

UNIVERSITY OF SOUTH WALES

Annual report on the Welsh Language Standards 2018

**Based on data collected for the period
1 April 2018 to 31 July 2018**

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

1. INTRODUCTION

The Welsh Language (Wales) Measure established a legal framework to impose duties on certain organisations to comply with standards (Welsh Language Regulation (No.6)). The Standards aim to

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

The duties which derive from the Standards mean that organisations in Wales should not treat the Welsh language less favourably than the English language.

From 1st April 2018 the University of South Wales has a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice which was issued on 29 September 2017. The Welsh Language Standards supersedes the University's Welsh Language Scheme.

In accordance with the requirements of the Standards, the University must produce an annual report in relation to each financial year, which deals with the way in which the University has complied with the standards. The report must be published no later than 6 months following the end of the financial year to which the report relates. This annual report deals with the period between 1 April 2018 and 31 July 2018.

The matters that must be reported on include:

- How the University has 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, record keeping);
- The number of complaints received (per class of standards – service delivery, policy making, operational);
- Welsh language skills of employees;
- The number and percentage of members of staff who attended training courses offered in Welsh;
- The number of staff who wear a 'Working Wales' badge at the end of the financial year;

- The number of new and vacant posts advertised which were categorised according to various requirements in respect of Welsh language skills.

The report will be available on the University of South Wales's website from 31 January 2019.

2. ACHIEVEMENTS

105 members of staff attended Welsh language training courses during 2017/18. This is an increase of **184%** since 2016/17. The University has historically offered courses free of charge to all USW staff.

Managers have actively sought to upskill staff with a level of verbal or written Welsh and the Welsh Unit has worked with managers across the University to offer basic Welsh language training for staff with no Welsh skills. The University has also developed its capacity to record skills on staff's online personal record, to ensure the evidence and information is as current and as detailed as possible. This is done via the University's online HR system. The University of South Wales became the first organisation in Wales to provide the iTrent interface fully bilingual to all its staff.

A fortnightly event has been launched at Treforest campus during the reporting period in order to support staff who wished to develop and practice their Welsh in an informal context. A similar event is hosted in collaboration with Menter Iaith Casnewydd at Newport City Campus and is welcomed by staff who wish to develop their confidence and Welsh verbal skills.

3. GOVERNANCE AND MONITORING

3.1 Human Resources Committee

The Human Resources Committee has a duty to advise the University of South Wales Board of Governors on issues relating to the Welsh language and receive regular reports on compliance with the Welsh Language Standards. The Committee is chaired by the Deputy Chair of the University of South Wales Board of Governors.

3.2 Welsh Language Steering Group

The University has a Welsh Language Steering Group, chaired by the University Secretary. The Group has a specific role to develop and enhance the University's use of the Welsh language, particularly in implementing the Welsh Language Standards and monitoring the implementation and compliance of the University Group with the Standards. The Group meets three times a year and includes senior representatives from across the University.

3.3 Welsh Language Co-ordinators

Each academic faculty and central department at the University of South Wales has a Welsh Language Co-ordinator who assists in dealing with any questions or queries with regard to the Welsh Language Standards. These include issues related to educational provision, services for students, or how to deal with members of the public through the medium of Welsh.

Meetings were held monthly during the reporting period to discuss implementing, monitoring and complying with the Welsh language standards. During the meetings, co-ordinators have an opportunity to discuss best practice in their own faculty or department; seek advice from the Welsh Unit and/or other co-ordinators; and discuss ways of raising awareness of the requirements and their benefits.

All co-ordinators provide verbal and written reports to the Assistant University Secretary and Head of the Welsh Unit, who is responsible for implementing the standards and monitoring its implementation.

3.4 Monitoring

As agreed by the Welsh Language Steering Group and the Welsh Language Co-ordinators, monitoring work is undertaken internally by the Welsh Language Unit. This is primarily undertaken via mystery shoppers (visits, phone calls and emails) with the aim of identifying good practice and areas that require additional support and development. This work is undertaken once a year by the Welsh Unit and the results and outcomes are reported back to the co-ordinators and the relevant managers and heads of departments. The departments are required to submit an annual update on their individual action plans to the Welsh Unit to monitor progress. The Welsh language co-ordinators are responsible for monitoring compliance within their own areas on a regular basis.

The Welsh Language Commissioner's Office's Assurance Report also provides an independent view, based on their own investigations, in order to inform Welsh speakers to what extent public organisations provide services for them, and the quality of those services; draw the attention of organisations to successful practice; and where compliance arrangements need to be developed. The 2017-18 report, 'A Measure of Success' can be read [here](#).

4. COMPLIANCE

4.1. How the University has complied with the standards

Numerous resources and guidelines have been provided to USW staff on the University's intranet 'The Hub' and a link has been placed on every desktop at the University with a shortcut to these policies, procedures and guidance documents for convenience (see figure 1 below).

