



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Welsh Language Standards Monitoring

Cardiff Metropolitan University

1 August 2021 to 31 July 2022

This document is 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 2021 to the end of institution's financial year, 31 July 2022.

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.

During the period of this report, the University has continued to respond to the challenges surrounding COVID 19. The University began trialling hybrid working during the year. Although much staff and student activity has now returned to the campuses, many members of staff continue to work virtually via Microsoft Teams. The University continued its monitoring practices. 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 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)
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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 any professional service or academic school in organising simultaneous translation for any meetings where Welsh is used by any invited participant(s). As almost all meetings held during the pandemic have been virtual ones, the University has granted special dispensation to use Zoom when simultaneous translation is required. Zoom is much better equipped to allow simultaneous translation than Microsoft Teams and the Welsh Language Unit has received positive feedback from those involved.

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)

Graduation ceremonies were arranged during the period covered by this report for the first time since the beginning of the pandemic. 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 the 'pocket guide' of the MyCardiffMet app is also available bilingually, but the full app is not. The University is working towards getting the whole app available bilingually.

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.

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 does not operate a public address system.

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)

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)

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.

During the reporting period, a representative from the Welsh Language Staff Network was invited to join 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.

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.

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.

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

Level of study	Number of staff
Entry Self-Study	6
Entry	7
Foundation	14
Intermediate	10
Advanced	10
Total	47

A range of supplementary activities are also provided free of charge, including weekly 'coffee and chat' sessions, regular seminars and social events, and a press reading group. 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.

During the reporting year, the University established a Welsh Language Staff Network for 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.

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 and pin badges are available for staff from the University's campus receptions. Lanyards are also available from the Print Studios of both 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 skills are 'Essential' or 'Desirable' and all posts are advertised bilingually.

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 - 153)

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.

Bilingual audio announcements are carried out during UCAS fairs, which take place at the Cyncoed Campus.

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.

Last year, a student complained directly to the Commissioner. Subsequent investigations continued into the reporting period of this report. The Commissioner undertook an investigation to see whether the University failed to comply with the relevant Standards. It concluded that the University failed to comply with Standard 4

(relating to written correspondence) ‘...on the basis that it corresponded with a Welsh medium PGCE student in English only on 22 October 2020’. The University’s internal investigation came to the same conclusion. As a result, the University was asked to take the following steps:

- Hold a full investigation of its arrangements for corresponding with students about matters relating to their courses
- Remind staff of the requirements of the Welsh Language Standards and offer guidance on how to comply with the specific Standard
- Provide written evidence to satisfy the Commissioner that it’s taken the above steps within 3 months

The University responded fully to these steps. The Commissioner was satisfied with the University’s response and the case was closed in December 2021.

No complaint was made this year about the University’s compliance with the Welsh Language Standards.

Policies (Standard 157)

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

Staff Linguistic Skills (Standard 158)
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A survey was sent to all members of staff during the 2017-2018 reporting year, asking staff them to assess their Welsh language abilities and some additional questions about their desire to use Welsh and to learn the language. All new members of staff are required to supply information about their Welsh language skills to the University. 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
Total	100%	816	264	496	56

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
Total	100%	816	264	496	56

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
Total	100%	816	264	496	56

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
Total	100%	816	264	496	56

Since conducting the survey, the University has continued to collect data on the language skills of new staff (**see below**). The University's systems do not currently allow us to identify and therefore remove the data for staff who have left the University since 2018 from the above data. Therefore, the above data does not provide a complete account of the language skills of University staff.

The University is developing a function within the staff record system, a self-service system, which will enable staff to update their Welsh language skills in accordance with the levels of the Common European Framework of Reference for Languages. This will also enable learners undertaking Welsh lessons as part of the Working Welsh programme to update their skill levels as they finish their courses. This will be in place by the next reporting period.

Ability to speak Welsh

Answer	%	Total
No ability.	69.17%	184
I can hold a basic conversation in Welsh.	15.04%	40
I can hold simple work-related conversations.	2.26%	6
I can converse in some work-related conversations.	1.13%	3
I can converse in most work-related conversations.	2.26%	6
I am fluent.	10.15%	27
Total	100%	266

Ability to understand Welsh

Answer	%	Total
No ability.	59.02%	157
I can understand parts of a basic conversation.	21.05%	56
I can understand basic conversations about everyday topics.	5.64%	15
I can understand routine work-related conversations.	1.13%	3
I can understand most work-related conversations.	1.88%	5

I can understand all work-related conversations.	11.28%	30
Total	100%	266

Ability to write Welsh

Answer	%	Total
No ability.	72.93%	194
I can write basic messages on everyday topics.	13.53%	36
I can write simple work-related correspondence.	0.38%	1
I can prepare routine work-related material with checking.	2.63%	7
I can prepare most written work in Welsh.	2.26%	6
I can prepare written material for all work-related matters.	8.27%	22
Total	100%	266

Ability to read Welsh

Answer	%	Total
No ability.	59.02%	157
I can read some basic words and phrases with understanding.	19.92%	53
I can read simple material on everyday topics with understanding.	6.02%	16
I can read some routine work-related material with support e.g. dictionary.	2.26%	6
I can read most work-related material.	1.88%	5
I can fully understand all work-related material.	10.90%	29
Total	100%	266

Staff Training (Standard 159)

During the reporting period, no member of staff asked for training through the medium of Welsh.

Posts (Standard 161 - 162)

During the reporting period, 423 posts were advertised, of these:

- 13 posts were advertised where Welsh language skills were essential.
- 410 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 Secretary and Clerk to the Board of Governors 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 2021 and 31 July 2022. 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.