



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd

## **Welsh Language Standards Monitoring**

**Cardiff Metropolitan University**

**1 August 2020 to 31 July 2021**

## **Introduction**

Cardiff Metropolitan University has been subject to the Welsh Language Standards since 1 April 2018. This document reports on the period between 1 August 2020 to the end of institution's financial year, 31 July 2021.

Since the Welsh Language Standards came into force, the University has developed several new procedures and has offered training for staff in order to fulfil its obligations under the Standards. Many of these procedures have continued from those implemented as part of the Welsh Language Scheme. During this period, the University has sought to build upon the work completed in preparation for the imposition of the Welsh Language Standards.

During the above reporting period, the University has continued to respond to the challenges surrounding COVID 19. As a result, staff and students have predominantly worked virtually via the Microsoft Teams platform. Despite these challenges, the University continued its monitoring practices. Monitoring results demonstrated that there was no reduction in Welsh-medium services or compliance with the Welsh Language Standards.

This report has been scrutinised and approved by the Use of Welsh Committee, and the University's Board of Governors.

## **Communicating the Requirements of the Welsh Language Standards**

Training has been offered to staff from all parts of the University to explain the statutory background of the Standards and the steps taken to reach compliance. In addition, as part of the internal monitoring exercises, the Welsh Language Unit have met with departments across the University to communicate the requirements of the Standards and outline any areas for development.

The Welsh Language Unit's section of the University's external website was updated to include specific pages on the Welsh Standards, FAQ's and several guidelines on:

- Answering the Telephone
- Correspondence
- E-mail Signatures
- Meetings (public and students)
- Chiring Bilingual Meetings
- Public Events/Lectures and Graduation/Award Ceremonies
- Policy Decisions
- Social Media
- Contracts and Tenders
- Grants and Financial Assistance

During the process of rolling out the Standards across the University, it became clear that it was necessary to revise guidelines to give more clarity where needed or to add relevant examples. Consequently, even though these guides have been published on the website and paper copies are distributed in presentations and when advising individuals, they are live documents which are regularly updated.

### **Service Delivery Standards**

#### Written Correspondence (Standards 1 – 7)

The University initiates all correspondence bilingually unless the language choice of the recipient is known. The University responds in Welsh to any correspondence received in Welsh and the following clause was added to all official University correspondence and to all e-mails sent by units and schools.

***Mae Met Caerdydd yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.***

***Cardiff Met welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.***

#### Telephone Communication (Standards 8 – 21)

Staff who work on the University's main telephone lines answer the telephone with a bilingual greeting and instructions for staff on the Main Switchboards and Information Services helpline were drawn up and distributed. A general guide on how to deal with calls made in Welsh is available on our website.

Staff were provided with training on how to answer the phone bilingually and how to deal with Welsh telephone enquiries.

#### Meetings (Standards 24 – 34)

The Welsh Language Unit supports any professional service or academic school in organising simultaneous translation for any meetings where Welsh is used by any invited participant(s). As almost all meetings held during the

pandemic have been virtual ones, the University has granted special dispensation to use Zoom when simultaneous translation is required. Zoom is much better equipped to allow simultaneous translation than Microsoft Teams and the feedback received has been that the experiences of those involved has been extremely positive.

#### Public Events (Standards 35 – 38)

In order to ensure that the Welsh is not treated less favourably than English when providing publicity material for public use, these Standards have been discussed with the University's events team, and any materials produced for public events are produced bilingually.

#### Public Lectures (Standards 40 – 40A)

The University's Events Team is responsible for the publicity for public lectures and are aware of the requirements of the Welsh Language Standards. Additional training has also been provided to members of the Events Team by the Welsh Language Unit.

#### Graduation Ceremonies (Standards 41 – 42)

No graduation ceremonies were arranged during the period covered by this report due to the COVID restrictions. The information about the any virtual celebrations arranged by the University has been bilingual.

#### Publications (Standards 43 – 52)

Procedures have been long established to ensure that any document for the public or students is produced bilingually, and that the Welsh language would not be treated less favourably than English with regards to size, quality and accuracy. These procedures continue to be applied by staff when drafting any publications.

#### Forms (Standards 53 – 54)

Staff are aware that all forms for student and public use, along with any explanatory materials, should be produced bilingually. If separate Welsh and English versions are produced, our practice is to send the forms in the preferred language of the student or member of the public.

