certificates;
- and any interaction between administrative staff and students or teaching staff.

All institutional communications are subject to the language criteria established in this Policy.

3.3. STAFF AND COLLABORATORS

The following are subject to this Policy:

- **Teaching and Research Staff (PDI),** both permanent and collaborating;
- **Administrative and Services Staff (PAS);**
- **management and academic coordination staff;**
- **and external collaborators, speakers** and invited professionals taking part in activities organised by ESDI.

Compliance with this Policy is a mandatory requirement in the performance of their duties.

3.4. INSTITUTIONAL COMMUNICATION AND PUBLIC INFORMATION

This Policy also applies to:

- the **institutional website** and all its content;
- social media and communication campaigns;
- dissemination and promotional materials;
- statements, press releases, presentations and annual reports;
- recruitment campaigns, events and open days;
- and all external communications produced by the centre.

3.5. INSTITUTIONAL ACTIVITIES AND EVENTS

The scope includes:

- official events (graduations, inaugurations, award ceremonies, etc.);
- academic events, conferences and symposia;
- cultural activities and exhibitions organised by the centre;
- activities carried out in collaboration with URL or other organisations;
- and activities linked to European or international projects.

3.6. RELATIONSHIP WITH HIGHER-LEVEL REGULATIONS

This Policy applies without prejudice to:

- Ramon Llull University's language regulations;
- Catalan legislation on language and universities;
- the criteria of AQU and quality assurance agencies;
- and any other applicable higher-level regulations.

In the event of a conflict or uncertainty of interpretation, URL regulations and applicable current legislation shall prevail.

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4. LANGUAGES OF INSTRUCTION AND COURSE SYLLABUSES

This section establishes the criteria governing the determination, communication and application of the language of instruction for subjects at ESDI. Its aim is to ensure transparency, predictability and consistency in accordance with Ramon Llull University regulations and university quality requirements.

4.1. PRINCIPLE OF LINGUISTIC TRANSPARENCY

The language—or languages—of instruction for each subject must be clearly, explicitly and publicly stated in the **official course syllabus,** available before the enrolment period.

This principle is binding and means that:

- students must be able to choose subjects knowing the language of instruction in advance;
- published information is **binding and may not be changed** unilaterally;
- and the announced language must match the one actually used in the classroom.

This criterion derives from AQU's transparency requirements and URL's policy.

4.2. DETERMINING THE LANGUAGE OF INSTRUCTION

The definition of the language of instruction takes into account:

1. **the programme's academic planning;**
2. **the subject's learning and** competency objectives;
3. **the nature of the content;**
4. **students' profiles and language needs, particularly** in international groups;
5. **and the teaching staff's** pedagogical proposal, within the framework of academic freedom.

The final decision rests with **Academic Management,** ensuring consistency across ALL groups, years and programmes.

4.3. COMPLIANCE WITH THE ANNOUNCED LANGUAGE

The language stated in the course syllabus constitutes **a firm and binding** commitment. Accordingly:

- classes (lectures, practical sessions and workshops);
- guided activities;
- tutorials;
- teaching materials;
- and assessment

must comply with the announced language.

Any unauthorised deviation violates students' right to information and university regulations.

4.4. EXCEPTIONAL CHANGE OF THE LANGUAGE OF INSTRUCTION

The announced language may only be changed in genuinely exceptional cases and by following a formal procedure:

1. **A reasoned** report from the teaching staff or Academic Coordination explaining the need for the change.

2. **Express written authorisation** from Academic Management.

3. **Consent from the** group, recorded in a documentable form.

Without all three elements, the **change is** invalid.

This procedure protects both academic freedom and students' rights.

4.5. CATALAN AS THE REFERENCE LANGUAGE OF INSTRUCTION

ESDI promotes Catalan **as** the preferred language of instruction in university studies, particularly:

- in the first year;
- in foundational and introductory subjects;
- in institutional and academic documents;
- in official and institutional activities.

