



Welsh Language Scheme

REVISED

“Prepared in accordance with the Welsh Language Act 1993.”

Copies of the scheme

are available by

contacting the Welsh

Language Services

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CARDIFF UNIVERSITY'S WELSH LANGUAGE SCHEME

1 INTRODUCTION

- 1.1 The University's original Welsh Language Scheme was approved by the Welsh Language Board on 1 August 2004 following the merger of the University of Wales College of Medicine and Cardiff University. This revised scheme sets out how the University has developed and built upon the achievements of that Scheme and has received the approval of the Welsh Language Commissioner under section 14(1) of the Welsh Language Act 1993 on 6 February 2014.
- 1.2 The aim of this revised Scheme is to actively promote the principle that the Welsh language will be treated no less favourably than the English language when dealing with the public in Wales. The public includes University staff and current students along with prospective students and the public in general in Wales. In order to give effect to this principle, the University outlines in this document the measures that it is already undertaking and those which it plans to develop. The Scheme relates to both the University's administrative and academic functions.
- 1.3 The Scheme sets out how the University will work to embed the Welsh language within its culture and working practices and also how it will develop its Welsh medium educational provision. It also outlines the processes by which the Scheme will be monitored so as to ensure that consistent progress is made.
- 1.4 The Scheme will be underpinned by a series of individual Action Plans and targets for each College, School and Department. These will be formulated by Heads of Colleges, Schools and Departments in conjunction with the centrally located Welsh Language Scheme Facilitators and supported by the locally based Welsh Language Co-ordinators. The aim is to ensure the achievement of the overall University's institution-wide targets detailed in the Scheme and regular reports will be produced.
- 1.5 The Welsh Language (Wales) Measure 2011 transfers functions from the Welsh Language Act 1993 relating to the Welsh language schemes to the Welsh Language Commissioner. The Measure also gives legal effect to the official status of the Welsh Language. Over a period of time, Welsh language schemes will be replaced by statutory standards that will place duties on organisations to promote and facilitate the use of the Welsh Language and to treat the Welsh Language no less favourably than the English language. They will state how organisations are expected to provide services to the public and how they will treat and use the Welsh language. The University is committed to taking positive actions to implement functions under the new Measure.

2 HOW THIS SCHEME RELATES TO THE UNIVERSITY VISION AND MISSION

- 2.1 Cardiff University has around 30,000 students and more than 6,000 staff. The University currently consists of 27 Schools and in 2012/13 these have been grouped into 3 Colleges. There are also 13 Professional Services departments.
- 2.2 It is a member of the Russell Group of research intensive universities. Its vision is to be a world-leading, research excellent, educationally outstanding university, driven by creativity and curiosity, which fulfils its social, cultural and economic obligations to Cardiff, Wales, and the world. As part of its contribution to the culture, society and economy of Wales the University is committed to treating Welsh and English on a basis of equality. As well as meeting its obligations to the public in Wales it also seeks to promote the use of Welsh in all aspects of University life.
- 2.3 The Guiding Principles for all its actions are:
 - Outstanding academic and professional performance
 - Academic freedom
 - Integrity
 - Dynamism

- Self-determination
- Respect for people and diversity
- Financial resilience
- Subsidiarity
- Accountability
- Environmental and social sustainability.

3 SERVICE PLANNING AND DELIVERY

Ownership of the Scheme

- 3.1 The Scheme and its implementation will be overseen by a Pro Vice-Chancellor on behalf of the Vice-Chancellor. Advice and support on the implementation of the Scheme and its associated action plans are provided by the University's Welsh Language Services, which is part of the Department of Student Services and Governance. However, Heads of Colleges, Schools and Professional Services Departments will have responsibility for implementing the Scheme's requirements and the attainment of agreed targets in their own areas. The nominated Welsh Language Scheme Coordinator assists in the implementation and monitoring of the Scheme.
- 3.2 A senior co-ordinator will be appointed from within each College and from the Professional Services Group; their role will be to oversee the work of the College, School and Departmental co-ordinators, act as the liaison point with the Welsh Language Facilitators and to sit on the Steering Group responsible for monitoring progress against the Scheme.

Quarterly Meetings will be held between Facilitators and College/School/Departmental Coordinators. Role and responsibilities of senior co-ordinators to be agreed and Senior co-ordinators to be appointed

- 3.3 The Head of the University's Welsh Language Services' responsibilities include:
- The management of the Welsh Language Services Unit
 - Advising on the implementation of the Scheme in each College, School and Department.
 - Overseeing the translation processes for the University

The Head of the University's Welsh Language Services is assisted by two Facilitators who support the implementation of the Scheme on a day to day basis, working closely with College/School/Department Co-ordinators.

Publicity

- 3.4 The University ensures that the provisions of its Scheme are made known to members of the public, staff, students and prospective students through University publications and, in particular, its website.

New Policies and Initiatives

- 3.5 When developing new policies and initiatives the University takes advantage of opportunities to implement the principal of equality. The university undertakes impact assessments of any new policies and initiatives ensuring that these are consistent with the principles of the Scheme and conform to the commitments given in the Scheme and that they facilitate and promote the use of the Welsh language.
- 3.6 The University will consult with the Commissioner in advance regarding any proposal which will affect the Scheme or that of other organisations and will not alter the Scheme without the Welsh Language Commissioner's agreement.

