



**Prifysgol Cymru**  
Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

## **Monitoring Report on the Welsh Language Standards**

**Based on data recorded between 1 August 2021 and  
31 July 2022.**

## Introduction

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the University of Wales Trinity Saint David, among other public institutions, to comply with Standards relating to the Welsh language.

This monitoring report provides information on the University's compliance with the Standards between 1 August 2021 and 31 July 2022 and serves as evidence of the University's responsibility as a self-regulating organization.

In its Strategic Plan for the period 2017-2024 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.' 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.

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.

During 2021/22, the University continued with its duty to implement the requirements of the Welsh Language Standards. As detailed in this report, this has included raising awareness of the requirements of the Standards by providing Welsh Language and Standards Awareness sessions for current staff and also in Corporate Training sessions and Staff Induction sessions. A Welsh Language Awareness Module is now a mandatory requirement for all staff.

The University's aim is to increase the opportunities available to learn the language, to learn through the medium of Welsh and also to build confidence in using it in the workplace. In partnership with the Coleg Cymraeg Cenedlaethol, a programme of opportunities is available for staff to learn Welsh at all levels.

This report sets out our compliance with the Standards and submits the necessary data for the 2021-22 financial year. Although there are improvements still to be made we note that we have made notable progress in enhancing the Welsh-medium provision of our services. This demonstrates our commitment to playing our part in the national effort to increase the number of Welsh speakers in Wales to one million by 2050.

## Context

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.

The requirements imposed on the University are included here: [Welsh Language Commissioner's Compliance Notice](#)

As part of the University's self-regulation procedures, a link to its compliance plan is also included: [Compliance Plan 22-23.docx](#)

## Accountability

The responsibility for overseeing internal compliance with the Language Standards rests with the University's Deputy Vice-Chancellor on a strategic leadership level. All matters pertaining to the Standards are discussed in the University's main Welsh Language Committee (Pwyllgor y Gymraeg) which reports directly to the University's Senate.

The University's Welsh Language Services Centre, Human Resources department and the Corporate Governance Department undertake key roles in the operational implementation of the Standards.

### 1. Matters arising during the reporting period

The University's [governance structure](#) for monitoring the way the institution complies with the Welsh Language Standards has been strengthened significantly during the period of this report to provide further assurance internally and externally.

The membership and terms of reference of the University's main Welsh Language Committee have been reviewed during this period to ensure that assurance and responsibility are overseen by individuals at the appropriate level. This committee now reports directly to the University's Senate and is chaired by the University's Deputy Vice-Chancellor.

The University has also ensured ownership of the Standards and all Welsh language and Welsh medium matters across the institution by creating the following sub-committees:

- Welsh Language Committees within each of the three academic Institutes (Institute of Education and Humanities, Welsh Institute for Science and Art and the Institute of Management and Health)
- Professional Services Welsh Language Network which includes representation from all of the University's support and central services units.

In addition to the above, and as a means of overseeing and facilitating the University's compliance with the Standards, the University formally created a Welsh Language Services Centre in November 2021 which is responsible for:

- Welsh language training for staff and students across the University (branded as *Rhagoriaith*)
- strategically developing Welsh medium education provision
- providing Welsh language and Welsh medium resources for the education sector in Wales and beyond (branded as *Peniarth*).

A designated member of staff responsible for overseeing the University's daily compliance with the Standards works within the Centre and acts as a point of contact for all staff with regards to the Welsh Language Standards whilst also supporting the academic disciplines / professional units on a day-to-day basis.

During the year, the University responded to action points received from the Commissioner following its mystery shopper exercise and disseminated its findings to all Unit Managers. As a result of the findings, every member of the University's Senior Management Team has been requested to undertake a self-assessment of bilingual services available. In a second round, all members of University staff were invited to complete a self-assessment exercise in October 2022 in order to gain a more comprehensive picture of the University's current provision and compliance. The findings have informed an action plan and will be documented during the next reporting period.