#### The Website (Standards 55 – 59)

A fully bilingual website was published in February 2020. Web editors in each of the University's departments have received an update on how to edit the

website, both English and Welsh pages to ensure that both versions correspond fully. Compliance with these standards are monitored three times a year as part of the University's monitoring exercises.

Grammar and Spellcheck Software (Standards 60)

The software Cysgliad is available to all students on the public workstations' computers. The same software is available for staff on demand to install on their office computers and on laptops that are used for work purposes.

Apps (Standards 61)

The University is working towards ensuring that the apps specified operate bilingually.

Social Media (Standards 62 - 63)

The University has designated departmental or corporate accounts for each school and professional service. These accounts operate bilingually.

Self-Service Machines (Standards 64)

All self-service machines, including library self-service machines and onsite parking machines across both University campuses, operate bilingually.

Signs (Standards 65 - 67)

All signs appear bilingually. Any new signs, or those being restored, are produced with the Welsh language text situated so that it likely to be read first – i.e. to the left or above the English text.

Receptions (Standards 68 - 72)

There is a sign in every reception that is open to the public advising that it is possible to receive a Welsh language service at our reception areas, and the bilingual staff who work there wear a badge to demonstrate this.

Notices (Standards 73 - 74)

The University produces all notices bilingually.

#### Grants (Standards 75 - 79)

All documents pertaining to grants or financial aid applications are available in Welsh.

#### Contracts awarded to third parties (Standards 73 - 74)

After consultation with the procurement office, guidelines were drawn up for tendering and third-party contracts which explain that tenderers have the right to submit their applications in Welsh and to be interviewed in Welsh. The guide has been distributed to staff who work with procurement and is also on our website.

#### Advertising and Promotion (Standards 85 - 86)

All the publicity and documents that we produce which advertise our services are produced bilingually.

#### Corporate Identity (Standards 87)

The corporate identity of the University is completely bilingual.

#### Learning Opportunities (Standards 88 - 89)

Regarding the learning opportunities that are open to the public and that are not part of a course or will lead to a performance, we can refer to the sessions provided by Cardiff Open Art School. Currently, the school gathers data on the preferences of class attendees regarding the language of the classroom to enable planning for the future.

#### Assessments (Standards 90- 90A)

The University's students have been able to submit Welsh language assessments on English medium modules for several years and there have been robust procedures in place to facilitate this. These include appointing a Welsh medium tutor within the same department to mark the work and if this is not possible, the assessment will be translated into English before being marked. The translation unit is very familiar with translating academic assessments. English medium exam papers are also translated into Welsh to allow students to sit the exam in Welsh if they wish. This is done in accordance with the requirements prescribed by the Quality Assurance Agency.

#### Public Announcements (Standards 91)

The University does not operate a public address system.

#### Student Accommodation (Standards 92 - 92A)

The University's accommodation team provides students with the option of living with other Welsh speaking students. This is offered as part of the Halls of Residence application process.

#### Personal Tutor (Standards 93)

The University allocate Welsh speaking personal tutors to all Welsh speaking students by default. If it is not possible to allocate a tutor from the relevant academic school, then a tutor from another school is provided.

### **Policy Making Standards**

#### Policy Decisions (Standards 94 - 96)

Cardiff Met is committed to assessing the linguistic consequences of new policies and initiatives with a view to facilitating the Welsh where possible.

Impact Assessment of new policies and initiatives is undertaken by a subgroup of Cardiff Met's Equality and Diversity Committee and ratified by the committee itself. The Head of the Welsh Language Unit scrutinises each Impact Assessment as a member of the sub-group and the Committee.

To ensure the Welsh language is considered as a central component of any policy development work, it has been included alongside the nine protected characteristics identified by the Equality Act 2010. This ensures that any impact on the Welsh language will be considered across the organisation.

#### Consultation (Standards 97 - 99)

During consultation processes on policy decisions, the University seeks views on the effects that the policy decision would have on the Welsh language. This is done by including a specific question about Welsh, alongside other questions, in the consultation document, or by asking a question orally in a consultation meeting with an individual.

#### Awarding Grants (Standards 100)

Having considered to what extent the University awards grants, and having consulted with the Welsh Language Commissioner, it was decided that the University does not currently carry out relevant actions to require a policy for this element.

