WELSH LANGUAGE STANDARDS: ACTION PLAN

April 2018

Prepared in accordance with the requirements of the

Welsh Language Standards Regulations (No. 6) 2017

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

1. Introduction

1.1. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language through secondary legislation (Welsh Language Regulation Standards). The standards relevant to the University of South Wales are listed in the 'Compliance Notice - Section 44 of the Welsh Language (Wales) Measure 2011'.

1.2. This document was produced to comply with the following standards which the University of South Wales has a duty to comply with. This document will note how we intend to comply with the service delivery standards, policy making standards and operational standards provided to the University by the Welsh Language Commissioner. It also notes our arrangements to oversee, promote and facilitate these standards.

1.3. A copy of the standards submitted to the University of South Wales, which are mentioned in this document, is available here.

1.4. In order to promote and facilitate the work of implementing the Standards, the University of South Wales has published a series of guidelines for staff on the University's intranet. These include information and guidelines regarding the following:
- General information and background regarding the Standards
- Telephone answering (including audio clips)
- Brand guidelines
- Correspondence
- Organising and holding meetings
- Public events and lectures
- Staff and student rights

- Staff training
- Dictionary of terms and general glossary
- University of South Wales translation guidelines

2. Action Plan

2.1 Service Delivery Standards

AREA	HOW DOES THE UNIVERSITY COMPLY?
RECORDING LANGUAGE CHOICE	All students note their language choice when they enrol at the start of every academic year. This information is held on Quercus.
CORRESPONDENCE	The e-mail signature of each member of staff will include the following statement: **Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.** **We welcome correspondence in Welsh and English. Corresponding in Welsh will not lead to a delay.** The University has noted that Welsh speakers should include the Working Welsh badge by their name. A 'Welsh Learner' logo is also provided to staff who are learning Welsh. Detailed guidelines are available on the Hub as well as a template which can be copied.
TELEPHONE CALLS	Each member of the University staff will answer the phone in accordance with the requirements of the Standards, i.e. the Welsh Language will be treated no less favourably. Guidelines and recommendations are available on the staff intranet, which provide help with pronunciation (written and audio clips). Pronunciation training was offered to staff at all departments and faculties as well as training regarding the process of transferring calls if the member of staff was not a Welsh speaker.

PUBLIC MEETINGS AND EVENTS	Detailed guidelines are available on the staff intranet, providing help and guidelines regarding the process of organising and holding public meetings and events, in accordance with the requirements of the Standards. Policies and procedures have been updated in accordance with the requirements of paragraph 31. The process for the graduation ceremonies are in accordance with standard 42.
DOCUMENTS AND FORMS	An audit was carried out of the documents and forms available to students and the public, and any new documents have been produced in accordance with the requirements of the Standards. The process of updating historical documents and forms is underway* and this is part of the action plans of the departments and faculties, where appropriate. Documents and forms where the Welsh and English are separate will note: Mae'r ddogfen/ffurflen hon ar gael yn Gymraeg This document/form is available in Welsh *Note - the date set for the work of updating old documents and forms - October 2018
WEBSITES AND ONLINE SERVICES	Since October 2019 the University's website is now bilingual, and since 21st April 2021 our course pages are also available bilingually. The University's main Twitter, Facebook and Instagram accounts are available bilingually, as well as those of the courses where a Welsh medium provision is available. Staff and students regularly contribute to the content in order to provide relevant stories to a Welsh speaking audience.
SIGNS AND NOTICES	The University's marketing and brand guidelines have been amended and published on the intranet. A draft of each permanent sign is sent to the Welsh Language Unit and Head of Brand to be translated and for compliance and quality assurance purposes. Templates of general signs are available to staff on the intranet, in order to facilitate the process.

RECEPTIONS	The University has recruited fluent Welsh speakers to be responsible for the switchboard service and reception service on the Treforest campus. Staff training and development is underway at the other receptions, in accordance with the date set in the Compliance Notice. Signs are displayed in the reception to note that a Welsh service is available, and the staff wear lanyards and/or Working Welsh badges to show that they are Welsh speakers.
CORPORATE IDENTITY	The University has amended its logo, and the new guidelines have been issued on the intranet and included in a news story sent to each member of staff. Any new material will include the new logo. The University's Head of Brand will monitor the work, as part of the daily brand work.
SUBMITTING WORK	The University has been implementing this Standard for many years. The guidelines (for staff and students) have been revised and the information is available in the course handbook provided to each student at the start of the academic year. The work will be monitored in accordance with the University's usual quality assurance processes.
STUDENT ACCOMMODATION	The University already implements this Standard and it is promoted on the University's website; at open days and in the undergraduate prospectus. Students are asked to note whether they wish to share accommodation with other Welsh speakers when they apply for a place in residential halls. This work is overseen by the University's Head of Accommodation, in association with the University's Welsh Schools and Colleges Liaison Officer.
PERSONAL TUTOR	A specific scheme involving student mentors across the University is available, and one of the questions on the form is whether students would like to have a Welsh speaking mentor. There was a campaign during the 2016-17 academic year for more Welsh mentors, and this work continues. The process is reviewed alongside the University's student experience procedures.

2.2. Policy Making Standards

2.2.1. The University of South Wales has a duty to assess the potential impact on individuals with protected characteristics, in accordance with the Equality Act 2010. The Welsh language has been part of this assessment for many years now, during the process of considering, producing and amending policies, strategies and projects.

2.2.2. Those who complete the assessment forms are explicitly asked whether the work would have a negative or positive effect on the Welsh Language at the University. It is requested that consideration be given to the number of Welsh speakers (staff and students), the Welsh medium provision and the services available.