4 QUALITY

- 4.1 The University is committed to delivering an equally high standard of service in English and Welsh, across all Colleges, Schools, Departments and campuses. This central commitment will be clearly stated in all strategic documents i.e. corporate/business plans where this principle will be noted. This is also stated on recruitment adverts, in personnel literature and in other areas where statements on equal opportunities and service quality are made. The standard of service offered in Welsh will be monitored through the Annual Report to the Equality & Diversity Committee which will highlight the number and nature of complaints received.
- 4.2 The views of Welsh speakers are sought periodically about the range and quality of services in Welsh provided by the organisation. Suggestions for improvements in the implementation of the Scheme should be addressed to the Head of the University's Welsh Language Services, who will have responsibility for recording the suggestion and for forwarding it on to the most appropriate individual in the University for response.
- 4.3 The Welsh Language Services Unit liaises with the Welsh Language Affairs Staff Network (established under the auspices of the Equality and Diversity Committee) the Welsh Student Association Elected Officer and Student Council on matters arising from their regular meetings, the Welsh speaking students body the 'Gym Gym' (Y Gymdeithas Gymraeg/Welsh Society of Students at the University) and the University's Branch/Cangen of Coleg Cenedlaethol Cymru.
- 4.4 The University will submit an annual monitoring report to the Welsh Language Commissioner.

5 DEALING WITH THE PUBLIC

Corresponding with the public - written communication (including electronic communication)

- 5.1 The University welcomes correspondence in Welsh and undertakes that all correspondence received by the University in Welsh receive a signed reply in Welsh or a pre-printed reply in Welsh. Corresponding in Welsh will not lead to delay in the University's response to enquiries. When the University writes a letter to an individual who has expressed a preference to receive letters in Welsh, or to an organisation which is known to work mainly in Welsh or which prefers to receive letters in Welsh, the letter is written in Welsh. If the University is writing to an individual following a face-to-face meeting or telephone conversation in Welsh, the letter will be written in Welsh.
- 5.2 Circulars and standard letters that are sent to the public will be bilingual. There will be instances, however, where it is acceptable to write in Welsh only, for example in dealings with Welsh medium secondary schools or activities within the University's School of Welsh. Colleges, Schools and Departments will receive guidance with regard to the linguistic requirements of correspondence.
- 5.3 When initiating correspondence, the University will correspond in the preferred language of the recipient, if that preference is known. If it is not known whether Welsh or English is the preferred language of the recipient, correspondence will be initiated bilingually.
- 5.4 Students are asked on registration at the University to state whether they prefer to receive their personal correspondence in Welsh or English or bilingually. Correspondence with students thereafter will be in their preferred language.
- 5.5 Applicants and prospective students' language choice is collected at the point of application and letters generated centrally are in their language of choice. Students are also able to enrol on line through the medium of Welsh.

- 5.6 Staff can register their language preference for correspondence purposes via the HR management system.
- 5.7 Where a face to face meeting or telephone call has been in Welsh, then any subsequent communication will also be in Welsh.
- 5.8 If the University is required to distribute information that is published by other public bodies, the University will encourage those organisations to comply with their own Welsh Language Schemes.
- 5.9 Colleges, Schools and Departments are encouraged to use their staff that has Welsh language skills to deal with any queries. Encouragement will be given to members of staff who wish to learn Welsh or improve their Welsh language skills as part of the University's Welsh Language Skills Strategy (see section 9 below)
- 5.10 Electronic correspondence is subject to all clauses in this section.

Telephone communication with the public

- 5.11 The University welcomes telephone enquiries in Welsh. All external calls will be answered bilingually. Calls will then be transferred to an appropriate Welsh speaker.
- 5.12 The University Communications Directory identifies Welsh-speaking staff in Colleges, Schools and Departments. If there is a Welsh speaker able to deal with an enquiry, but that person is unavailable at the time of the call, the caller will be given the choice of leaving a message and/or a Welsh speaker phoning back, or continuing the call in English. If there is no Welsh speaker in the College, School or Department who can deal with the enquiry the caller will be given the choice of continuing the call in English, or of speaking to one of the Welsh Language Scheme Facilitators, or of receiving a written reply in Welsh.
- 5.13 All staff that receive external calls will receive training on how to provide a bilingual greeting. Also, on-going language training of front line staff that regularly deal with enquiries from the public, students and staff shall be provided in order to facilitate a gradual increase in the ability of front line staff to deal with enquiries through the medium of Welsh.
- 5.14 All telephone extensions incorporating an answering machine will have a bilingual message. Where members of the public are invited to leave messages on an answering machine or similar, the recorded message will indicate that messages may be left in English or Welsh.

Public meetings

- 5.15 At public meetings convened by the University, those attending will be welcome to contribute in Welsh or English or bilingually. Notices and invitation letters for such public meetings shall inform the public of this choice, and shall invite attendees to inform the University of their language choice in advance.
- 5.16 The University ensures that a simultaneous translation service is available at meetings of the Court.
- 5.17 The University considers the appropriateness of a simultaneous translation service for public lectures, based on the linguistic nature of the content, attendees and speakers.
- 5.18 When Welsh-speaking representatives of the University attend public meetings and exhibitions, they are encouraged to identify themselves as Welsh speakers by wearing a "Working Welsh" badge.
- 5.19 Graduation ceremonies are conducted bilingually and the ceremony programmes are produced bilingually.

Other meetings/contacts with the public

- 5.20 As well as public meetings, University staff hold many other meetings with individuals and organisations. When a meeting is organised in advance with an individual or organisation known to prefer to use Welsh, the University will aim to conduct the meeting in Welsh. Where that is not possible, the University will offer to organise a translation service.
- 5.21 The University aims to increase the number of Welsh speakers in those workplaces where the University is in frequent contact with the public, at the earliest possible opportunity. This will be facilitated by
- Allocating an appropriate number of bilingual staff to those workplaces
 - Organising Colleges, Schools or Departments so that they include staff who are available to communicate bilingually with the public
- 5.22 Currently, however, staff in reception areas which deal with the public may not be able to respond in Welsh but will put Welsh speaking enquirers in touch with an appropriate member of staff. Appropriate training to reception area staff will be provided.
- 5.23 Welsh-speaking staff in reception areas or security lodges are encouraged to wear badges identifying themselves as Welsh speakers.

