

Welsh Language Standards – Annual Monitoring Report 2019-20

Executive Summary

From the 1st April 2018, under the Welsh Language (Wales) Measure 2011, the Welsh Language standards came into force, superseding the University's former Welsh Language scheme. The Welsh Language Standards (No.6) Regulations were approved by Welsh Ministers and are regulated by the Welsh Language Commissioner (WLC). The principal aim of the regulations is to ensure that higher education establishments treat the Welsh Language no less favourably than the English Language, with the emphasis on actively offering and recording language choice rather than the onus being on the student, member of the public or employee to request information or services in Welsh.

Each University has a duty to publish an annual report detailing the following information:

General compliance	How we have complied with the standards with which we were under a duty to comply during that year (per class of standards – service delivery, policy making, operational).
Complaints	The number of complaints received (per class of standards – service delivery, policy making, operational).
Employee skills	The number of employees who have Welsh Language skills at the end of the year in question.
Training courses	The number of members of staff (and percentage) who attended training courses we offered in Welsh.
Posts advertised	The number of new posts and vacancies we advertised during the year that were categorised with different Welsh Language skills requirements.

As per the requirements of the Standards, this report relates to the period between 1st August 2019 and the 31st July 2020 (referred to in this report as the reporting period). Further information about how the University complies with the Welsh Language Standards is available on our [website](#). This includes a section about what Welsh speakers can expect from the University.

Impact of the COVID pandemic on compliance with the Standards

The pandemic has had a significant impact upon the University's ability to continue with its day-to-day business. At the outset of the pandemic, the Vice-Chancellor established a task force to oversee all aspects of re-opening the University and its day-to-day business during the coronavirus (COVID-19) crisis.

At an early stage, the taskforce acknowledged that the pandemic would have a disproportionate impact upon groups who share protected characteristics as well as groups such as those who study through the medium of Welsh or wish to use our Welsh Language services. The taskforce supported an institutional approach to the completion of Welsh Language Impact Assessments on policy and process decisions being made about our services and strategies in response to the pandemic. This has not only ensured that our legal duty to carry out assessments is met but in terms of having a real-world impact, they have conducted by senior officers directly involved in the decision-making groups put together in response to the pandemic. This has ensured action is taken when an issue is identified but also enabled the groups to establish common issues across the different areas of the University. An Impact Assessment database was been set up to ensure officers can access existing

assessments to ensure that issues and mitigating action that were established and resolved in some of the earliest assessments, have been quickly picked up in meetings or in later/ongoing assessments.

General Compliance

This section outlines how the University complies with the Welsh Language Standards by the class of Standard (Operational/Service Delivery/Policy making).

General activities that help the University comply with every standard

Mandatory training

The University has created a Welsh Language e-module that is mandatory for all staff to complete. Completion rates are monitored monthly and reported to Schools and Departments on a monthly basis. A communications campaign has been ongoing throughout the reporting period to ensure staff complete the course. At the end of the reporting period 76% of staff had completed the module. This completion rate compares very favourably to our other mandatory staff courses and we have received positive feedback from staff on the module's content.

Welsh translations unit and other resources

Our translation unit has recently been expanded to reflect the University's commitment to compliance with the Standards. The unit now comprises of 6 staff – one Head of Unit, two Senior Translators, three Translators. Due to a significant increase in translation work at the University and as a demonstration of our commitment to the Welsh Language we have started the process of recruiting two additional Senior Translators.

The unit has created an online tool through which translation requests can be made. Welsh speaking staff can also ask the translation unit to check their translation to ensure the meaning is consistent between English and Welsh versions. Their webpage also has a databank of common terminology that staff can access. Staff can book simultaneous translation through the webpage.

The University has purchase the Memsorce, a translation memory bank that stores all translated work to ensure consistency and to speed up the process of future translations where the same phrase or term has previously been translated. A senior translator checks all work before it is returned to ensure the correct meaning has been applied.

The University gives all staff access to 'Cysgeir' an electronic dictionary and 'Cysill' an electronic grammar checker.

