

UNIVERSITY OF SOUTH WALES

Annual report on the Welsh Language Standards

**Based on data collected for the period
1 August 2020 to 31 July 2021**

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

1. INTRODUCTION

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

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

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

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

In accordance with the requirements of the Standards, the University must produce an annual report in relation to each financial year, which deals with the way in which the University has complied with the standards. The report must be published no later than 6 months following the end of the financial year to which the report relates. This annual report deals with the period between 1 August 2020 and 31 July 2021.

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 2022.

During this period the majority of staff continued to work from home due to the Covid-19 pandemic. Some colleagues continued to work on campus with Covid-19 arrangements in force.

2. ACHIEVEMENTS

Weekly informal sessions for staff and students

Since mid-March 2020 weekly informal online sessions have been held in co-operation with Menter Iaith Casnewydd, to support Welsh students and develop their confidence to speak Welsh.

The University continued with its weekly, informal online session for Welsh speaking staff to come together from all parts of the University and socialise through MS Teams.

'I Have A Right' Welsh Language Awareness Day

In December 2020 the University celebrated the 'I have a right' Welsh Language Awareness Day by sharing stories on our social media accounts (see figure 1). We also held online sessions with our students and staff to highlight their legal rights.

Welsh Standards refresher sessions

A series of refresher meetings were held throughout the year to inform 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.

St Davids Day and Diwrnod Shwmae

The Welsh Unit held online coffee mornings with staff and students to celebrate St Davids Day on 1st March and the Diwrnod Shwmae on 15th October. The events were well attended by students, staff and colleagues learning Welsh from across our campuses. The Welsh Student Society also arranged an online social event for students.

Learn Welsh Glamorgan Centre provided taster sessions to our international students

During their induction week in September, the Learn Welsh Glamorgan Centre provided two sessions which introduced our international students to the Welsh language and our heritage.

Figure 1



Prifysgol De Cymru
7 December 2020 · 🌐

Roeddwn i wedi cael y siawns i astudio traean o fy ngradd yn Gymraeg yn PDC, opsiwn a ganiataodd imi barhau i ddatblygu fy sgiliau iaith ar ôl gadael y chweched dosbarth. Fe wnes i hyd yn oed cwblhau fy mhrofiad gwaith trwy gyfrwng y Gymraeg a wnaeth hyn caniatáu imi neidio'n syth i'm gyrfa ddelfrydol ar ôl graddio

[#maegenihawl](#)

See translation



  Rebecca Bowen and 6 others 1 share

3. GOVERNANCE AND MONITORING

3.1 Culture, People and Values Committee

The Culture, People and Values Committee, (formerly 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 which is attended by the Assistant University Secretary and Head of Welsh.

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 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, and the legal rights of students, staff and the public.

The Welsh Language Co-ordinators meetings are held three times a year and is chaired by the Welsh Language Officer. The meetings provide an opportunity to discuss any new developments, such as reports or information requests from the Welsh Language Commissioner's Office. It is also an opportunity to provide feedback on our annual monitoring performance; share best practice; seek advice from the Welsh Unit and other co-ordinators; and discuss ways of promoting and maintaining awareness of the Standards in their respective areas.

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.

Once a year all departments and faculties are required to submit an annual update on their individual action plans to the Welsh Unit in order to monitor their compliance with the standards. The Welsh language co-ordinators are responsible for leading this work in their respective areas and to continue to review their departments or faculties performance 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; highlight areas of success from organisations in implementing the Standards; and where compliance arrangements need to be developed. The 2020-21 report, 'Stepping Forward' can be read [*here](#).

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 ensure colleagues understand from an operational point of view, what each standard means in order to remain compliant. The majority of university staff have continued to work from home since mid-March 2020 and colleagues have adapted to operating by conducting virtual meetings, online events such as our undergraduate, postgraduate and clearing recruitment events and online lectures. A limited number of colleagues and students have continued to attend the campus throughout the pandemic such as our Estates and Security team and staff teaching on our vocational courses such as, nursing and midwifery.