This promotion is compatible with the use of Spanish and the centre's own multilingual model.

4.6. SPANISH AS A LANGUAGE OF INCLUSION AND GUARANTEED UNDERSTANDING

Given ESDI's diverse and international profile, Spanish is a language of major academic importance and a fundamental tool for inclusion.

Therefore:

- Spanish may be the language of instruction for subjects;
- it may be used as a support language in classes taught in Catalan;
- and it may be prioritised in groups where Catalan would cause comprehension difficulties for some students.

This criterion has pedagogical, legal (Article 27 of the Spanish Constitution, the right to education) and institutional foundations, and aligns with URL's own practice.

4.7. ENGLISH AND OTHER FOREIGN LANGUAGES

English is the language of instruction in:

- international programmes;
- subjects with a global orientation;
- seminars, conferences or workshops taught by international teaching staff or professionals.

In these subjects:

- **assessment;**
- **documentation;**
- **activities;**
- and academic **interactions**

will be conducted in English, unless the course syllabus explicitly provides for an exception.

4.8. STUDENTS' RIGHT TO CHOOSE AN OFFICIAL LANGUAGE

When a subject is taught in Catalan or Spanish, students have the right to:

- submit assignments and written examinations in either official language;
- express themselves orally in Catalan or Spanish;
- attend tutorials in either of these languages.

This flexibility **does** not apply to subjects taught in English, where the language of instruction is also the language of assessment.

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5. WELCOME AND LANGUAGE SUPPORT FOR INTERNATIONAL STUDENTS

As a university centre with a large international student population and students from highly diverse linguistic backgrounds, ESDI undertakes to provide a language welcome system that facilitates integration, inclusion and effective comprehension of teaching from the first day.

This support is structured around the following principles:

5.1. LANGUAGE INFORMATION BEFORE ENROLMENT

International students, and students generally who do not know Catalan, must receive the following information before enrolling:

- clear information about the **languages of** instruction of each programme and subject;
- an explanation **of ESDI's multilingual model** (Catalan–Spanish–English);
- guidance on the **linguistic context of** Catalonia;
- and an indication of what to expect in linguistic terms during the academic year.

This information will be provided through:

- the institutional website;
- the international student guide;
- information sessions and welcome days.

This principle ensures transparency and prevents surprises or confusion.

5.2. CATALAN AS A LANGUAGE OF GRADUAL INTEGRATION

According to URL's criteria, Catalan is the language of the university context and is therefore presented as a language **of** welcome. ESDI:

- encourages progressive familiarity with basic Catalan expressions and usage;
- provides recommendations and resources for beginning to learn the language;
- organises cultural activities that introduce the language and local context naturally;
- and encourages international students to gradually develop a level of comprehension that improves their integration.

This welcome **does not entail an initial language** requirement or a condition for admission or attendance at classes.

5.3. SPANISH AS A LANGUAGE OF SUPPORT AND INCLUSION

Given ESDI's international profile and the significant number of students who do not know Catalan upon arrival:

- Spanish **may be used as a support language in** subjects taught in Catalan;
- or as the main language of instruction in groups where Catalan would create **barriers to understanding.**

This flexible use of Spanish is a measure promoting:

- **equity;**
- **the guarantee of the right to education;**
- **and linguistic and academic inclusion.**

It is fully consistent with URL's framework and the legally established principle of non-exclusion.

5.4. LANGUAGE SUPPORT AND EXTERNAL RESOURCES

ESDI will provide students with information and guidance on available resources to improve their proficiency in Catalan and Spanish, including:

- courses offered by the Consorci per a la Normalització Lingüística (CNL);
- courses or resources offered by Ramon Llull University;
- free materials and learning platforms;
- language and cultural activities in the city.

This support is advisory, not compulsory.

