

Cardiff University

Welsh Language Standards

Annual Report for June 2022- July 2023

Prepared in accordance with the Welsh Language Standards (No.6) Regulations 2017 and the Welsh Language Commissioners 'Producing a Welsh language standards annual report - good practice advice document'.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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1. Foreword

As Deputy Vice-Chancellor at Cardiff University with responsibility for the Welsh Language, I am pleased to present this year's Annual Report, covering the period June 2022 – July 2023.

Cardiff University is committed to embedding and mainstreaming the Welsh language throughout its activities and service provision in line with our Welsh Language Strategy, [Yr Alwad/Embrace It](#), whose aims are to go beyond compliance and enhance a truly bilingual environment. The data in this report are in some ways a proxy for the wider Welsh language culture of the institution, but are not, of course, that culture itself. Nevertheless, compliance with the Welsh Language Standards are key, and during the reporting year, the University has continued its efforts to ensure compliance, which crucially underpins the wider culture and gives staff, students and stakeholders confidence in using the language in the workplace.

What was noted last year is relevant again: we have continued to raise awareness of the Standards by holding presentation and awareness sessions, by including the Standards in our mandatory training modules and staff induction programmes, and by publishing articles in our staff and student newsletters. And once again, key work has been undertaken with our Digital Communications Team to enhance online provision through the medium of Welsh.

This report, which takes its place as part of the journey towards a million Welsh speakers by 2050, sets out our compliance with the Standards and submits the necessary data for the 2022-23 financial year, including information on our general arrangements for compliance, complaints, employee skills, training courses offered in Welsh and the number of posts advertised where Welsh language skills were categorised as needed. We have attended carefully to these data, which again signal progress; at the same time they underscore the need to continue to work, imaginatively and compliance-wise, to ensure the quality, visibility and reach of our Welsh-medium services."



Damian Walford Davies
Deputy Vice-Chancellor

2. Executive Summary

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Cardiff University, among other public institutions, to comply with the Welsh Language Standards (No.6) Regulations 2017 relating to the Welsh language.

As a requirement of Welsh Language Standard 166, 172 and 178 the University is required 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.

6 months following the end of the financial year to which the report relates we must publish the report online and make it available in each of our offices that are open to the public. We are also required to publicise the fact that we have published an annual report.

3. University Overview

Governance

Ultimate responsibility for ensuring the University's overall compliance with the Welsh Language (No. 6) Regulations 2017, along with all other policy implementation and monitoring matters, lies with the [University Executive Board](#) (UEB).

The University's Compliance Notice can be viewed in full on our website [here](#).

Our formal demonstration of compliance with the

- Service Delivery Standards can be read within our [Welsh Language Service Delivery Policy](#).
- Operational Standards can be read within our [Welsh Language Operational Standards Policy](#).

The University has a Welsh Language Executive Group, established in October 2021, with responsibility for strategic leadership and accountability, under the supervision of the Deputy Vice-Chancellor. The Group meet on a quarterly basis to review progress against the Welsh Language Strategy and statutory duties under the Welsh Language Standards regulations. In addition, the University's Governance Committee is involved with scrutinising reports and developments.

Compliance and Risk Team

Specific responsibility for guidance and advice on the Welsh Language Standards lies with the Compliance and Risk team within the University Secretary's Office. The Compliance and Risk team provide regular reports to the Welsh Language Executive Group, chaired by our Deputy Vice Chancellor, on progress and areas for improvement. Following the departure of the previous Senior Advisor with responsibility for the Welsh Language, a review of the job description and title was completed, and the new role of Senior Compliance Advisor and Welsh Language Officer was established to demonstrate the importance of the Welsh Language within our compliance remit and to allow for more focus on the Welsh Language Standards as part of the Senior Advisors day-to-day role.

Grŵp Materion y Gymraeg

This operational group, also established in October 2021, meets on a monthly basis to discuss progress with action plans, and any strategic decisions delegated to it for implementation.

Mandatory Module and Induction Events

The University has created a Welsh Language e-module that is mandatory for all staff to complete, which it continues to review. This module develops staff members awareness of the Welsh language, including awareness of its history and its role in Welsh culture, an understanding of the duty to operate in accordance with the Welsh Language Standards and of how the Welsh language can be used in the workplace. The University also raises awareness of the requirements of the Standards during its in-person staff induction events for new starters.

Translation Team

Our translation unit expanded 2 years ago 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 seven 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 check the accuracy of any Welsh content. The University has an annual subscription with Memsources, 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.

