

Cardiff University  
Welsh Language Standards  
Annual Report for August 2024- July 2025

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 Provost & 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 August 2024 – June 2025.

In a period marked by ongoing change and complexity within the higher education landscape, Cardiff University has been proactive in reimagining the size and shape of our disciplines to understand where we can grow, where we need to improve, and what we need to rethink. Through our collaborative and consultative exercise, **Y Sgwrs Fawr – The Big Conversation**, we have co-created our vision for the future of Cardiff University.

Our new strategy, **Our Future, Together**, outlines our path to 2035 and defines our ambition to become a great global civic university, grounded in our people, our city-region, and open to the world.

Our steadfast commitment to promoting and facilitating the use of the Welsh language is reflected in our new strategy, which clearly reaffirms our ambition to be a genuinely inclusive and positively bilingual university. Ensuring the Welsh language is embedded in our identity, operations, communities, and day-to-day practices in a way that includes all our staff and students is the route to realising our collective vision.

Compliance with the requirements of the Welsh Language Standards is fundamental in implementing this Strategy and continues to provide Cardiff University with a framework within which to work towards the Welsh Government's aspiration of delivering bilingual public services and reaching a million Welsh speakers by 2050.

This report sets out our compliance with the Standards and submits the necessary data for the 2024-25 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  
Provost & Deputy Vice-Chancellor

## 2. Context

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:

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<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.

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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 Provost & Deputy Vice-Chancellor. The Group meet at least 3 times a year to review progress against the Welsh Language Strategy and statutory duties under the Welsh Language Standards regulations. In addition, the University's People, Cynefin and 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 Provost & 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.

### Mandatory Module and Induction Events

The University has created a Welsh Language e-module that is mandatory for all staff to complete, which has been reviewed and refreshed during the 2024-2025 reporting period. 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

The Welsh Translation Team now comprises twelve staff – one Service Manager, five Senior Translators, five Translators and an Administration Officer. The unit uses a translation software programme 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 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.

## Deon Y Gymraeg

A new Dean for the Welsh Language was appointed in November 2024, and the role continues to be one that seeks to foster individual and collective contributions to the promotion and advancement of the Welsh language and Welsh culture 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, and is responsible for driving the delivery of our Welsh Language and culture strategic commitments. The Dean works closely with colleagues within Academi Gymraeg, Compliance and Risk, as well as key stakeholders across the institution and externally.

### Key areas of activity and developments in 2024-25:

- 1. Establishing a University Success Measure for Welsh medium provision and aligned to the Strategic vision: We embrace the Welsh language, offering opportunities to study in Welsh wherever possible.**

USM 8: We will achieve the Coleg Cymraeg targets for the percentage of students from different language groups converted to different credit levels.

The USM relates specifically to the targets for Welsh medium provision (WM) as part of the national measures announced by HEFCW in 2018 to help 'monitor the performance and provision of HE providers' and the Coleg Cymraeg Cenedlaethol Targets Framework.

- 2. Strategic Development: Cynllun Cynefin**

A major focus has been the scoping and development of Cynllun Cynefin, a new framework for Welsh language and culture that advances our strategic aims and fulfils our USMs. It will enable us to meet the statutory obligations set under the Welsh Language Standards and position us to build on that foundation and expand our ability to offer additional bilingual academic provision and support packages. The Cynllun Cynefin framework will succeed the former Welsh language strategy (*Yr Alwad*).

The **key thematic areas** of focus in the Cynllun Cynefin framework noted below will create the conditions for the fulfilment of the strategic priorities and USM:

**Curricular Provision:** We will look to enhance our current WM academic provision, as well as explore new opportunities for the development of WM provision in key strategic areas in partnership with the Coleg Cymraeg. This includes increasing the number and range of Welsh-medium modules, developing interdisciplinary opportunities, and ensuring that students can study significant parts of their course through the medium of Welsh.

Challenges often include staff capacity, resource development, and ensuring academic parity with English-medium provision.

**Wraparound provision:** Wraparound provision refers to the support services that enhance the student experience and support students on their academic programmes. In a Welsh-medium context, this includes Welsh academic language skills support as well as the broader Welsh language academic skills (e.g. mentoring, study skills), wellbeing, and access to resources in Welsh. It also involves fostering a Welsh-speaking campus culture through extracurricular activities and social spaces that encourage students to use the language naturally and confidently.

**Recruitment, Widening Participation, Communications and Marketing:** Efforts in this area focus on raising awareness of Welsh-medium opportunities at CU among learners from all backgrounds. This includes targeted outreach to Welsh-speaking communities, clear communication of the benefits of bilingualism, inclusive marketing, and widening participation programmes and strategies that appeal to diverse learners.

**Development of Cynefin:** We will develop our Campws Cymraeg a Chymreig – our Welsh and Welsh-language campus - by creating spaces that meet the needs of students and staff; to develop opportunities to use the Welsh language, to learn Welsh, and to embrace and develop the Welsh culture across the institution by fostering shared awareness and understanding.

### **Looking Ahead 2025-26**

The groundwork laid this year positions Cynllun Cynefin to become a cornerstone of the University's cultural and linguistic identity. The next phase will involve stakeholder engagement, piloting, developing initiatives and enhancing provision linked to the thematic areas within the framework, and formalising the Cynllun Cynefin framework for implementation.

This work will sit alongside key thematic priorities linked to the Welsh Language Standards to ensure compliance and the wider enhancement of the student and staff experience, aligned to our strategy.

### **Academi Gymraeg**

The Academi Gymraeg Manager role is situated in the Vice-Chancellor's Office, working alongside the Dean for Welsh Language and Branch Officer for Coleg Cymraeg Cenedlaethol, and is a central point of contact, providing guidance and support to the University's various Academic Schools and departments. The Manager liaises with a wide range of external organisations, including local schools, other HEIs in Wales, local council, government, third sector organisations, and other key stakeholders, to facilitate our strategic goals as well as contribute to wider collaboration throughout Wales in terms of promoting the Welsh language and culture.

