Monitoring Report on the Welsh Language Standards

Based on data recorded from 1st August 2018 to 31st July 2019

1. Introduction

The University

- The University of Wales Trinity Saint David is a higher education institution which has gone through very significant structural change during the last decade.

- The University was established in 2012 when Trinity University College and Lampeter University were merged. Swansea Metropolitan University joined the University during 2015 with Coleg Sir Gâr and Coleg Ceredigion joining to create The University of Wales Trinity Saint David Group in 2013/14. By 2017, the University of Wales was also part of the Group's governance.

- Its vision is to be a University for Wales promoting and embedding a dual sector education system that educates learners of all ages and backgrounds, and stimulates economic development within its region, across Wales and beyond.

- In its Strategic Plan for the period 2017-2022 the University notes that its vision is 'to be a University for Wales, with a commitment to well-being and heritage of the nation at the heart of all that we do.' One of its seven core values is 'Wales and its distinctiveness' by 'embedding the goals of the Well-being of Future Generations (Wales) Act in all of our activities, and by celebrating the vibrant culture, heritage and language of Wales.'

- As the oldest institution of higher education in Wales, the University will celebrate its bicentenary in 2022.

- The University is home to a growing number of major organisations and businesses in Wales, with the headquarters of Theatr Genedlaethol Cymru, Y Coleg Cymraeg Cenedlaethol, The National Centre for Learning Welsh and S4C located on its Carmarthen campus.

<u>Standards</u>

- The Welsh Language Measure (Wales) 2011 ensures that the Welsh language has an official status in Wales. It is also a way of establishing a legal framework placing a duty on public bodies to comply with specific standards regarding the Welsh language.

  The aim of the Standards is to:

  - provide clarity to organisations on their Welsh language duties;
  - provide clarity to Welsh speakers about the services they can expect to receive in Welsh;
  - ensure consistency across Welsh language services and improve their quality.

- Since 1st April 2018, the University of Wales Trinity Saint David has a statutory duty to comply with the Welsh Language Standards as noted in the Compliance Notice distributed on 29th September 2017. The Welsh Language Standards replace the University's Welsh Language Scheme.

- This monitoring report provides information regarding the way the University has complied with the Standards within the reporting period.

2. Attainments

- The University has provided Language Standards training to all its staff over the last two years. This was done through presentations at the beginning of the academic year, through institutional induction courses for new staff and tailored training for Professional Unit leaders across University campuses in Wales.

- Rhagoriaith: The University's Welsh Services Centre was established in 2017 with the intention of supporting and advising staff in the context of the Welsh Language across the organisation. A Team Co-ordinator for Rhagoriaith was appointed in December 2018 and an important part of her duties is to monitor the University's compliance with the Standards. The reporting period includes four months when the Co-ordinator post did not exist.

- Following her appointment, the Rhagoriaith Team Co-ordinator has:
  - Published 'Using Welsh' guidelines for University staff including:
    - 'Why Use the Welsh Language?' guideline
    - 'On the phone' guideline
    - 'In Correspondence' guideline
    - 'Arranging and conducting meetings' guideline
    - 'Designing, Publishing and Signage' guideline

  - Held informal sessions on every campus to discuss the Standards and invite all University staff to attend

  - Provided specific training for one team within the finance department regarding the Language Standards

  - Established an e-mail address for University staff seeking Welsh language advice

  - Published an Internal Use Policy for the Welsh Language

  - Published a Complaints Procedure Document on the University website to explain the stages of dealing with complaints

- o Provided advice to various professional units such as the Finance Unit, the Student Services Unit, the Marketing Unit, the Research and Development Unit, Registry and Reception staff of the various campuses

- o Published a 'Supervision, promotion and facilitation procedures' document

- o Prepared information on the Language Standards for the Procurement Unit to include in all tenders

- o Arranged Welsh Language Courses for staff across campuses ready to start in September 2019.

- Staff were consulted on the appropriateness of producing an on-line language awareness programme during the reporting period and, and as a result, a programme will be formally launched in early March 2020.

- Although the University's campuses have historically varied greatly in their day to day use of the Welsh language, the introduction of the Standards and training provided has led to a greater consistency across the board.

- Various visual resources have been published for use by non-Welsh speaking staff of the University who deal with the public on a daily basis.