5.5. WELCOME SESSIONS AND LINGUISTIC INTEGRATION

During the first weeks of the academic year, ESDI may organise welcome sessions intended to:

- present the centre's language model;

- introduce the cultural and educational context;
- explain language rights and responsibilities;
- and encourage positive relations among Catalan-speaking, Spanish-speaking and international students.

These sessions contribute to effective integration and reduce potential conflicts or misunderstandings.

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6. RIGHTS AND DUTIES OF TEACHING STAFF

ESDI's Teaching and Research Staff (PDI) carry out their work within the framework of academic freedom and in accordance with the principles, rules and linguistic criteria established by this Policy and Ramon Llull University. The rights and duties of teaching staff are detailed below.

6.1. RIGHT TO ACADEMIC FREEDOM

Under Article 20.1.c of the Spanish Constitution, teaching staff enjoy academic freedom, including:

- the freedom to define the methodological and pedagogical approach;
- the freedom to select teaching materials and strategies;
- and the freedom to use the language of instruction established in the course syllabus and validated by the centre.

This freedom **is not absolute** and is exercised within the centre's regulatory framework.

6.2. RIGHT TO CHOOSE BETWEEN THE OFFICIAL LANGUAGES

Teaching staff have the right to:

- teach in Catalan **or** Spanish, **in** accordance with the course syllabus;
- express themselves orally and in writing in either official language in contexts not subject to a fixed language (for example, subjects taught in English);
- use the official language they consider pedagogically appropriate, provided they respect the criteria of predictability and the announced language.

6.3. DUTY TO RESPECT THE ANNOUNCED LANGUAGE OF INSTRUCTION

Teaching staff are required to:

- fully respect the language of instruction published in the course syllabus;
- ensure consistency between the announced and actual languages;

- use the same language for classes, materials, guided activities and assessment;
- and request formal authorisation if an exceptional change is necessary (see section 4.4).

This duty guarantees legal certainty and students' rights.

6.4. DUTY TO MAKE PARTIAL ADAPTATIONS FOR PEDAGOGICAL OR COMPREHENSION REASONS

Within the framework of this Language Policy, and with full respect for current regulations on the use of official languages in Catalonia, it is recognised that, in certain exceptional circumstances, some students—particularly given the current increase in students coming from outside Catalonia—may not have sufficient knowledge of Catalan to follow classes normally. As a private institution, our obligation is to ensure that all students can understand and participate adequately.

In such cases, and whenever necessary, teaching may be facilitated in Spanish or another common language of communication, while always respecting Catalan as the institutional language and ensuring that this flexibility does not undermine the language rights of other members of the educational community.

This provision is understood as a measure of courtesy and pedagogical pragmatism, without changing the principles or obligations established in this Policy.

In international or highly linguistically diverse groups, teaching staff:

- **may** use Spanish as a support language to ensure understanding;
- **may** introduce Catalan gradually in mixed groups;
- and **must ensure that** no student is linguistically excluded.

This balance is aligned with URL teaching practice and the principles of educational inclusion.

6.5. DUTIES OF COMMUNICATION AND TRANSPARENCY

Teaching staff are required to:

- clearly explain the subject's language arrangements at the beginning of the academic year;
- address students' language-related questions;
- specify which materials are available in which languages;
- inform Academic Coordination of any significant language-related incident;
- and apply ESDI's language criteria when preparing classes and materials.

6.6. TEACHING STAFF'S RIGHT TO LANGUAGE SUPPORT

Teaching staff may request:

- guidance on language criteria;
- advice on the use of Catalan, Spanish or English;
- support materials to ensure linguistically consistent teaching;
- and information about courses or training resources.

ESDI will provide these resources insofar as its means allow.

6.7. DUTY TO RESPECT STUDENTS' LANGUAGE RIGHTS

Teaching staff are required to:

- never penalise students for using Catalan or Spanish in subjects taught in either language;
- ensure students can express themselves orally and in writing in the official language of their choice (except in subjects taught in English);
- avoid comments, actions or attitudes that could be perceived as linguistic discrimination;
- and ensure a respectful and inclusive linguistic environment.