The Dean of Welsh Language and the approval of our Welsh Language Strategy

In 2018/19 academic year, the University successfully appointed a Dean of Welsh Language who fosters individual and collective contributions to the promotion and advancement of the Welsh Language. The Dean acts as a high-profile champion for the academic and wider needs of Welsh-speaking students, has strategic oversight of our Welsh-medium provision portfolio, develops policy and is responsible for driving the delivery of our Welsh Language strategy. In 2019/20 the Dean has prioritised the publication of our Strategy which has now been approved at the highest level of decision making within the University.

The strategy embodies much of the ongoing work in the University across the range of Welsh-Language activities, whilst setting out

ambitious targets that will entail a raft of adjustments and institutional reforms. This will include the establishment of a Welsh-Language Academy (which will build on the already established Welsh-Language Staff Network that represents the staff's voice) aimed in particular at improving connectivity and the sharing of best practice to improve standards, and to encourage positive cultural change. Whilst the strategy is aimed primarily at improving staff and student experience it will entail that the Standards are further naturalised as the baseline for our Welsh-Language activity.

Welsh Language Champions

The University has a staff network of Welsh Language champions. There is at least one member of staff within each School and Department and their role is to disseminate guidance about the Standards and encourage good practice as well as report issues to the Welsh Language Officer.

Raising awareness

The University has created and published a [video](#), available to all but directed primarily at staff, that has helped raise awareness about the rights Students have under the Welsh Language Standards.

We have also produced a pamphlet, designed to complement the Welsh Language Commissioner's awareness campaign #Maegenihawl. This has been distributed to Students at events such as freshers, Diwrnod Shwmai, Welsh Language rights day and made available at prominent locations throughout the University such as the Student Union and our student residences.

As part of the work around launching the new strategy, there will be promotional activities that will locate the standards within the wider context of our Welsh-Language activities across the University.

Service Delivery Standards

The University formal demonstration of compliance with the Service Delivery Standards can be read within our [Welsh Language Service Delivery Policy](#).

Corresponding with the Public

The University has created staff guidance for communicating bilingually and made this available on our Staff Intranet. A communications campaign has been conducted throughout the reporting period to raise staff awareness of the guidance. This includes regular articles to staff and a video explaining the rights of Students under the Standards. Staff are required to have a bilingual signature in their e-mail.

Language preferences for students are collected at enrolment and this information is readily available for staff who communicate with them.

Telephone

Staff guidance has been created to assist non-Welsh speakers with bilingual greetings and how to record an out-of-office voicemail message. Postcards have been designed for the desktop with helpful greetings translated phonetically and these have been disseminated in high numbers throughout the University.

Meetings, Events, Public Lectures and Learning Opportunities

Staff guidance and decision tree documents have been created to help staff identify when there is a requirement for bilingual provision in these categories. Assurance Services have presented to several key staff network groups to raise awareness of the requirements in these areas.

Website	<p>Two-thirds of the University's website is now fully bilingual. The University has created a Task and Finish group to manage the completion of the remainder of the translation work. This group has successfully influenced the University's senior management to approve the recruitment of more translators despite there being an ongoing recruitment freeze in force. Two members of staff have also joined the website team who specialise in Welsh Language content. The University has created an action plan to complete the translation work and is in close contact with the Welsh Language Commissioner to keep their office abreast of our progress.</p> <p>The University's web content management system (Squiz) allows the University to enforce bilingual publication of any content that is produced on our Internet or Intranet sites. The University has purchased a tool that allows integration between Squiz and Memsourse, our translation management software, that:</p> <ul style="list-style-type: none"> • Allows translation jobs to be submitted and retrieved within Squiz – saving time on formatting and copying/pasting content into Memsourse; • enable the translation team to track the volume of work submitted from the website and intranet to allow them to prioritise work. <p>The Welsh Language Standards have been widely communicated and the new responsibilities for web authors have been incorporated into the internal Squiz training course.</p> <p>A bilingual content approval process has been introduced which enables both languages to go live at the same time.</p>
Documents	<p>Guidance has been created to help staff identify what documents are required to be made available bilingually. We have identified the standard documentation that the University creates and have put processes in place to ensure they are available bilingually depending on individual preference or whenever required.</p>
Personal Tutors	<p>The University asks students at enrolment whether they wish to have a Welsh speaking personal tutor. This is communicated to the Schools who will allocate a tutor accordingly. Several Schools with a high level of Welsh speaking students assign a Welsh speaking tutor by default.</p>
Signs, notices and advertisements	<p>Staff guidance is available to raise awareness of the importance of compliance in this area. Our Communications department are integral to ensuring our corporate communications and notices for events are bilingual.</p>
Social Media	<p>We provide a bilingual social media service for accounts that are:</p> <ul style="list-style-type: none"> • Centrally managed by our Communications team (Corporate accounts) or; • have a specific purpose to deliver information about services that would fall under the Service Delivery activities listed within the standards and represent the University's main involvement on social media.