Welsh Language Champions

The University has an active Welsh Language Champions network, established in response to the Welsh Language Standards during 2017, with at least one member of staff from each School, College, and Department. They are the initial point of contact for the Compliance and Risk team and the School/Department they work in. The Compliance and Risk team communicate regularly with the champions to disseminate information and guidance that helps the University comply with the Standards and there are meetings each semester where the group meet to share good practice and discuss ideas.

Deon Y Gymraeg

The University's inaugural Dean for the Welsh Language has been in post since November 2018, and the role is one that seeks to foster individual and collective contributions to the promotion and advancement of the Welsh Language across all aspects of University life. 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. This work and attendant commitments are captured in the institution's Welsh Language Strategy, approved at the highest level of decision making within the University (UEB, Council and Senate) in December 2020.

In order to advance the aims of the strategy, the University has established Academi Gymraeg, which is a continually expanding and evolving network of practitioners across the University involved in various elements of delivering on its Welsh-language commitments, with the Dean, Academi Manager and Coleg Cymraeg Branch Officer as the hub for this activity, closely connected to the Senior Compliance Consultant with responsibility for the Welsh Language. The Academi Gymraeg will be establishing a home at the end of 2023 on Park Place at the heart of the University Campus with a view to being a physical hub for the Welsh language community, promoting the institution's Welsh-language life. The work plan of the Dean for the Welsh Language and Welsh Language Academy is monitored by the Welsh Language Executive Group, which meets quarterly and includes the Deputy Vice Chancellor (as University Lead for Welsh Language and EDI), Chief Operating Officer, Head

of Communications and Marketing, Head of the School of Welsh, Head of Risk and Compliance, Welsh Language Officer for Students, and key Professional Services and Academic colleagues. Via this Group the Dean reports to UEB who monitor progress on a 6-month basis. Work on the strategy relating to the students will also be monitored through the Education and Student Experience committee that meets on a quarterly basis whilst the work is open to scrutiny also via the Governance committees; for example, in March 2022 the Dean was invited to report on the strategy to the Audit and Risk Committee. With the establishment of a full-time Welsh language sabbatical officer in the Students' Union, this year work will begin to establish a University-wide Student Voice Committee to scrutinise the Welsh-language student experience and to strengthen ties between staff and students to improve that experience. At the heart of the University's work around the Welsh language is a commitment to equality, diversity and inclusion, reflected in our recent HEFCW-funded research and ongoing work around the experiences of Black and Brown Welsh-speaking students, and the introduction of the Betty Campbell Scholarship aimed at encouraging the participation of Welsh-speakers from diverse backgrounds. As the strategy was only approved in December 2020 it has not yet been subject to review, but with a new Vice-Chancellor recently appointed, the strategy will be scrutinised and revised or potentially succeeded as part of a wider institutional review.

Academi Gymraeg

In 2022/23 academic year, the University successfully appointed a full-time Manager of the Welsh Language Academy to support the Dean of Welsh Language and contribute to co-ordinating Welsh language provision and achieving the wider goals of the organisation's ambitious Welsh Language Strategy.

The role is situated in the Vice Chancellor's Office and is a central point of contact, providing guidance and support to the University's various schools and Academic departments. As well as organising the internal work programme, the Manager liaises with a wide range of external organizations including local schools, other HEIs in Wales, government, third sector organisations and other key stakeholders with the aim of facilitating our strategic goals as well as contributing to wider collaboration throughout Wales in terms of promoting the Welsh language.

Notable projects that have been a focus during this reporting period are:

- The creation of a dedicated Welsh-language workspace centrally located in the Cathays Campus, with hot desks accessible to all staff from January 2024
- The launch of the Cardiff Citizen, 5 credit module, for all Welsh-speaking year 1 students (funded by Coleg Cymraeg Cenedlaethol)
- Prosiect Pūtahitanga, an international creative practice and research project led by Cardiff University in partnership with University of Waikato (New Zealand) and FOCUS Wales, to explore points of connection between te reo Māori (the Māori Language), te ao Māori (the Māori world/world view) and Welsh-language culture through the lens of grassroots popular music.

- Development of the Betty Campbell Scholarship to support students from under-represented groups to study modules through the medium of Welsh, from 23/24 academic year

Rhwydwaith

Rhwydwaith forms part of the University's Staff Equality Networks which are established by the University's Equality, Diversity and Inclusion Committee. Rhwydwaith exists to provide a forum for support and discussion for staff who wish to discuss issues relating to the Welsh language and to facilitate discussion between the University and staff regarding support, policies, and procedures. The Chairperson also sits as a voting member of the Equality, Diversity and Inclusion Committee where update reports, and matters for the attention of the Chair are raised.