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.

Opportunities for staff to learn Welsh at any level continue to be 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 weekly.

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 2020 - 31 July 2021, 3 complaints were received-see Appendix 1.

4.5 Welsh language skills of employees (Standard 158)

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.

Out of 1552 members of staff, 72% have completed their skills record. 441 have yet to do so. In addition, not every colleague has recorded every skill, which explains why there are differences in the total completion rate in each of the categories below. The Welsh Unit proactively reminds colleagues to complete their record throughout the year, via the Welsh Language Coordinators and their line managers.

Note: On 1st August 2020 the University restructured its faculties arrangement from four to three. The South Wales Business School sits within the Faculty of Creative Industries and the Faculty of Life Sciences and Education includes the Glamorgan Learn Welsh Centre.

Skill Level Criteria: Ability to speak and listen in Welsh	
Level 0	No ability.
Level 1	Can hold a basic conversation in Welsh.
Level 2	Can hold a simple work-related conversation.
Level 3	Can converse in some work-related conversations.
Level 4	Can converse in most work-related conversations.
Level 5	Fluent.

Professional & Academic Staff: Ability to speak and listen in Welsh							
Dept/ Faculty	0	1	2	3	4	5	Total
Academic Registry	45	37	6	5	2	1	96
Estates & Facilities	89	23	7	4	4	2	129
Life Sciences & Education- <i>Academic Staff</i>	133	77	18	8	8	15	259
Life Sciences & Education- <i>Professional Staff</i>	8	16	3	1	1	5	34
Creative Industries- <i>Academic Staff</i>	98	65	9	0	3	17	192
Creative Industries- <i>Professional Staff</i>	8	8	1	0	1	0	18
Computing, Engineering & Science- <i>Academic Staff</i>	157	72	22	3	10	7	271
Computing, Engineering & Science- <i>Professional Staff</i>	12	12	1	6	2	0	33
Executive	19	13	3	2	1	3	41
Finance Division	27	14	1	0	2	0	44

Governance, Assurance & Legal	1	8	1	0	0	5	15
Marketing & Student Recruitment	28	19	2	3	2	9	63
Student Services	37	22	5	0	3	1	68
Organisational Development	12	8	3	0	2	0	25
Research & Business Development	20	31	4	2	1	1	59
Information & Technology Services	39	30	2	5	0	3	79
Learning Services	39	49	7	4	1	3	103
USW International	9	12	0	1	0	1	23
Total	781	516	95	44	43	73	
%	50%	33%	6%	3%	3%	5%	
Total staff completed skills record							1552

Skill Criteria: Ability to read in Welsh

Level 0	No ability.
Level 1	Understand very short, basic text.
Level 2	Understand routine text and the gist of non-routine text on familiar job-related matters.
Level 3	Understand most job-related routine and non-routine text when standard language is used.
Level 4	Can read most work-related material.
Level 5	Can fully understand all work-related material.

Professional & Academic Staff: Ability to read in Welsh							
Dept/ Faculty	0	1	2	3	4	5	Total
Academic Registry	37	37	1	5	3	2	85
Estates & Facilities	84	25	2	4	7	2	124
Life Sciences & Education- <i>Professional Staff</i>	8	11	4	2	1	5	31
Life Sciences & Education- <i>Academic Staff</i>	111	58	11	9	9	14	212
Creative Industries- <i>Professional Staff</i>	8	8	1	0	1	0	18
Creative Industries- <i>Academic Staff</i>	86	48	14	1	3	17	169
Computing, Engineering & Science- <i>Professional Staff</i>	12	11	2	2	5	0	32
Computing, Engineering & Science- <i>Academic Staff</i>	161	70	15	4	8	10	268
Executive	20	10	2	2	2	3	39
Finance Division	27	14	1	0	1	1	44
Governance, Assurance & Legal	1	7	1	0	0	5	14
Marketing & Student Recruitment	30	15	3	1	1	11	61
Student Services	32	18	5	1	4	1	61