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

- Ongoing development of Y Lle, 53 Park Place as a centre for our Welsh-speaking community. New hybrid equipment funded by Coleg Cymraeg Cenedlaethol has been installed in the boardroom to enable hybrid cross-institutional teaching of WM lectures and seminars. Groups regularly meeting in Y Lle include: Rhwydwaith y Gymraeg staff network meetings and coffee mornings; weekly Welsh confidence-building group sessions for staff; Welsh-medium PhD student Friday lunch sessions; *Pwnc Llosg* project comprising confident and new Welsh speaking students and local young people; Cardiff Council's *Fforwm Caerdydd Ddwyieithog* quarterly meetings.
- *Dinesydd Caerdydd*, 5 credit WM module was delivered to 130 students in Autumn 2024.
- The second cohort of *Betty Campbell Scholars* was announced in March 2025, comprising eight students from under-represented groups (Black, Asian and minority ethnic; first in family to speak Welsh; or low-income household) undertaking at least 20 credits through the medium of Welsh. This year's cohort includes students studying: Cymraeg; English and Journalism; Human Social Sciences; Law; Mathematics; Medicine; Religious Studies and Philosophy. The group will travel to the *University of the Basque Country* in September 2025, to engage with Basque and International students for a workshop on Basque culture, society and language. This visit is supported by Taith.
- In June 2025, Cardiff University hosted the second Welsh-medium HE Experience Day for Welsh-medium secondary schools from south Wales. The event was delivered in partnership with *CYDAG, University of South Wales, Cardiff Met University, Coleg Cymraeg Cenedlaethol* and *Fforwm Caerdydd Ddwyieithog* (Cardiff Council). 714 year-12 pupils registered for the event, with 15 schools attending from as far afield as Caerfyrddin.
- In July 2025, Academi Gymraeg launched a new intensive short course entitled: *Cymraeg: Living in our Language* for a group of Māori students from *University of Waikato*. The two week course was based at Y Lle, and included sessions with guest speakers such as CS for Finance and Welsh Language, Mark Drakeford, and external partners including *Amgueddfa Cymru, Llyfrgell Genedlaethol Cymru, Ysgol Glantaf and Cwmni Bro*. Building on the success of the pilot course, the aim is to offer the second iteration course to international students in July 2026 in partnership with *Tafwyl* festival.

## 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 updated reports and matters for the attention of the Chair are raised.

### Cardiff University's Branch of the Coleg Cymraeg Cenedlaethol

The Cardiff University Branch of the Coleg Cymraeg Cenedlaethol brings together a community of academic and professional staff to collaborate and support the University's ongoing development of Welsh medium education. The branch plays a crucial role within the University, acting as an operational group that supports various Welsh language initiatives. The branch meets three times a year, and key highlights from 2024/25 include:

- Working closely with Dean for the Welsh Language on the development and delivery of Cynllun Cynefin, facilitating strategies relating to University Success Measure 8.
- Hosting Welsh Medium Students Dashboard Training for Academic and Professional Services Staff to develop strategies for expanding Welsh medium provision at different levels, focusing on increasing and supporting the number of students choosing and able to study in Welsh.
- Securing funding from several Coleg Cymraeg streams, including Small Grants, Collaborative Grants, and Research Scholarships to enhance provision.
- Over 250 undergraduates received scholarships from Coleg Cymraeg and the university for studying Welsh medium modules.
- 12 students passed the Coleg Cymraeg Welsh Language Skills Certificate, with 10 earning distinction.
- Student branch members successfully applied to become Coleg Cymraeg Ambassadors, with seven undergraduate and five postgraduate ambassadors selected.
- Student branch members received several Coleg Cymraeg awards, including the Dr Llyr Roberts Bursary, Dr John Davis Prize, and Professor Gwyn Thomas Prize.
- Coleg Cymraeg-funded PhD students participated in the Coleg Research Conference in Aberystwyth, June 2025.

## 4. Development During 2023-2024

### 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.

The findings of the work were shared with the University, and this 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 Annex A. Please note that the copy provided is correct only to the date of publication of this report.

## Welsh Language Commissioner Regulatory Outcomes

Earlier in the year, the Welsh Language Commissioner announced that a more proactive approach to 'co-regulation' would be taken; consulting with organisations named under the Welsh Language (Wales) Measure 2011 to evaluate the effectiveness of its regulatory procedures and how they may be improved. This has resulted in a revision of the Commissioner's Enforcement Policy and a commitment that regulation involves more than undertaking statutory investigations and imposing legal enforcement actions and will be based on a co-regulatory model and the delivery of regulatory outcomes.

In line with the principle of co-regulation, we have actively sought the guidance and support of the Welsh Language Commissioner to ensure that our Academic Future programme complies with the Welsh language standards and is firmly set in the context of the national vision to increase the number of Welsh speakers and increase the use of the language.

## Campaigns

During 2024-2025, 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 sharing key messages 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, 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.

### **Eisteddfod Genedlaethol**

We hosted an exciting programme of talks and activities showcasing our breadth of expertise on our stall and across the maes, at the 2025 National Eisteddfod in Wrexham. The VP Cymraeg and Undeb Myfyrwyr Cymraeg Caerdydd (UMCC), held activities on our stall, including a panel discussion on student life at our university and an alumni reunion.

We were delighted that Llais y Maes (Voice of the Maes), an initiative that gives our students valuable experience alongside media industry professionals, returned this year. The School of Journalism, Media and Culture partnered with ITV Cymru Wales, S4C, and the National Eisteddfod to create multi-platform content 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	<p>The University has created staff guidance for communicating bilingually and made this available on our Staff Intranet, including decision trees, which have received positive feedback since their rollout in September 2024.</p> <p>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.</p>
Telephone	<p>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.</p>
Meetings, Events, Public Lectures and Learning Opportunities	<p>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.</p>
Website	<p>The University established a Task and Finish Group to provide oversight of the Website Translation Project. Ongoing monitoring is managed via this group.</p>
Documents/Publicity	<p>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.</p>

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

The University's formal demonstration of compliance with the Policy Making Standards can be read within our Integrated Impact Assessment Policy.

Standards Group	Action taken during the year in question
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. During the reporting period, the University has adopted a new Integrated Impact Assessment Policy and Assessment Tool, which integrates Welsh language and Equality considerations, to support officers and teams who are likely to carry out activities that will necessitate undertaking an Assessment.

### 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	All new and/or vacant posts are assessed in relation to the level of Welsh Language proficiency required and classified as either: <ul style="list-style-type: none"> <li>• proficiency/fluency essential;</li> <li>• proficiency/fluency desirable;</li> <li>• requirement to become proficient/fluent;</li> </ul>

	<ul style="list-style-type: none"> <li>• proficiency/fluency not necessary.</li> </ul> <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>
<p>Staff Training and opportunities to use 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>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 provision in future.</p> <p>Dysgu Cymraeg Caerdydd offers weekly informal conversation groups for learners in every level.</p>
<p>Documents</p>	<p>As and when required by the Welsh Language Standards, documents are made available in Welsh to all staff on request.</p>
<p>Grievances and Disciplinary</p>	<p>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.</p>

## 6. 2024 - 2025 Action Plan

During the last reporting period, the University has focused 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. 2025 - 2026 Action Plan

During the next reporting period, the University will focus on delivering the actions set out in the 2025 – 2026 Action Plan (please refer to Annex B).

## 8. Complaints

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

Complainants are encouraged to contact [complianceandrisk@cardiff.ac.uk](mailto: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 2024-2025 academic year, 13 complaints were received at Cardiff University.