#### Commissioning Research (Standards 101 - 103)

The University did not commission any research to help with a policy decision during the reporting period, but the intention is to use the Impact Assessment for this (in which the Welsh language is duly considered).

#### Academic Courses (Standards 104)

Consideration of Welsh medium provision when developing or withdrawing degree courses is already an established procedure within the University. During the reporting period, it was the University's branch of the Coleg Cymraeg Cenedlaethol and the Pro Vice-Chancellor with responsibility for Welsh who were responsible for overseeing the process regarding Welsh medium provision.

### **Operational Standards**

#### Using the Welsh Internally in the Institution (Standards 105)

The University has developed a comprehensive Welsh language policy which is available to read on the University website. This policy document includes the requirements of the Standards, together with some additional policy points and establishes them within an institutional context. The policy was approved by the University's Use of Welsh Committee.

#### Employment (Standards 106 – 111)

The University uses an on-line system for job applications and the application form is provided on-line. The system can be used in Welsh and the application form specifically asks for the applicant's preferred language of correspondence. The system also allows candidates to choose their language preference for the interview/any other method of assessment. It also allows candidates if they should be successfully appointed, to choose whether they wish to receive the following document in Welsh:

- Contract of employment
- Paper correspondence relating to their employment



- Documents that outline their training needs
- Documents that outline their performance objectives
- Documents that outline or record their career plan.

The language chosen by staff for correspondence is recorded on the staff record system ESS self-service, therefore all correspondence regarding employment by the University will be provided in the preferred language of the member of staff.

Human Resources Policy (Standards 112 – 118)

During the reporting period, all of the policy documents listed within the Standards are available bilingually.

Complaints by/about staff (Standards 119 – 122)

Members of staff at the University have the right to make a formal complaint and respond to complaints through the medium of Welsh.

Staff Disciplinary (Standards 123 – 126)

Staff have the right to respond in Welsh to allegations made against them in an internal disciplinary process. The disciplinary procedure states this right and the right to use Welsh in a disciplinary meeting.

Staff Language Skills (Standards 127 &– 134)

All staff have a choice to use a Welsh or English interface on their computers, and the grammar and spellchecker and Welsh dictionary package *Cysgliad/Cysill* is available for all staff on every University computer. It is also available for staff download directly on to their personal systems.

Data regarding the Welsh language skills of staff is collected as they apply for a post with the University and this is recorded on their staff record on appointment. Current staff can complete or update the language skills box on their staff record through the ESS self-service system.

Staff Training (Standards 135 – 137)

During the reporting period, no member of staff requested to receive staff development training through the medium of Welsh. All material and resources created for induction and appraisals are produced bilingually and the University actively offers this training through the medium of Welsh.

### Language Training (Standards 138 - 141)

The University encourages staff to develop their Welsh language skills and staff have the right to attend Working Welsh classes facilitated by the Welsh for Adults Tutor.

#### **Summary of the programme (staff having finished lessons at the end of the year):**

<b>Level of study</b>	<b>Number of staff</b>
Entry	24
Foundation	11
Intermediate	6
Advanced	16
<b>Total</b>	<b>57</b>

### Email Signatures and badges (Standards 142 – 144A)

Staff are encouraged to use a bilingual electronic signature, and to include in their email signatures that they can speak or are learning Welsh, or welcome emails in Welsh.

Staff are expected to provide a bilingual message for their out of office. A guide is provided on our website on how to do this.

### Posts (Standards 145 – 149)

Managers in Schools and Units are responsible for assessing individual posts in terms of the Welsh language requirements. This is done by completing the establishment form.

All posts are advertised bilingually and every post state either that a specific level of Welsh is an essential or desirable skill.

The University uses an on-line system for job applications and the application form is provided on-line. This system is fully bilingual.

### Signs (Standards 150 – 153)

All signs appear bilingually. Any new signs, or those being restored, are produced with the Welsh language text situated so that it likely to be read first – i.e. to the left or above the English text.

## Record Keeping Standards

### Complaints (Standards 154 – 156)

The purpose of the University's Complaints Procedure is to provide a formal route through which a student, member of staff or the public, can bring a complaint to the attention of the University. This procedure is available through the medium of Welsh or English.

