

## **UNIVERSITY OF SOUTH WALES**

### **Annual report on the Welsh Language Standards**

**Based on data collected for the period  
1 August 2019 to 31 July 2020**

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 1<sup>st</sup> 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 August 2019 and 31 July 2020.

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, record keeping);
- 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 2021.

During this reporting period, on 17<sup>th</sup> March 2020, the University instructed all staff to work from home where possible as a result of the Covid-19 pandemic.

## 2. ACHIEVEMENTS

### **Weekly informal sessions for staff and students**

Weekly informal sessions were held on our Newport campus in co-operation with Menter Iaith Casnewydd, to support Welsh students and develop their confidence to speak Welsh. As a result of the COVID-19 pandemic these sessions were held online from March 2020.

A weekly, informal session was launched for Welsh speaking staff to come together from all parts of the University and socialise through MS Teams. One of the benefits of holding this meeting online is that more staff from different campuses can attend, instead of previously having to cancel due to travel and time constraints.

### **'I have a right' : raising awareness of students' rights**

In December 2019 a series of 'I have a right' sessions were held for students and staff across all our campuses and were promoted online via the University social media accounts (see figure 1). The sessions highlighted their rights under the Welsh language standards, as well as information regarding Welsh opportunities and academic provision at the University.

### **Welsh Standards refresher sessions**

A series of Welsh Standards refresher meetings was held throughout the year to update faculty and departmental senior management of any developments with the Welsh Standards. The meetings provided an opportunity for staff to review their current procedures and seek advice on any queries they had in relation to the Welsh Standards Regulations.

### **Developing a new online simultaneous translation system**

The University developed a system using Blackboard Collaborate which works alongside MS Teams.

### **Improving Welsh staff skills record**

As a result of a new HR system and a new, more detailed, method of recording Welsh language skills, only 24% of staff had completed their Welsh skills record during the 2018-19 reporting period. The Welsh Unit, in collaboration with the Human Resources (HR) department, prioritised this area during the 2019-20 reporting period.

An area was developed in the system whereby the Welsh Language Coordinators could access a SharePoint site, which is updated daily and outlines the Welsh skills report for the staff in their areas. As a result, the Co-ordinators can track completion rates and provide managers with timely reports. Completion rates have increased by 54% from the 2018-19 reporting period.

Figure 1



Prifysgol De Cymru

4 December 2019 · 🌐



Mae'r Comisiynydd Iaith wedi penodi'r 6ed o Ragfyr fel diwrnod 'Mae gen i hawl' sef diwrnod i godi ymwybyddiaeth o Safonau'r Iaith.

Mae'r Adran Gymraeg yn cynnal sesiynau galw i mewn trwy'r wythnos ar bob campws i chi ofyn cwestiynau am eich hawliau a dysgu mwy am Safonau Iaith, Comisiynydd y Gymraeg.

See translation

### CANGEN DE CYMRU

#### Sesiynau galw i mewn "Mae gen i hawl". 🗨️

##### Galwch i mewn:

- i wybod mwy am Safonau Iaith, Comisiynydd y Gymraeg
- i ofyn cwestiynau am eich hawliau iaith
- i glywed am gyfleoedd a darpariaeth Gymraeg PDC
- am fins pei!

#### "I have a right" drop in sessions. 🗨️

##### Drop in:

- to learn more about the Welsh Language Commissioner's Language Standards.
- to ask questions about your rights
- to learn more about USW's Welsh language opportunities and provision
- for a mince pie!

03/12/19 **Glyn-taf / Glyntaff** (AW 120B) 11:30am - 12:30pm

04/12/19 **Casnewydd / Newport** (C18) 1:00 - 2:30pm

05/12/19 **Trefforest / Treforest** (B102) 10:00am - 12:00pm

06/12/19 **Caerdydd / Cardiff** (A107) 12:30 - 2.30pm

#MAGENIHAWL



Am fanylion pellach, cysylltwch gyda'ch Swyddog Cangen:

For more information, contact your Branch Officer:

[enfys.owen@decymru.ac.uk](mailto:enfys.owen@decymru.ac.uk)

@cangendecymru

#MAGENIHAWL @ComyGymraeg



### **3. GOVERNANCE AND MONITORING**

#### **3.1 Human Resources Committee**

The Human Resources Committee advises the University of South Wales's Board of Governors on matters relating to the Welsh language and the University's compliance with the Standards. The Committee receives regular reports on any issues relating to the Welsh language and the Assistant University Secretary and Head of Welsh is in attendance at those meetings.

#### **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 at least once a term 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 Welsh Language Officer, 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, emails and reviewing the website and social media accounts) 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 2019-20 report, 'Closing the Gap' can be read [\\*here](#).

\*At the time of publication, the Welsh Language Commissioner's website was not available.

## **4. COMPLIANCE**

### **4.1. How the University has complied with the Service Delivery Standards**

Meetings are held with staff at every level, department and faculty across the University throughout the year, in order to understand their needs and provide support in respect of complying with the standards. Since 17<sup>th</sup> March 2020 the majority of University staff have worked remotely from home due to the COVID-19 pandemic. Face-to-face meetings have been replaced by virtual meetings via MS Teams. The Welsh Unit provide remote training sessions to staff in areas such as answering the telephone and arranging meetings for students, staff or the public.

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](#).