A communication plan was created to ensure that all staff were aware of the requirements and messages were circulated in a timely manner via the intranet; USW's monthly newsletter; and messages were displayed on screens across the University. The Welsh Unit also attended senior management team meetings and attended staff development events and activities to raise awareness of the requirements and to respond to any questions or concerns.

Staff could submit anonymous questions via the intranet and the responses were collated and published on the intranet site 'Have your say'. A page was also created on the Welsh Unit's 'Standards' pages with a list of FAQs and shared across the University.

The [Standards Implementation Plan](#) addresses how the University of South Wales intends to comply with the Standards, which is published on the University's website.

Figure 1: The icon (seen in the centre of the icons) is available on every desktop computer

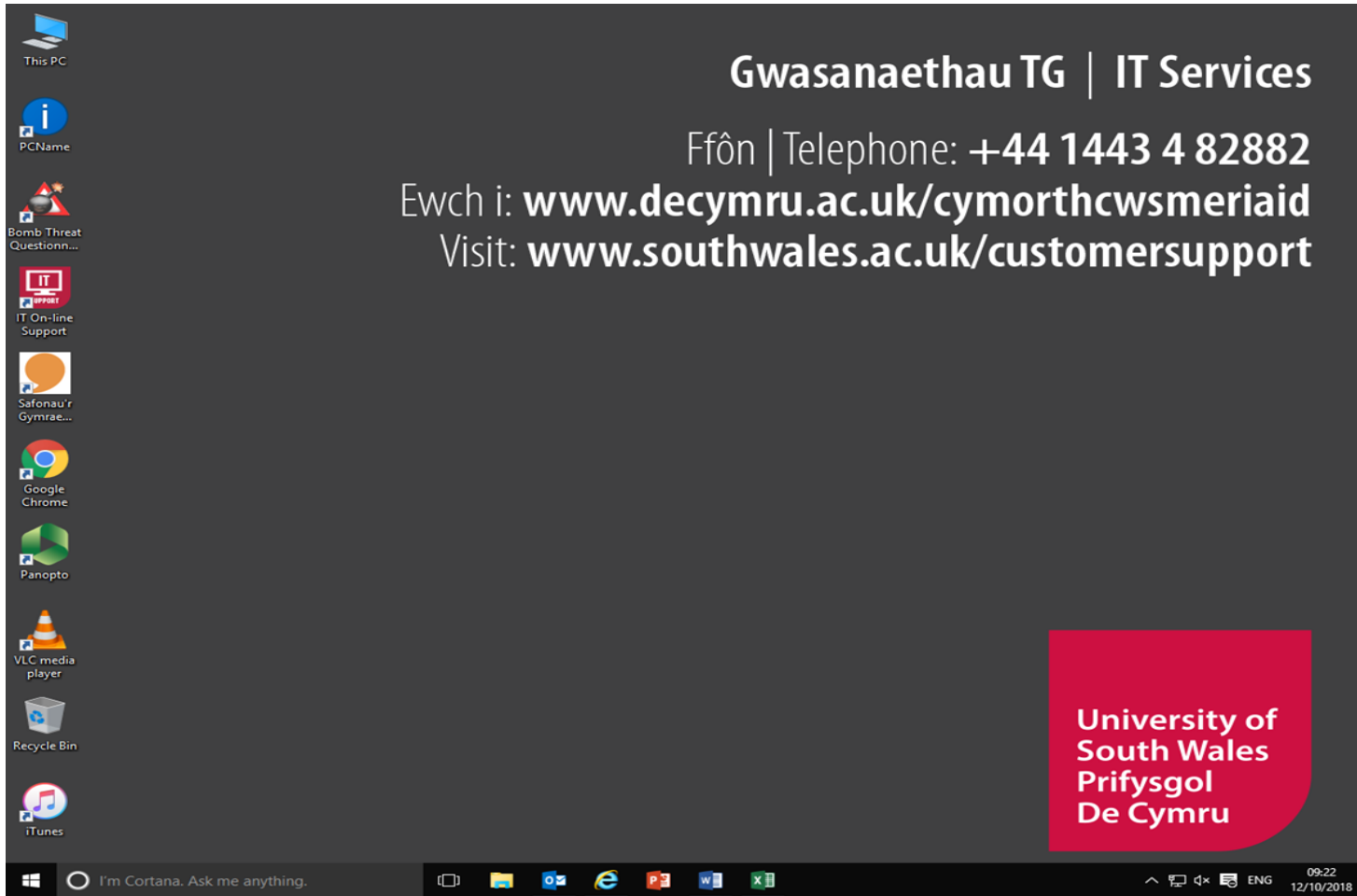


Figure 2: An example of the resources available to all staff on the USW Intranet

Welsh Language Unit ^

🏠 [Welsh Language Unit Home](#)

Welsh Language Standards v

Answering the Phone ^

📄 [Answering the Phone](#)

Welsh Correspondence v

Bilingual Branding & Signage v

Complaints Policy v

Computer Support v

Everyday Welsh Phrases v

Frequently Asked Questions v

Job Interviews v

Meetings v

Public Events & Lectures v

Social Media v

Staff & Student Rights v

Staff Badges & Training v

Templates v

Translation | Cyfieithu v

USW Glossary v

Welsh Language Coordinators v

Answering the Phone

👁 Watch
★ Favourite






🖨 Print
📄 PDF
➔

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Welsh Language Standards Guidelines: How to Answer the Phone

The phrase **"the Welsh language must not be treated less favourably than the English language"** needs to be adhered to at all times.

