

# Welsh Language Standards – Annual Monitoring Report

## 2020-2021

### Executive Summary

From the 1<sup>st</sup> 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:

<b>General compliance</b>	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).
<b>Complaints</b>	The number of complaints received (per class of standards – service delivery, policy making, operational).
<b>Employee skills</b>	The number of employees who have Welsh Language skills at the end of the year in question.
<b>Training courses</b>	The number of members of staff (and percentage) who attended training courses we offered in Welsh.
<b>Posts advertised</b>	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 1<sup>st</sup> August 2020 and the 31<sup>st</sup> July 2021 (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

During 2020-21 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 could 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 has 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.

To a certain extent in the latter part of 2021 many of the University services returned to 'Business as Usual' with the campus being open again to learning/teaching activities (with relevant restrictions in place).

## General Compliance

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

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### General activities that help the University comply with every standard

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#### **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. Currently there is a completion rate of 51% for this module. This completion rate is lower than the completion rate for the last reporting period (76%) and therefore the University will look to take steps to improve the completion rate over the next reporting period.

#### **Welsh translations unit and other resources**

Our translation unit was expanded earlier this year as a result of a significant increase in demand for translation, as well as a demonstration of the University's commitment to the Welsh Language. The unit now comprises of 7 staff – one Head of Unit, four Senior Translators and two Translators. The unit has created an online tool through which translation requests can be made. Welsh speaking staff can also submit requests to the translation unit to the accuracy of any Welsh content check. The University has an annual subscription with Memsource, a translation memory software package 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. All requests submitted to the unit are checked by a senior member of the team to ensure accuracy in relation to grammar and meaning. The University gives all staff access to 'Cysgeir' an electronic dictionary and 'Cysill' an electronic grammar checker. The unit provides simultaneous translation for staff events including seminars, committee meetings and interviews. This service is provided for on-line events as well as on campus.

#### **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 and staff, has strategic oversight of our Welsh-medium provision portfolio, develops policy and is responsible for driving the delivery of our Welsh Language strategy. The Dean initially 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 work is now taking shape with increasing speed and efficiency with the establishment of *Yr Academi Gymraeg* (Welsh-Language Academy) - which will build on the already established Welsh-Language Staff Network that represents the staff's voice - and the appointment of its manager, who is working in particular with the

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	<p>Dean and the Coleg Cymraeg Branch Officer to drive through change. The Academi's initial priorities are to improve connectivity and the sharing of best practice to improve standards, and to encourage positive cultural change, in particular by putting in place rationalised and efficient operational structures and a sufficient level of scrutiny at executive level. 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.</p>
<b>Welsh Language Champions</b>	<p>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.</p>
<b>Raising awareness</b>	<p>The University has created and published a <a href="#">video</a>, available to all but directed primarily at staff, that has helped raise awareness about the rights Students have under the Welsh Language Standards.</p> <p>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.</p> <p>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.</p> <p>The Welsh Language Officer at Cardiff University Students' Union ran a campaign during Freshers' Week to raise students' awareness of his rights under the Welsh Language Standards.</p> <p>A film, which was created to capture the spirit of Welsh life at Cardiff University and across the city, and released during the AmGen Eisteddfod in August. <a href="#">The University's common Welsh ambitions at the 2021 AmGen Eisteddfod - News - Cardiff University (cardiff.ac.uk)</a></p>

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## Service Delivery Standards

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

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### **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.

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### **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.

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### **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. The Compliance and Risk Team have presented to several key staff network groups to raise awareness of the requirements in these areas.

Use of translation for electronic meetings has been particularly effective during the period of physical distancing brought about by COVID. The University's translation team was quickly able to develop a procedure for providing online simultaneous translation and has received positive feedback on the effectiveness of this provision.

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### **Website**

The University established a Task and Finish Group to provide oversight of the Website Translation Project. The communications team has worked with the IT department to arrange methods of translating content which exists in SIMS en masse. A tool has been developed which allows the export of course pages and imports of the completed translations in bulk. Work has also taken place within the University to identify issues arising from the Website Translation Project and to find ways of facilitating future updates in a bilingual manner.