Coleg Cymraeg Cenedlaethol

The Coleg Cymraeg Cenedlaethol has a branch at each Welsh HEI, as well as most of the FE Colleges. The Cardiff University Branch Officer works closely with the Academi Gymraeg and promotes opportunities for further developments within Welsh medium education across the three Colleges. Opportunities include funding streams to develop provision, incentive scholarships for undergraduates who study through the medium of Welsh, research scholarships, Welsh Language Skills Certificates, and ambassadorships for undergraduate and postgraduate student.

4. Development During 2022-2023

Welsh Language Commissioner's Monitoring Work

On an annual basis the Welsh Language Commissioner publishes an assurance report which includes data from their monitoring work. The purpose of assurance reports is to provide the Commissioner's view on how organisations are operating to comply with their language duties, with particular regard to the experiences of users of Welsh language services.

It includes evidence on:

- Organisations' performance in providing Welsh language services and encouraging people to use them
- Compliance arrangements – what organisations do to ensure their provision complies with the requirements
- Workforce capacity – ensuring that there are enough Welsh speakers in the right roles
- Promoting the Welsh language – contributing to the future of the Welsh language by considering the impact of policy and grant decisions on the Welsh language and implementing Welsh language promotion strategies.

Cardiff University was subject to the Commissioner's monitoring work during this reporting period and were required to provide evidence of compliance on 24 compliance areas which included 91 of our 177 standards.

The findings of the work were shared with the University, and this has resulted in the creation of an Action Plan which sets out:

- Required action to comply with the Standards
- The Action owner who is responsible for delivering a solution
- Establishes stakeholders and who can assist the Action Owner in delivery
- Timescale to complete the action
- Who is responsible for monitoring progress
- Action notes advising of current status.

The Action Plan is a living document providing a roadmap to compliance with the Standards based on the Commissioner's monitoring work. The Action Plan is updated as necessary to provide an up-to-date snapshot of progress that has been made and what actions are outstanding. A copy of the Action Plan can be found in Appendix D. Please note that the copy provided is correct only to the date of publication of this report.

Campaigns

During 2022-2023 the University promoted several campaigns to raise awareness of the rights of students and staff at Cardiff University to use the Welsh Language. We've also been present at several cultural festivals. Some highlights are included below -

Diwrnod Shwmae/Sumai Day

We celebrated Diwrnod Shwmae/Sumai day by holding a joint celebration with our Students' Union in our Centre for Student Life, encouraging students and staff to sign up for Welsh language lessons and providing handouts with phonetic spelling for regular phrases to inspire students and staff to start all their conversations in Welsh.

Welsh Language Rights Day

We celebrated Welsh Language Rights Day by highlighting the services that people are entitled to receive through the medium of Welsh via our regular communication channels, such as Blas (Staff newsletter), Student News (Student Newsletter) and our Welsh Language Champions Network which includes representatives from all professional services and academic schools and colleges.

Eisteddfod yr Urdd + Eisteddfod Genedlaethol

We promoted University activity at the Urdd and National Eisteddfod across our social media accounts. As well as publishing our own posts we also engaged with posts from relevant stakeholders and shared as appropriate. We also arranged for some of our Welsh-speaking students to take over the iamcardiffuni Twitter account for the week to post live from the Maes.

5. General Compliance Arrangements

Service Delivery Standards

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

Standards Group	What we do
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. The Compliance and Risk Team have presented to a number of key staff network groups to raise awareness of the requirements in these areas. The University's translation team developed a procedure for providing online simultaneous translation and has received positive feedback on the effectiveness of this provision.
Website	The University established a Task and Finish Group to provide oversight of the Website Translation Project. Ongoing monitoring is managed via this group.
Documents/Publicity	Guidance has been created to help staff identify what documents and publicity 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 whenever required.
Personal Tutors	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.
Signs, notices, and advertisements	Staff guidance is available to raise awareness of the importance of compliance in this area.
Social Media	We have developed guidance for staff to raise awareness of the requirements of the Welsh Language Standards, which vary depending on account type and audience.

Policy Making Standards

Standards Group	Action taken during the year in question
Policy Making	<p>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 includes consideration regarding the Welsh Language.</p> <p>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.</p>

Operational Standards

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

Standards Group	Action taken during the year in question
Recruitment	<p>All new and/or vacant posts are assessed in relation to the level of Welsh Language proficiency required and classified as either:</p> <ul style="list-style-type: none">• proficiency/fluency essential;• proficiency/fluency desirable;• requirement to become proficient/fluent;• proficiency/fluency not necessary. <p>Adverts for posts are to be 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.</p>
Staff Training and opportunities to use Welsh	<p>The mandatory Welsh Language module includes a Language Lab section which provides staff with a basic level of Welsh.</p> <p>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.</p> <p>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.</p> <p>Further Welsh-Language opportunities are provided by Dysgu Cymraeg Caerdydd through the Cymraeg Gwaith 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</p>

	<p>provision in future.</p> <p>Dysgu Cymraeg Caerdydd offers weekly informal conversation groups for learners in every level.</p>
Documents	As and when required by the Welsh Language Standards, documents are made available in Welsh to all staff on request.
Grievances and Disciplinary	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.

