



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Monitoring Report on the Welsh Language Standards

**Based on data recorded between 1 August 2019 and
31 July 2020.**

Introduction

Since 1st April 2018, the University of Wales Trinity Saint David has a statutory duty to comply with the Welsh Language Standards as noted in the Compliance Notice distributed on 29th September 2017. The Welsh Language Standards replace the University's Welsh Language Scheme.

This monitoring report provides information regarding the way the University has complied with the Standards between 1 August 2019 and 31 July 2020.

Rhagoriaith: The University's Welsh Services Centre was established in 2017 with the intention of supporting and advising staff in the context of the Welsh Language across the organisation. The responsibility for overseeing internal compliance with the Language Standards rests with Rhagoriaith officers and they are accountable to the Provost of Carmarthen and Lampeter Campuses who has day to day responsibility for the Welsh language and Welsh medium education.

The period in question has proved challenging for the University because of the pandemic, but the institution has continued to promote the Welsh language by encouraging staff to develop their skills and encouraging students to use their Welsh.

The University

In its Strategic Plan for the period 2017-2022 the University notes that its vision is 'to be a University for Wales, with a commitment to well-being and heritage of the nation at the heart of all that we do.' One of its seven core values is 'Wales and its distinctiveness' by 'embedding the goals of the Well-being of Future Generations (Wales) Act in all of our activities, and by celebrating the vibrant culture, heritage and language of Wales.'

Its vision is to be a University for Wales promoting and embedding a dual sector education system that educates learners of all ages and backgrounds, and stimulates economic development within its region, across Wales and beyond.

As the oldest institution of higher education in Wales, the University will celebrate its bicentenary in 2022.

The University is home to a growing number of major organisations and businesses in Wales, with the headquarters of Theatr Genedlaethol Cymru, Y Coleg Cymraeg Cenedlaethol, The National Centre for Learning Welsh and S4C located on its Carmarthen campus.

The Standards

The Welsh Language Measure (Wales) 2011 ensures that the Welsh language has an official status in Wales. It is also a way of establishing a legal framework placing a duty on public bodies to comply with specific standards regarding the Welsh language.

The aim of the Standards is to:

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

Attainments

- The University has provided Language Standards training to all its staff in accordance with the needs that have arisen in recent years. Following internal discussion, the University will provide training for managers on recruitment and appointment in the context of staff language skills during the coming year (Standard 138, 145, 145A, 146, 146A, 146B, 148, 149,).
- A Welsh Language Promotion Group was established during the year which included managers involved in the development of the wider Welsh language priorities. This group met regularly during the pandemic period.
- Training has been provided for UWTSD reception staff at the Swansea and Carmarthen Campus. Training has also been provided for University of Wales reception staff in Cardiff. Awareness was raised of the Welsh language and training was provided on the Welsh Language Standards and specifically the standards relating to reception areas and answering the telephone (Standard 8, 9, 11, 12, 13, 14, 16, 17, 19, 20, 21, 22, 68, 71, 72).
- Training has also been provided to another section within the Finance Unit on the University's correspondence and interaction with the public in the context of the Welsh language (Safonau 1-7).
- The University was involved in student discussion groups organised by officers of the Welsh Language Commissioner. Officers discussed with University students and learned about their experiences as Welsh speakers as they try to receive services in Welsh.

- Staff were reminded of the Standards Guidelines while promoting the Welsh Language Rights day.
- Staff were reminded of the e-mail address created for University staff seeking Welsh language advice.
- Targets were published to coincide with the Internal Use Policy for the Welsh Language. (Safon 105)
- Advice has been provided to various professional units such as the Finance Unit, Student Services Unit, Marketing Unit, Research and Development Unit, Registry and Reception areas of the various campuses.
- Welsh language courses have been organised for staff across the campuses at different levels with a satisfactory number of participants taking into account the limitations of COVID 19. (Standard 138, 139)
- The University recognizes that it has not been able to publish the Language Awareness e-module in accordance with the targets set in last year's annual report. Staff have been working on the new module with a view to publishing at the beginning of the next academic year. (The e-module has now been published with the Vice-Chancellor launching and providing an introduction to its importance and significance.) (Standard 140)
- Although the University's campuses have historically varied greatly in their day-to-day use of the Welsh language, the introduction of the Standards and training provided has seen a much greater consistency.
- The Translation Unit is a key part of the infrastructure that supports the Welsh language across the organisation. The Welsh Language would lose out without the diligence and commitment of this small team of staff. The Unit has adopted a specific system to prioritise translation work across the University during the reporting period.