A formal annual report on complaints is submitted annually to the Academic Board and Board of Governors. This report includes monitoring data including numbers of Welsh speakers that have complained in the year, numbers of complaints involving Welsh as an issue and any action taken as a result of the monitoring process.

In order to support anyone wishing to make a complaint through the medium of Welsh, the Head of the Welsh Language Unit has been trained in how to investigate a complaint.

Only one complaint was made regarding the University's compliance with the Welsh Language Standards this year. The complaint was made directly to the Commissioner by a student and investigations into the complaint are ongoing. The University will report in full on this complaint and the outcomes of the investigation in next year's report.

### Policies (Standard 157)

The tool for assessing impact on the Welsh language when making policy decisions, the Impact Assessment Form, was used 16 times during the reporting period.

### Staff Linguistic Skills (Standard 158)

The University has benchmarked the way that it assesses the Welsh language skills of its staff against other mechanisms used by the public sector in Wales. This framework has 5 levels of ability based on 'can do' statements that are in line with the common European framework for learning languages, the WJEC's Welsh for Adults framework.

A survey was sent to all members of staff during the 2017-2018 reporting year, asking staff them to assess their Welsh language abilities against this new framework and some additional questions about their desire to use Welsh and work and to learn the language. All new members of staff are required to supply this information to the University. A total of **816** members of staff completed the survey, almost 60% of all Cardiff Met staff.

### Ability to speak Welsh

Answer	%	Total	Academic	Professional	Both
No ability.	62.99%	514	163	316	35
I can hold a basic conversation in Welsh.	23.28%	190	54	119	17
I can hold simple work-related conversations.	2.33%	19	7	12	0
I can converse in some work-related conversations.	1.96%	16	4	12	0
I can converse in most work-related conversations.	2.45%	20	5	15	0
I am fluent.	6.99%	57	31	22	4
<b>Total</b>	<b>100%</b>	<b>816</b>	<b>264</b>	<b>496</b>	<b>56</b>

### Ability to understand Welsh

Answer	%	Total	Academic	Professional	Both
No ability.	44.49%	363	127	214	22
I can understand parts of a basic conversation.	30.76%	251	67	161	23
I can understand basic conversations about everyday topics.	12.01%	98	25	66	7
I can understand routine work-related conversations.	2.82%	23	7	16	0
I can understand most work-related conversations.	1.84%	15	5	10	0
I can understand all work-related conversations.	8.09%	66	33	29	4
<b>Total</b>	<b>100%</b>	<b>816</b>	<b>264</b>	<b>496</b>	<b>56</b>

### Ability to write Welsh

Answer	%	Total	Academic	Professional	Both
No ability.	66.54%	543	175	330	38
I can write basic messages on everyday topics.	20.47%	167	44	109	14
I can write simple work-related correspondence.	3.92%	32	10	21	1

I can prepare routine work-related material with checking.	2.45%	20	7	12	1
I can prepare most written work in Welsh.	2.21%	18	7	10	1
I can prepare written material for all work-related matters.	4.41%	36	21	14	1
<b>Total</b>	<b>100%</b>	<b>816</b>	<b>264</b>	<b>496</b>	<b>56</b>

### Ability to read Welsh

Answer	%	Total	Academic	Professional	Both
No ability.	43.50%	355	126	209	20
I can read some basic words and phrases with understanding.	32.35%	264	72	169	23
I can read simple material on everyday topics with understanding.	10.05%	82	18	56	8
I can read some routine work-related material with support e.g. dictionary.	4.41%	36	10	25	1
I can read most work-related material.	3.19%	26	9	15	2
I can fully understand all work-related material.	6.50%	53	29	22	2
<b>Total</b>	<b>100%</b>	<b>816</b>	<b>264</b>	<b>496</b>	<b>56</b>

Since conducting the survey, the University has continued to collect data on the language skills of new staff (**see below**). The University's systems do not currently allow us to identify and therefore remove the data for staff who have left the Met since 2018. The above data therefore does not provide a complete account of the language skills of University staff.

The University is developing a function within the staff record system, a self-service system, which will enable staff to update their Welsh language skills. This will also enable learners undertaking Welsh lessons as part of the Working Welsh programme to update their skill levels as they finish their courses. This will be in place by the next reporting period.