6. Future Actions

Over the next reporting period, the University will focus on delivering the actions set out in the Action Plan (please refer to Annex A) to ensure more robust compliance with Welsh Language Standards.

7. Complaints

How Cardiff University deals with complaints concerning the Welsh language is laid out in its Welsh Language [Service Delivery Policy](#) and [Operational Standards Policy](#).

Complainants are encouraged to contact complianceandrisk@cardiff.ac.uk with any concerns. Our Senior Compliance Advisor and Welsh Language Officer, and Compliance Officers monitor this inbox and liaise with departments to investigate complaints.

During the 2022-2023 academic year 9 complaints were received at Cardiff University.

Nature of complaints

Complaint Date	Details	Action taken
October 2022	Complaint concerning the number of Welsh speakers allocated to a single seminar group.	Complaint was investigated by the school and the seminar group was split into two.
November 2022	Student certificates issued in English only with an English only cover letter.	Complaint Upheld. The certificates and letter were re-issued in the language preference of the student.
December 2023	Prospective student appeal for a review of their application, which referenced their Welsh speaking skills.	The review concluded that several more qualified students were not offered a place and therefore the complaint was dismissed.
February 2023	Notification email regarding University Research Integrity Training issued in English only.	Complaint Upheld. Department were reminded of the need to issue such correspondence, which deals with an induction process, in the language preference of the

		individual and to either issue bilingually or use SIMS to ascertain their language preference.
February 2023	Newsletter issued in English only.	Complaint Upheld. Human error resulted in an English only version being sent. The team were reminded of the correct process (to issue Welsh and English at the same time moving forward) and a Welsh version was later sent out.
February 2023	New parking notices were issued with incorrect Welsh version of the text.	Complaint Upheld. Parking team conducted a site survey and informed company of the necessary changes.
February 2023	Covering letter and pamphlet issued in English only, with a bilingual certificate.	Complaint Upheld. Relevant team were reminded of the need to review language preference before sending correspondence, or to issue bilingually moving forward. Letter and pamphlet was re-issued in Welsh to the complainant.
March 2023	Correspondence and notices issued to students in halls of accommodation in English only.	Complaint upheld. Department reminded of the requirements and have agreed to issue notices bilingually from now on.
July 2023	Welsh Language Commissioner query, on behalf of a member of the public, regarding our advertising on the Capitol building digital screen being in English only.	Complaint not upheld. We were able to provide evidence of Welsh and English adverts that were being used on the building.

8. Employees Welsh Language Skills

The University's Welsh speaking staff profile is made up as outlined below which also includes our response rates. The data below is a snapshot of the university's position at 31/07/2023.

The response rate percentage reflects the % of staff in the department that have told us about their Welsh language skills as part of their HR profile.

The percentage total at the end of each line reflects a percentage of those with some ability or fluent skills in the Welsh language out of the total number of staff that have responded in the department.

School / Department	No Response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent / Some Ability	Fluent / Some ability %
Academic & Student Support Services	184	664	78.30%	32	275	357	307	36.20%
Architecture	38	65	63.11%	0	15	50	15	14.56%
Arts, Humanities & Social Sciences	14	53	79.10%	5	19	29	24	35.82%
Biomedical & Life Sciences	35	50	58.82%	1	27	22	28	32.94%
Biosciences	183	218	54.36%	7	52	159	59	14.71%
Campus Services	169	92	35.25%	2	31	59	33	12.64%
Cardiff Business School	197	206	51.12%	6	55	145	61	15.14%
Cardiff Law & Politics	84	148	63.79%	10	45	93	55	23.71%
Chemistry	30	125	80.65%	3	29	93	32	20.65%
Communications & Marketing	14	170	92.39%	14	71	85	85	46.20%
Computer Science	22	150	87.21%	5	38	107	43	25.00%
Dentistry	28	85	75.22%	2	17	66	19	16.81%
Development & Alumni Relations	0	25	100.00%	2	14	9	16	64.00%
Earth And Environmental Sciences	27	94	77.69%	0	24	70	24	19.83%
Engineering	176	179	50.42%	4	44	131	48	13.52%
English Communication & Philosophy	27	120	81.63%	6	43	71	49	33.33%
Estates & Campus Facilities	87	96	52.46%	2	25	69	27	14.75%