- The University responded to the need for language training for the staff of the various campuses and it took advantage of the Work Welsh scheme of the National Centre for Learning Welsh through Y Coleg Cymraeg Cenedlaethol. This scheme has been extremely successful with 46 staff attending. 11 members of staff attended the Welsh residential courses held in Lampeter during the Spring and Summer holidays. Until the end of July 2019, 135 staff had also enrolled on the 10 hour online programme, the *Croeso* course, designed by the National Centre for Learning Welsh, and 10 members of staff had registered on the '*Croeso' Nôl*' course.

- The Translation Unit is a key part of the infrastructure supporting the Welsh language across the organisation. The Welsh language would be at a loss without the diligence and commitment of this small team of staff.

3. Governance and Monitoring

- The University's Welsh Language Affairs Committee is responsible for monitoring the way the institution complies with the Welsh Language Standards. The Chair is responsible for updating the Senate and the Council's Governance Sub-committee each term regarding the way the University complies with the Standards. The Welsh Language Affairs Committee is charged with approving the Annual Report, and that document, in turn, is submitted for the attention of the Senate and the Council's Governance Sub-committee.

- Following her appointment in December 2018, the Team Co-ordinator of Rhagoriaith: the University's Welsh Language Services Centre, is responsible for overseeing the University's daily compliance with the Standards. She will act as a point of contact for all staff of the organisation with regards to the Welsh Language Standards whilst also supporting the academic disciplines / professional units on a day to day basis.

- The Co-ordinator will provide regular feedback on the University's compliance with the Standards to the Provost (who has the institutional responsibility for the Welsh language and Welsh medium education), a verbal report to the Welsh Language Strategic Committee, which meets on a monthly basis and a written report to the Welsh Affairs Committee, which meets three times a year.

- The one formal complaint which was received during the reporting period was reported to Senate and the Council's Governance Sub-Committee including the resolution.

- The University acknowledges that it did not establish a Language Standards Monitoring Committee as it had intended during the reporting period. Establishing this committee will be a clear priority during 2019/20.

- A useful meeting was held between University staff and staff of the Welsh Language Commissioner's Office in March 2019.

- The University also gives attention to the Assurance Report of the Welsh Language Commissioner's Office, which highlights examples of good practice to organisations, and where needed, develops arrangements to ensure compliance and improve customer experience. Similarly, specific staff will attend seminars of successful practice organised by the Welsh Language Commissioner's Office where good practice will be shared by organisations throughout Wales.

4. Compliance

All the University staff received initial training on the Welsh Language Standards whilst a 90-minute training session was provided for about forty heads of Schools and Professional Units emphasising the requirements of the Welsh Language Standards and their responsibility to ensure that their departments complied with them.

The monthly Staff Bulletins are used to communicate with the workforce, reminding them of the importance of complying with the Standards and of the resources produced internally to support staff in their dealings with the public in Welsh.

The University recognises that its various campuses in Wales are at a different stage in their engagement with the Welsh language and has set specific targets for each one of them.

5. Complaints

The University received one formal complaint during the reporting period. A solution was agreed and specific training was provided for the staff of the professional unit concerned.

6. The Welsh Language Skills of those employed by the University at the end of July 2019

(i)   Percentage of academic staff who could teach through the medium of Welsh

	% Able	% Not Able	% Unknown
Academic Staff	15.21%	58.69%	26.08%

(ii)   Percentage of all staff (support and professional) who could speak Welsh

	Can speak Welsh fluently	Can speak Welsh but not fluently	Can't speak Welsh	Unknown
Percentage	22.93%	21.89%	39.09%	16.07%

Number and percentage of staff who attended Welsh language training

57 members of staff attended training during the 2018-19 academic year to develop Welsh language skills.

Of the courses held relating to other areas, for example, Equality and Diversity, Corporate Welcome, workshops and Moodle sessions, 32 members of staff attended the Welsh sessions.

19 professional service staff received 'Welsh Language Skills for Frontline Services' during November 2018 and January 2019.

In the Nexus annual conference, 5 sessions were held in Welsh with 110 academic and professional staff attending over the two days.

The number of staff wearing a 'Iaith Gwaith' ('Working Language') badge or lanyard

All the University staff who speak Welsh and work in the front line dealing with the public are encouraged to wear a 'Iaith Gwaith' badge or a lanyard. Although it can't confirm the exact figure, the University is confident that a high percentage of Welsh speakers who dealt directly with the public wore either a 'Iaith Gwaith' badge or a lanyard during the reporting period.