The University also engaged an external company to audit the internal systems and controls in place to ensure that it complies with the Standards. This exercise was undertaken in July 2022 and reported adequate assurance on the effectiveness of internal controls utilised by the University to ensure compliance.

Finally, the Welsh Language Services Centre also engaged Menter Iaith Gorllewin Sir Gâr to conduct an additional mystery shopper exercise with the main focus on e-mail correspondence and telephone services.

As part of its ongoing self-regulating procedures, the University always seeks to use the Commissioner's annual Assurance Report which highlights examples of good practice to organisations.

## 2. Service Delivery (Standards 1-92a)

All Schools/Units are regularly informed of their duties in promoting the services they provide in accordance with the service delivery standards. Clear guidelines have been disseminated on expected practice and methods of promoting services. The University has created and published guidelines for staff to facilitate compliance:

- Why use the Welsh language
- On the phone (8-29)
- Correspondence (1-7)
- Designing, Publishing and Signage (37, 38, 43, 51-54, 65-7, 73-4, 91)
- Arranging and conducting meetings (35-42)

These are reinforced by the Welsh language facilitators/champions which have been identified in every School and Unit and who meet either as members of Institute Welsh Language Committees or through the Professional Services Welsh Language Network. These individuals also meet to discuss good practice and ideas and operate as a network on Teams in between meetings to ensure that services are delivered and promoted appropriately.

Evidence gleaned from Menter Gorllewin Sir Gâr's independent mystery shopper exercise showed that 90% of email correspondence was responded to either bilingually or in Welsh only, and 84% of telephone calls were dealt with in Welsh only or bilingually. This exercise will be repeated again in 2022/23 with the additional element of campus visits.

As a result of the above, all reception staff (68, 71-2) have attended formal sessions introducing compliance requirements alongside linguistic training which enables appropriate delivery. A Welsh language champion has been identified within the Estates and Facilities Unit and a process has been set in place for internal audits to ensure compliance and quality of experience.

Staff are regularly reminded of duty requirements and of the University's guidelines in the weekly bulletin. All guidelines, are housed centrally on the University's SharePoint site for all matters relating to the Welsh Language Standards.

The Translation Unit is a key part of the infrastructure that supports the Welsh language across the organisation. The Unit has adopted a specific system to prioritise translation work across the University to ensure that requests are dealt with in the most efficient manner in light of increasing demand and workload.

It should also be noted that the Welsh Language Services Centre appointed a new member of staff during this reporting period to translate at the core committees outlined above. This has brought invaluable expertise in pioneering simultaneous interpretation via Zoom and Teams to the University.

There were also some key developments with the University's plans for social media and website activity (Standards 55-63).

After completing an audit of UWTSD's social media footprint, the Marketing team was able to identify over 650 channels linked to the UWTSD brand. Many of these accounts were dormant and infrequently used and many were not fully compliant with the Welsh Language Standards. This prompted us to begin the process of devising an updated Social Media Strategy, Social Media Plan and Social Media Policy.

The fundamental aim of the strategy is to ensure that UWTSD delivers effective messaging to our target audiences, ensuring that the content on each channel is nuanced to the needs of the target audience (the followers), in addition to complying with the Welsh Language Standards. To assist with this, the strategy recommends:

1. The Marketing and Corporate Communications team will be responsible for all centrally managed channels, both Welsh and English versions. All content must be presented bilingually to ensure we comply with the Welsh Language Standards.
  - We will manage separate Welsh and English versions for all channels
  - We will post on each channel simultaneously, and where this is not possible, we will post in Welsh first
  - All videos will be in the native language of each channel with native subtitles for accessibility purposes
  - All messages will be responded to in the native language for the channel
2. The Marketing team will develop guidelines for setting up new social media channels, providing best-practice guidance to all staff to maximise the benefit of using social media, and set rules to follow to ensure that the UWTSD brand is protected and the Welsh Language Standards are met.
3. In response to the social media audit the Marketing team will begin the process of closing UWTSD accounts that are no longer active.

The process of completing the actions started in November 2022 and we aim to report on progress by November 2023. Future Annual Monitoring Reports will provide full updates on progress.