Publications

- 5.24 All publications and printed materials produced centrally by the University shall be published bilingually.
- 5.25 Normally the Welsh and English versions will be produced together in one document, in a side-by-side format. In some circumstances a back-to-back publishing format may be more suitable.
- 5.26 Separate Welsh and English versions are favoured where the publication is widely distributed outside Wales. Guidance will be available from the Communications and International Relations Division (CAIRD) for staff, consultants, designers and publishers on the production of bilingual and English and Welsh documents. A user friendly quick reference guide on the production of bilingual documents for dissemination to key staff across the University.
- 5.27 All Colleges, Schools and Departments will have a schedule of publications for production in Welsh, and these are prioritised with the help of Co-ordinators.
- 5.28 Where a publication is available in both Welsh and English, each version carries a statement that the document is available in the other language and both versions are displayed together. Both languages are treated equally in terms of format, size, quality, legibility and prominence. Where separate Welsh and English documents are produced they will be published and made available concurrently.
- 5.29 The University will produce a Welsh and an English prospectus. The Welsh publication will be of a different nature and tone to the English publication and will be aimed at students who wish to receive information regarding the University in Welsh, as well as students who are interested in completing all or part of their studies through the medium of Welsh. It will also include general information about the University as does the English version. The English version will contain information in English about courses taught through the medium of Welsh, the bilingual nature of the University and its Welsh Language Scheme.
- 5.30 For publications which are directed at particular sections or groups of readers, the decision on whether the publication is bilingual or in one language is determined by the Welsh Language Services on the grounds of the nature of the material, the frequency of publication, the target audience and the extent to which it includes

Welsh speakers. (See also 5.2) Any publications for which the University makes a charge will be charged at the same price, regardless of whether it is in English, Welsh or bilingual.

- 5.31 Where a course is offered in Welsh, Welsh or bilingual promotional materials will be produced.
- 5.32 Main corporate publications such as Annual Report and Statement of Accounts will be bilingual. Notices convening the meetings of the Court together with the Agenda, and all papers for such meetings, will be bilingual. All papers circulated for meetings of the Court and the Welsh Language Steering Group will be in Welsh or bilingual.
- 5.33 Publications relating specifically to international students are not required to be published in Welsh or bilingually.

6 THE PUBLIC FACE OF CARDIFF UNIVERSITY

Name and Logo

- 6.1 The University's name, in whatever format it is used, logo and associated corporate identity information is in both English and Welsh on all signs, publication covers, vehicles and other forms of public display material both at the University and for use throughout Wales. All sub-identities will be bilingual and subject to quality assessment by the University's Public Relations/print unit group, which provides advice on Welsh Language requirements.
- 6.2 The School of Welsh has special dispensation to display the University logo with the Welsh appearing first in all its publicity - literature and web.

Stationery

- 6.3 Stationery and related materials such as fax headers, compliment slips and business cards are bilingual, treating the two languages equally in terms of format, size, legibility and prominence. All existing stocks of stationery to be reviewed for compliance and replaced. All new stationery will be produced bilingually.

Forms and Letters

- 6.4 All forms, and any explanatory notes, for use by the general public in Wales, are bilingual. Normal practice will be to produce bilingual versions. On those occasions when it will be necessary to produce separate Welsh and English versions, both versions will be readily available at the same time. They will be distributed together and each version will include a statement noting that the form is also available in the other language.
- 6.5 The University produces many forms mainly for staff, students and members of committees, as well as for prospective employees and students. All Colleges, Schools and Departments have a schedule of standard letters, forms and circulars for production in Welsh.

Welsh Language Services will conduct an annual audit of availability of forms etc in Welsh across the University in order to monitor the provision and prioritise the order of their translation or revision.

- 6.6 New students will receive forms and literature in the language chosen during the admissions process.

Press Releases

- 6.7 Press notices for issue in Wales are produced bilingually and a Welsh-speaking contact name is provided.

Marketing, Advertising and Publicity

- 6.8 The University conducts its marketing, advertising and publicity activities in Wales bilingually. The Welsh and English versions of printed material will be shown together and will be equal in terms of format, size, quality, legibility and prominence. Exhibition materials for display in Wales shall be bilingual.
- 6.9 Welsh and English versions of the University Residences' promotional **DVD** are available for prospective students. Any Welsh version will reflect in its content its target audience i.e. Welsh speaking students (e.g. Coleg Cymraeg Cenedlaethol options). Information concerning all University Open Days is produced bilingually.
- 6.10 Where modules/courses are taught through the medium of Welsh any notices and marketing material relating to such courses may be produced in Welsh only.

Official Notices, public notices and recruitment advertisements and literature

- 6.11 Official and public notices circulated in Wales are bilingual.
- 6.12 Job advertisements appearing in the press in Wales will be bilingual.
- 6.13 Any advertisements for posts where the ability to speak Welsh is essential will be published in Welsh only in Welsh medium publications, and bilingually in all other publications.
- 6.14 Any advertisements for posts which appear in the Welsh language press may be in Welsh only.
- 6.15 Advertisements that appear in international subject specific publications may be in English only.
- 6.16 The Welsh and English versions will be shown together and will be equal in terms of format, size, quality, legibility and prominence.