### Nature of complaints

Complaint Date	Details	Action taken
July – August 2024	Complaint received from the Welsh Language Commissioner's Office (CS1277) regarding an English-only video on the main landing page of the School of Architecture's webpage.	Complaint upheld. A separate Welsh version of the video was produced and published by September. The team was provided with decision tree guidance for video content and has committed to ensuring future compliance.
August 2024	Complaint received regarding accommodation allocation and language preference not being respected.	Complaint not upheld. The prospective student did not specify a preference for Welsh-speaking accommodation in their application. The student was added to a reallocation waiting list.
August 2024	Complaint received regarding the standard of Welsh used in posters and signage at the National Eisteddfod of Wales.	Complaint Upheld Translation errors occurred during poster design. Processes were updated to include proofreading of final designs before printing.
September 2024	Complaint received regarding the naming of the university's electric	Complaint upheld.

	vehicles and the standard of Welsh in the Architecture brochure.	Processes were updated to ensure the guidance of the Welsh Language Translation Team in branding the university's estates vehicles.  Processes were updated to include proofreading of final designs before printing.
September 2024	Complaint received regarding the lack of a bilingual graduate outcomes survey.	Complaint not upheld. The survey is conducted by HESA, and a Welsh version is sent to graduates who selected Welsh as their preferred language. The graduate either did not select Welsh, or the data was corrupted. A Welsh version was subsequently sent with support from Graduate Outcomes.
October 2024	Complaint received regarding the standard of Welsh used in campus posters.	Complaint upheld. Relevant teams were reminded of the correct translation process for signage.
October 2024	Complaint received regarding English-only signage and posters at Greenshoots Café.	Complaint upheld. A meeting was held with the Head of Catering Services to reinforce the requirement for Welsh signage. Signage updates will occur on a rolling basis. Branding and statutory requirements were also discussed.
October 2024	Complaint received regarding an English-only operational email.	Complaint not upheld. Internal operational emails are not required to be bilingual under Welsh Language Standards or the Internal Use of Welsh Policy.
November 2024	Complaint received regarding auto-allocation of Year 2 students to English language courses despite Welsh language preference.	Complaint partially upheld. Systems auto-allocate English modules initially, followed by manual updates. The manual process had not been implemented at the time of the complaint.
November 2024	Complaint received regarding lack of personal tutors for postgraduate students in JOMEC and reduction in Welsh language modules.	Complaint not upheld. No evidence of requests for Welsh-speaking tutors was found. JOMEC confirmed sufficient Welsh-speaking staff and no reduction in modules. A

		meeting was offered to review concerns.
January 2025	Complaint received regarding English-only HR/contractual information cover email, despite bilingual attachments.	Complaint upheld. HR acknowledged the issue and reminded the team to respect language preferences during the transformation consultation.
February 2025	Complaint received from the Welsh Language Commissioner's Office (CS1323) regarding a student's experience submitting written work in Welsh.	Complaint partially upheld. The translation process was followed, but feedback on the translation raised concerns. The university reviewed its Welsh medium assessment process and will publish an updated approach in 2025–26, supported by a student awareness campaign.
May 2025	Complaint received regarding the standard of Welsh language provision in the Employee Assistance Programme.	Complaint upheld. Spot checks revealed poor Welsh text presentation. Vivup responded by introducing Welsh telephone support and updating website content with professional translation.

## 9. Employees' Welsh Language Skills

The University's Welsh speaking staff profile is made up as outlined below which also includes our response rates.

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.

[Section 9a](#) provides a more detailed breakdown of this data, categorising it into Academic and Professional Services staff.

School/ Department	No Response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/Some Ability	Fluent/Some Ability %
ACADEMIC & STUDENT SUPPORT SERVICES	271	714	72.49%	50	267	397	317	44.40%
ARCHITECTURE	30	70	70.00%	1	10	59	11	15.71%
ARTS, HUMANITIES & SOCIAL SCIENCES	12	39	76.47%	2	14	23	16	41.03%
BIOMEDICAL & LIFE SCIENCES	20	31	60.78%		15	16	15	48.39%
BIOSCIENCES	112	229	67.16%	9	48	172	57	24.89%
CAMPUS SERVICES	146	86	37.07%	3	27	56	30	34.88%
CARDIFF BUSINESS SCHOOL	101	270	72.78%	9	48	213	57	21.11%
CARDIFF LAW & POLITICS	76	182	70.54%	14	47	121	61	33.52%
CARDIFF UNIVERSITY	1	0	0.00%				0	0.00%
CHEMISTRY	68	121	64.02%	6	26	89	32	26.45%
COMMUNICATIONS & MARKETING	13	174	93.05%	21	74	79	95	54.60%
COMPUTER SCIENCE	39	172	81.52%	6	44	122	50	29.07%
DENTISTRY	18	90	83.33%	4	17	69	21	23.33%
DEVELOPMENT & ALUMNI RELATIONS		24	100%	2	12	10	14	58.33%
EARTH AND ENVIRONMENTAL SCIENCES	26	97	78.86%	1	27	69	28	28.87%
ENGINEERING	124	218	63.74%	4	43	171	47	21.56%
ENGLISH COMMUNICATION & PHILOSOPHY	16	135	89.40%	8	40	87	48	35.56%
ESTATES & CAMPUS FACILITIES	95	120	55.81%	5	26	89	31	25.83%
FINANCE	34	145	81.01%	5	54	86	59	40.69%
GEOGRAPHY AND PLANNING	23	79	77.45%	1	24	54	25	31.65%
HEALTHCARE SCIENCES	28	179	86.47%	14	60	105	74	41.34%

HISTORY, ARCHAEOLOGY & RELIGION	36	125	77.64%	6	39	80	45	36.00 %
HUMAN RESOURCES	31	113	78.47%	8	36	69	44	38.94 %
INTERNAL AUDIT		4	100%		3	1	3	75.00 %
JOURNALISM, MEDIA & CULTURAL STUDIES	49	87	63.97%	7	24	56	31	35.63 %
MATHEMATICS	16	73	82.02%	3	14	56	17	23.29 %
MEDICINE	382	729	65.62%	40	204	485	244	33.47 %
MUSIC	6	30	83.33%	3	9	18	12	40.00 %
OPTOMETRY & VISION SCIENCES	61	88	59.06%		24	64	24	27.27 %
PHARMACY & PHARMACEUTICAL SCIENCES	26	67	72.04%	6	15	46	21	31.34 %
PHYSICAL SCIENCES & ENGINEERING	2	19	90.48%	2	5	12	7	36.84 %
PHYSICS & ASTRONOMY	96	145	60.17%	6	26	113	32	22.07 %
PSYCHOLOGY	69	139	66.83%	3	34	102	37	26.62 %
SCHOOL OF MODERN LANGUAGES	47	103	68.67%	6	28	69	34	33.01 %
SOCIAL SCIENCES	45	174	79.45%	7	46	121	53	30.46 %
STRATEGIC PLANNING	4	19	82.61%	1	6	12	7	36.84 %
TAITH	4	13	76.47%	2	7	4	9	69.23 %
THE RESEARCH SERVICE	31	189	85.91%	13	71	104	84	44.44 %
TRANSFORMATION DELIVERY	5	55	91.67%	3	17	35	20	36.36 %
UNIVERSITY IT	70	238	77.27%	15	71	152	86	36.13 %
UNIVERSITY SECRETARY'S OFFICE	2	29	93.55%	14	1	14	15	51.72 %
VICE CHANCELLOR'S OFFICE	5	38	88.37%	7	10	21	17	44.74 %
WELSH	20	74	78.72%	73	1		74	100%
<b>GRAND TOTAL</b>	<b>2260</b>	<b>5726</b>	<b>71.70%</b>	<b>390</b>	<b>1614</b>	<b>3722</b>	<b>2004</b>	<b>35.00</b> %