### **4.2. How the University has complied with the Policy Making Standards**

Every policy that is created or revised follows our Equality Impact Assessment (EIA) procedures. The form includes a section for the Welsh language to be considered in terms of the effect that any new policy, or revision could have on the language. The form is sent to the Equality and Diversity team and recorded. The Welsh Language assessments are discussed, as appropriate, with the Assistant University Secretary and Head of Welsh and are submitted to the University's Equality and Diversity Steering Group, which is chaired by the University Secretary.

### **4.3. How the University has complied with the Operational Standards**

The University has developed a policy on using Welsh internally in order to promote and facilitate the use of the language- a copy of the policy can be found [here](#).

All policies relating to the university's recruitment and employment process are available in both English and Welsh on the intranet. Staff are able to identify their preferred language on the HR system, iTrent, and this record is checked when corresponding with staff.

Due to the Covid-19 pandemic, the opportunities for staff to learn Welsh at any level are now provided online, free of charge by the Learn Welsh Glamorgan Centre. Staff also have the opportunity to converse in Welsh at an informal, online event which are held every fortnight.

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

Complaints about the Welsh language and/or complaints received in English or Welsh about any aspect relating to the standards are dealt with in accordance with the University's complaints policy. 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.

It should be noted that complaints received from the Welsh Language Commissioner's Office are processed in accordance with the Commissioner's own standards and timeframes. This process is prioritised over our normal published response times.

During the reporting period 1 August 2019 - 31 July 2020, 6 complaints were received-see Appendix 1.

#### **4.5 Welsh language skills of employees**

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

#### **Standard 158: Number and % of academic staff that are able to teach through the medium of Welsh by Faculty<sup>1</sup>**

<b>Faculty</b>	<b>Number of academic staff who are able to teach in Welsh</b>	<b>% of academic staff</b>
Life Sciences & Education	19	1.13
Creative Industries	18	1.07
Business & Society*	12	0.72

<sup>1</sup> Data submitted to HESA for 2019-20 academic year.



Computing, Engineering & Science	3	0.18
<b>Total</b>	<b>52</b>	<b>3.10</b>

\*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 and faculty<sup>2</sup>

Department	Welsh Speaker (Fluent)	Welsh Speaker (Non-fluent)	Approx. % of Welsh speaking administrative staff
Academic Registry	15	40	53%
Estates & Facilities	21	35	35%
Life Sciences & Education	23	3	21%
Creative Industries	3	12	20%
Business & Society	8	1	36%
Computing, Engineering & Science	8	17	21%
Executive	4	11	62%
Finance Division	3	12	38%
Governance, Assurance & Legal	6	6	92%
Marketing & Student Recruitment	17	22	56%
Student Services	7	24	43%
Organisational Development	9	11	49%
Research & Business Development	8	30	67%
Information & Technology Services	11	34	52%
Learning Services	16	48	60%
USW International	2	14	62%
<b>Total</b>	<b>161</b>	<b>320</b>	<b>43%</b>

\*Every member of staff can record their Welsh language skills on our Human Resources system, iTrent. Staff note their skills from zero, having no Welsh skills, to five, being completely fluent. 'Welsh speaker non-fluent' refers to staff possessing Welsh skills at level one. This means that they can pronounce Welsh words, place names, greet and understand a greeting and use basic Welsh words and state simple requests. Currently 78% have registered their skills and work continues to encourage staff to complete the assessment.

<sup>2</sup> Data collected in December 2020



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

No staff attended a training course in Welsh that is listed in the compliance notice during the reporting period 1 August 2019-31 July 2020.

#### 4.7 The number of staff who wear a 'Working Welsh' badge at the end of the financial year;

'Working Welsh' 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 coordinators 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 Learn Welsh Glamorgan.

0 badges and 3 lanyards were distributed during the reporting period.

#### 4.8 Welsh Language Training

The University proactively encourages staff to learn Welsh and courses are provided by the Learn Welsh Glamorgan Centre, which is based on the University's Treforest campus.

Course	Number of staff
Entry level 1	32
Entry level 1 & 2	7
Entry level 2	22
Foundation 1	11
Foundation 1 & 2	4
Intermediate 1	2
Intermediate 1 & 2	1
Intermediate 2	6
Advanced 2	1
Advanced 3	1
<b>Total</b>	<b>87</b>

#### 4.9 New and vacant posts

During 1 August 2019-31 July 2020, 211 vacant posts were advertised and no new roles were created. The posts were categorised as follows:

<b>Advertised Posts</b>	<b>New posts</b>	<b>Vacant posts</b>	<b>Total</b>
Welsh language skills are essential	0	10	10
Welsh language skills are desirable	0	78	78
Welsh language skills are not necessary	0	123	123
Welsh language skills need to be learnt when appointed to the post	0	0	0
<b>Total</b>			<b>211</b>

#### 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:

Welsh Unit  
University Secretary's Office,  
University of South Wales  
Pontypridd Campus  
CF37 1DL  
[cymraeg@decymru.ac.uk](mailto:cymraeg@decymru.ac.uk)

## Appendix 1

### Complaints

<b>Date Received</b>	<b>Description of the Complaint</b>	<b>Standard Type</b>	<b>Date Resolved</b>
13.08.2019	Error on a road sign.	Service Delivery Standards	14.08.2019
03.09.2019	Error on a sign of a lift.	Service Delivery Standards	09.09.2019
01.10.2019	Error on a sign in a classroom.	Service Delivery Standards	07.10.2019
16.10.2019	English only sign in the toilets on Cardiff campus.	Service Delivery Standards	17.10.2019
04.11 2019	Error on a sign outside the library on Treforest campus.	Service Delivery Standards	04.11.2019
30.01.2020	Error on a classroom door sign.	Service Delivery Standards	03.02.2020