Website

- 6.17 All the University's corporate pages will be available in Welsh and English.
- 6.18 The home page of all Colleges, Schools and Departments will be available in Welsh and English.
- 6.19 Departments or Schools offering courses, or modules through the medium of Welsh or departments where there are a significant number of Welsh-speaking staff and students, will provide further information about this provision in both Welsh and English on their home page.
- 6.20 The homepage of all research centres will be in Welsh and English. The home page of all research projects or collaborative ventures where the University is a lead or funding partner will be in Welsh and English. It will be a matter for each centre to decide whether to include subsequent pages in both Welsh and English.
- 6.21 When the internet is used as a medium of teaching and learning (eg Blackboard) the material or courses taught through the medium of Welsh will be available in Welsh or bilingually.
- 6.22 The homepage of websites relating to specific events and conferences, or other information that is posted on the website for a certain period will be bilingual. It will

be a matter for the event coordinators to decide, through consultation with the Welsh Content Manager/Welsh Language Services, whether to include subsequent pages in both Welsh and English. The decision will be made in accordance with clauses 5.15-23 and on the basis of the location of the event, the subject matter and who is likely to be present.

- 6.23 Online information relating specifically to international students will not be available in Welsh.
- 6.24 All Welsh and English web pages shall be equal in terms of design, quality and accuracy and will be updated at the same time.
- 6.25 Currently the University is undertaking a Web Transformation project to deliver improvements to its web presence for all users, including content and service providers. A Welsh Language Content Manager will be appointed as part of the project implementation to facilitate the move to a fully bilingual website. A timescale and targets will be set out by the Welsh Language Content Manager and progress against this included in the annual report to the Commissioner.
- 6.26 A new governance structure and management protocols will be introduced, which will apply to Colleges, Schools and Department's web content and services as well as those managed centrally.
- 6.27 The development of the website for each College/School/Department will be determined by a schedule in the Action Plan which will be agreed upon between the Welsh Language Services and Heads of Colleges, Schools and Departments. Guidelines for creating and maintaining bilingual web pages will be created and publicised in consultation with the Welsh Language Content Manager.
- 6.28 An annual monitoring report will be prepared on the bilingual contents of the website which will make use of spot check techniques as well as internal data.
- 6.29 The development of the Welsh language version of the University web site will be in accordance with the Technology, Websites and Software: Welsh Language Considerations.
- 6.30 In order to increase the level of services and facilities in Welsh, all new technologies will be developed bilingually in accordance with the Technology, Websites and Software: Welsh Language Considerations.

Signs

- 6.31 The University's visual identity scheme specifies that all permanent information signs in and around University buildings, except for internationally recognised safety signs, are in Welsh and English. The size, equality, legibility and prominence of text on signs will respect the principle of equality between languages. Any other signs that the University is responsible for such as highway signs are fully bilingual. All new permanent or temporary 'internal' signs produced by Colleges, Schools and Departments are fully bilingual. These include notice board headings, door signs, directional signs, open day signs, conference signs etc. All Colleges, Schools and Departments will erect bilingual signs immediately.

The Cardiff and Vale University Health Board and other relevant Boards

- 6.32 Appropriate liaison is undertaken with the Cardiff and Vale University Local Health Board regarding signage of shared relevance. All such signage will adhere to the principles in both the University's and Cardiff and the Vale University Health Board's Welsh Language Schemes.

An annual review of relevant health board external schemes will be undertaken to ensure consistency and parity (Welsh Language Services).

7. WELSH LANGUAGE/MEDIUM SUPPORT FOR STUDENTS (NOT INCLUDING TEACHING THROUGH THE MEDIUM OF WELSH)

Applicants

- 7.1 Welsh-speaking students, if they so wish, can be interviewed through the medium of Welsh. A specific question asking the candidate whether they wish to have a proportion of their interview in Welsh is included in the letter inviting candidates to interview. Such letters are written bilingually to applicants in Wales.
- 7.2 Welsh Language Services liaises regularly with the Students Union and advises on its Welsh Language Scheme, providing guidance and support for new students at the University as and when necessary.

Language Awareness

- 7.3 Welsh Language Services staff liaise with the Students Union and will play an active role in language and cultural awareness within the orientation programme for new students to the University. This will be offered to students at the beginning of each academic session.

Welsh Language Services will establish links with new Student Representatives annually in order to facilitate the above.

Accommodation

- 7.4 Welsh speaking students are offered the opportunity of applying for accommodation set aside for Welsh speakers at two halls of residence, Senghennydd Court and Talybont North. A Welsh speaking Student Warden for the above residences will be recruited in line with the University's Welsh Language Skills Strategy.

Open Days

- 7.5 Information about the use of Welsh in the University is provided at open and visit days through the provision of information about (inter alia) halls of residence, student support services, the local 'Aelwyd' and the students body (Gym Gymru). Details of Welsh medium module availability are provided through the Coleg Cenedlaethol branch and the co-ordinator attends the event. The University ensures that a sufficient number of Welsh speaking students are interviewed and appointed as regular helpers when the University has a representation at national events and also work as guides during Open Days.

Pastoral Care

- 7.6 Welsh-speaking students, if they so wish, are allocated to a Welsh-speaking personal tutor, provided there are Welsh-speaking members of the teaching staff in the students' subject area. In cases where there are no Welsh-speaking members of the teaching staff, an appropriate member of staff from another School will be appointed. In the School of Welsh and Cardiff and the Vale of Glamorgan Welsh for Adults Centre, all students have Welsh speaking tutors.

