

UNIVERSITY OF SOUTH WALES

Annual report on the Welsh Language Standards

**Based on data collected for the period
1 August 2021 to 31 July 2022**

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 2021 and 31 July 2022.

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 2023.

During the reporting period the University has operated a hybrid working system, with colleagues working a combination of on and off campus.

2. ACHIEVEMENTS

'I Have A Right' Welsh Language Awareness Day

In December 2021 the University celebrated the 'I Have a Right' Welsh Language Awareness Day by sharing stories on our social media pages, staff and student intranet sites.

Welsh Language Standards Awareness Course

The University launched a new online Welsh Language Standards Awareness course for colleagues in December 2021, which informs colleagues of the various standards that the University must comply with under its Welsh Language Standards Compliance Notice.

St Davids Day and Diwrnod Shwmae

For the first time since 2019, the Welsh Unit held an in person coffee morning 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 from across our campuses.

The University launched the first Welsh language e-marketing book for students on St Davids Day. At the Diwrnod Shwmae event our successful students were awarded their Welsh language skills certificate. Both events provided an opportunity to celebrate the Coleg Cymraeg Cenedlaethol's achievements since its inception in 2011 and recognise the University's contribution, working in partnership with the Coleg.

Welsh Language Taster Sessions.

During our students' induction week in September, the Learn Welsh Glamorgan Centre provided several sessions which introduced our international students to the Welsh language and our heritage. They also held tailored sessions for our nursing and midwifery students to help prepare them before beginning their work placements.

3. GOVERNANCE AND MONITORING

3.1 Culture, People and Values Committee

The Culture, People and Values 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 University Secretary.

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.

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 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

Equality Impact Assessment (EIA) forms have to be completed when considering, producing and amending policies, strategies, projects, restructuring and redundancies. The assessments are sent to the Equality and Diversity Team and the Welsh Language Unit for consideration and approval, before they are submitted to the relevant University committee. The committee considers the EIA along with the paper and once approved, the EIA is sent to the University's Equality and Diversity Steering Group to note, 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.

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 2021 - 31 July 2022, 9 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 2011 members of staff, 75% have partially completed their skills record, which explains why there are differences in the total completion rate in each of the categories below. 502 have yet to do so.

The Welsh Unit proactively reminds colleagues to complete their record throughout the year, via the Welsh Language Coordinators and their line managers. The percentage scores have been rounded up to 1 decimal place.

| 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 | 42 | 32 | 6 | 5 | 2 | 2 | 89 |
| Estates & Facilities | 88 | 23 | 6 | 4 | 3 | 2 | 126 |
| Life Sciences & Education- <i>Academic Staff</i> | 104 | 63 | 15 | 5 | 8 | 9 | 204 |
| Life Sciences & Education- <i>Professional Staff</i> | 13 | 23 | 3 | 2 | 1 | 8 | 50 |
| Business & Creative Industries- <i>Academic Staff</i> | 88 | 60 | 9 | 0 | 4 | 16 | 177 |
| Creative Industries- <i>Professional Staff</i> | 8 | 6 | 1 | 0 | 0 | 0 | 15 |
| Computing, Engineering & Science- <i>Academic Staff</i> | 127 | 54 | 18 | 1 | 6 | 4 | 210 |
| Computing, Engineering & Science- <i>Professional Staff</i> | 13 | 11 | 0 | 0 | 0 | 0 | 24 |
| Executive | 10 | 17 | 1 | 2 | 2 | 1 | 33 |
| Finance Division | 26 | 12 | 1 | 0 | 2 | 0 | 41 |
| Governance, Assurance & Legal | 1 | 8 | 0 | 0 | 1 | 2 | 12 |
| Marketing & Student Recruitment | 27 | 16 | 3 | 3 | 2 | 9 | 62 |
| Student Services | 41 | 24 | 5 | 0 | 5 | 1 | 76 |
| Organisational Development | 14 | 9 | 3 | 0 | 1 | 0 | 27 |
| Research & Business Development | 21 | 32 | 5 | 2 | 2 | 1 | 63 |
| Information & Technology Services | 40 | 31 | 2 | 5 | 0 | 4 | 82 |
| Learning Services | 41 | 50 | 7 | 5 | 1 | 3 | 107 |
| USW International | 9 | 10 | 0 | 0 | 0 | 1 | 20 |
| Total | 713 | 481 | 85 | 39 | 40 | 63 | |
| % | 50% | 34% | 6% | 3% | 3% | 4% | |
| Total staff completed skills record | | | | | | | 1418 |