Finance	17	98	85.22%	1	33	64	34	29.57%
Geography And Planning	24	74	75.51%	1	23	50	24	24.49%
Healthcare Sciences	73	211	74.30%	11	74	126	85	29.93%
History, Archaeology & Religion	45	85	65.38%	3	25	57	28	21.54%
Human Resources	14	69	83.13%	5	30	34	35	42.17%
Internal Audit	0	3	100.00%	0	3	0	3	100.00%
Journalism, Media & Cultural Studies	54	62	53.45%	3	15	44	18	15.52%
Mathematics	14	64	82.05%	3	18	43	21	26.92%
Medicine	424	695	62.11%	25	226	444	251	22.43%
Music	14	27	65.85%	2	10	15	12	29.27%
Optometry & Vision Sciences	69	60	46.51%	2	18	40	20	15.50%
Pharmacy & Pharmaceutical Sciences	41	64	60.95%	6	25	33	31	29.52%
Physical Sciences & Engineering	1	25	96.15%	2	5	18	7	26.92%
Physics & Astronomy	116	120	50.85%	4	26	90	30	12.71%
Portfolio Services	6	31	83.78%	0	10	21	10	27.03%
Psychology	101	108	51.67%	4	29	75	33	15.79%
Research & Innovation Services	12	94	88.68%	3	38	53	41	38.68%
School Of Modern Languages	44	86	66.15%	5	28	53	33	25.38%
Social Sciences	53	208	79.69%	7	67	134	74	28.35%
Strategic Planning	1	15	93.75%	1	5	9	6	37.50%
Taith	5	11	68.75%	1	7	3	8	50.00%
University It	67	228	77.29%	10	69	149	79	26.78%
University Secretary's Office	2	27	93.10%	8	2	17	10	34.48%
Vice Chancellor's Office	6	23	79.31%	2	10	11	12	41.38%
Welsh	26	50	65.79%	49	1	0	50	65.79%
Total	2521	5022	66.58%	259	1621	3142	1880	24.92%

9. Welsh Language Training for Staff

Learn Welsh Cardiff, which forms part of the University's School of Welsh, delivers a program of courses that are available to staff at the University.

A total of 105 members of staff attended Learn Welsh courses during the reporting period.

A breakdown of the various levels are provided below -

Level	Number
Mynediad 1	24
Mynediad 2	4
Mynediad 1 a 2	13
Sylfaen 1	9
Sylfaen 2	10
Sylfaen 1 a 2	6
Canolradd 1	8
Canolradd 2	6
Canolradd 1 a 2	3
Uwch 1	7
Uwch 2	2
Uwch 3	5
Gloywi	5
Cwrs Haf	3
Total	105

Several staff also attend additional sessions such as Sadwrn Siarad and Clwb Darllen.

10. 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.

A breakdown of the relevant courses provided by Cardiff University can be viewed below along with the numbers of staff requested training through the medium of Welsh during the reporting period:

Course Name	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Fundamentals of Health Safety and Environment	0	0	0%
Managing Performance	0	76	0%
Induction- Professional Services and Academic and Research staff	N/A	N/A	N/A
Skills for recruitment and Selection	0	42	0%
Welcome to Cardiff	Total Welsh and English 438	Total Welsh and English 438	Unknown

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).

11. Post Advertised

The University is required to report the number of posts that are advertised in the following categories. During 2022-2023, 1,227 adverts were placed for various roles at Cardiff University. This includes posts to which the University had initially failed to recruit, which were then re-advertised and successfully recruited to within the same year.

Category	Number of posts categorised	Percentage of posts categorised
Essential	48	4.67%
Desirable	834	66.79%
Need to learn Welsh	0	0.00%
No Welsh skills required	345	28.54%
Total	1227	100%

12. Contact Details

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Senior Compliance Advisor and Welsh Language Officer

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Search '[Welsh Language Standards](#)' on our website www.cardiff.ac.uk for more information.