The University also committed resources to developing a new and improved website presence during this reporting period. We defined the primary purpose of the website as lead generation, which will benefit multiple areas of the University's operation, most notably student recruitment, commercial, research, student services and staff recruitment.

Supporting this primary purpose would be core pillars based on:

- A new holistic content strategy
- An underlying focus on user experience
- A focus on external users for design and content
- A strategically focused website structure
- A mobile first approach

Key measurables for the strategy would be:

- Integration of industry leading reporting platforms to track the success of lead generation
- To meet all University statutory and compliance requirements
- To be fully compliant with WCAG Accessibility Regulations
- For all content to adhere to the Welsh Language Standards and the University Welsh Language Policy

The project has procured a delivery partner and is in the process of engaging stakeholders internal and external to the University. Again, full updates will be provided in future reports.

Awareness is raised of Welsh language services via various methods. All University staff are asked to complete the Language Awareness e-module. The e-module is a mandatory course for all staff and is one of the induction courses for new employees. Information is given on the historical context of the Welsh language, the advantages of bilingualism and an explanation of what the Standards are, and the need to comply with what is contained in the Guidelines. The e-module directs staff to the Guidelines. The content of the module was also tailored in 2021/22 for students and included within the University's Graduate Attribute modules.

At the beginning of each academic year, a video is published for the attention of all new students explaining the support and assistance available to Welsh speakers. The video includes information about the Coleg Cymraeg Cenedlaethol, the Language Standards, the Centre for Welsh Language Services including Rhagoriaith and Peniarth, the Language Skills Certificate, the S4C Centre - Yr Egin and the Atom in Carmarthen town.

A video was created for the Welsh Language Rights Day in December 2022. One video for students was released on social media reminding them and encouraging them to exercise their rights to receive Welsh medium service. In line with the Commissioner's Rights Day, a Welsh Language Rights Day message was designed with a banner on the home page of the University's intranet to attract the attention of students and staff.

Advice was also regularly provided to various professional units such as the Finance Unit, Student Services Unit, Marketing Unit, Research and Development Unit, Registry and Reception areas of the various campuses. This advice varied from responding to routine queries received to more formal meetings and/or presentations as and when requested.

### **3. Policy Making Standards (Standards 94-104)**

During this reporting period, the University's Financial Regulations have incorporated the requirements for the Welsh Language Standards in awarding grants / financial assistance.

In addition, when submitting papers to committees, all managers complete a front page that asks them to consider the effects of the paper on the Welsh language.

#### 4. Operational Standards (Standards 105-153)

The Welsh Language Internal Use Policy was published on the University intranet (105-118). The Policy was promoted amongst staff by drawing attention to it in the weekly Staff Bulletin.

The University is committed to developing Welsh Language skills through planning and training its workforce (134-144a) and courses are offered to staff at Entry, Foundation, Intermediate and Advanced levels. Online self-study courses with tutor support are offered as well as online tutor-taught courses with reference work.

The Welsh language is given due consideration as part of the University's recruiting and appointing guidance (145-149). All managers undertake a linguistic requirement assessment for each vacant post with a view to ensuring that the University's capacity to provide bilingual services across all units is a priority. All members of staff are offered the opportunity to learn Welsh or upskill their current level of proficiency.

Human Resources uses an online system to recruit with candidates having to complete an online form. The system is fully bilingual and therefore all applicants are able to choose whether to complete the form in Welsh.

#### 5. Complaints (163-177)

The University did not receive a formal complaint during the reporting period.