Student Support

- 7.7 The University offers a range of high quality services which support students' learning through the medium of Welsh. Much of the service offering is based on a one to one model of service delivery. All services have at least one fluent Welsh speaker at the point of delivery, and there is access to specialist external Welsh speaking professionals depending on an individual's needs. The language needs of students are established on arrival and specific arrangements can be requested over the telephone or via email if a student seeks assistance and support remotely. Forms for students with specific learning difficulties are available in Welsh and the University has

identified two external Welsh-speaking dyslexia advisers who can support students.

Health Centre

- 7.8 The University Health Centre provides a list of local GP practices to new students during Freshers' Week, in order that they may register with a GP who is able to deal with student patients through their language of choice - either English or Welsh.

Examination/Assessment

- 7.9 All students are offered the opportunity to sit written examinations through the medium of Welsh, irrespective of whether they have received tuition in Welsh. In accordance with this policy, arrangements are made for assessed coursework, examination papers and scripts to be translated where Welsh-speaking markers are not available. Guidance and advice on entitlements is available from Welsh Language Services. All such arrangements are subject to any national or professional body guidance or regulations or QAA Guidance.

A comprehensive guide to the rights and obligations of students and the University in this respect will be created and provided to key staff within Schools with assessments responsibilities. This Guidance to be re-affirmed to Schools annually (REGIS)

Careers and Employability Service

- 7.10 The Careers & Employability Centre publicises widely any information received about job or placement opportunities for students where Welsh language skills are a requirement of the post.
- 7.11 The University's Career Services provides a bilingual service. Students are able to indicate their choice of language (Welsh or English) when booking career consultations via the Careers & Employability appointments booking system, with subsequent interviews provided in accordance with the student's choice of language.
- 7.12 All information produced by the Careers & Employability Service for student and public distribution is bilingual.
- 7.13 The Careers & Employability Centre uses the electronic copy of the Registry list of Welsh speaking students. Every term, these students are emailed in Welsh or bilingually about the Welsh medium career consultations on offer and are sent a Welsh version of the Careers Programme as well as Welsh medium job opportunities as they arise.
- 7.14 On the Careers & Employability website, there is a section dedicated to Welsh Speakers with downloadable Welsh versions of the Careers & Employability Guides and the Careers Programme. The Careers web pages and the new employability portal, Career Central, will be regularly reviewed to reflect the changing needs and demands of all users including Welsh speakers.

8. ACADEMIC PROVISION

- 8.1 The University is fully committed to the recent sector-wide developments in relation to Welsh medium provision and will increase Welsh Medium provision offered by the University. Our annual monitoring report will include details of the number of courses offered through the medium of Welsh.
- 8.2 Cardiff University's Welsh Medium Provision (WMP) Strategy 2011 -2014 was submitted to HEFCW in July 2011; along with its implementation plan it forms part of the University's overarching Education Strategy. The strategy sets out the University's main priorities for developing Welsh medium provision up to 2014 and provides an institutional statement of intent with regard to the central role of the Welsh Language in the academic vision of Cardiff University.

- 8.3 The Welsh Medium Provision Strategy can be downloaded from the website.
- 8.4 The Strategy sets out to:
- Build on existing areas of discipline strength at Cardiff University in terms of Welsh medium provision; (including healthcare social sciences and law).
 - Target priority discipline areas for future developments;
 - Explore the potential flexibility that exists within degree structures to increase opportunities for study programmes, modules or proportions of modules through the medium of Welsh;
 - Ensure a high quality Welsh medium student experience;
 - Highlight skills and employability in relation to Welsh Medium Provision;
 - Set out clear and measurable targets, with defined timescales, in relation to the above.
- 8.5 The overall target, as stated in the University's Fee Plan for 2013/14, is "The number of Welsh domiciled students at Cardiff who undertake some element of their course through the medium of Welsh will rise 58.5% (from 226 students in 2009/10 to 370 students by 2013/14)."
- 8.6 The University's Branch of Coleg Cymraeg Cenedlaethol, a thematic group of the Education and Students Policy Network, advises on the strategies to develop Welsh-medium provision and reports developments to its branch members.
- 8.7 Through the Welsh Medium Provision Strategy there will be an increase in the opportunities for Welsh-speaking students to interact through the medium of Welsh. Currently Welsh-speaking students, if they so wish, are allocated to Welsh-speaking personal tutors. In cases where there are no Welsh-speaking members of the teaching staff, every effort is made to secure an appropriate member of staff from another School.

Student Learning Resources

- 8.8 As part of its support for the development of Welsh-medium provision, the University's Library Service provide access to an appropriate collection of Welsh language reference works. A new library catalogue has been developed across a consortium of universities in Wales which is available in both Welsh and English.
- 8.9 The University's IT Services provide a range of formal and informal IT instruction sessions for students. Subject to the availability of Welsh-speaking staff, courses will be offered through the medium of Welsh. This will be addressed in the Linguistic Skills Strategy.
- 8.10 The University's academic computing network supports software packages such as CySill and CysGair. IT Services will investigate other appropriate learning resources which might be made available to support Welsh medium learning and teaching.
- 8.11 The Blackboard virtual learning environment facility has a Welsh Language interface and support.
- 8.12 The University's Institutional Repository of electronic prints (which houses copies of research staff's journal articles, theses and other academic resources) is equipped with a Welsh interface and search facility.
- 8.13 A set of guidance and information pages about the Welsh Language services provided by IT and Library Services are available on the website. The information includes summaries of the Welsh facilities offered and details of Welsh speaking contacts in these services. INSRV routinely prepares Welsh language versions of new stationery and updates publications and bilingual versions of materials.

