



**Cardiff**  
Metropolitan  
University

Prifysgol  
Metropolitan  
**Caerdydd**

# **Welsh Language Standards Monitoring Report**

**Cardiff Metropolitan University**

**1 April 2018 to 31 July 2018**

**This document is available in Welsh**

## 1. INTRODUCTION

Cardiff Metropolitan University has been compliant with the Welsh Language Standards since 1 April 2018. This document is a report on the period of 1 April 2018 to the institution's financial year, 31 August 2018.

Until 1 April 2018 the University operated a Welsh Language Scheme and the Scheme's procedures a firm foundation for the implementation of the Welsh Language Standards. The procedures adopted during the implementation of the Welsh Language Scheme continue and have been strengthened and new procedures have also been adopted to ensure compliance with the new requirements of the Welsh Language Standards. This report refers to the processes put in place since 1 April 2018.

This report was submitted to the Use of Welsh Committee, the university's Strategic Planning Committee and Board of Governors.

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

As part of the preparation for the implementation of the Standards a series of general presentations were held with staff from all part of the university to explain the statutory background, procedures and how to comply.

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)
- Chairing 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, and so, 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 responds in Welsh to 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.

As part of the presentations rolled out across the university, staff were taught how to answer the phone bilingually and how to deal with Welsh telephone enquiries.

### Meetings (Standards 24 – 34)

A guide for meetings and how to use Welsh in a meeting has been drawn up by the Welsh Language Unit. The guide also includes instructions on how to arrange simultaneous translation in order to ensure that attendees can use Welsh in a meeting if they so wish. This guide is available on our website.

### Public Events (Standards 35 – 38)

In order to ensure that the Welsh is not treated less favourably than the 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.

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

The information about the university's graduation ceremony arrangements has been bilingual every year.

#### Publications (Standards 43 – 52)

Procedures were put in place under the terms of the Welsh Language Scheme to ensure that any document for use by the public/student would be bilingual 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.

#### Forms (Standards 53 – 54)

Every form and the associated explanatory material produced for the public and/or students is bilingual. 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)

The University is currently working on developing a fully bilingual website in order to comply with these standards by the 1<sup>st</sup> of October 2019.

All the web editors across the university have been made aware that when updating a web page, or creating a new one, this should be in Welsh and English.

#### 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 put on their office computers and on laptops that are used for work purposes.

#### Apps (Standards 61)

Cardiff Metropolitan University is working to ensure that the relevant apps will be bilingual by 1<sup>st</sup> October 2019.

#### Social Media (Standards 62 - 63)

The University has recognized those social media accounts which it considers its 'departmental and corporate' accounts. These designated accounts function bilingually.

The Welsh Language Unit has created guidelines on how to use social media bilingually which is available on our website.

#### Self-Service Machines (Standards 64)

There are self-service parking machines on both university campuses. These are bilingual.

#### Signs (Standards 65 - 67)

A procedure for ensuring that all signs are bilingual was established under the terms of the Welsh Language Scheme and this procedure still applies.

#### Receptions (Standards 68 - 72)

There is a sign in every reception that is open to the public and the bilingual staff who work there wear a badge to demonstrate this.

#### Notices (Standards 73 - 74)

The university produces all its notices bilingually with the Welsh language appearing above or to the right of the English.

#### Grants (Standards 75 - 79)

All documents pertaining to grant or financial aid applications are bilingual.

#### 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 85 - 86)

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 so that students can sit the exam in Welsh if they wish.

#### Public Announcements (Standards 91)

The university does not operate a public address system.

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

The university's accommodation team does give students 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 allocates by default Welsh speaking personal tutors to all Welsh speaking students. When it is not possible to allocate a tutor from the same department then a tutor from the same academic 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 sub-group 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 Welsh Language Impact Assessment for this. The policies guide includes reference to commissioning research.

#### Academic Courses (Standards 104)

Consideration of the Welsh medium provision when developing or withdrawing degree courses is already part of the procedure and 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 Welsh Language is currently drawing up an internal policy Using Welsh at Work at Cardiff Met. The policy will need to be approved by the appropriate committees before being published on the university's website.

#### Employment (Standards 106 – 111)

The university uses an online 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, 80% of those which deal with the matters listed in the Standards, are published 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 request from the Information Services department.

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)
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During the reporting period, no members of staff requested to receive any staff development training modules through the medium of Welsh.

Language Training (Standards 138 - 141)
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The university encourages staff to develop their Welsh language skills and staff have the right to attend Welsh classes run by the Welsh for Adults tutor.

During the current academic year 77 learners registered onto the university's Welsh for Adults programme, which represents an increase of almost 50% from last year. Currently, there are 62 members of staff regularly attending classes (with 15 having pulled out due to numerous reasons including work load, long term illness, leaving the university).

#### Summary of the programme:

Level of study	Number of staff
Mynediad 1 (Llandaff)	15
Mynediad 1 (Cyncoed)	7
Mynediad 2 (Llandaff)	4
Sylfaen 1 (Cyncoed/ Llandaff)	11
Sylfaen 2 (Llandaff)	4
Canolradd 1 (Cyncoed)	8
Canolradd 2 (Llandaff)	5
Uwch (Llandaff)	8
	<b>62</b>

Email Signatures and badges (Standards 142 – 144A)
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Staff are encouraged to use a bilingual electronic signature to include in their email signatures to show that they can speak or are learning Welsh, or welcome email in Welsh.

Staff are expected to provide a bilingual message for their out of office trip-note and a guide is on our website.

*laith Gwaith* and *Dysgwr* badges and lanyards were regularly distributed during the reporting period.

#### Posts (Standards 145 – 149)

Managers in School 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 online system for job applications and the application form is provided on-line. This system is fully bilingual.

#### Signs (Standards 150 – 153)

A procedure for ensuring that all signs are bilingual was established under the terms of the Welsh Language Scheme and the procedure still applies, and has been updated to reflect the additional requirements of the Standards, that the Welsh language text is positioned first.

### **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.

The university received 1 complaint regarding the Welsh Language Standards during the reporting period. Details of the complaint are recorded and kept by the university's complaints officer and the complaints procedure is implemented in dealing with any complaints received.

#### Policies (Standard 157)

The tool for assessing impact on the Welsh language when making policy decisions, the Welsh Language Impact Assessment form, was used 3 times during the reporting period.

Staff Linguistic Skills (Standard 158)
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In preparation for the Welsh language standards, 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. As a result, a new way of assessing the Welsh language skills of its staff has been adopted by the university. This new 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 asking 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. 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>

#### 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, 317 posts were advertised, from these:

- 7 posts were advertised where Welsh language skills were essential.
- 129 posts were advertised where Welsh language skills were desirable.
- 181 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 Welsh Language is currently drawing up an internal policy Using Welsh at Work at Cardiff Met.

#### 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 the university's Complaints Procedure. This procedure is published on our website and a copy is available on request in each of our offices open to the public. 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, were referred to in the presentations on the Language Standards to staff.

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

The Welsh Medium Provision Officer along with the Head of the Welsh Language 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 document *Welsh Language Standards Cardiff Metropolitan University* explaining the arrangements for overseeing compliance with the Welsh standards is currently being drafted by the Welsh Language Unit.

Annual Report (Standard 166, 168, 172, 178, 180, 182)
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For its first report, the university was asked to report on the period since the beginning of implementing the Standards up to the end of its financial year, therefore from 1 April 2018 to 31 August 2018. 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)
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The document *Welsh Language Standards Cardiff Metropolitan University* explaining how we comply with the Standards is currently being prepared by the Welsh Language Unit. The document will be available on our website and upon request in each of our offices open to the public and students.