Policy Making Standards

Policy Making

When formulating new Policies, carrying out consultations or research relating to those Policies, making decisions relating to grant funding or developing or revising a course, the University is required to consider the impact upon the Welsh Language. Our Equality Impact Assessment has incorporated a Linguistic Impact Assessment within it to ensure Welsh Language issues are considered. This assessment is carried out independently of the protected characteristics rather than as a holistic assessment on all issues.

In recognition of the importance of this area of the Standards, the University has produced guidance for all staff. With the help of our Welsh Language Champions network, we have started directing this guidance at officers and teams who are likely to carrying out activities that will necessitate carrying out an Assessment. Improvements within the reporting period include:

- A review of our Welsh Language Impact Assessment template has concluded to ensure the specific duty under the Welsh Language Standards is made clear to staff completing it. We have also produced guidance for staff to make the impact assessment work easier. The institutional programme for carrying out assessments in response to the COVID pandemic has provided a real-world test for the template and guidance.
- Our Registry department have carried out a review of their policies that cover academic programme content. This has enabled the University to emphasise consideration of the Welsh Language when amending programme content and the potential opportunities to improve Welsh Language provision.

Operational Standards

The University formal demonstration of compliance with the Operational Standards can be read within our [Welsh Language Operational Standards Policy](#).

Recruitment

All new and/or vacant posts are assessed in relation to the level of Welsh Language proficiency required and classified as either:

- proficiency/fluency essential;
- proficiency/fluency desirable;
- requirement to become proficient/fluent;
- proficiency/fluency not necessary.

Adverts for posts are published in Welsh and English, application forms and supporting recruitment materials are available in Welsh and any application form received in Welsh is responded to in Welsh.

We ask applicants on their application form whether they want to conduct the interview through Welsh.

Staff Training and opportunities to use Welsh

The mandatory Welsh Language module includes a Language Lab section which provides staff with a basic level of Welsh.

The School of Welsh, as providers for the National Centre for Learning Welsh, offer a broad range of Welsh courses through Dysgu Cymraeg Caerdydd, available to staff of different abilities, to learn or improve their Welsh, during or after working hours. Pre-pandemic, the after-hours courses were run in various localities around Cardiff enabling a wide range access to staff and the public. The School has adapted

quickly to the pandemic and is running the courses as virtual interactive sessions. There are once or twice weekly, daily and block courses available as well as courses that allow you to study half the course online and half in the classroom.

The University has also allocated a central budget of £20,000 that any staff can access on a first come, first serve basis. Once that budget is spent, departments and schools are required to fund requests from their staff for Welsh Language training. The cost to staff of the courses have reduced in 2019, therefore we anticipate the budget will cover more staff than it has in past years. Further Welsh-Language opportunities are provided by Dysgu Cymraeg Caerdydd through the *Cymraeg Gwaith* programme funded by the Coleg Cymraeg Caerdydd; these are bespoke courses for staff with more extensive one-to-one support, aimed specifically at building the skills of those who may potentially contribute to Welsh-Language provision in future.

The Rhwydwaith, our Welsh Language Staff Network meets up to four times each academic year. This meeting is run through the Welsh Language and gives an opportunity for learners and fluent speakers the opportunity to use the Welsh Language within a more formal context. The network also runs four individual informal chat sessions over Zoom for an hour every week over lunch times.

There have been good examples of groups of staff introducing their own ideas to build upon their Welsh Language skills such as our reception staff that cover our key buildings. All reception staff have been attending Welsh Language lessons, but one was already fluent and has run regular group sessions in Welsh with a particular emphasis on dealing with the common situations a receptionist would encounter.

Documents

As and when required by the Welsh Language Standards, documents are made available in Welsh to all staff on request.

**Grievances and
Disciplinaries**

All staff members can request to use the Welsh Language in matters relating to any grievance raised or raised against them. Where a member of staff is subject to disciplinary proceedings, that person may respond in Welsh in any medium.