Organisational Development	14	6	2	3	4	1	30
Research & Business Development	22	23	8	1	1	1	56
Information & Technology Services	38	19	3	1	3	3	67
Learning Services	40	43	14	2	3	3	105
USW International	10	10	1	0	1	1	23
Total	741	433	90	38	57	80	
%	51%	30%	6%	3%	4%	6%	
Total staff completed skills record							1439

Skill Criteria: Ability to write in Welsh.

Level 0	No ability.
Level 1	Able to pass on a simple message, make simple requests or fill in simple forms with basic information.
Level 2	Able to write short texts on familiar job-related matters.
Level 3	Able to write job-related routine and non-routine text.
Level 4	Able to write different types of texts in styles that are appropriate to the reader in mind.
Level 5	Able to write fluently, correctly and precisely, adapting style according to the audience.

Professional & Academic Staff: Ability to write in Welsh							
Dept/ Faculty	0	1	2	3	4	5	Total
Academic Registry	45	25	5	4	0	2	81
Estates & Facilities	89	19	2	7	3	2	122
Life Sciences & Education- <i>Professional Staff</i>	11	9	4	0	1	5	30
Life Sciences & Education- <i>Academic Staff</i>	136	30	14	5	5	14	204
Creative Industries- <i>Professional Staff</i>	9	7	1	0	1	0	18
Creative Industries- <i>Academic Staff</i>	102	35	6	1	0	17	161
Computing, Engineering & Science- <i>Professional Staff</i>	16	7	6	2	2	0	33
Computing, Engineering & Science- <i>Academic Staff</i>	183	49	13	5	8	5	263
Executive	22	7	4	2	1	2	38
Finance Division	28	12	1	0	1	1	43

Governance, Assurance & Legal	3	5	0	0	1	4	13
Marketing & Student Recruitment	34	9	1	3	3	8	58
Student Services	36	14	4	3	0	1	58
Organisational Development	16	6	1	1	1	0	25
Research & Business Development	27	22	5	0	0	2	56
Information & Technology Services	44	14	6	0	0	3	67
Learning Services	50	36	6	4	1	3	100
USW International	12	9	1	1	0	1	24
Total	863	315	80	38	28	70	
Skills %	62%	23%	6%	3%	2%	5%	
Total staff completed skills record							1394

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 our Compliance Notice during the reporting period 1 August 2020-31 July 2021.

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 to those who are learning Welsh. These can be requested via the co-ordinators or by contacting the Welsh Unit.

There were no requests received for a badge or lanyard 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. During the reporting period 157 members of staff registered to study Welsh. Since the beginning of the COVID-19 pandemic, lessons continue to be taught online.

4.9 New and vacant posts

During 1 August 2020-31 July 2021, 185 vacant posts were advertised and no new roles were created. The posts were categorised as follows:

Advertised Posts	New posts	Vacant posts	Total
Welsh language skills are essential	0	1	1
Welsh language skills are desirable	0	108	108
Welsh language skills are not necessary	0	76	76
Welsh language skills need to be learnt when appointed to the post	0	0	0
Total			185

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
Tŷ Crawshay,
Treforest Campus
CF37 1DL
cymraeg@decymru.ac.uk

Appendix 1

Complaints

Date Received	Description of the Complaint	Standard Type	Date Resolved
06.11.2020	Welsh medium BA (Anrh) Theatr a Drama course	Service Delivery Standards	25.11.2020
13.11.2020	English only document provided to the Senedd/Welsh Parliament. The complaint was upheld by the Welsh Language Commissioner's Office.	Service Delivery Standards	11.12.2020
07.12.2020	Broken link on a Welsh web page.	Service Delivery Standards	14.12.2020