Placements

- 8.14 Students from a number of Schools undertake placements as part of their studies or seek course-related work experience during the vacation period. Welsh-speaking students, where feasible, have the opportunity to undertake placements either wholly or partly through the medium of Welsh. Students are informed of Welsh speaking placement/work experience opportunities and students are placed accordingly.
- 8.15 Schools within the healthcare remit place Welsh speaking students at placements where their Welsh speaking competence could be used and this is formally referenced in the University's publicity material.

Vocational Training for Students

- 8.16 Language skills courses are provided for Welsh-speaking students who wish to work through the medium of Welsh in their chosen profession.

Language Training for Students

- 8.17 The University is committed to developing graduates who can work bilingually in Wales and will provide linguistic development and improvement and training for beginners and Welsh speakers. Part of this skill development includes linguistic development and the University is developing a programme of courses for complete beginners both as accredited and non-accredited modules; vocational improvement courses for fluent Welsh speakers and general improvement courses for fluent Welsh speakers. The Canolfan Cymraeg i Oedolion /Welsh for Adults Centre offers 50% off course fees for University students who enrol on community-run courses outside their programmes of study.

9. STAFFING POLICIES

Language Awareness

- 9.1 All Colleges, Schools and Departments will continue to identify staff who can hold a conversation in the medium of Welsh on referral. Details of these staff to be published locally.
- 9.2 Human Resources (HR) has developed a bilingual on-line mandatory Equality and Diversity training module for staff which incorporates Welsh Language awareness and compliance with the Scheme, while external training will be delivered to all members of the University Executive Board (UEB).
- 9.3 Senior Management (UEB) will undertake training and all new members to do the same within 6 months of appointment.

Linguistic Skills Strategy

- 9.4 In order for the University to be able to serve Welsh speakers and English speakers alike "on a basis of equality" the University will make the staffing arrangements necessary to ensure that it has sufficient Welsh speakers who possess the appropriate communication skills to provide a service through the medium of Welsh in those departments and Schools where there is contact with the public in Wales.
- 9.5 The staffing arrangements of each College, School and Department will be subject to continuous review, in order to identify the priorities for addressing any bilingual skills deficits.
- 9.6 If the need exists, each College, School and Department will aim to increase the number of staff in the workplace who are able to speak Welsh and who are able to work through the medium of Welsh in order to fulfil the need to meet the requirement to provide a quality bilingual service.

- 9.7 The University will prepare and adopt a language skills strategy to co-ordinate key aspects of its staffing arrangements i.e.
- a continuous audit of the requirements for bilingual skills;
 - a continuous audit of the language skills of current staff;
 - an analysis of any skills deficits identified by comparing the findings of both the above audits;
 - recruitment procedure;
 - the training regime.

- 9.8 By continuously maintaining and analysing the above Audit, officers will be able to identify those workplaces and those posts for which the ability to speak Welsh is essential, desirable or not a requirement. The requirement may be identified as appertaining to a specific workplace, situations or team rather than a specific post. This will enable the officers to allocate the University's new posts and vacant posts into one of the following three categories:

CATEGORY A: Posts for which fluency in Welsh is essential because of their contact with the public; or for other reasons (e.g. translators; press officer;)

CATEGORY B: Posts for which fluency in Welsh or a knowledge of Welsh is desirable

CATEGORY C: Posts for which there is no requirement for Welsh language skills

All new University posts and all posts falling vacant and intended to be filled will be placed in one of these three categories.

- a) In order to assist the officers and the appropriate committees to act in accordance with these staffing aims, Colleges, Schools and Departments will be asked to provide a staffing strategy noting their priorities, their existing bilingual staffing resources and any long-term steps that need to be taken in order to achieve sufficient levels of bilingual skills.
- b) In the University's main offices and main workplaces, it will ensure that there are sufficient staff who are able to provide a service in both Welsh and English.
- c) Heads of teams of staff who come into contact with the public will organise their teams in such a way as to ensure that their service through the medium of Welsh is in accordance with the requirements of this scheme.

Recruitment

- 9.9 When recruiting staff, the University will consider proficiency in Welsh as one of a number of different skills required for serving the public. The relevant job description / person specification will be drafted in such a way as to identify clearly any linguistic requirements of the posts.
- 9.10 When the ability to speak Welsh is an essential qualification for a post, this will be clearly stated in the advertisement.
- 9.11 In the event of failure to recruit a Welsh speaker to a post that requires Welsh language skills to fulfil the duties of the post, the University will consider re-advertising the post, stating that non-Welsh speakers are welcome to apply on the condition that if a non-Welsh speaker is appointed, he/she will learn Welsh to the level required for the post within an agreed period. All arrangements of this nature will be subject to a learning agreement provided by the University. Each agreement of this nature will be implemented as a fair and constructive partnership between employer and employee.
- 9.12 The University realises that ensuring a strong representation of Welsh speakers within the Senior Management Team and at a senior level throughout the University is key in securing the status and full implementation of the Scheme. A Welsh speaking member of the Senior Management Team will be responsible for the Welsh Language and for implementing the Welsh Language Scheme. Senior posts for which competency in Welsh is not considered to be an essential skill will be advertised as Welsh desirable in accordance with University policy and will call for an understanding of the bilingual

nature of the institution and of the University's position in a bilingual nation. Suitable training will be offered if required.