Annex A: Welsh Language Commissioner Action Plan

No.	Action	Action Owner	In collaboration with / Key stakeholders	Timescale	Monitoring	Notes
1	Update guidance on the use of social media	Louise Hartrey, Social Media Team, Communications and Marketing Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	Compliance Officer, Compliance and Risk Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	February 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Complete.
2	Update guidance on creating videos.	Ian Johnson, Compliance Officer, Compliance and Risk Team	Compliance Officers, Compliance and Risk Welsh Language Champions Network	July 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Guidance document to be created for dissemination across the university.
3	Pilot a project with one of our Colleges to explore options for supporting full compliance with standards relating to advertising vacancies and the requirement for job descriptions, adverts and supporting material to be available in Welsh, with the aim of building	Rhian Perridge, HR Manager Recruitment and Global Mobility, Human Resources Alaw Hughes, Head of Welsh Translation Service, Compliance and Risk	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	August 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee, HR Board	The pilot was superseded by action taken in 3a to ensure full compliance across all roles.

	translation memory for wider roll out across the entire University.					
3a)	Communicate with relevant staff about the requirements of standard 145A and 146A	Rhian Perridge, HR Manager Recruitment and Global Mobility, Human Resources	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	End of June 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee, HR Board	Staff Memo to be issued by Director of HR highlighting legal requirements. Memo issued on the 09/06/2023.
4	Re-develop the University's Equality Impact Assessment Process to ensure more robust consideration of Welsh language impacts in line with the relevant standards.	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	Huw Williams, Dean for the Welsh Language, VCO Catrin Jones, Academi Gymraeg Manager, VCO College EDI Deans Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	March 2024	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	This policy/procedure will cross reference with our Equality Impact Assessment Guidance and our Policy on Awarding Grants and Financial Assistance. Draft 1 completed and consultation now ongoing until September 2023.
5	Proactively publicise students' rights to submit written work in Welsh as part of an assessment or examination in line with Standard 90 and 90A.	Huw Williams, Dean of Welsh Language, VCO	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer Catrin Jones, Academi Gymraeg Manager, VCO Llywelyn Lehnert, Head of Internal Communications,	September 2023 (and at the beginning of each term)	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Proposals regarding updates to process have been approved. Regular awareness will continue at the beginning of each term via established communication channels with Internal Communication colleagues.

			<p>Communications Team</p> <p>Welsh Language Champions Network</p> <p>School Managers</p> <p>Student Engagement Team (LTA)</p>			
6	<p>Student intranet content to comply with Standard 55 > 59. All content and functionality available in Welsh apart from information for international students only.</p>	<p>Scott McCaffrey, Head of Digital Communications</p>	<p>Liam Ellis, Senior Digital Content Manager, Digital Communications</p> <p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Alaw Hughes, Head of Welsh Translation Service, Compliance and Risk</p> <p>Digital Content Authors, Digital Communications</p> <p>Welsh Language Champions Network</p>	<p>November 2023</p>	<p>Welsh Language Executive Group, Assurance and Risk Group and Governance Committee</p>	<p>85.38% of the student intranet is currently fully compliant with only 235 out of 1,432 pages in English only.</p> <p>The majority of these pages require minor translation or are related to international students. We'll be able to complete the work of translating the remaining pages by the end of November 2023.</p> <p>Legacy content will be sent to the translation team and uploaded when received. We'll be able to commence work by the end of September 2023.</p> <p>New content will be rejected unless there's a Welsh version. We've already established a sound procedure to guarantee that all untranslated content is rejected and sent back to the original editor for translation. We have also revised and updated the team's and editors' editorial guidelines, updated our content checklist, and raised awareness</p>

						<p>amongst editors our Teams channel.</p> <p>Content checklist will be updated to reflect requirements of the Welsh Language Standards to ensure all officers are compliant with procedures. (Updates mentioned above)</p>
7	Staff intranet content to comply with Standard 128, 131 and 133. All content and functionality available in Welsh.	Scott McCaffrey, Head of Digital Communications	<p>Liam Ellis, Senior Digital Content Manager, Digital Communications</p> <p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Alaw Hughes, Head of Welsh Translation Service, Compliance and Risk</p> <p>Rhwydwaith</p> <p>Llywelyn Lehnert, Head of Internal Communications, Communications Team</p> <p>Welsh Language Champions Network</p>	November 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	<p>71.43% of the staff intranet is fully compliant. 1,181 of the 7,171 pages on the staff intranet are in English only.</p> <p>Legacy content will be sent to the translation team and uploaded when received. Internal Communications team will support messaging with staff regarding legacy content.</p> <p>New content will be rejected unless there's a Welsh version.</p> <p>Content checklist has been updated to reflect requirements of the Welsh Language Standards to ensure all officers are compliant with procedures.</p>