## 9a) Welsh Language Skills of Academic and Professional Services Staff

The Welsh Language Skills of our Academic Staff are as follows:

School/ Department	No Response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/ Some Ability	Fluent/ Some Ability %
ACADEMIC & STUDENT SUPPORT SERVICES	61	78	56.12%	8	28	42	36	46.15%
ARTS, HUMANITIES & SOCIAL SCIENCES	5	18	78.26%		3	15	3	16.67%
ARCHITECTURE	23	56	70.89%		6	50	6	10.71%
BIOMEDICAL & LIFE SCIENCES		3	100.00%		3		3	100.00%
BIOSCIENCES	80	180	69.23%	8	36	136	44	24.44%
CARDIFF BUSINESS SCHOOL	86	217	71.62%	7	24	186	31	14.29%
CHEMISTRY	60	100	62.50%	6	15	79	21	21.00%
COMPUTER SCIENCE	29	130	81.76%	5	23	102	28	21.54%
CARDIFF UNIVERSITY	1	0	0.00%				0	0.00%
DENTISTRY	16	69	81.18%	4	12	53	16	23.19%
EARTH AND ENVIRONMENTAL SCIENCES	20	74	78.72%	1	15	58	16	21.62%
ENGLISH COMMUNICATION & PHILOSOPHY	16	115	87.79%	8	31	76	39	33.91%
ENGINEERING	106	182	63.19%	4	33	145	37	20.33%
GEOGRAPHY AND PLANNING	21	68	76.40%		19	49	19	27.94%
HEALTHCARE SCIENCES	21	132	86.27%	13	40	79	53	40.15%
JOURNALISM, MEDIA & CULTURAL STUDIES	38	64	62.75%	4	16	44	20	31.25%
CARDIFF LAW & POLITICS	69	143	67.45%	14	33	96	47	32.87%
MATHEMATICS	16	66	80.49%	3	13	50	16	24.24%
MEDICINE	243	423	63.51%	25	104	294	129	30.50%
SCHOOL OF MODERN LANGUAGES	42	82	66.13%	3	21	58	24	29.27%
MUSIC	6	22	78.57%	1	5	16	6	27.27%
OPTOMETRY & VISION SCIENCES	51	74	59.20%		19	55	19	25.68%
PHARMACY & PHARMACEUTICAL SCIENCES	22	49	69.01%	5	10	34	15	30.61%
PHYSICAL SCIENCES & ENGINEERING	2	3	60.00%		1	2	1	33.33%
PHYSICS & ASTRONOMY	77	104	57.46%	5	11	88	16	15.38%
PSYCHOLOGY	59	110	65.09%	1	16	93	17	15.45%
HISTORY, ARCHAEOLOGY & RELIGION	33	101	75.37%	5	28	68	33	32.67%
SOCIAL SCIENCES	34	132	79.52%	7	27	98	34	25.76%
VICE CHANCELLOR'S OFFICE	1	17	94.44%	3	4	10	7	41.18%
WELSH	16	62	79.49%	61	1		62	100.00%
<b>GRAND TOTAL</b>	<b>1254</b>	<b>2874</b>	<b>69.62%</b>	<b>201</b>	<b>597</b>	<b>2076</b>	<b>798</b>	<b>27.77%</b>

The Welsh Language Skills of our Professional Services Staff are as follows

School/ Department	No Response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/Some Ability	Fluent / Some Ability %
ACADEMIC & STUDENT SUPPORT SERVICES	210	636	75.18%	42	239	355	281	44.18%
ARCHITECTURE	7	14	66.67%	1	4	9	5	35.71%
ARTS, HUMANITIES & SOCIAL SCIENCES	7	21	75.00%	2	11	8	13	61.90%
BIOMEDICAL & LIFE SCIENCES	20	28	58.33%		12	16	12	42.86%
BIOSCIENCES	32	49	60.49%	1	12	36	13	26.53%
CAMPUS SERVICES	146	86	37.07%	3	27	56	30	34.88%
CARDIFF BUSINESS SCHOOL	15	53	77.94%	2	24	27	26	49.06%
CARDIFF LAW & POLITICS	7	39	84.78%		14	25	14	35.90%
CHEMISTRY	8	21	72.41%		11	10	11	52.38%
COMMUNICATIONS & MARKETING	13	174	93.05%	21	74	79	95	54.60%
COMPUTER SCIENCE	10	42	80.77%	1	21	20	22	52.38%
DENTISTRY	2	21	91.30%		5	16	5	23.81%
DEVELOPMENT & ALUMNI RELATIONS		24	100%	2	12	10	14	58.33%
EARTH AND ENVIRONMENTAL SCIENCES	6	23	79.31%		12	11	12	52.17%
ENGLISH COMMUNICATION & PHILOSOPHY		20	100.00%		9	11	9	45.00%
ENGLISH COMMUNICATION & PHILOSOPHY	18	36	66.67%		10	26	10	27.78%
ESTATES & CAMPUS FACILITIES	95	120	55.81%	5	26	89	31	25.83%
FINANCE	34	145	81.01%	5	54	86	59	40.69%
GEOGRAPHY AND PLANNING	2	11	84.62%	1	5	5	6	54.55%
HEALTHCARE SCIENCES	7	47	87.04%	1	20	26	21	44.68%
HISTORY, ARCHAEOLOGY & RELIGION	3	24	88.89%	1	11	12	12	50.00%
HUMAN RESOURCES	31	113	78.47%	8	36	69	44	38.94%
INTERNAL AUDIT		4	100.00%		3	1	3	75.00%
JOURNALISM, MEDIA & CULTURAL STUDIES	11	23	67.65%	3	8	12	11	47.83%

MATHEMATICS		7	100%		1	6	1	14.29%
MEDICINE	139	306	68.76%	15	100	191	115	37.58%
MUSIC		8	100.00%	2	4	2	6	75.00%
OPTOMETRY & VISION SCIENCES	10	14	58.33%		5	9	5	35.71%
PHARMACY & PHARMACEUTICAL SCIENCES	4	18	81.82%	1	5	12	6	33.33%
PHYSICAL SCIENCES & ENGINEERING		16	100.00%	2	4	10	6	37.50%
PHYSICS & ASTRONOMY	19	41	68.33%	1	15	25	16	39.02%
PSYCHOLOGY	10	29	74.36%	2	18	9	20	68.97%
SCHOOL OF MODERN LANGUAGES	5	21	80.77%	3	7	11	10	47.62%
SOCIAL SCIENCES	11	42	79.25%		19	23	19	45.24%
STRATEGIC PLANNING	4	19	82.61%	1	6	12	7	36.84%
TAITH	4	13	76.47%	2	7	4	9	69.23%
THE RESEARCH SERVICE	31	189	85.91%	13	71	104	84	44.44%
TRANSFORMATION DELIVERY	5	55	91.67%	3	17	35	20	36.36%
UNIVERSITY IT	70	238	77.27%	15	71	152	86	36.13%
UNIVERSITY SECRETARY'S OFFICE	2	29	93.55%	14	1	14	15	51.72%
VICE CHANCELLOR'S OFFICE	4	21	84.00%	4	6	11	10	47.62%
WELSH	4	12	75.00%	12			12	100%
<b>GRAND TOTAL</b>	<b>1006</b>	<b>2852</b>	<b>73.92%</b>	<b>189</b>	<b>1017</b>	<b>1646</b>	<b>1206</b>	<b>42.29%</b>