Complaints

During the reporting period, Cardiff University received 2 complaints that were in relation to the Welsh Language Standards one of which was classified as complaint under Service Delivery standards and the other Policy Making standards. Neither were upheld.

Employee Skills

The University's Welsh speaking staff profile is made up as outlined below:

Welsh Language Skills - Department					
	Total Staff	Fluent Ability	Some Ability	No Ability	% Fluent / Some Ability
ACADEMIC & STUDENT SUPPORT SERVICES	808	32	208	341	41.31%
ARCHITECTURE	84	1	13	45	23.73%
ARTS, HUMANITIES & SOCIAL SCIENCES	79	5	30	27	56.45%
BIOMEDICAL & LIFE SCIENCES	99	1	21	26	45.83%
BIOSCIENCES	337	7	39	153	23.12%
CARDIFF BUSINESS SCHOOL	328	8	35	119	26.54%
CARDIFF LAW & POLITICS	216	11	40	75	40.48%
CHEMISTRY	136	1	27	81	25.69%
COMMUNICATIONS & MARKETING	168	11	64	83	47.47%
COMPUTER SCIENCE	130	3	20	98	19.01%
DENTISTRY	119	3	14	75	18.48%
DEVELOPMENT & ALUMNI RELATIONS	28	2	14	12	57.14%
EARTH AND ENVIRONMENTAL SCIENCES	91	0	17	64	20.99%
ENGINEERING	322	5	57	149	29.38%
ENGLISH COMMUNICATION & PHILOSOPHY	100	5	29	57	37.36%
ESTATES & CAMPUS FACILITIES	437	2	42	121	26.67%
FINANCE	73	0	24	48	33.33%
GEOGRAPHY AND PLANNING	88	1	22	53	30.26%
HEALTHCARE SCIENCES	264	13	47	112	34.88%
HISTORY, ARCHAEOLOGY & RELIGION	110	3	16	43	30.65%
HUMAN RESOURCES	79	2	25	38	41.54%
INTERNAL AUDIT	3	0	2	0	100.00%
JOURNALISM, MEDIA & CULTURAL STUDIES	88	2	12	40	25.93%
MATHEMATICS	68	2	14	44	26.67%
MEDICINE	1177	23	195	445	32.88%
MUSIC	33	2	7	14	39.13%
OPTOMETRY & VISION SCIENCES	119	2	14	29	35.56%
PHARMACY & PHARMACEUTICAL SCIENCES	98	4	23	37	42.19%
PHYSICAL SCIENCES & ENGINEERING	34	2	11	18	41.94%
PHYSICS & ASTRONOMY	163	1	18	74	20.43%
PSYCHOLOGY	201	4	26	77	28.04%
RESEARCH & INNOVATION SERVICES	98	3	39	54	43.75%
SCHOOL OF MODERN LANGUAGES	154	4	30	47	41.98%
SOCIAL SCIENCES	222	8	47	123	30.90%
STRATEGIC PLANNING	26	0	12	13	48.00%
UNIVERSITY IT	317	9	73	162	33.61%
UNIVERSITY SECRETARY'S OFFICE	19	2	6	10	44.44%
VICE CHANCELLOR'S OFFICE	27	2	4	11	35.29%
WELSH	79	53	1	0	100.00%
Total	6937	239	1338	3020	34.30%

* Percentage of Fluent/Some Ability based on staff who have self-disclosed their Welsh Language ability on our HR system. See other spreadsheet for staff disclosure rates.