8	Update HR processes for new starters to include a proactive offer re: language preference, in line with the requirements of Standard 106 and 107.	Trystan Gwynedd, HR Administration Manager	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	December 2023	HR Board, Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Contract of employment already includes the offer. Letter of appointment to be updated for robustness.
9	Update the Welsh Language Skills Assessment process to ensure recruiting managers consider wider requirements re: Welsh Language Standards as part of the recruitment process (in line with Standard 145).	Rhian Perridge, HR Manager Recruitment and Global Mobility, Human Resources Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	Huw Williams, Dean for the Welsh Language, VCO Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	May 2024	HR Board, Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	The Kenexa system currently records an assessment. Further work required to update this process for it to be more robust in line with WLC guidance.
10	Remove current Service Delivery and Operational policies, as they represent outdated guidance, and replace with documents outlining how the organisation intend to comply with the Service Delivery, Operational and Policy Standards.	Ian Johnson, Compliance Officer	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	December 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	

11	Publish a Policy on Awarding Grants and Financial Assistance which complies with Standard 75-79 + 100.	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk	RIS, School Managers, Student Money Service Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	March 2024	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Formal consultation has now been completed. Following consultation on WLIA process the policies will be sent to UEB for approval.
12	Develop a policy on using Welsh internally in line with standard 105.	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Catrin Jones, Academi Gymraeg Manager, VCO	Charlotte Rodgers, Intern Comms Manager Rhwydwaith EDI Committee Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network Coleg Cymraeg Cenedlaethol	March 2024	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Drafting due to be complete by end of September 2023.
13	Update application forms, content on our recruitment pages, and guidance documents for recruiters - to ensure compliance with Standards 146 > 149	Rhian Perridge, HR Manager Recruitment and Global Mobility, Human Resources Trystan Gwynedd, HR Administration Manager	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Alaw Hughes, Head of	1 October 2023	HR Board, Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Initial scoping underway between HR and Digital Communications team The HR sections of the website, as far as we can tell, are compliant with the exception of 2 pages, one of which will

		Liam Ellis, Senior Digital Content Manager, Digital Communications	Welsh Translation Service, Compliance and Risk			<p>need translation and the other won't (page intended for international audiences).</p> <p>Our reporting tool does not identify attachments such as forms and guidance and therefore this work will need to be completed manually.</p>
14	Implement a new IT solution for staff profiles to ensure compliance with Standard 55	<p>Simon Bleasdale, Head of Data Integration</p> <p>James Hourihan, Digital Communications</p> <p>Liam Ellis, Senior Digital Content Manager, Digital Communications</p>	<p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Alaw Hughes, Head of Welsh Translation Service, Compliance and Risk</p> <p>Welsh Language Champions Network</p>	End of May 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Confirmed as live in email update on 27 September 2023.
15	Ensure module descriptions are provided in Welsh.	<p>Simon Bleasdale, Head of Data Integration</p> <p>James Hourihan, Digital Communications</p>	<p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Scott McCaffrey, Head of Digital</p> <p>Llywelyn Lehnert, Head of Internal Communications, Communications Team</p>	End of June 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Go live data agreed as end of October.

			Welsh Language Champions Network			
15a)	Implement a new process to ensure module descriptions form part of the module sign off process	Lindsay Jones, Data Futures Project Lead, Registry	<p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Student and Programme Data Futures project</p> <p>Alaw Hughes, Head of Welsh Translation Service, Compliance and Risk</p>	Ongoing	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	As part of the work the team have identified 10 working groups that need to be established to focus on improvements to particular aspects of the process; 2 of these groups have specific Welsh language focus (WG7 – Updating and amending Course Finder, and WG9 Providing bilingual prog info, inc module descriptions).
16	Ensure a statement in line with Standard 7 is included on correspondence issued by the University (electronic and print).	<p>Laura Davies, Director of Communications, Marketing and Student Recruitment</p> <p>Kirsty Alexander, Print Services Manager</p> <p>Karl Jones, Assistant IT Director</p>	<p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Llywelyn Lehnert, Head of Internal Communications, Communications Team</p> <p>Welsh Language Champions Network</p>	<p>Ongoing re new brand rollout.</p> <p>Emails to be completed by end of June 2023.</p>	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	<p>Initial scoping underway re: group policy approach to including on all email footers.</p> <p>Headed paper will be updated as stock is replenished.</p> <p>Agreement already sought regarding new brand roll-out also including the agreed wording.</p>