- 9.13 The Welsh Language Steering Group, in consultation with the HR department, will review the way in which this staffing policy is implemented by managers and others responsible for recruiting, training and supervising staff.
- 9.14 Vacancy advertisements and job descriptions indicate what language skills are either desirable or essential for all posts. The University will interview prospective members of staff bilingually if a post has been identified as one where Welsh language skills are essential. All applications and recruitment will be carried out in time only through a bilingual e-recruitment system
- 9.15 HR are responsible for posting all job adverts. It is standard procedure in the new e-recruitment system for all vacancies within the University to be advertised on both English and Welsh portals. In cases where Welsh language skills are required/essential for a post, the vacancy will be advertised in English on the English portal and in Welsh on the Welsh portal. Currently if a post does not require Welsh language skills or it is deemed a desirable criterion, the vacancy will still be advertised on the Welsh portal, but the details (job description/person specification etc) are in English only. For these posts the University will enable the provision of all vacancy information in Welsh. Adverts appear on dedicated web sites for those seeking employment where Welsh language skills are essential.
- 9.16 An applicant can apply for a job through the medium of Welsh regardless of which language it has been advertised in, as long as the applicant selects Welsh as their language preference.
- 9.17 The basic template for vacancy packs is available in Welsh and English thus enabling speedy provision.
- 9.18 Promotional material for benefits under the Positive Working Environment Initiative are bilingual The Welsh Language Board's publication, 'Working in a Bilingual Environment' will be made available. Welsh versions of 'Positive benefits' (Pensions, Child care, and cycling) have been developed by the Salary Sacrifice group.
- 9.19 All HR Staff satisfaction surveys are bilingual as is appraisal documentation.

Vocational Training through the medium of Welsh

- 9.20 When the University arranges vocational training for its staff, it will give proper attention to the need for training of this nature through the medium of Welsh to facilitate the implementation of this Scheme. It will encourage its officers to attend relevant courses conducted through the medium of Welsh, so that they may become accustomed to dealing with their professional areas of activity in Welsh with the public.

Staff training and development

- 9.21 The ability to work in Welsh according to varying degrees of capability and in various service situations is essential to the success of the scheme. The University also recognises that the ability to understand and use the Welsh language to a good standard in the workplace from day to day is a very valuable skill that can assist staff in:
- Providing a better service to the Welsh speaking public, and
 - Ensuring the efficiency and effectiveness of Services as sustainable bilingual Services.
- 9.22 If the need exists, each College, School and Department will aim to increase the number of staff in the workplace who are able to speak Welsh and who work through the medium of Welsh in order to fulfill the need to meet the requirement to provide a quality bilingual service.

- 9.23 Accordingly, Heads of Colleges, Schools and Departments will support necessary training to enable it to provide a service in Welsh to an acceptable standard according to the requirements of the Act. Members of staff are encouraged to attend these courses and Heads of Colleges, Schools and Departments will facilitate their attendance.
- 9.24 Training to learn Welsh, or improve or enhance Welsh language skills may be identified as an important aspect of the personal development of any member of staff, to be included in his / her personal development programme. Members of staff wishing to learn Welsh or develop their knowledge of the language have access to Welsh language courses run by the Canolfan Cymraeg i Oedolion/Welsh For Adults Centre within the University. Academic staff will also have access to the skills/development programme run by the Coleg Cymraeg Cenedlaethol.
- 9.25 All members of staff who receive Welsh Language training will be given an opportunity to practice their language skills and receive support from tutors and other Welsh speakers and learners. The University's Welsh Language Staff Network will provide mentoring and practice opportunities. This will be included in the annual monitoring report.
- 9.26 The University encourages Colleges, Schools and Departments to support the training needs of staff who have a particular contact with the general public and with Welsh-speaking students, both by paying tuition fees for courses provided by the University and by releasing staff to attend such courses during work time.

Induction Training

- 9.27 The University provides members of staff with detailed guidance on all aspects of the use of Welsh within the institution, including advice on the implementation of the Scheme. This guidance is now part of the "welcome pack" for newly recruited staff to the University, and it will be made available to all current staff. All new staff are given Language Awareness information as part of their induction training. Induction information is provided on a USB and contains links to relevant web pages including the Welsh Language Scheme.
- 9.28 The Staff Development Unit responsible for University Induction ensures that all staff attending induction sessions are provided with information on the support available in respect of Welsh Language skills development.

10. TRANSLATION SERVICE

- 10.1 An in-house Translation Unit is being created and two translators will be appointed. The Unit will provide written translation work to all Colleges, Schools and Departments.
- 10.2 The Unit also provides translation of work presented by students who have elected to follow courses and modules through the medium of Welsh or who have elected to take examinations or present assignments in Welsh.
- 10.3 The Translation Unit will have a list of organisations and centres associated with the University which are eligible for translation services and who are members of the association of Welsh Translators and Interpreters.
- 10.4 Some partnerships/projects which receive majority external funding will be expected to fund their own translation work.
- 10.5 The Translation Unit will use external translation services to support its work at busy times. The University will have a definite order of priority for requests for translation work which includes all material that the University is committed to providing bilingually in accordance with the Scheme. The Unit will operate according to their annual published guidelines and will be publicised amongst all University

departments/Colleges. The University does not consider electronic translations into Welsh as acceptable unless the translations have been proofread.

- 10.6 Participants in all University committee meetings and University Court, Senate and Council may request translation facilities provided at least a week's notice is given. Based on demand, the committee secretary, in consultation with the chair, will decide whether translation facilities are needed and note the basis for his/her decision.
- 10.7 Translation facilities will also be available, where needed at any staff forum convened by the Vice Chancellor and at meetings of Committees which deal specifically with Welsh language issues e.g. Welsh Language Steering Group.
- 10.8 In committee meetings where no simultaneous translation facilities are provided, other informal translation arrangements can be made if needed e.g. the chairperson can translate, or another committee member can be asked to translate or provide a summary.
- 10.9 This situation will be reviewed annually by the Welsh Language Steering Group.