Work is nearing completion of translation of the content of undergraduate course pages with over 500,000 words translated in 2021.

The integration between our website and intranet management content system (Squiz) and the translation management system has made the translation of content easier and is widely used by authors.

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### **Documents**

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.

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<b>Personal Tutors</b>	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.
<b>Signs, notices and advertisements</b>	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.
<b>Social Media</b>	<p>We provide a bilingual social media service for accounts that are:</p> <ul style="list-style-type: none"> <li>• Centrally managed by our Communications team (Corporate accounts) or;</li> <li>• 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.</li> </ul>

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## Policy Making Standards

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### 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.

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## 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.

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### 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

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	<p>quickly to the pandemic and has been 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.</p> <p>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 2020, 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 <i>Cymraeg Gwaith</i> programme funded by the Coleg Cymraeg Cenedlaethol; 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. Dysgu Cymraeg Caerdydd offers weekly informal conversation groups for learners in every level.</p> <p>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.</p>
<b>Documents</b>	As and when required by the Welsh Language Standards, documents are made available in Welsh to all staff on request.
<b>Grievances and Disciplinaries</b>	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 3 complaints that were in relation to the Welsh Language Standards. All were classified as complaints under the Service Delivery standards.

All of the complaints related to 3<sup>rd</sup> party organisations (not covered by the standards) that the University had some role in working with. None of the complaints were therefore upheld.

In relation to these complaints however, while the 3<sup>rd</sup> party organisations did not have a legal requirement to implement the Welsh Language Standards, the University has taken the opportunity to open a dialog with the relevant organisations about providing bilingual materials as good practice.

## 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%



<b>HEALTHCARE SCIENCES</b>	264	13	47	112	34.88%
<b>HISTORY, ARCHAEOLOGY &amp; RELIGION</b>	110	3	16	43	30.65%
<b>HUMAN RESOURCES</b>	79	2	25	38	41.54%
<b>INTERNAL AUDIT</b>	3	0	2	0	100.00%
<b>JOURNALISM, MEDIA &amp; CULTURAL STUDIES</b>	88	2	12	40	25.93%
<b>MATHEMATICS</b>	68	2	14	44	26.67%
<b>MEDICINE</b>	1177	23	195	445	32.93%
<b>MUSIC</b>	33	2	7	14	39.13%
<b>OPTOMETRY &amp; VISION SCIENCES</b>	119	2	14	29	35.56%
<b>PHARMACY &amp; PHARMACEUTICAL SCIENCES</b>	98	4	23	37	42.19%
<b>PHYSICAL SCIENCES &amp; ENGINEERING</b>	34	2	11	18	41.94%
<b>PHYSICS &amp; ASTRONOMY</b>	163	1	18	74	20.43%
<b>PSYCHOLOGY</b>	201	4	26	77	28.04%
<b>RESEARCH &amp; INNOVATION SERVICES</b>	98	3	39	54	43.75%
<b>SCHOOL OF MODERN LANGUAGES</b>	154	4	30	47	41.98%
<b>SOCIAL SCIENCES</b>	222	8	47	123	30.90%
<b>STRATEGIC PLANNING</b>	26	0	12	13	48.00%
<b>UNIVERSITY IT</b>	317	9	73	162	33.61%
<b>UNIVERSITY SECRETARY'S OFFICE</b>	19	2	6	10	44.44%
<b>VICE CHANCELLOR'S OFFICE</b>	27	2	4	11	35.29%
<b>WELSH</b>	79	53	1	0	100.00%
<b>Total</b>	<b>6937</b>	<b>239</b>	<b>1338</b>	<b>3020</b>	<b>34.71%</b>