17	Ensure that a statement in line with Standard 52 is included on English only documents (noting that a Welsh version is available).	<p>Scott McCaffrey, Head of Digital Communications</p> <p>David Roylance, Deputy Director/Head of UK Student Recruitment and Outreach</p> <p>Helen Beddow, Senior Marketing Manager</p> <p>Heads of College Communications</p> <p>Ben Lewis, Director of Student Life</p> <p>Laura Roberts, Publications Manager</p>	<p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Llywelyn Lehnert, Head of Internal Communications, Communications Team</p> <p>Welsh Language Champions Network</p>	September 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	<p>Meetings held with central teams, including our Publications Manager to raise awareness about this requirement.</p> <p>Information was also shared with Heads of Comms at each College.</p> <p>As of July 2023 – all of our undergraduate recruitment publications have the statement included.</p>
18	Ensure all new website content is published in Welsh at the same time as the English content and review existing content.	Scott McCaffrey, Head of Digital Communications	<p>Liam Ellis, Senior Digital Content Manager, Digital Communications</p> <p>Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk</p> <p>Alaw Hughes, Head of Welsh Translation</p>	December 2023	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	<p>Website checklist to be updated to include agreed procedure which is that all new content will not be published without a Welsh version.</p> <p>Existing content will be addressed via rolling programme of updates managed by Digital Content Manager.</p>

			Service, Compliance and Risk			
19	Ensure that all, in scope, apps are made available in Welsh and that the Welsh Language Standards are a key consideration in the procurement process for new apps.	Karl Jones, Assistant IT Director Ashley Cook, Lead IT Architect Daisy Gandy, Senior Risk Advisor	Welsh Language Champions Network	1 August 2023	Welsh Language Executive Group, Assurance and Risk Group, Governance Committee, IT Consultation Group	Updates to the checklist have been completed and shared with the IT Consultation Group for use. Feedback to be provided during the new term when a variety of requests will have been evaluated. WL Executive Committee to consider a paper in the new term re possible tendering of a service provider of language wrappers.
20	Ensure that staff complaints, disciplinary and grievance processes are updated to include proactive offers regarding their rights to use Welsh during procedures.	Tanith Lapit, Employee Relations Manager, Human Resources Corporate Governance Team (for update to Ordinance)	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	Up to end of June 2024	Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Initial scoping underway to include a list of relevant policies and procedure documents that will need updating. Will also need to include update to Ordinance 12 which has already been scheduled by the Governance Team for discussion.
20a)	Ensure that student complaints, disciplinary and grievance processes are updated to include proactive offers regarding their rights to	Ben Lewis, Director of Student Life	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Llywelyn Lehnert, Head of		Welsh Language Executive Group, Assurance and Risk Group and Governance Committee	Timeline to be agreed following appointment of new director.

	use Welsh during procedures.		Internal Communications, Communications Team Welsh Language Champions Network			
21	Review IT Service Desk out of hours provision to ensure Welsh language requests are able to be dealt with.	Owen Hadall, Assistant Director, IT	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer, Compliance and Risk Llywelyn Lehnert, Head of Internal Communications, Communications Team Welsh Language Champions Network	December 2023.	Welsh Language Executive Group, Assurance and Risk Group and UEB	Advice received from WLC and shared with Director for consideration. Pre-recorded messaging will ensure compliance with the Welsh Language Standards.
22	Explore options for enabling Multi-Functional Devices to provide bilingual touch panel instructions.	Owen Hadall, Assistant Director, IT	Compliance Officer, Compliance and Risk	All MFDs with bilingual control panels following the contract replacement procurement during 2025.	Welsh Language Executive Group, Assurance and Risk Group and UEB	Confirmed that 80% of the MFD fleet can be configured to support bilingual use. A firmware update is required to enable this. Funding source for the costs to enable this are being considered – timeline to deploy will follow confirmation. Next procurement process to include bilingual control panels as a mandatory requirement.
23	Update Service Delivery and Operational Standards Policies and guidance online to reflect	Ian Johnson, Compliance Officer, Compliance and Risk	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer,	End of June 2023	Welsh Language Executive Group, Assurance and	Policies have been updated and published, website text to be updated by end of June 2023.

	requirements of standard 164, 170, 176		Compliance and Risk		Risk Group and UEB	
24	Review operational model of WL Team and report to UEB.	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer Alaw Hughes, Translation Service Manager	Catrin Morgan, Head of Compliance and Risk Rashi Jain, University Secretary and General Counsel	Phase One - end of June 2023 Phase 2 - June 2024	UEB	UEB have agreed to additional resource to support the department including 5 new roles. Review of schools and college provision to be completed by June 2024.
25	Review on-call status to support major incident responses and weekend working.	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer Alaw Hughes, Translation Service Manager	Catrin Morgan, Head of Compliance and Risk Rashi Jain, University Secretary and General Counsel	Ongoing	Gold Major Incident Team Members and UEB	Awaiting response from HR following initial meeting.
26	Consider internal audit/mystery shopper exercise to test levels of compliance	Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer Huw Williams, Dean for the Welsh Language, VCO	Catrin Morgan, Head of Compliance and Risk Rashi Jain, University Secretary and General Counsel	Ongoing	Welsh Language Executive Group, Assurance and Risk Group and UEB	