



Immigration Act 2016

2016 CHAPTER 19

PART 7

LANGUAGE REQUIREMENTS FOR PUBLIC SECTOR WORKERS

80 Duty to issue codes of practice

- (1) The relevant Minister must issue a code or codes of practice for the purposes of section 77.
- (2) A code of practice must include provision about the following matters—
 - (a) the standard of spoken English to be met by a person working for a public authority to which the code applies in a customer-facing role;
 - (b) the action available to such a public authority where such a person does not meet that standard;
 - (c) the procedure to be operated by such a public authority for enabling complaints to be made to the authority about breaches by the authority of section 77(1) and for the consideration of such complaints;
 - (d) how the public authority is to comply with its other legal obligations as well as complying with the duty in section 77(1).
- (3) A code of practice may make such other provision as the relevant Minister considers appropriate for securing that a person who works for a public authority to which the code applies in a customer-facing role speaks fluent English.
- (4) A code of practice may make provision in relation to—
 - (a) all public authorities,
 - (b) particular descriptions of public authority, or
 - (c) particular public authorities.
- (5) But the relevant Minister must ensure that there is at all times a code of practice in force which applies to each public authority.
- (6) A code of practice may make different provision for different purposes, including different provision for different public authorities or descriptions of public authority.