### Ability to speak Welsh

Answer	%	Total
No ability.	71.74%	264
I can hold a basic conversation in Welsh.	14.95%	55
I can hold simple work-related conversations.	2.99%	11
I can converse in some work-related conversations.	1.36%	5
I can converse in most work-related conversations.	1.36%	5
I am fluent.	7.61%	28
<b>Total</b>	<b>100%</b>	<b>368</b>

### Ability to understand Welsh

Answer	%	Total
No ability.	58.70%	216
I can understand parts of a basic conversation.	24.18%	89
I can understand basic conversations about everyday topics.	6.52%	24
I can understand routine work-related conversations.	1.09%	4
I can understand most work-related conversations.	1.09%	4
I can understand all work-related conversations.	8.42%	31
<b>Total</b>	<b>100%</b>	<b>368</b>

### Ability to write Welsh

Answer	%	Total
No ability.	61.14%	225
I can write basic messages on everyday topics.	22.83%	84
I can write simple work-related correspondence.	4.35%	16
I can prepare routine work-related material with checking.	2.45%	9
I can prepare most written work in Welsh.	2.17%	8
I can prepare written material for all work-related matters.	7.07%	26
<b>Total</b>	<b>100%</b>	<b>368</b>

## Ability to read Welsh

Answer	%	Total
No ability.	75.27%	277
I can read some basic words and phrases with understanding.	11.96%	44
I can read simple material on everyday topics with understanding.	3.53%	13
I can read some routine work-related material with support e.g. dictionary.	1.63%	6
I can read most work-related material.	1.90%	7
I can fully understand all work-related material.	5.71%	21
<b>Total</b>	<b>100%</b>	<b>368</b>

### Staff Training (Standard 159)

The Welsh Language Unit offers a language awareness training package to all staff members. This package contains information on the Welsh Language Standards, the reasons why people speak Welsh and also why they study through the medium of Welsh. The training also includes data on the amount of Welsh speaking staff and students that speak Welsh in Wales, Cardiff, and Cardiff Met along with the requirements for the Met as an institution.

### Posts (Standard 161 - 162)

During the reporting period, 308 posts were advertised, of these:

- 6 posts were advertised where Welsh language skills were essential.
- 302 posts were advertised where Welsh language skills were desirable.
- 0 posts were advertised where Welsh language skills were not deemed necessary at present.

Please note that these figures also include re-advertised posts.

## Supplementary Standards

### Welsh Language Standards Document (Standard 163, 169, 175, 181)

The University has developed a comprehensive Welsh language policy which is available to read on the University website. This policy document includes the requirements of the Standards together with some additional policy points

and establishes them within an institutional context. The policy was approved by the University's Use of Welsh Committee.

#### Complaints Procedure (Standard 164, 170, 176,)

Complaints received by the institution about compliance with the Standards and complaints regarding the Welsh language can be made through University's Complaints Procedure which is available on our website. Complaints can be made by using the interactive electronic form on our website or by contacting the University via email, letter or telephone. The complaints procedure, including the Commissioner's process of dealing with complaints, are referred to in the training on the Standards to staff.

#### Monitoring (Standard 165, 171, 177,)

The Welsh Language Promotion and Facilitation Officer along with the Head of the Welsh Language Unit is responsible for overseeing the way the University complies with the Welsh Standards. The University's Pro Vice-Chancellor of Student Engagement has responsibility for overseeing Welsh medium services and provision across the University.

The University has established the Use of Welsh Committee, which is responsible for monitoring the progress of the Welsh language Standards. It is a senior management committee, and meets three times during the academic year, and receives reports from the Welsh Language Unit on the implementation and monitoring of the Welsh Standards. The Use of Welsh Committee also submits an annual report to the University's Strategic Planning Committee and to the Board of Governors.

The University's Welsh Language Policy notes the arrangements for overseeing compliance with the Welsh Language Standards. Guidance on meeting the Standards is available on our website for all staff.

#### Annual Report (Standard 166, 168, 172, 178, 180, 182)

For this report, the University was asked to report on the period between August 1st 2020 and 31 July 2021. The report includes:

- no. of complaints received
- no. of employees who have skills in Welsh
- no. and percentage of the members of staff who attended training courses offered in Welsh
- no. of new and empty posts and their category regarding Welsh language requirements.



Compliance Document (Standards 167, 173, 178, 179)

Guidance and points of action are produced directly as a result of the internal monitoring process which is overseen and scrutinised by the Use of Welsh Committee and Management Board.