6.8. RESPONSIBILITY FOR RESOLVING INCIDENTS

Teaching staff must immediately notify Academic Coordination of:

- serious language-related conflicts;
- student complaints or grievances;
- situations in which the announced language cannot be maintained;
- or any situation that may require institutional intervention.

This duty ensures the proper application of the Language Policy.

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7. RIGHTS AND DUTIES OF STUDENTS

ESDI students enjoy full language rights guaranteed by current legislation and Ramon Llull University's institutional framework. At the same time, they have duties of linguistic respect and coexistence, which are essential to ensuring an appropriate academic environment and high-quality teaching.

7.1. RIGHT TO CLEAR INFORMATION ABOUT THE LANGUAGE OF INSTRUCTION

Students have the right to:

- know the language of instruction of each subject in advance;

- access course syllabuses containing complete language information;
- and have assurances that the announced language will be maintained throughout the academic year.

This right derives from university transparency rules and the guarantee of legal certainty.

7.2. RIGHT TO CHOOSE BETWEEN THE OFFICIAL LANGUAGES

In subjects taught in Catalan or Spanish, students have the right to:

- express themselves orally in Catalan or Spanish;
- submit assignments, reports and examinations in either official language;
- attend tutorials or academic meetings in Catalan or Spanish;
- and not be penalised, discriminated against or disadvantaged because of their language choice.

This right is inalienable except in subjects taught in English.

7.3. RIGHT TO EFFECTIVE COMPREHENSION OF TEACHING

Students have the right to:

- understand teaching, communications and instructions;
- receive language support when the group requires it;
- and request clarification in Spanish when their knowledge of Catalan is insufficient.

This right is particularly relevant in groups with a high proportion of international students.

7.4. RIGHT TO USE CATALAN AND SPANISH IN ADMINISTRATIVE DEALINGS

All students have the right to:

- be attended to in Catalan or Spanish by the Academic Office and Management;
- receive official documents in either official language;
- and choose their language of administrative communication without penalty.

7.5. RIGHT TO A RESPECTFUL, NON-DISCRIMINATORY LINGUISTIC ENVIRONMENT

Students have the right to:

- not be discriminated against on linguistic grounds;

- not be subjected to derogatory comments or attitudes because of their language choice;
- and be treated equally regardless of their proficiency in Catalan or Spanish.

This principle applies to relationships with teaching staff and other students alike.

Within the framework of the right to a respectful and non-discriminatory linguistic environment, students at the centre may encounter situations in which their proficiency in Catalan is insufficient to follow teaching activities normally. In such cases, students may respectfully report **this circumstance to** the centre through the established institutional channels and request language support or the use of another common language of communication, such as Spanish. These requests will be considered and assessed according to pedagogical and institutional criteria, taking into account the group's needs and the aim of ensuring effective understanding and academic participation by all students, in line with the centre's language model.

7.6. DUTY TO RESPECT THE LANGUAGE OF INSTRUCTION

Students have a duty to:

- respect the language of instruction established in the course syllabus;
- understand that teaching and assessment in a subject taught in English will take place in that language;
- and respect the fact that, in subjects taught in Catalan or Spanish, teaching staff will communicate primarily in the established language.

This duty ensures academic order and pedagogical consistency.

7.7. DUTY OF MUTUAL RESPECT AND LINGUISTIC COEXISTENCE

Students must:

- respect the group's linguistic diversity;
- avoid putting linguistic pressure on other students or teaching staff;
- foster an atmosphere of coexistence and linguistic tolerance;
- and understand that Catalan is the institution's own language without viewing it as an obstacle or imposition.

7.8. DUTY TO REPORT INCIDENTS

Students must inform Academic Coordination of:

- unannounced changes to the language of instruction;
- serious language comprehension problems;
- situations of linguistic discrimination or tension;

- or any incident affecting their language rights.