## 10. 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 breakdown of the various levels is provided below –

Level	Mainstream Enrolments*	Number not completing the course
Blasu (Taster) (10 hours)	21	0
Mynediad 1 (Entry 1) (60 hours)	85	7
Mynediad 2 (Entry 2) (60 hours)	26	0
Mynediad 1 a 2 (Entry 1 and 2) (120 hours)	35	0
Mynediad + Sylfaen 1 (Entry and Foundation) (240 hours)	4	0
Sylfaen 1 (Foundation 1) (60 hours)	16	3
Sylfaen 2 (Foundation 2) (60 hours)	12	0
Sylfaen 1 a 2 (Foundation 1 and 2) (120 hours)	8	0
Canolradd 1 (Intermediate 1) (60 hours)	9	5
Canolradd 2 (Intermediate 2) (60 hours)	14	0
Canolradd 1 a 2 (Intermediate 1 and 2) (120 hours)	15	0
Uwch 1 i (Advanced 1 i) (60 hours)	12	0
Uwch 1 i a ii (Advanced 1 i and ii) (120 hours)	4	0
Uwch 1 ii (Advanced 1 ii) (60 hours)	5	0
Uwch 2 i (Advanced 2 i) (60 hours)	3	0
Uwch 2 i a ii (Advanced 2 i and ii) (120 hours)	2	0
Uwch 2 ii (Advanced 2 ii) (60 hours)	2	0
Uwch 3 i (Advanced 3 i) (60 hours)	1	0

Gloywi (Proficiency) (10 hours)	7	0
<b>Total</b>	<b>281</b>	<b>15</b>

\*Staff enrolled via Cardiff University employee email address

#### Coleg Cymraeg Cenedlaethol Tutor Enrolments

Level	Number	Number not completing the course
Mynediad 1 (Entry 1) (60 hours)	34	10
Mynediad 2 (Entry 2) (60 hours)	23	0
Sylfaen 1 (Foundation 1) (60 hours)	9	0
Canolradd 1 (Intermediate 1) (60 hours)	5	0
Gloywi (Proficiency) (10 hours)	11	0
<b>Total</b>	<b>82</b>	<b>10</b>

#### Those completing WJEC examinations

Level	Mainstream Enrolments*	Number not completing the course
Mynediad (Entry)	7	0
Sylfaen (Foundation)	3	0
Canolradd (Intermediate)	5	0
<b>Total</b>	<b>15</b>	<b>0</b>

\*Staff enrolled via Cardiff University employee email address

Several staff also attend additional sessions such as Sadwrn Siarad and Clwb Darllen. It is encouraging to note that the number of staff members participating in lessons increased during the reporting year from 185 in 2023/24 to 281 in 2024/25, an increase of 96 staff members. Additionally, the number of Coleg Cymraeg Cenedlaethol Tutors participating in lessons grew from 48 in 2023/24 to 82 in 2024/25, an increase of 34 tutors.

## 11. 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%
Enabling Performance*	0	105	0%
Induction- Professional Services and Academic and Research staff	N/A	N/A	N/A
Skills for recruitment and Selection	0	50	0%
Welcome to Cardiff**	0	65	0%

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 course Enabling Performance replaces what was previously Managing Performance.

\*\* In addition to the in-person Welcome to Cardiff event, staff can complete an online module, which is available in both Welsh and English. However, it is not possible to track the language in which staff opt to view the materials.

## 12. Posts Advertised

The University is required to report the number of posts that are advertised in the following categories. During 2023-2024, 827 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.

All posts:

Category	Number of posts categorised	Percentage of posts categorised
Essential	20	2.91%
Desirable	549	79.80%
Need to learn Welsh	0	0.00%
No Welsh skills required	119	17.30%
<b>Total</b>	<b>688</b>	<b>100.00%</b>

Academic Posts:

Category	Number of posts categorised	Percentage of posts categorised
Essential	6	2.91%
Desirable	118	57.28%
Need to learn Welsh	0	0.00%
No Welsh skills required	82	39.81%
<b>Total</b>	<b>206</b>	<b>100.00%</b>

Professional Services Posts:

Category	Number of posts categorised	Percentage of posts categorised
Essential	14	2.90%
Desirable	431	89.42%
Need to learn Welsh	0	0.00%
No Welsh skills required	37	7.68%
<b>Total</b>	<b>482</b>	<b>100.00%</b>

## 13. Contact Details

Search '[Welsh Language Standards](#)' on our website [www.cardiff.ac.uk](http://www.cardiff.ac.uk) for more information or email Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer - [Complianceandrisk@cardiff.ac.uk](mailto:Complianceandrisk@cardiff.ac.uk)

## Annex A: Welsh Language Action Plan 2024 - 2025

Action Complete						
Good progress						
Limited progress						
No progress						
No.	Action	Action Owner	In collaboration with / Key stakeholders	Timescale	Monitoring	Notes
1	<p>Re-develop the University's Equality Impact Assessment Process to ensure more robust consideration of Welsh language impacts in line with the relevant standards.</p> <p>Raise awareness about the triage form and monitor compliance with the policy, producing reports for the WLEG where necessary.</p>	Thomas Tudor Jones	<p>Angharad Naylor</p> <p>Catrin Jones</p> <p>College EDI Deans</p> <p>Llywelyn Lehnert</p> <p>Welsh Language Champions Network</p>	November 2025	WLEG, ARG and Governance Committee	<p>UEB approved the policy in October 2024, and implementation begun in November 2024.</p> <p>Staff Guidance and the policy were published on the intranet at the beginning of January 2025</p> <p>Targeted Training session delivered to EDI Community of Practice (January 2025).</p> <p>Targeted Training session delivered to BCM and PPM (March 2025).</p>

						<p>Articles shared via Blas and Line Manager's news to raise awareness of the new process.</p> <p>eLearning Module in development.</p> <p><b>COMPLETE</b></p>
2	<p>Student intranet content to comply with Standard 55 &gt; 59. All content and functionality available in Welsh apart from information for international students only.</p>	Scott McCaffrey	<p>Liam Ellis</p> <p>Thomas Tudor Jones</p> <p>Ian Cottrell</p> <p>Digital Content Authors</p> <p>Welsh Language Champions Network</p>	January 2025	WLEG, ARG, Governance Committee, HR Board	<p>New content is rejected unless there's a Welsh version. A robust procedure to guarantee that all untranslated content is rejected and sent back to the original editor for translation has been established.</p> <p>The team's and editors' editorial guidelines and the content checklist have been updated and shared.</p> <p>A very small number of pages</p>