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 | 35 | 33 | 1 | 4 | 3 | 2 | 78 |
| Estates & Facilities | 85 | 26 | 2 | 2 | 7 | 2 | 124 |
| Life Sciences & Education- <i>Professional Staff</i> | 15 | 15 | 4 | 3 | 1 | 8 | 46 |
| Life Sciences & Education- <i>Academic Staff</i> | 78 | 9 | 0 | 0 | 0 | 0 | 87 |
| Creative Industries- <i>Professional Staff</i> | 8 | 6 | 1 | 0 | 0 | 0 | 15 |
| Creative Industries- <i>Academic Staff</i> | 77 | 46 | 14 | 0 | 4 | 15 | 156 |
| Computing, Engineering & Science- <i>Professional Staff</i> | 3 | 10 | 1 | 0 | 0 | 0 | 14 |
| Computing, Engineering & Science- <i>Academic Staff</i> | 127 | 56 | 12 | 3 | 4 | 6 | 208 |
| Executive | 14 | 12 | 1 | 3 | 2 | 1 | 33 |
| Finance Division | 27 | 13 | 1 | 0 | 1 | 1 | 43 |
| Governance, Assurance & Legal | 1 | 7 | 1 | 0 | 0 | 3 | 12 |
| Marketing & Student Recruitment | 29 | 13 | 3 | 2 | 1 | 11 | 59 |
| Student Services | 35 | 20 | 5 | 1 | 6 | 1 | 68 |
| Organisational Development | 16 | 7 | 2 | 1 | 0 | 1 | 27 |
| Research & Business Development | 23 | 24 | 8 | 3 | 1 | 1 | 60 |
| Information & Technology Services | 39 | 19 | 3 | 1 | 3 | 4 | 69 |
| Learning Services | 43 | 44 | 13 | 2 | 3 | 2 | 107 |
| USW International | 10 | 9 | 0 | 0 | 0 | 1 | 20 |
| Total | 665 | 369 | 72 | 25 | 36 | 59 | |
| % | 54% | 30% | 6% | 2% | 3% | 5% | |
| Total staff completed skills record | | | | | | | 1226 |

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 | 42 | 22 | 5 | 4 | 0 | 3 | 76 |
| Estates & Facilities | 87 | 21 | 1 | 6 | 3 | 2 | 120 |
| Life Sciences & Education- <i>Professional Staff</i> | 19 | 11 | 4 | 1 | 1 | 8 | 44 |
| Life Sciences & Education- <i>Academic Staff</i> | 86 | 0 | 0 | 0 | 0 | 0 | 86 |
| Creative Industries- <i>Professional Staff</i> | 9 | 5 | 1 | 0 | 0 | 0 | 15 |
| Creative Industries- <i>Academic Staff</i> | 94 | 32 | 6 | 2 | 3 | 15 | 152 |
| Computing, Engineering & Science- <i>Professional Staff</i> | 3 | 11 | 0 | 0 | 0 | 0 | 14 |
| Computing, Engineering & Science- <i>Academic Staff</i> | 145 | 41 | 9 | 4 | 4 | 3 | 206 |
| Executive | 17 | 9 | 2 | 3 | 1 | 0 | 32 |
| Finance Division | 26 | 11 | 1 | 0 | 1 | 1 | 40 |
| Governance, Assurance & Legal | 3 | 5 | 0 | 0 | 1 | 2 | 11 |
| Marketing & Student Recruitment | 31 | 9 | 2 | 3 | 3 | 8 | 56 |
| Student Services | 41 | 16 | 4 | 4 | 1 | 1 | 67 |
| Organisational Development | 18 | 7 | 1 | 0 | 1 | 0 | 27 |
| Research & Business Development | 29 | 22 | 6 | 1 | 0 | 2 | 60 |
| Information & Technology Services | 45 | 15 | 6 | 0 | 0 | 4 | 70 |
| Learning Services | 54 | 34 | 7 | 4 | 1 | 2 | 102 |
| USW International | 12 | 7 | 0 | 0 | 0 | 1 | 20 |
| Total | 761 | 278 | 55 | 32 | 20 | 52 | |
| Skills % | 64% | 23% | 4% | 3% | 2% | 4% | |
| Total staff completed skills record | | | | | | | 1198 |

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 2021-31 July 2022.

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 7 requests received for a badge or lanyard during the reporting period.

4.8 Welsh Language Training

The University proactively encourages colleagues 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 103 colleagues registered to study Welsh. The classes are taught online which enables colleagues to attend from various campuses.

4.9 New and vacant posts

During 1 August 2021-31 July 2022, 491 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 | 16 | 16 |
| Welsh language skills are desirable | 0 | 475 | 475 |
| Welsh language skills are not necessary | 0 | 0 | 0 |
| Welsh language skills need to be learnt when appointed to the post | 0 | 0 | 0 |
| Total | | | 491 |

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 |
|----------------------|--|----------------------------|----------------------|
| 15.9.21 | Spelling mistake on a Welsh advertisement. | Service Delivery Standards | 23.9.21 |
| 18.11.21 | Risk assessment guidance unavailable for colleagues in Welsh. | Service Delivery Standards | 2.2.22 |
| 18.1.22 | Broken link on a Welsh web page. | Service Delivery Standards | 24.1.22 |
| 23.2.22 | Incorrect translation on a sign. | Service Delivery Standards | 25.4.22 |
| 25.2.22 | Incorrect translation included within a document for colleagues. | Service Delivery Standards | 14.3.22 |
| 4.3.22 | Logo on social media accounts not bilingual. | Service Delivery Standards | 15.3.22 |
| 11.3.22 | Logo on social media accounts not bilingual. | Service Delivery Standards | 15.3.22 |
| 14.3.22 | Logo investigation. | Service Delivery Standards | Ongoing. |
| 30.3.22 | Website investigation. | Service Delivery Standards | Ongoing. |