This cooperation is essential to activating internal resolution mechanisms.

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8. LANGUAGE OF DOCUMENTATION, COMMUNICATIONS AND OFFICIAL EVENTS

ESDI's institutional, administrative and academic communication is a central element of the centre's identity and its relationship with the university community and society.

For this reason, the Language Policy establishes clear, consistent and hierarchical criteria for the language of all documentation and official communications.

8.1. CATALAN AS THE MAIN INSTITUTIONAL LANGUAGE

Catalan is the preferred language for:

- institutional communications addressed to the university community;
- administrative and academic documentation;
- internal instructions and circulars;
- official and ceremonial events;
- and public or institutional documentation.

This criterion derives from Article 6 of the Statute of Autonomy and URL's institutional framework.

8.2. AVAILABILITY IN SPANISH ACCORDING TO NEEDS AND LANGUAGE RIGHTS

Taking account of ESDI's sociolinguistic reality and the language rights recognised by Law 1/1998, ESDI's documentation and communications will also be available in **Spanish** when:

- they concern academic documentation relevant to students;
- they are addressed to a non-Catalan-speaking group;
- or they are necessary to ensure effective understanding.

This includes:

- certificates;
- grade reports;
- enrolment information;
- and academic progress documentation.

This linguistic availability guarantees inclusion and non-discrimination.

8.3. MULTILINGUAL COMMUNICATIONS IN INTERNATIONAL CONTEXTS

In activities, programmes or communications addressed to:

- international students;
- foreign universities;
- European institutions or projects;
- or international collaborators;

communications may be produced in **English** and, where appropriate, in other languages as well.

This practice is common at international universities and strengthens ESDI's global dimension.

8.4. ADVERTISING, INSTITUTIONAL WEBSITE AND SOCIAL MEDIA

a) Institutional website
Public academic and administrative information will be available in at least Catalan and Spanish. Pages specifically aimed at international students may be in English.

b) Social media and campaigns

- Institutional posts will preferably be published in Catalan.
- They may be bilingual when required by their communication reach.
- English may be prioritised on accounts aimed at international audiences.

c) Advertising and student recruitment materials
These may be produced in Catalan, Spanish or English, depending on the target audience.

8.5. ACADEMIC AND ADMINISTRATIVE DOCUMENTATION

The following documents will preferably be drawn up in Catalan, without prejudice to their availability in Spanish when necessary:

- internal regulations;
- study plans;
- academic regulations;
- forms and applications;
- information notices and official emails;
- certificates and accreditations.

This dual provision guarantees legal certainty and inclusion.

8.6. OFFICIAL AND CEREMONIAL EVENTS

At graduations, inaugurations, award ceremonies and other official events:

- Catalan is the main language;
- however, speeches may be given in Spanish or English depending on the audience;
- particularly when international guests or students are present.

This flexibility is consistent with the centre's global profile.

8.7. INTERNAL COMMUNICATION

Internal communications addressed to teaching staff and Administrative and Services Staff (PAS) will preferably be in Catalan, but may be bilingual when:

- there are staff members who do not speak Catalan;
- instructions relate to processes in which errors must be avoided;
- or this is necessary for operational reasons or comprehension.

8.8. TEACHING MATERIALS AND CLASSROOM RESOURCES

Teaching materials used in a subject must be published:

- in the announced language of instruction;
- and may include materials in other languages when pedagogically necessary (articles, videos, bibliography).

When teaching staff provide materials essential for assessment, it is recommended that their linguistic accessibility be ensured.

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9. IMPLEMENTATION PROCEDURES AND INCIDENT RESOLUTION

This Language Policy requires clear, well-known and effective implementation mechanisms. ESDI therefore establishes the following procedures to ensure compliance, supervision and conflict resolution.