1. Governance and Monitoring

- The Welsh Language Committee is responsible for monitoring the way the institution complies with the Welsh Language Standards. The Chair will also be responsible for updating the Senate and the Council's Governance Sub-committee regarding the way the University complies with the Standards. The Welsh Language Committee also approves the Annual Report, which in turn is presented to the Senate and the Council's Governance Sub-committee. The Welsh Language Committee replaces the Welsh Affairs Committee.

- Following her appointment in December 2018, the Team Co-ordinator of Rhagoriaith: the University's Welsh Language Services Centre, is responsible for overseeing the University's daily compliance with the Standards. She will act as a point of contact for all staff of the organisation with regards to the Welsh Language Standards whilst also supporting the academic disciplines / professional units on a day to day basis.
- The Co-ordinator will provide regular feedback on the University's compliance with the Standards to the Provost (who has day to day responsibility for the Welsh language and Welsh medium education), and a verbal report to the Welsh Language Promotion Group which meets every three weeks.
- The one formal complaint which was received during the reporting period was reported to Senate and the Council's Governance Sub-Committee including the resolution.
- The University established a Language Standards Monitoring Committee to monitor progress and compliance and ensure implementation. The University's membership comprises key staff from various departments as well as two external members. A member of the University Council was invited to chair the Monitoring Committee.
- A useful meeting was held between University staff and staff of the Welsh Language Commissioner's Office in February 2019.
- The University also gives attention to the Assurance Report of the Welsh Language Commissioner's Office, which highlights examples of good practice to organisations, and where needed, develops arrangements to ensure compliance and improve customer experience. Similarly, specific staff will attend seminars of successful practice organised by the Welsh Language Commissioner's Office where good practice will be shared by organisations throughout Wales.

2. Compliance

All the University staff received initial training on the Welsh Language Standards whilst a 90-minute training session was provided for about forty heads of Schools and Professional Units emphasising the requirements of the Welsh Language Standards and their responsibility to ensure that their departments complied with them.

The monthly Staff Bulletins are used to communicate with the workforce, reminding them of the importance of complying with the Standards and of the resources produced internally to support staff in their dealings with the public in Welsh.

3. Complaints

The University received one formal complaint during the reporting period. A solution was agreed and specific training was provided for the staff of the professional unit concerned.

4. The Welsh Language Skills of those employed by the University at the end of July 2020

(i) Percentage of academic staff who could teach through the medium of Welsh

2020

	% Able	% Not Able	% Unknown
Academic Staff	16%	62.7%	21.3%

(ii) Percentage of all staff (support and professional) who could speak Welsh

	Can speak Welsh fluently	Can speak Welsh but not fluently	Can't speak Welsh	Unknown
Percentage	21.9%	23.0%	40.1%	15.1%

Number and percentage of staff who attended Welsh language training

30 members of staff completed training during the 2019-20 academic year to develop their Welsh language skills. Up until the end of July 2020, 232 staff had also enrolled on one or more of the courses offered by the National Centre for Learning Welsh. Of the 232, 78 had completed all the modules.

Of the courses held in other areas, for example, Equality and Diversity e-module, Microsoft Teams sessions, Understanding Health and Safety training, and the impact of the use of technology on well-being, 50 members of staff attended Welsh medium sessions.

12 members of staff from the professional services received 'Welsh Language Skills for Frontline Services' training during November 2019 and January 2020.

The number of staff wearing a 'Iaith Gwaith' ('Working Language') badge or lanyard

All the University staff who speak Welsh and work in the front line dealing with the public are encouraged to wear a 'Iaith Gwaith' badge or a lanyard. Although it can't confirm the exact figure, the University is confident that a high percentage of Welsh speakers who dealt directly with the public wore either a 'Iaith Gwaith' badge or a lanyard during the reporting period.