11. UNIVERSITY SERVICES CONTRACTED TO THIRD PARTIES

- 11.1 Services to the public in Wales contracted to third parties on behalf of the University are required to conform to this Scheme.
- 11.2 Whilst "Estates" contracts are managed within the University, "Purchasing" contracts are increasingly being awarded on a national or regional basis. Such contracts are subject to the Language Scheme of the lead partner in such initiatives. As a result, the University
 - Encourages such partners to fully implement the requirements of their own Language Schemes.
 - Concentrates on the contracts it awards 'locally.'
- 11.3 In administering these contracts, the University:
 - Ensures through contracting arrangements that the agent or contractor can, will and does implement any applicable elements of the University's Scheme, when providing services to the public on its behalf or under its provision.
 - Provides the core tender documentation bilingually when there is a Welsh language element to the service in question.
 - Ensures that there is reference in the core tender documentation to the need for any successful contractors to conform fully with the requirements of the University's Welsh Language Scheme. Such a reference will also be made in the final contract.
 - Provides to staff written procedures for dealing with agents and contractors and establish processes to ensure that staff are observing this
 - Monitors compliance with the Scheme by agents and contractors and will obtain regular performance reports.
 - The Head of the University's Welsh Language Services will, in conjunction with the Purchasing and Estates Sections undertake an annual audit of a sample of the contractors in terms of conforming with the 'linguistic' terms of their contract.
 - In cases where a third party is responsible for providing a service to students who are pursuing Welsh medium courses it must be ensured that that service is consistent with the Language Scheme.

12 PUBLISHING INFORMATION

- 12.1 The University will publish this revised Scheme on its website and will make this document available on request to any person.
- 12.2 Copies will be sent to all Colleges, Schools and Departments as well as tailored guidelines for implementing the relevant sections of the Scheme.
- 12.3 References to the availability of the scheme will be made in the University's prospectuses and Handbook.
- 12.4 Reference to the Scheme will also be made at the induction course for new staff and a leaflet containing a summary of the scheme will be distributed to all new staff by the HR department.
- 12.5 The Scheme will be promoted and publicised both internally and in contact with external bodies.
- 12.6 The individuals/Colleges/Schools/Departments who are responsible for promoting various aspects of the Scheme are listed in the *Action Plan (Appendix 1)*.
- 12.7 The bilingual ethos of this policy is accorded prominence in the University's general publicity programme which includes institutional presence at national events.
- 12.8 Outcomes of Equality impact assessments of policies and procedures are published.

13 SUPPORTING AND MONITORING THE SCHEME

- 13.1 The original Scheme was approved by the Senate and Council of the University prior to its submission to the Welsh Language Board in 2004, and therefore has the full authority of the University for its implementation. This revised Scheme has been subject to consultation of various staff and student groups. It will be submitted for the Welsh Language Commissioner's approval.
- 13.2 Ultimate responsibility for implementing the Scheme rests with the Vice-Chancellor of the University, who may delegate this responsibility to appropriate officers of the University.
- 13.3 The recently established Steering Group along with Welsh Language Services will ensure that the Language Scheme is operative throughout the University. They will also increase awareness amongst Colleges, Schools, Departments and individual members of staff of the ways in which the Scheme is to be implemented. This will be done by tailored guidelines, by consulting with heads of Colleges, Schools and Departments and by offering appropriate courses.
- 13.4 The implementation and administration of the Scheme within a particular College, School or Department are the responsibility of the Head of that College, School or Department.
- 13.5 Definite targets for the implementation of the scheme will be set. These targets will note the steps that have already been taken, those which can be put into effect immediately, those identified as short-term targets (one year), medium-term targets (two years) and longer-term targets (three years and more).
- 13.6 These targets are listed in the *Action Plan (Appendix 1)* together with details of those responsible for action on each target.
- 13.7 On behalf of the University's Executive Board, the Welsh Language Scheme Facilitators and the Welsh Language Steering Group will prepare an annual written review of the Language Scheme in line with the Welsh Language Commissioner's annual review

format. Reports on a number of performance indicators are included in the annual monitoring report.

- 13.8 This report will include a comparison of Cardiff University's performance with the standards outlined in the scheme, an explanation of the reasons why any standards or targets have not been met, and an outline of the steps that will be taken to ensure an improved performance.
- 13.9 The report will be discussed by the relevant committees, and then by the University Council, and then will be sent to the Welsh Language Commissioner, together with any recommendations for further action that the committees have made.
- 13.10 A statement on this report will be included in the University's annual Operating and Financial Review.
- 13.11 Every 2 years a staff survey will be conducted in order to ascertain views about the standard of Welsh medium/bilingual services provided (as part of the skills survey).
- 13.12 A similar survey of students will also be conducted every two years.

14. COMPLAINTS AND IMPROVEMENTS

- 14.1 Complaints about the operation of the University's Scheme by members of the public and University staff should be addressed in the first instance to the Head of the University's Welsh Language Services. If, following investigation, the matter is not resolved to the satisfaction of the complainant, the matter will be referred to the Director of Registry, Governance and Students for consideration. Complaints by students will be considered and resolved in accordance with the University's Students Complaints Procedure.
- 14.2 The University also welcomes suggestions for improving its Scheme, which should be addressed to the Head of the University's Welsh Language Services, Governance and Compliance Unit, Cardiff University, Mc Kenzie House, 32-36 Newport Road, Cardiff. CF24 0DE. Such suggestions will initially be considered by officers of the University, but major matters of policy will be referred to the relevant committee for consideration.

REPORTING MECHANISMS

