



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Welsh Language Standards Monitoring Report

Cardiff Metropolitan University

1 August 2022 to 31 July 2023

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

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 2022 to the end of institution's financial year, 31 July 2023.

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.

Much staff and student activity happens on our campuses, but many members of staff continue to work virtually via Microsoft Teams. The University continued to monitor compliance. 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, the Academic Board, the Strategic Planning and Performance 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 website include specific pages on the Welsh Language Standards and several guidelines, including those on answering the telephone, correspondence and out of office messages. The University's comprehensive Policy on the Welsh language is also available on the website.

Service Delivery Standards

Written Correspondence (Standards 1 - 7)
--

The University initiates all corporate correspondence and to students 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 professional services and academic 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 professional services and academic schools in organising simultaneous translation for any meetings where Welsh is used by any invited participant(s). During the year, the University has changed from using Zoom to using Teams, which now allows simultaneous translation. The Welsh Language Unit has also created guidance to help staff adjust to this change.

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. 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.

No public lectures were held during the period covered by this report.

Graduation Ceremonies (Standards 41 - 42)

The information about the University's graduation ceremony arrangements is bilingual. Any honorary speakers at the ceremony are asked whether they wish to use Welsh.

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. The University is in the process of purchasing a new website. Compliance with the Welsh Language Standards is an integral part of the tendering process, and this will ensure that the new website is fully bilingual.

Grammar and Spellcheck Software (Standards 60)

Cysgliad software is installed on all Cardiff Met equipment as standard and it is available for students to install on personal devices via 'Apps anywhere'. This is available through the University's website and the student intranet. Students are also provided with computer software for checking Welsh spelling and grammar with Microsoft Office 365.

Apps (Standards 61)

Cardiff Met ensures that all new apps are produced bilingually.

The Cardiff Met Sports app is available bilingually and much work has been done during the year to improve the compliance of the MyCardiffMet app. A Welsh version of the app will be launched during the University's Welcome week in September 2023.

Social Media (Standards 62 - 63)

The University has designated departmental or corporate accounts for our professional services and academic schools and. These accounts operate bilingually. Compliance with these Standards is monitored three times a year as part of the University's monitoring process.

Self-Service Machines (Standards 64)

The University's self-service machines (the library self-service machines and onsite parking machines across both University campuses) operate bilingually.

Signs (Standards 65 - 67)

All new signs and those which are renewed, are produced bilingually. The Welsh language text is placed so that it is likely to be read first. All signs are translated by the University's Translation Service.

Receptions (Standards 68 - 72)

There are signs in the main receptions of our campuses advising that Welsh language services are available. The bilingual staff who work there wear lanyards 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. No application submitted in Welsh is treated less favourably than applications submitted in English.

Contracts awarded to third parties (Standards 80 - 84)

Tenders are published in Welsh if the subject matter of the tender for a contract suggests that it should be published in Welsh. For those tenders submitted in Welsh, all supplier notifications of awards are also published in Welsh. The University does not treat tenders submitted in Welsh any less favourably than tenders submitted in English.

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. The school is also supporting one of its tutors at the Open Art School to develop their Welsh language skills.

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 Service 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 carries out audio announcements during UCAS fairs, which take place at the Cyncoed campus. These are made bilingually.

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 and the Welsh Language Unit is part of the University's Policy Review Group.

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 Welsh scrutinises each Impact Assessment as a member of the subgroup 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 through the Impact Assessment process.

Awarding Grants (Standards 100)

The University has been consulting with other universities who have put this in place. It's also been consulting with relevant staff to see how this can be implemented. The University will expand on its Welsh Language Policy to fully include expectations regarding the awarding of grants and provision of financial assistance during the first term of the 2023-24 academic year.

Commissioning Research (Standards 101 - 103)

During the reporting period, the University did not commission research to help with a policy decision. The University undertook research internally and externally to assist it in making People Services policy decisions. When making these decisions, an Equality Impact Assessment was used in which the Welsh language was duly

considered. Some examples of this are: our policies and our mandatory e-learning modules having the provision of being available in Welsh.