This means when you answer the telephone, **all USW staff** must greet the caller in **Welsh first**, followed by English.

Greeting	Phonetic Pronunciation	Audio
Helo, Prifysgol De Cymru. Hello, University of South Wales.	Hell-aw, Preev-us-gol De Kumree	
Bore da, Prifysgol De Cymru. Good morning, University of South Wales.	Bor-reh-da, Preev-us-gol De Kumree	
Prynhawn da, Prifysgol De Cymru. Good afternoon, University of South Wales.	Prun-hown da, Preev-us-gol De Kumree	
Noswaith dda, Prifysgol De Cymru. Good evening, University of South Wales.	Noss-why- thaw, Preev-us-gol De Kumree	
Helo, *** sy'n siarad. Hello, *** speaking.	Hell-aw, *** seen shar-ad	

Scenario 1: I do not speak Welsh- how should I respond to a person who wants a service in Welsh?

4.2. The number of complaints received (per class of standards – service delivery, policy making, operational)

No formal complaints were received in relation to the Welsh language and the Welsh Language Standards during the reporting period.

The complaints policy and procedure is available on the University's website. The policy has been approved by the Welsh Language Steering Group and will be reviewed according to its internal processes.

4.3 Welsh language skills of employees

STANDARD 158 : NUMBER AND % OF ACADEMIC STAFF THAT ARE ABLE TO TEACH THROUGH THE MEDIUM OF WELSH BY FACULTY

FACULTY	Number	%
LIFE SCIENCES AND EDUCATION	31	5.89
CREATIVE INDUSTRIES	36	10.71
BUSINESS AND SOCIETY*	90	26.79
COMPUTING, ENGINEERING AND SCIENCE	11	3.12
TOTAL	168	10.83

*The University's Welsh for Adults provision is located in the Faculty of Business and Society.

Standard 158 : Number and % of administrative staff that are able to speak Welsh by department

DEPARTMENT	WELSH SPEAKER (FLUENT)	WELSH SPEAKER (NOT FLUENT)	APPROXIMATE PERCENTAGE OF WELSH SPEAKERS (OF TOTAL NUMBER OF STAFF)*
ACADEMIC REGISTRY	4	15	8%
CAMPUS SERVICES AND STUDENT SERVICES	19	18	10%
EXECUTIVE	1	2	11%
FINANCE AND INFRASTRUCTURE SERVICES	12	10	11%
GOVERNANCE, ASSURANCE & LEGAL	6	4	67%
MARKETING AND STUDENT RECRUITMENT	7	9	21%
ORGANISATIONAL DEVELOPMENT	2	9	18%
RESEARCH AND BUSINESS DEVELOPMENT	1	5	14%
USW INTERNATIONAL	1	1	5%
TOTAL	53	73	12%

*During this period, two reporting systems were combined to provide the data. The number of Welsh speakers in each department is accurate, however the total number of staff is an approximate figure due to the complexities of combining the reports and determining whether staff had left the University during the 3-month reporting period.

The new data system provides a detailed breakdown of staff skills in various contexts (reading, writing, speaking) which provides the University with a clearer picture of the skills across each department and faculty.

4.4 The number and percentage of staff who attended training courses offered in Welsh

105 members of staff (4%) attended a training course during the 2017-18 academic year to improve their Welsh language skills.

4.5 The number of staff who wear a 'Working Wales' badge at the end of the financial year;

laith gwaith lanyards are distributed by the Welsh Unit to all staff who have indicated that they are fluent Welsh speakers, and can be requested via the co-ordinators or by contacting the Welsh Unit. The response has been positive and staff have anecdotally informed the Welsh Unit that the lanyards give individuals the confidence to start conversations in Welsh. Some members of staff have started offering services in Welsh or bilingually as a result of growing confidence and developing their skills.

The demand for lanyards for Welsh learners has increased recently. Staff who do not yet have the confidence to wear a Working Welsh lanyard have noted that they are more comfortable wearing a 'Dysgu Cymraeg/Learning Welsh' badge or lanyard. The 'Learning Welsh' lanyards have been funded by the Welsh Unit, in collaboration with Dysgu Cymraeg Morgannwg.

41 badges and 46 lanyards were distributed during 2017/18.

4.6 New and vacant posts

Number of administrative posts advertised with Welsh as an essential or desirable skill, and percentage of such posts filled with Welsh speakers	
Number	% of posts filled with Welsh speakers
104	65.52

5. FURTHER INFORMATION

If you have any queries regarding the annual report or any aspect of the University of South Wales's compliance with the Welsh Language Standards, please contact:

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