						<p>remain in English; however, these have all been sent for translation.</p> <p><b>COMPLETE</b></p>
3	<p>Staff intranet content to comply with Standard 128, 131 and 133. All content and functionality available in Welsh.</p>	<p>Scott McCaffrey</p>	<p>Liam Ellis</p> <p>Thomas Tudor Jones</p> <p>Ian Cottrell</p> <p>Rhwydwaith</p> <p>Llywelyn Lehnert</p> <p>Welsh Language Champions Network</p>	<p>January 2025</p>	<p>WLEG, ARG and Governance Committee</p>	<p>New content is rejected unless there's a Welsh version. A robust procedure to guarantee that all untranslated content is rejected and sent back to the original editor for translation has been established. The team's and editors' editorial guidelines, and the content checklist have been updated and shared.</p> <p>A very small number of pages remain in English however these have all been sent</p>

						<p>for translation.</p> <p>A number of policies, hosted on the intranet, are outside the scope of the Welsh Language Standards and are available in English only. Therefore, the actual percentage of legal compliance is high.</p> <p><b>COMPLETE</b></p>
4	<p>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). This should include a Welsh Language Skills</p>	<p>Rhian Perridge</p> <p>Thomas Tudor Jones</p>	<p>Angharad Naylor</p> <p>Llywelyn Lehnert</p> <p>Welsh Language Champions Network</p>	<p>March 2025</p>	<p>WLEG, ARG, Governance Committee, HR Board</p>	<p>The Kenexa system currently records an assessment. Further work is required to update this process for it to be more robust in line with WLC guidance.</p> <p>A WL Skills policy has been drafted, and meetings have been held with</p>

	Policy to establish the requirements and framework for assessing skills levels.					SOCSI and HR to develop the process further.  A task and finish group has now been established.
5	<p>Publish a Policy on Awarding Grants and Financial Assistance which complies with Standard 75-79 + 100.</p> <p>Ensure awareness raising, to include training if appropriate, about this policy.</p>	Thomas Tudor Jones	<p>RIS, School Managers, Student Money Service</p> <p>Llywelyn Lehnert</p> <p>Welsh Language Champions Network</p>	November 2024	WLEG, ARG and Governance Committee	<p>UEB approved the policy in October 2024.</p> <p>Meetings have been held with Student Finance Service and the research service as part of the roll out the requirements of the policy.</p> <p><b>COMPLETE</b></p>
6	Develop a policy on using Welsh internally in line with standard 105.	Thomas Tudor Jones Catrin Jones	<p>Comms Manager</p> <p>Rhwydwaith</p> <p>EDI Committee</p> <p>Llywelyn Lehnert</p> <p>Welsh Language Champions Network</p>	November 2024	WLEG, ARG and Governance Committee	<p>UEB approved the policy in October 2024. Items have been published in blas to raise awareness.</p> <p><b>COMPLETE</b></p>

			Coleg Cymraeg Cenedlaethol			
7	Implement a new process to ensure module descriptions form part of the module sign off process	Lindsey Jones, Data Futures Project Lead, Registry	Thomas Tudor Jones  Student and Programme Data Futures project  Ian Cottrell	TBC	WLEG, ARG and Governance Committee	<p>The University now uses machine translation for online module descriptions.</p> <p>The IT team has implemented updates to enhance the user experience.</p> <p><b>This action has been closed, as the work is no longer required.</b></p>
8	Review operational model of WL Team and report to UEB.	Thomas Tudor Jones,  Ian Cottrell	Catrin Morgan  Paula Sanderson	2024-2025	UEB	<p>UEB agreed to additional resource to support the department including 5 new roles.</p> <p>The recruitment panel have also approved a small re-structure to</p>

						<p>improve efficiencies which has also been implemented.</p> <p><b>COMPLETE</b></p>
9	Wifi log in page to be updated to include a Welsh option.	Felicity Jones	Non Ellis	November 2024	WLEG, ARG and Governance Committee	<p>A Welsh-language version of the login page is now live and operational. A toggle function to switch language preference will be launched on the 13<sup>th</sup> June 2025.</p> <p><b>COMPLETE</b></p>
10	Explore options to increase the use of Welsh on IT applications.	Owen Hadall Helen Dennis Ashley Cook Matthew Brockway Steve Moore	Thomas Tudor Jones	24-25 Academic Year	WLEG, ARG and Governance Committee	<p>A project team, in IT, has been established to explore options.</p> <p>Ongoing</p>
11	Create a digital background which includes the Welsh speaker logo for use across digital video-conferencing sites to raise awareness of the Welsh	Non Ellis	Thomas Tudor Jones  Amy Stackhouse	TBC	WLEG, ARG and Governance Committee	<p>New background has been published on the and will be referenced in a news article about updating skills details on the HR</p>

	language skills of our staff.					records during June 2025.  <b>COMPLETE</b>
12	Develop a simultaneous translation guide to explain when this service must be provided and to encourage more use and familiarity with the function whilst using Teams, Zoom and during in-person events.	Ian Cottrell	Thomas Tudor Jones	November 2024	WLEG, ARG and Governance Committee	A guide for using Simultaneous Translation in virtual meetings has been drafted, in addition to best practice guide for Chairs of meetings.  The guide has been uploaded to the intranet and an article in Blas is due to be published in June and July, 2025.  <b>COMPLETE</b>
13	Develop an electronic simultaneous translation request form for use across Cardiff University.	Ian Cottrell	Thomas Tudor Jones	November 2024	WLEG, ARG and Governance Committee	Launched in October 2024. Blas article also published. Good use of the form to date.  <b>COMPLETE</b>

14	Launch a campaign to encourage staff to write in Welsh and have the work proofread by the translation service.	Ian Cottrell	Thomas Tudor Jones			Ongoing
15	Create a campaign to encourage staff to update/complete their Welsh language skills information on the HR System	Caroline Clarke Thomas Tudor Jones		January 2025	WLEG, ARG and Governance Committee	Blas article agreed for 11 June 2025.  <b>COMPLETE</b>
16	Arrange training for committee chairs on how to use incidental Welsh during committee meetings.	Thomas Tudor Jones Ruth Davies	Anna Jones	February 2025	WLEG, ARG and Governance Committee	Meeting held with relevant teams 14/11/2024.  Once the recruitment of new committee chairs is progressed, a date will be confirmed for training.
17	Publish the agenda of Council and Senate meetings bilingually with a note to encourage chairs to open	Thomas Tudor Jones Ruth Davies	Ian Cottrell	January 2025	WLEG, ARG and Governance Committee	Meeting held with relevant teams 14/11/2024.  Bilingual agenda headings have been added to all

	meetings bilingually.					the committees serviced by the Governance team since Jan 2025. A note has been included on the Chairs briefings encouraging use of Welsh.  <b>COMPLETE</b>
18	Canvass language preference of committee members at the beginning of the year to establish whether simultaneous translation services are required at committee meetings.	Ruth Davies	Ian Cottrell	January 2025	WLEG, ARG and Governance Committee	Meeting held with relevant teams 14/11/2024.  Governance have written to independent and student members and asked for responses on their Welsh Language preferences by the end of January 2025.  <b>COMPLETE</b>
19	PDR guidance to be updated to refer to Welsh language skills development.	Hayley Beckett Beth John Thomas Tudor		January 2025	WLEG, ARG and Governance Committee	PDR guidance was updated to include a Welsh language skills development example for manager and staff.