During the reporting period, a representative from the Welsh Language Staff Network continued to be part of the Policy Review Group. This gave the University valuable insight to enable policy decisions to be made which provided opportunities for persons to use the Welsh language. It also ensured that the Welsh language is treated no less favourably than the English language.

Academic Courses (Standards 104)

Consideration of Welsh medium provision when developing or withdrawing degree courses is already an established procedure within the University.

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 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 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 employment correspondence is recorded on iTrent, the University's human resources system. When indicated, People Services corresponds in the staff member's language of choice.

People Services are continuing to transform the University's recruitment service. Improving attraction and diversity are a golden thread throughout the project and the University will ensure that the new system complies with the relevant Standards.

The University's employee self-service, MyMet, is available in English and Welsh. Employees can amend/switch their preferences within the self-service.

Human Resources Policy (Standards 112 - 118)

All the University's policies relating to Human Resources matters (including those outlined within the Standards) are available bilingually and are published on the University's website in the Policy Hub.

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.

Cysgliad software is installed on all Cardiff Met equipment as standard and it is available for staff to install on personal devices via 'Apps anywhere'. This is available through the University's website. Staff are also provided with computer software for checking Welsh spelling and grammar with Microsoft Office 365.

Welsh language interfaces also exist for the library.

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. New Welsh language skills levels were introduced during the year, which correspond to the Common European Framework of Reference for Languages.

Intranet (Standards 128 - 133)

The University's staff intranet includes a language toggle which enables staff to choose their language preference. The interface and menus are available bilingually, and most pages are bilingual. The Welsh Language Unit is working with the relevant areas to ensure that all pages are bilingual as soon as possible.

The Welsh Language Unit has a site on the staff intranet which provides staff with information about Welsh services and support material, as well as support on how to use the Welsh language.

Staff Training (Standards 135 - 137)

All materials, and policy and guidance resources for induction, recruitment and appraisals are produced bilingually and the University actively offers this training through the medium of Welsh.

Staff are encouraged to use Welsh in all parts of their work at the University. A variety of bilingual guidance documents are available to help staff use Welsh wherever possible. These documents contain Welsh greetings and phrases, which can be used in a variety of work settings.

Language Training (Standards 138 - 141)

The University encourages staff to develop their Welsh language skills. Staff have the right to attend free Work Welsh classes during working hours, facilitated by the Welsh for Adults Tutors. Lessons were offered at the Proficiency level for the first time this year.

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

Level of study	Number of staff
Entry	18
Foundation Self-Study	1
Foundation	13
Intermediate	11
Advanced	16
Proficiency	5
Total	64

A range of supplementary activities are also provided free of charge, including:

- Weekly 'coffee and chat' sessions
- Reading and chat sessions
- Celebrations to mark special dates and regular social events
- A press reading group

The University also established a Welsh Choir during the year, which is suitable for learners at all levels.

All learners have the opportunity to undertake a 'Cymraeg Gwaith' Personal Project during the academic year, where they work on improving the use, visibility or understanding of the Welsh language in their own specific workplace.

The University's Welsh Language Staff Network grew during the reporting year. The network is open to any member of staff that speaks Welsh or is learning the language. The network has a group on Teams and holds social events which allow staff to interact through the medium of Welsh.

All parts of the University have been offered Welsh language awareness training by the Welsh language Unit, which also provides training on the Welsh Language Standards to Welsh Co-ordinators across the University. Incidental Welsh training was provided to frontline staff during the year so that more students, staff and visitors hear the language on our campuses.

The Welsh language is promoted during staff induction and in news articles on the intranet.

Email Signatures and badges (Standards 142 - 144A)

Staff are encouraged to use a bilingual electronic signature which also state that they welcome emails in Welsh, and which show their Welsh language skills. Bilingual guidance is available to help staff with this.

Staff are expected to provide a bilingual message for their 'out of office' messages. A guide is available on our website and intranet on how to do this.

'Work Welsh' and 'Learner' lanyards are available for staff from the University's campus main receptions and Studios of the university campuses. These have been widely promoted to staff.