9.1. RESPONSIBILITY FOR IMPLEMENTATION

Responsibility for implementing this Policy lies with the following bodies:

a) **Centre Management**
   i) Approves the Language Policy and its updates.
   ii) Oversees its comprehensive and consistent implementation.
b) **Academic Management and/or Academic Coordination**
   i) Supervises compliance with the languages of instruction.
   ii) Authorises exceptional changes (under section 4.4).
   iii) Receives and manages academic language-related incidents.
   iv) Provides support and guidance to teaching staff.
c) **Academic Office**
   i) Ensures assistance in Catalan and Spanish.
   ii) Ensures the linguistic availability of documents and communications.
   iii) Processes formal complaints or enquiries.
d) **Teaching staff**
   i) Apply language criteria in classroom teaching.
   ii) Report incidents or conflicts to Academic Coordination.
e) **Students**
   i) Cooperate in identifying and reporting incidents.
   ii) Respect the established procedures.

9.2. ANNUAL MONITORING AND REVIEW

Each academic year, Academic Coordination will:

- review the linguistic suitability of course syllabuses;
- review actual compliance with the language of instruction;
- assess incidents received;
- and issue a **brief internal** report identifying improvements, proposals and needs.

This report informs periodic updates to the Language Policy.

9.3. INTERNAL COMMUNICATION AND DISSEMINATION

At the beginning of each academic year:

- the Language Policy will be distributed to teaching staff and PAS;
- the essential criteria concerning the language of instruction will be reiterated;
- and the incident resolution protocol will be explained.

This communication is key to ensuring uniform application and avoiding misunderstandings.

9.4. PROTOCOL FOR RESOLVING LANGUAGE-RELATED INCIDENTS

ESDI establishes a clear protocol to manage any language-related incident affecting teaching, assessment, communication or coexistence.

Phase 1 - Immediate reporting of the problem

The incident must be **reported to** Academic Coordination by teaching staff, students or PAS.

Reports may be made orally (in urgent situations) or in writing (via institutional email).

Phase 2 - Initial assessment

Academic Management and Coordination hear the parties involved, analyse the facts and determine whether the incident is minor, moderate or serious.

Phase 3 - Resolution

Depending on the nature of the case:

- **Minor incident** – immediate adjustment, pedagogical guidance or reminder of the criteria.
- **Moderate incident** – formal intervention, meeting with the parties and agreement on measures.
- **Serious incident** – Academic Management issues a formal decision, which may include disciplinary measures where appropriate.

Phase 4 - Follow-up

The effectiveness of the solution adopted is checked, and steps are taken to prevent the problem from recurring.

9.5. TYPES OF COMMON INCIDENTS

By way of guidance, incidents may arise from:

- unauthorised changes to the language of instruction;
- exclusive use of a language that prevents understanding;
- linguistic pressure among students or teaching staff;
- actual or perceived discrimination on linguistic grounds;

- materials or assessments that do not match the announced language;
- failure to provide assistance in an official language when necessary.

These incidents will be managed in accordance with the established protocol.

9.6. GUARANTEE OF CONFIDENTIALITY AND PROTECTION OF ALL PARTIES

All complaints will be handled in strict confidence, with respect for all parties involved and a guarantee that reporting an incident will **not result in** retaliation. This principle is fundamental to any modern university policy.

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10. FINAL PROVISIONS

This Language Policy has been approved by **ESDI's Management Committee and** enters **into force on the day following its approval,** with immediate application to all teaching, administrative and institutional activities at the centre.

This document constitutes **an internal regulation and** takes precedence over any previous internal instruction, protocol or document that contradicts or is incompatible with the criteria and procedures established herein. In the event of differences in interpretation, the following shall apply:

1. Ramon Llull University's regulatory framework on language matters;
2. current legislation on universities and language policy in Catalonia;
3. and, subsidiarily, the criteria established by the centre's Management.

This Policy will be published on the institutional website, communicated to teaching staff and PAS, and included in student welcome documentation.

Any future revision must be approved by ESDI's Management Committee and expressly state its date of entry into force, thereby superseding the previous version.