		Jones				<b>COMPLETE</b>
20	Update existing CPD guidance to include a section for line managers dealing with requests for Welsh language skills training (including reference to business need, classes during working hours, not during lunch, time for, etc.)	Hayley Beckett	Thomas Tudor Jones	January 2025	WLEG, ARG and Governance Committee	Ongoing
21	Review the enrolment task questions relating to Welsh language skills of students to reflect the ALTE levels.	TBC	Thomas Tudor Jones Angharad Naylor	February 2025	WLEG, ARG and Governance Committee	Ongoing
22	Review the process for requesting Welsh speaking accommodation to encourage greater awareness.	TBC	Thomas Tudor Jones Angharad Naylor	February 2025	WLEG, ARG and Governance Committee	Meeting held with Tracey Pycroft 18/11/2024.  Relevant webpages and the student portal have been reviewed by Compliance and Risk and

						<p>recommendations made to strengthen the Welsh language offering.</p> <p>Implementation will be monitored and reported at the next WLEG meeting.</p>
23	Consider internal audit/mystery shopper exercise to test levels of compliance	<p>Thomas Tudor Jones</p> <p>Angharad Naylor</p>	Catrin Morgan	Ongoing	WLEG, ARG and Governance Committee	<p>Compliance and Risk were not successful in obtaining funding for an intern to support this work. Ethical concerns were also raised regarding the use of students to conduct this work.</p> <p>Instead, thematic reviews of key areas of compliance have been programmed into the 25-26 work plan. This action, the consideration of</p>

						<p>internal audit, will be marked as complete and monitored via the separate thematic review action.</p> <p><b>COMPLETE</b></p>
24	<p>Review the induction process to encourage more understanding of the Welsh language for new starters (including at a corporate, school and college level).</p>	<p>Beth John</p> <p>Liam Morgan</p> <p>Thomas Tudor Jones</p> <p>Catrin Jones</p>	Angharad Naylor	March 2025	WLEG, ARG and Governance Committee	<p>This work has been embedded into action 31 and will form part of the Cynnig Caerdydd offer.</p> <p><b>CLOSED</b></p>
25	<p>Review the prospectus and associated publicity literature to ensure a more proactive Welsh language offer.</p>	<p>Laura Davies</p> <p>Thomas Tudor Jones</p> <p>Catrin Jones</p>	Angharad Naylor	Ongoing	WLEG, ARG and Governance Committee	<p>Meetings have been held with the various teams.</p> <p>The Translation Service has completed its review of the Welsh language version to ensure the correct 'tone of voice' and Compliance and Risk have</p>

						<p>managed the other updates.</p> <p>Suggested amendments have been agreed by the comms team and will be included in the next publication.</p> <p><b>COMPLETE</b></p>
26	Update the mandatory Welsh Language Awareness Module.	<p>Thomas Tudor Jones</p> <p>Non Ellis</p> <p>Caroline Clarke</p>		January 2025	WLEG, ARG and Governance Committee	<p>The module has been reviewed and updated and was made live on 16/12/2024.</p> <p><b>COMPLETE</b></p>
27	Implement a bilingual TEAMS invite as default.	<p>Ben Rowett</p> <p>Thomas Tudor Jones</p>		Ongoing	WLEG, ARG and Governance Committee	<p>Blas and Student News items have been published to raise awareness.</p> <p><b>COMPLETE</b></p>
28	Develop training for staff who provide careers advice on the benefits of Welsh in the employment sector	TBC	Thomas Tudor Jones		WLEG, ARG and Governance Committee	<p>Initial discussion held with the relevant manager. This work has been impacted by the transformation work.</p>

						A skeleton outline of the training has now been developed, and dates are being agreed with the respective service area.
29	For the Senior Compliance Advisor and Welsh Language Officer to report back to the Governance Committee on the feedback received from the Students' Union regarding the availability of Welsh language modules and Welsh speaking personal tutors.	Thomas Tudor Jones  Angharad Naylor	Non Ellis	March 2025`	WLEG, ARG and Governance Committee	An update was provided to the Governance Committee on time.  <b>COMPLETE</b>
30	Review of external web pages to ensure Welsh language content to ensure consistency and accuracy.	Liam Ellis	Non Ellis	May 2025	WLEG, ARG and Governance Committee	A programme of work commenced in January 2025, and the review has now been completed. Updates have been made to the appropriate pages to ensure consistency and accuracy.  <b>COMPLETE</b>

31	Compliance and Risk to collaborate with Academi Gymraeg to develop a 'Cynnig Cymraeg' brand, which will be used to enhance communication about the Welsh Language Standards and support the University's broader Success Measure related to the Welsh language	Angharad Naylor  Thomas Tudor Jones	Non Ellis  Catrin Jones  Elliwan Iwan	May 2025	WLEG, ARG and Governance Committee	<p>A setting priorities meeting has been held to map out priorities for the 25-26 cycle and updated action plans will be presented in the June WLEG meeting.</p> <p><b>COMPLETE</b></p>
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## Annex B: Welsh Language Action Plan 2025 - 2026

Welsh Language Standards Action Plan 2025-2026						
These actions are mapped against the Welsh Language Commissioner's Strategic Objectives outlined in their <a href="#">2025-2030 Strategic Plan</a> .						
Action Complete						
Good progress						
Limited progress						
No progress						
Welsh Language Commissioner – Strategic Objective 1: Increase and improve the quality of services available in Welsh, ensuring that more people are aware of those services and use them regularly						
No.	Action	Action Owner	In collaboration with / Key stakeholders	Timescale	Monitoring	Notes
1	Develop and deliver targeted training and guidance for reception and front-facing staff, including those within the new Hubs structure, to improve awareness and delivery of Welsh language services.	Non Ellis Anna Jones	Thomas Tudor Jones Angharad Naylor Catrin Jones	25-26 Academic Year	WLEG	