#### 6. The Welsh Language Skills of those employed by the University at the end of July 2022

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

	% Able	% Not Able	% Unknown
<b>Academic Staff 2022</b>	12.6% (46)	65.8% (241)	21.6% (79)
<b>Academic Staff 2021</b>	14.8% (48)	63% (205)	22.2% (72)
<b>Academic Staff 2020</b>	16% (51)	62.7% (200)	21.3% (68)

##### (ii) Percentage of academic staff based at our Welsh campuses who could teach through the medium of Welsh

	% Able	% Not Able	% Unknown
<b>Academic Staff 2022</b>	13.6% (46)	64.3% (218)	22.1% (75)



**(iii) 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 21/22	19.6% (247)	26.1% (330)	41.2% (520)	13.1% (165)
Percentage 20/21	21.5% (227)	23.8% (252)	40.8% (431)	13.9% (147)
Percentage 19/20	21.9% (232)	23.0% (244)	40.1% (425)	15.1% (160)

**(iv) Percentage of staff based on Welsh campuses (support and professional) who could speak Welsh**

	Can speak Welsh fluently	Can speak Welsh but not fluently	Can't speak Welsh	Unknown
Percentage 21/22	21.3% (246)	28.4% (328)	37.3% (431)	13.0% (150)
Percentage 20/21	22.8% (225)	25.5% (252)	37.6% (372)	14.2% (140)
Percentage 19/20	22.9% (230)	24.3% (244)	37.6% (378)	15.2% (153)

Table (iv) tells us that 49.7% of staff at our Welsh campuses speak Welsh, either fluent or non-fluent.

**Number and percentage of staff who attended Welsh language training**

15 members of staff completed training during the 2021-22 academic year to develop their Welsh language skills, with 2 undertaking an exam at the end of the academic year.

**Courses/training delivered through the medium of Welsh for staff 2021**

Title	Numbers		
	Academic Staff	Professional Services	Total
Equality and Diversity e-Learning module	3	8	11 (3.4%)
Understanding Health and Safety e-Learning module	1	10	11 (2.8%)
Welsh language Awareness e-Learning module	7	16	23 (6.1%)
HEA Fellowship training			4 (11.4%)
Student Wellbeing: Students, how are you feeling today? Remote well-being	Attendee numbers not recorded		

In this academic year, there will be three further e-learning modules available to staff bilingually. The titles of these are Race Equality, Safeguarding Essentials and Supporting Student Mental Health and Wellbeing.

**New posts and vacancies**

The tables below refer to the number of vacancies advertised between 1<sup>st</sup> August 2021 and 31<sup>st</sup> July 2022 where Welsh is an essential or desirable skill as well as the percentage of posts where Welsh speakers were appointed.

(i) **Number of vacancies advertised across the University**

<b>Year</b>	<b>Number of vacancies advertised with Welsh being an essential or desirable skill</b>	<b>Number of vacancies advertised with Welsh being a desirable skill</b>	<b>Number of vacancies advertised with Welsh being an essential skill</b>	<b>Number of vacancies advertised with Welsh not required</b>	<b>% of Welsh speakers appointed to vacancies with Welsh being an essential skill</b>
21/22	72.7% (344)	60% (284)	12.68% (60)	27.27% (129)**	100%*
20/21	76.9% (207)	58.7% (158)	18.2% (49)	23% (62)**	100%*
19/20	100% (106)	78.3% (83)	21.6% (23)	0% (0)	100%*

(ii) **Number of vacancies advertised at our Welsh campuses**

<b>Year</b>	<b>Number of vacancies advertised with Welsh being an essential or desirable skill</b>	<b>Number of vacancies advertised with Welsh being a desirable skill</b>	<b>Number of vacancies advertised with Welsh being an essential skill</b>	<b>Number of vacancies advertised with Welsh not required</b>	<b>% of Welsh speakers appointed to vacancies with Welsh being an essential skill</b>
21/22	100% (344)	82.56% (284)	17.44% (60)	0	100%*

During 21/22, 82.56% of vacancies based at our Welsh campuses were advertised with Welsh desirable and 17.44% were advertised as Welsh essential.

\*100% where the University was able to fill the post. In some instances, the University was unable to fill the post due to a shortage of applicants meeting the essential Welsh language skill requirements.

\*\*These vacancies are not based in Wales (they are based in our London and Birmingham campuses), therefore Welsh language skills are not a requirement of the roles.

If you have any questions or comments about this monitoring report, please email the University at [welshlanguage@uwtsd.ac.uk](mailto:welshlanguage@uwtsd.ac.uk)