New posts and vacancies

The table below refers to the number of vacancies advertised where Welsh is an essential or desirable skill as well as the percentage of posts where Welsh speakers were appointed.

Number of vacancies advertised with Welsh being an essential or desirable skill	Number of vacancies advertised with Welsh being a desirable skill	Number of vacancies advertised with Welsh being an essential skill	Number of vacancies advertised with Welsh not required	% of Welsh speakers appointed to vacancies with Welsh being an essential skill
106	83	23	0	100%*

*100% where the University was able to fill the post. In some instances, the University was unable to fill the post due to a shortage of applicants meeting the essential Welsh language skill requirements.

The University is currently unable to provide data on the percentage of Welsh speakers appointed to vacancies with Welsh being a desirable skill.

1. 2019/20 Targets

Noted below is an update on how the University met the targets that it set for the period August 2019 – July 2020.

	Target	Update
1	Launch the Language Awareness e-module ensuring that the current workforce completes it and that new employees must complete it as part of the organisation's induction process	Due to the pandemic, it has not been possible to complete the e-module within the reporting period. However, it was formally launched by the Vice-Chancellor during the Autumn Term 2020.
2	Develop a new Language Skills Strategy	The Strategy was drafted during the reporting period and will be formally adopted during 2020/21.
3	Collect and record data in accordance with the new Language Skills Strategy	Have piloted with specific units of staff
4	Increase the number of Welsh learners on all campuses	Ongoing. Number of learners who have completed 3 Mynediad (Entry) Carmarthen 8 Canolradd (Intermediate) Carmarthen 11 Mynediad (Entry) Swansea 8 Sylfaen (Foundation) /Canolradd (Intermediate) Swansea
5	Develop the intranet tile that provides information to staff to include useful resources for staff	Completed
6	Continue to develop the University's website with regards to the Welsh provision	Although some progress has been made during the reporting period, the University recognises that there is further work to be done. In light of this, the University has decided to review its institutional website during 2020/21.
7	Increase the registration and completion numbers of the National Centre for Learning Welsh online courses	Ongoing. Please see data in the Monitoring Report
8	Ensure that the Monitoring Committee meets twice a year and reports to the Welsh Affairs Committee	The Monitoring Committee was re-established during 2020/21 and has met twice during the period June 2020 and January 2021.
9	Provide additional training for another two professional units	Completed

10	Map the achievements of the University across the three main campuses against all Language Standards	This task was postponed until 2020/21 due to the pandemic.
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2. 2020/21 Targets

	Target	Responsibility	Timetable
1.	The University to formally adopt the Language Skills Strategy	Provost / Director of Human Resources Unit	April 2021
2.	Collect data using the new levels as a baseline	Director of Rhagoriaith	May 2021
3.	Provide training for managers regarding recruiting and appointing in the context of the Welsh language	Director of Rhagoriaith	May 2021
4.	Publish the Language Awareness e-module and ensure 50% of staff complete training by the end of July 2021	Director of Rhagoriaith and Learning and Development Manager	Autumn 2020
5.	Formulate an institutional policy on the impact of decision on the Welsh language	Director of Rhagoriaith	June 2021
6.	Hold three specific campaigns to increase the use of the Welsh language	Director of Rhagoriaith	During 2020 / 2021
7.	Ensure that the organisational website complies with the specific Standards	Deputy Vice-Chancellor, Director of Marketing Unit and Director of Rhagoriaith	July 2021
8.	Establish staff recruitment processes that will comply with the specific Standards	Director of Human Resources Unit	April – July 2021
9.	Ensure a 10% increase in the number of staff learning Welsh	Director of Rhagoriaith and Learning and Development Manager	July 2021
10.	Ensure a 10% increase in the number of Welsh language appointments within the University	Senior Directorate and unit leaders	July 2021

If you have any questions or comments about this monitoring report, please email the University at welshlanguage@uwtsd.ac.uk