2	Finalise the review of the Welsh-medium Assessments Policy and Procedure and develop training and awareness sessions — in collaboration with Academi Gymraeg and the Dean for the Welsh Language — to promote and increase the uptake of Welsh-medium assessment submissions.	Thomas Tudor Jones  Angharad Naylor	Non Ellis  Catrin Jones  Elliwan Iwan	25-26 Academic Year	WLEG, Governance Committee	
3	Use data from the Welsh Language Annual Report to collaborate with <i>Dysgu Cymraeg Caerdydd</i> in delivering targeted confidence-building sessions within key business areas, aimed at improving the quality and availability of	Anna Jones  Thomas Tudor Jones  Angharad Naylor	Non Ellis  Catrin Jones  Elliwan Iwan	25-26 Academic Year	WLEG	

	Welsh language services.					
4	Ensure that Vivup audit their Welsh language online content, with the aim of improving the quality, and separately proactively offer their Welsh language services online and during any onboarding processes	Richard Rolfe	Thomas Tudor Jones	25-26 Academic Year	WLEG, Governance Committee	
5	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). This should include a Welsh Language Skills Policy to establish the requirements and framework for	Rhian Perridge Hayley Beckett  Thomas Tudor Jones	Angharad Naylor Llywelyn Lehnert  Welsh Language Champions Network	25-26 Academic Year	WLEG, UEB	<b>Carry-over from 24-25 Action Plan.</b>  The Kenexa system currently records an assessment. Further work is required to update this process for it to be more robust in line with WLC guidance.  A WL Skills policy has been drafted, and meetings have been held with SOCSI and HR to develop the

	assessing skills levels.					process further.  A task and finish group has now been established.
6	Develop training for staff who provide careers advice on the benefits of Welsh in the employment sector	Beth John	Thomas Tudor Jones	25-26 Academic Year	WLEG	<b>Carry-over from 24-25 Action Plan.</b>  Initial discussion held with the relevant manager. This work has been impacted by the transformation work.  A skeleton outline of the training has now been developed, and dates are being agreed with the respective service area.
6a)	Review open day activity to ensure a proactive Welsh language offer is available across campus, with staff well informed about Welsh language provision and support services available	Angharad Naylor  Thomas Tudor Jones	Non Ellis  Catrin Jones  Elliw Iwan	25-26 Academic Year	WLEG	

	to students and prospective students.					
<b>Welsh Language Commissioner – Strategic Objective 2: Increase wider opportunities to use the Welsh language, creating environments where people can use the language easily and regularly</b>						
7	Develop and deliver a comprehensive campaign that promotes opportunities for staff and students to use the Welsh language, while providing targeted support and resources to encourage greater everyday use of Welsh across campus.	Non Ellis	Thomas Tudor Jones  Angharad Naylor  Anna Jones  Non Ellis  Catrin Jones  Elliw Iwan	25-26 Academic Year	WLEG, UEB	
8	Review the implementation of the <i>Awarding Grants and Financial Assistance Policy and Procedure</i> to evaluate its impact on increasing opportunities to use the Welsh language within	Thomas Tudor Jones  Non Ellis	Research Service  Student Services	25-26 Academic Year	WLEG, UEB, Governance Committee	

	research, grant, and financial assistance programmes.					
9	Increase the number of Welsh-language town hall events to engage staff in discussions around the University's Strategy and ensure inclusive participation.	Angharad Naylor Thomas Tudor Jones	Non Ellis Catrin Jones Eliw Iwan	25-26 Academic Year	WLEG, UEB	
10	Continue collaboration with the Hubs to embed Welsh language opportunities across new structures, including careers advice, financial advice, and counselling services.	Angharad Naylor Thomas Tudor Jones Simon Wright	Non Ellis Catrin Jones Eliw Iwan	25-26 Academic Year	WLEG, UEB	
11	Explore options to increase the use of Welsh on IT applications.	Owen Hadall Helen Dennis Ashley Cook Matthew Brockway Steve Moore	Thomas Tudor Jones	25-26 Academic Year	WLEG, UEB	<b>Carry-over from 24-25 Action Plan.</b>  Aproject team, in IT, has been established to explore options.

						<p>Ongoing</p> <p>Discuss with OH how best to monitor this following the last WLEG meeting.</p> <p>Also reach out following the annual report – where data should have improved.</p>
12	Launch a campaign to encourage staff to write in Welsh and have the work proofread by the translation service.	Welsh Translation Service Manager	Thomas Tudor Jones	25-26 Academic Year	WLEG	<p><b>Carry-over from 24-25 Action Plan.</b></p> <p>Ongoing.</p>
13	Arrange training for committee chairs on how to use incidental Welsh during committee meetings.	Thomas Tudor Jones Ruth Davies	Anna Jones	25-26 Academic Year	WLEG, Governance Committee, Council	<p><b>Carry-over from 24-25 Action Plan.</b></p> <p>Meeting held with relevant teams 14/11/2024.</p> <p>Once the recruitment of new committee chairs is progressed, a date will be</p>

						confirmed for training.
14	Review and develop the enrolment process liked to Welsh medium provision (which involves questions relating to Welsh language skills of students (to be mapped against the ALTE levels, supporting students to understand the process and options available to them)).	Elliw Iwan Angharad Naylor	Catrin Jones Thomas Tudor Jones	25-26 Academic Year	WLEG	<b>Carry-over from 24-25 Action Plan.</b>  Ongoing.
15	Review the process for requesting Welsh speaking accommodation to encourage greater awareness.	Tracey Pycroft Non Ellis	Thomas Tudor Jones Angharad Naylor Catrin Jones	25-26 Academic Year	WLEG	<b>Carry-over from 24-25 Action Plan.</b>  Meeting held with Tracey Pycroft 18/11/2024.  Relevant webpages and the student portal have been reviewed by Compliance and Risk and recommendations

						made to strengthen the Welsh language offering.  Implementation will be monitored and reported at the next WLEG meeting.
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**Welsh Language Commissioner – Strategic Objective 3: Lead efforts to advocate for the Welsh language whilst protecting and promoting the interests of its speakers**

16	Review the implementation of the Integrated Impact Assessment Policy and Procedure to evaluate trends in volume, quality, and stakeholder engagement, and develop recommendations for improvement for University consideration.	Non Ellis	Thomas Tudor Jones  UEB	25-26 Academic Year	WLEG, UEB, Governance Committee	
17	Compliance and Risk to collaborate with Academi Gymraeg to develop a 'Cynnig Cymraeg' brand to	Angharad Naylor  Thomas Tudor Jones  Catrin Jones	Non Ellis  Eliw Iwan	25-26 Academic Year	WLEG, UEB	

	enhance communications about the Welsh Language Standards and support the University's Welsh language Success Measure (including a refreshed induction presentation).					
18	Update existing CPD guidance to include a section for line managers dealing with requests for Welsh language skills training (including reference to business need, classes during working hours, not during lunch, time for etc)	Beth John Thomas Tudor Jones	Hayley Beckett	25-26 Academic Year	WLEG, UEB	<b>Carry-over from 24-25 Action Plan.</b>  Ongoing.
19	Review our Graduation Ceremony to explore opportunities to increase the use of the Welsh Language.	Thomas Tudor Jones Non Ellis	Alison Carter	25-26 Academic Year	WLEG	