2.2.3. Impact assessment forms have to be completed when considering, producing and amending policies, strategies and projects. The assessments are sent to the Equality and Diversity Team and the Welsh Language Unit, and the Welsh Language assessment is discussed with the Assistant University Secretary and Head of the Welsh Language before they are submitted to the University's Equality and Diversity Steering Group.

2.2.4. The University already complies with the Policy Standards, but the questions in the assessment have been amended in order to develop the assessment and encourage staff to consider the Welsh language and the impact on the Welsh language in a wider context.

2.3. Operational Standards

AREA	HOW DOES THE UNIVERSITY COMPLY?
NEW POSTS, RECRUITING AND APPLYING FOR POSTS	In April 2018 a bilingual system was introduced which asks and records the individual's language choice as well as provide the relevant documents and forms to staff bilingually, in accordance with their preferred language choice. Correspondence is sent in accordance with the individual's language choice.
TRAINING, PERFORMANCE AND CAREER PLANNING DOCUMENTS	The University of South Wales developed a Welsh pack for Trent in 2016-17 - the first organisation to implement this in Wales. Therefore, the documents and forms noted in Standards 107-111 have been available bilingually for over a year. The University is continuing to develop the system and regularly makes improvements.
POLICIES	The University's policies were reviewed under the guidance of the HR department, and the policies noted are available bilingually.
COMPLAINTS AND DISCIPLINE	The University's complaints and discipline processes and procedures were reviewed and the relevant documents were updated in accordance with the University's HR department.
SOFTWARE	Cysgliad is available on all University computers, as well as guidelines for Cysgliad online. Staff may also contact to obtain advice via the IT Business Point.
INTRANET	The University published its bilingual intranet in September 2019. Each member of staff who is responsible for creating and updating Welsh and English web pages are aware of this process.

LANGUAGE SKILLS ASSESSMENT	A new section has been introduced on the University's new HR system, which requests an assessment of staff language skills. When the national assessment tool has been developed and issued, we intend to include this tool to accompany the self-assessment.
TRAINING	Free courses are provided to all members of staff at the University. The University is also part of the Work Welsh scheme led by the Coleg Cymraeg Cenedlaethol, and informal social events are regularly held online to help increase the confidence of staff and students when using the Welsh language.

The University has developed an online course which will introduce aspects of language awareness; Welsh culture and history; the University's duty to comply with the Standards; and understanding of the way in which the Welsh language can be used in the workplace. |
E-MAIL SIGNATURE	Guidelines and templates have been published on the University's intranet for each member of staff. It was part of each action plan across the University, and the Welsh Language Co-ordinators check and monitor compliance.
SIGNAGE	The University's marketing and brand guidelines have been amended and published on its intranet. A draft of each permanent sign is sent to the Welsh Language Unit and Head of Brand to be translated and for compliance and quality assurance purposes. Templates of general signs are available to staff on the intranet, in order to facilitate the process.
ANNOUNCEMENTS	There is only one audio announcement system operational across the University. The Marketing Department manages this system. The staff have been briefed regarding ensuring that bilingual announcements and the guidelines have been updated.

3. Monitoring and Evaluation

3.1.   The Welsh Language Steering Group is responsible for implementing and monitoring the Standards across the University Group, chaired by William Callaway, University Secretary. The Group has a specific role in developing and enhancing the use of the Welsh language across the University.

3.2.   All Schools and Departments across the University have a Welsh Language Co-ordinator who is responsible for giving advice and discussing the requirements of the Standards with their schools and departments.

3.3.   Welsh Language Co-ordinators meet on a regular basis, and the meetings are chaired by Sara Maynard, Welsh Language Officer.

3.4.   All departments and faculties were asked to produce an action plan in discussion with the University's Welsh Language Unit. Actions were agreed and progress and challenges are reported at the meetings of the Welsh Language Co-ordinators.

3.5.   Where appropriate, a report is submitted to the Steering Group regarding the work and matters discussed at the meetings of the Welsh Language Co-ordinators.

3.6.   In order to prepare for the implementation of the Standards, there was an internal monitoring phase in March 2018, to identify examples of good practice, as well as any difficulties in terms of complying with the Standards. Feedback was provided and action plans were amended as required.

3.7.   Since the Standards have been implemented, all departments and faculties revise and submit their action plans annually to the Welsh Language Officer to review, in order to ensure the University remains compliant.

3.8. The University's Annual Monitoring Report is sent to the Welsh Language Steering Group for approval before it is published on the University's website.

4. Promotion

4.1. All departments and faculties have developed an action plan to ensure compliance with the standards, which include various ways of promoting the opportunities available in Welsh. For specific details regarding local action plans, contact cymraeg@decymru.ac.uk.

4.2. To coincide with the Welsh Language Commissioner's #Maegenihawl campaign, the University of South Wales has provided further guidelines and further details to students and staff about their new rights. Here are examples of some of the activities to promote the standards to students and/or staff:

- Introductory session on the Welsh Language Standards and Welsh Language provision available at the University during induction week
- Story on the student and staff intranet
- A series of photos and posters on screens at every campus
- A standing report at the University of South Wales Branch Committee of the Coleg Cymraeg Cenedlaethol
- Updates in student forums
- Guidelines on the staff intranet - University of South Wales regarding staff and student legal rights
- Dedicated page on the University website regarding student and the public rights to use the Welsh language
- Messages and articles in the University Core Brief (newsletter sent to each member of staff)
- E-mail messages to staff via the Welsh Language Co-ordinators
- Information in student course handbooks