\* 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

	Overall Total	No Response	Response	Response Rate
<b>ACADEMIC &amp; STUDENT SUPPORT SERVICES</b>	855	225	630	73.68%
<b>ARCHITECTURE</b>	85	25	60	70.59%
<b>ARTS, HUMANITIES &amp; SOCIAL SCIENCES</b>	83	21	62	74.70%
<b>BIOMEDICAL &amp; LIFE SCIENCES</b>	102	45	57	55.88%
<b>BIOSCIENCES</b>	338	138	200	59.17%
<b>CAMPUS FACILITIES</b>	246	165	81	32.93%
<b>CARDIFF BUSINESS SCHOOL</b>	335	165	170	50.75%
<b>CARDIFF LAW &amp; POLITICS</b>	217	83	134	61.75%
<b>CHEMISTRY</b>	139	36	103	74.10%
<b>COMMUNICATIONS &amp; MARKETING</b>	181	4	177	97.79%
<b>COMPUTER SCIENCE</b>	138	16	122	88.41%
<b>DENTISTRY</b>	117	33	84	71.79%
<b>DEVELOPMENT &amp; ALUMNI RELATIONS</b>	26	1	25	96.15%
<b>EARTH AND ENVIRONMENTAL SCIENCES</b>	99	12	87	87.88%
<b>ENGINEERING</b>	314	109	205	65.29%
<b>ENGLISH COMMUNICATION &amp; PHILOSOPHY</b>	104	8	96	92.31%
<b>ESTATES &amp; CAMPUS FACILITIES</b>	197	103	94	47.72%
<b>FINANCE</b>	72	2	70	97.22%
<b>GEOGRAPHY AND PLANNING</b>	85	12	73	85.88%
<b>HEALTHCARE SCIENCES</b>	264	88	176	66.67%
<b>HISTORY, ARCHAEOLOGY &amp; RELIGION</b>	106	45	61	57.55%
<b>HUMAN RESOURCES</b>	77	14	63	81.82%
<b>INTERNAL AUDIT</b>	3	1	2	66.67%
<b>JOURNALISM, MEDIA &amp; CULTURAL STUDIES</b>	99	38	61	61.62%
<b>MATHEMATICS</b>	74	13	61	82.43%
<b>MEDICINE</b>	1125	470	655	58.22%
<b>MUSIC</b>	30	10	20	66.67%

<b>OPTOMETRY &amp; VISION SCIENCES</b>	107	64	43	40.19%
<b>PHARMACY &amp; PHARMACEUTICAL SCIENCES</b>	97	38	59	60.82%
<b>PHYSICAL SCIENCES &amp; ENGINEERING</b>	33	2	31	93.94%
<b>PHYSICS &amp; ASTRONOMY</b>	178	73	105	58.99%
<b>PSYCHOLOGY</b>	202	98	104	51.49%
<b>RESEARCH &amp; INNOVATION SERVICES</b>	105	7	98	93.33%
<b>SCHOOL OF MODERN LANGUAGES</b>	152	64	88	57.89%
<b>SOCIAL SCIENCES</b>	228	46	182	79.82%
<b>STRATEGIC PLANNING</b>	18	0	18	100.00%
<b>UNIVERSITY IT</b>	312	79	233	74.68%
<b>UNIVERSITY SECRETARY'S OFFICE</b>	18	0	18	100.00%
<b>VICE CHANCELLOR'S OFFICE</b>	31	11	20	64.52%
<b>WELSH</b>	80	27	53	66.25%
<b>Total</b>	<b>7072</b>	<b>2391</b>	<b>4681</b>	<b>66.19%</b>

### 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:

<b>Course Name</b>	<b>Simultaneous translation requested/completed</b>	<b>Percentage of staff (%)</b>
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:

<b>Number of posts advertised*</b>	<b>Number recruited to those posts*</b>	<b>Number of Welsh speakers recruited</b>	<b>% of those posts successfully filled by Welsh speakers</b>
42	54	35	65%

\*Between August 2021 and July 2021, there were 42 posts advertised which indicated that Welsh Language was Essential criteria. In the 42 posts advertised, there were 102 positions made available to recruit into. Cardiff University made 54 appointments, of which 35 were Welsh speaking. 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.