Posts (Standards 145 - 149)

Managers in professional services and academic schools are responsible for assessing new and vacant posts in terms of the Welsh language requirements. All posts note that Welsh language listening, reading, speaking and writing skills are 'Essential' or 'Desirable' (at level 'A1 - Beginner' as minimum). All posts are advertised bilingually and the website notes that applications may be submitted in Welsh.

The University uses an on-line system for job applications and the application form (which asks for interview, assessment and correspondence language choice) and the related documentation is provided on-line. This system is fully bilingual.

Signs (Standards 150 - 152)

All new signs and those which are renewed, are produced bilingually. The Welsh language text is situated so that it likely to be read first. All signs are translated by the University's Translation Service.

Announcements using audio equipment (Standard 153)

The University doesn't make announcements in the workplace using audio equipment.

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 Welsh has been trained in how to investigate a complaint.

Three complaints were made this year about the University's compliance with the Welsh Language Standards. These complaints were resolved under the informal stage of our procedure.

Policies (Standard 157)

The University's equality objectives embody our long-term vision to support the advancement of equality, diversity, and inclusion and embedding equality of opportunity in everything we do. Equality Impact Assessments play a significant role in helping us achieve this as well as supporting good decision-making. Through our Equality Impact Assessments, we review our strategies, projects, and policies to make sure they do not discriminate or disadvantage people, while also improving or promoting equality. The impact on the Welsh language is fully embedded within this process, ensuring that Welsh is considered in University policies and strategies.

The Equality Impact Assessments tool was used 6 times during the reporting period at an institutional level.

Staff Linguistic Skills (Standard 158)

During the year, the University developed a language skills survey on the staff self-service system to allow staff to record their Welsh skills. The levels correspond to the Common European Framework of Reference for Languages. By the end of the

reporting period. the survey was completed by 814 staff members, almost 50% of the University's fixed term/permanent workforce.

Listening

Language level and descriptor	Total	Percentage
A0 - No skills Cannot understand or communicate in Welsh.	344	42.3%
A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	262	32.2%
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.	49	6.0%
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.	34	4.2%
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.	27	3.3%
C1 - Fluent user Can communicate fluently in Welsh.	32	3.9%
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.	66	8.1%
Total	814	100%

Reading

Language level and descriptor	Total	Percentage
A0 - No skills Cannot understand or communicate in Welsh.	321	39.4%
A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	243	29.9%
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.	83	10.2%
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.	44	5.4%
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.	27	3.3%

C1 - Fluent user Can communicate fluently in Welsh.	41	5.0%
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.	55	6.8%
Total	814	100%

Writing

Language level and descriptor	Total	Percentage
A0 - No skills Cannot understand or communicate in Welsh.	430	52.8%
A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	184	22.6%
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.	66	8.1%
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.	42	5.2%
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.	17	2.1%
C1 - Fluent user Can communicate fluently in Welsh.	34	4.2%
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.	41	5.0%
Total	814	100%

Speaking

Language level and descriptor	Total	Percentage
A0 - No skills Cannot understand or communicate in Welsh.	344	42.3%
A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	253	31.1%
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.	65	8.0%
B1 - Intermediate user	39	4.8%

Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.		
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.	32	3.9%
C1 - Fluent user Can communicate fluently in Welsh.	35	4.3%
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.	46	5.7%
Total	814	100%

Staff are able to update their details as they develop their Welsh language skills.

Staff Training (Standard 159)

During the reporting period, no member of staff formally requested their training to be delivered in Welsh. If they did, the University would do this by arranging a translator and providing simultaneous translation.

Posts (Standard 161 - 162)

During the reporting period, 449 posts were advertised, of these:

- 15 posts were advertised where Welsh language skills were essential.
- 434 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 University's Welsh Language Policy outlines that staff have the right to access the complaints process in Welsh.

Monitoring (Standard 165, 171, 177)

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

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 which meets three times during the academic year, and receives reports from the Welsh Language Unit on the implementation and monitoring of the Welsh Language 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 2022 and 31 July 2023. 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 Academic Board.