New posts and vacancies

The table below refers to the number of vacancies advertised where Welsh is an essential or desirable skill as well as the percentage of posts where Welsh speakers were appointed.

Number of vacancies advertised with Welsh being an essential or desirable skill	Number of vacancies advertised with Welsh being a desirable skill	Number of vacancies advertised with Welsh being an essential skill	Number of vacancies advertised with Welsh not required	% of Welsh speakers appointed to vacancies with Welsh being an essential skill
139	116	23	40	100% *

* The University is curently unable to provide data on the percentage of Welsh speakers appointed to vacancies with Welsh being a desirable skill.

7. 2018/19 Targets

Noted below is an update on how the University met the targets that it set for the period August 2018 – July 2019.

	Target	Responsibility
1.	Appoint a Team Co-ordinator for Rhagoriaith: the University's Welsh Language Services Centre who will be responsible for monitoring the University's daily compliance with the Welsh Language Standards.	The post was advertised in October 2018 and the successful candidate commenced employment in December 2018.
2.	Establish a central contact point for any enquiries in relation to the University's compliance with the Welsh Language Standards.	An e-mail address has been established for any queries regarding the University's compliance with the Language Standards and staff have been informed of this by e-mail and in an issue of the Staff Bulletin.
3.	Establish procedures that acknowledge the different positions of the University's three main campus in relation to the Welsh Language Standards.	In progress.
4.	Establish robust governance procedures that will allow the relevant officers to report on progress to the Welsh Language Standards Monitoring Committee, the Welsh Affairs Committee and the University Council.	The governance process is in place and has been centrally approved.
5.	Establish a specific tile on 'The Welsh Language at UWTSD' on the University's intranet that will include information on the Welsh Language Standards as well as resources to support staff who use the Welsh language in their dealings with the public.	The tile and the online Language Awareness programme will be formally launched in March 2020.
6.	Establish and validate relevant procedures that will support the University's compliance with the Welsh Language Standards and promote these procedures amongst staff across all campuses and publish them on the University website.	A range of appropriate procedures have been established to support the University's compliance with the Language Standards and these have been promoted internally and published on the organisation's website.
7.	Establish relevant data collection processes and implement these consistently across all the University's Summer Term 2019campuses.	Appropriate procedures have been established.

8.	Develop and present an on-line Welsh Language Awareness programme that all University staff will be obliged to register and complete by the end of December 2019.	The work was deferred until the 2019/20 academic year. The resource will be officially launched in March 2020.
9.	Raise the awareness of all professional units across the University of the Welsh Language Standards through both informal activities and more formal training events.	A range of formal and informal events have been provided for a number of professional units that deal directly with the public.
10.	Revisit the University's appointments processes, ensuring that a greater consideration is given to Welsh language skills for specific roles.	Although the Human Resources Unit has systems in place, it was noted at a meeting of Senate in June 2019 that the University needed to review its policy of appointing staff to academic schools where there is potential to further develop their Welsh medium and bilingual provision.

8. Targets for 2019/20

	Target	Responsibility	Timetable
1.	Launch the Language Awareness e-module ensuring that the current workforce completes it and that new employees must complete it as part of the organisation's induction process	Rhagoriaith Team Co-ordinator and the Learning and Development Manager	December 2020
2.	Develop a new Language Skills Strategy	Human Resources	June 2020
3.	Collect and record data in accordance with the new Language Skills Strategy	Human Resources	June 2020
4.	Increase the number of Welsh learners on all campuses	Rhagoriaith and the Learning and Development Team	July 2021
5.	Develop the intranet tile that provides information to staff to include useful resources for staff	Rhagoriaith Team Co-ordinator	Ongoing
6.	Continue to develop the University's website with regards to the Welsh provision	Web team	Ongoing

7.	Increase the registration and completion numbers of the National Centre for Learning Welsh online courses	Rhagoriaith Team Co-ordinator	July 2020
8.	Ensure that the Monitoring Committee meets twice a year and reports to the Welsh Affairs Committee	Provost	July 2020
9.	Provide additional training for another two proffesional units	Rhagoriaith Team Co-ordinator	July 2020
10.	Map the achievements of the University across the three main campuses against all Language Standards	Provost and Rhagoriaith Team Co-ordinator	July 2020

If you have any questions or comments about this monitoring report, please email the University at welshlanguage@uwtsd.ac.uk