Welsh Language - Response Rate				
	Total Staff	No Response	Response	Response Rate
ACADEMIC & STUDENT SUPPORT SERVICES	808	227	581	71.91%
ARCHITECTURE	84	25	59	70.24%
ARTS, HUMANITIES & SOCIAL SCIENCES	79	17	62	78.48%
BIOMEDICAL & LIFE SCIENCES	99	51	48	48.48%
BIOSCIENCES	337	138	199	59.05%
CARDIFF BUSINESS SCHOOL	328	166	162	49.39%
CARDIFF LAW & POLITICS	216	90	126	58.33%
CHEMISTRY	136	27	109	80.15%
COMMUNICATIONS & MARKETING	168	10	158	94.05%
COMPUTER SCIENCE	130	9	121	93.08%
DENTISTRY	119	27	92	77.31%
DEVELOPMENT & ALUMNI RELATIONS	28	0	28	100.00%
EARTH AND ENVIRONMENTAL SCIENCES	91	10	81	89.01%
ENGINEERING	322	111	211	65.53%
ENGLISH COMMUNICATION & PHILOSOPHY	100	9	91	91.00%
ESTATES & CAMPUS FACILITIES	437	272	165	37.76%
FINANCE	73	1	72	98.63%
GEOGRAPHY AND PLANNING	88	12	76	86.36%
HEALTHCARE SCIENCES	264	92	172	65.15%
HISTORY, ARCHAEOLOGY & RELIGION	110	48	62	56.36%
HUMAN RESOURCES	79	14	65	82.28%
INTERNAL AUDIT	3	1	2	66.67%
JOURNALISM, MEDIA & CULTURAL STUDIES	88	34	54	61.36%
MATHEMATICS	68	8	60	88.24%
MEDICINE	1177	515	662	56.24%
MUSIC	33	10	23	69.70%
OPTOMETRY & VISION SCIENCES	119	74	45	37.82%
PHARMACY & PHARMACEUTICAL SCIENCES	98	34	64	65.31%
PHYSICAL SCIENCES & ENGINEERING	34	3	31	91.18%
PHYSICS & ASTRONOMY	163	70	93	57.06%
PSYCHOLOGY	201	94	107	53.23%
RESEARCH & INNOVATION SERVICES	98	2	96	97.96%
SCHOOL OF MODERN LANGUAGES	154	73	81	52.60%
SOCIAL SCIENCES	222	44	178	80.18%
STRATEGIC PLANNING	26	1	25	96.15%
UNIVERSITY IT	317	73	244	76.97%
UNIVERSITY SECRETARY'S OFFICE	19	1	18	94.74%
VICE CHANCELLOR'S OFFICE	27	10	17	62.96%
WELSH	79	25	54	68.35%
Total	6937	2393	4544	65.50%

Training Courses

The University is required to provide training through the medium of Welsh in the following areas, provided such training is delivered in English:

- recruitment and interviewing;
- performance management;
- complaints and disciplinary procedures;
- induction;
- dealing with the public;
- health and safety.

When a member of staff books onto the course, an e-mail is sent to them informing of their right to receive the course through the medium of Welsh and how they can request it. The University does not currently offer complaints and disciplinary procedure training (through English or Welsh).

The following numbers of staff requested (and were delivered) training through the medium of Welsh during the reporting period:

Course Name	Simultaneous translation requested/completed	Percentage of staff (%)
Fundamentals of Health Safety and Environment	0	0
Managing Performance	0	0
Welsh Language Monitoring Performance	0	0
Induction- Professional Services and Academic and Research staff	0	0
Skills for recruitment and Selection	0	0
Welsh Language Skills for recruitment and selection	0	0
Display Screen Assessment	0	0
Manual Handling	0	0
Portable appliance testing	0	0
Customer Care	0	0
Managing Customer Service Excellence	0	0

Posts Advertised

The University is required to report the number of posts that were advertised as Welsh Language skills essential. The following number of posts were advertised as Welsh Language essential during the reporting period:

Number of posts advertised	Number recruited to those posts	Number of Welsh speakers recruited	% of those posts successfully filled by Welsh speakers
42	30	19	63%

With respect to the disparity between 'Number of posts advertised' and 'Number recruited to those posts' the following should be noted:

- The 'Number of posts advertised' will include some posts to which the University had initially failed to recruit, which were then re-advertised and successfully recruited to within the same calendar year.

With respect to the disparity between 'Number recruited to those posts' and 'Number of Welsh speakers recruited' the following should be noted:

- this data will represent situations where the University has advertised for multiple vacancies for the same post and only a certain number are required to have Welsh speaking skills.
- The data for 'Number of Welsh speakers recruited' is drawn from our HR system which is reliant on Welsh speakers disclosing their ability to speak Welsh. Some successful candidates may have demonstrated sufficient Welsh speaking ability to be employed but not necessarily disclosed their ability on the HR system.
- Some posts will have been advertised with a requirement to become proficient/fluent but the successful candidate in these instances may not feel they have sufficient ability to declare themselves as a Welsh speaker.