

**Cardiff Metropolitan University’s Welsh Language Standards**

**Annual Report for 2023-24**

**Mae’r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh**

This report follows the structure recommended in the [Producing a Welsh language standards annual report – Good practice advice document](https://www.welshlanguagecommissioner.wales/media/vfsfhdqi/20200901-5-welsh-language-standards-annual-report.pdf) paper (Welsh Language Commissioner, 2020). This report has been written by the Welsh Language Unit in collaboration with relevant staff across the University.

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# 1 Introduction

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on public organisations in Wales. Cardiff Metropolitan University has been subject to the [Welsh Language Standards](https://www.cardiffmet.ac.uk/about/Welsh%20Language%20Unit/Pages/Welsh-Language-Standards-.aspx) since 1 April 2018. They aim to:

* Make it clear to the University what its duties are in relation to the Welsh language
* Make it clearer to Welsh speaking students, staff and the public what services they can expect to receive in Welsh from the University
* Make Welsh language services more consistent and improve their quality

The University’s compliance notice is available [on the website](https://www.cardiffmet.ac.uk/about/Welsh%20Language%20Unit/Documents/Cardiff%20Met%20Final%20Compliance%20Notice%20(en).pdf).

The University is committed to supporting people so that they’re able to use Welsh as part of their everyday lives and we treat Welsh and English equally within our work in Wales. The University has also committed to promote the Welsh language and culture in its [Strategy 2030 ‘Excellent to Outstanding’](https://www.cardiffmet.ac.uk/about/structureandgovernance/strategy/Pages/Civic-Mission.aspx).

This document reports on the period between 1 August 2023 to the end of institution’s financial year, 31 July 2024. The report has been scrutinised and approved by the Use of Welsh Committee, the Academic Board, the Strategic Planning and Performance Committee and the University’s Board of Governors.

# 2 Executive summary

The University must publish an “annual report”, which includes the required information below for the financial year:

* + - * **Compliance** - how the University has complied with the service delivery standards, the policy making standards and the operational standards.
      * **Complaints** -number of complaints received by the University relation to compliance with the standards relating to the service delivery standards, the policy making standards and the operational standards.
* **Staff Welsh language skills** - number of employees who have Welsh language skills at the end of the year in question.
* **Staff training** - number of members of staff (and percentage) who attended training courses we offered in Welsh.
* **Posts** - number of new and vacant posts that were advertised by us by Welsh language skills category.

The report also outlines the work done during 2023-24 to improve compliance, promote services and the use of the Welsh language, and summarises the plans the University has for the next financial year.

# 3 General compliance arrangements and Welsh language reporting structure

Since the Welsh Language Standards came into force, the University has developed several procedures and has offered training to staff in order to fulfil its obligations under the Standards.

## Service delivery standards

Clear guidance of expectations is given to staff in the following ways:

* In policy documents and guidance to accompany the policies
* It’s part of the staff induction process including training and the Benefits Market
* Information is available on the staff intranet, which includes guidance documents on the following areas:
* Using Welsh in correspondence
* Answering Welsh correspondence
* Answering the phone and dealing with Welsh calls
* Bilingual electronic signatures
* Bilingual out of office messages
* Common phrases for social media
* News articles on the staff intranet
* Staff training sessions
* Information is available on the [University’s website](https://www.cardiffmet.ac.uk/about/Welsh%20Language%20Unit/Pages/Welsh-Language-Standards-.aspx)

## Policy making standards

All proposed, new and revised policies must be subject to a full Equality Impact Assessment (EIA). The University has a template where staff are asked to consider the impact of a policy decision on the Welsh language and on the 9 protected characteristics of the Equalities Act 2010. An equality assessment is a vital part of the policy development process, whereby developers of policy collate evidence, ensuring there are no unintended consequences for individuals or groups with protected characteristics or for the Welsh language.

Before making any significant decision, all university committees must consider the equality impact. A cover sheet has been developed that should be used for all reports/papers going to Boards and Committees. Financial, risk and equality implications must be identified prior to sign-off and approval by the relevant body. Staff policies are approved through the University Executive Group and Academic Board.

## Operational standards

The University has developed a comprehensive Welsh language policy which is available to read on the [University’s website](https://www.metcaerdydd.ac.uk/about/policyhub/Pages/default.aspx). The policy was reviewed during the reporting year (there are more details under the [Developments during 2023-24](#Policy) section). The 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, the Policy Review Group and the Academic Board.

## Monitoring compliance and the Welsh language reporting structure

The University also has a more substantial monitoring process for 15 specific areas which brings many of the Standards together - the ones that effect a great number of staff[[1]](#footnote-1). Welsh Co-ordinators - who represent each academic school and professional service - take part in a self-monitoring process twice a year (in October and June), by completing a spreadsheet created by the Welsh Language which has three steps.

**Step 1: Auditing**

The co-ordinators complete tabs to audit the areas noted below.

**Step 2: Self-monitoring**

The audit findings are used to decide the compliance level of each area, by using the following scoring system:

* 5 = Fully compliant (e.g. all documents are currently produced bilingually, 100%).
* 4 = Mostly compliant (i.e. most, but not all the relevant documents are currently produced bilingually, equal to or more than 75%).
* 3 = Moderately compliant (i.e. some, but not all the relevant documents are currently produced bilingually, equal to or more than 50%).
* 2 = Somewhat compliant (i.e. few documents are currently produced bilingually, equal to or more than 25%).
* 1 = Not compliant at all (i.e. none of the relevant documents are currently produced bilingually, 0%).

**Step 3: Creating an action plan**

The self-monitoring scores are used to create an action plan.

A guidance document accompanies the spreadsheet which summarises the requirements of the Welsh Language Standards for each theme.

This process is supported by the Welsh language unit, which:

* Carries out cheques to validate the self-monitoring scores.
* Provides support, advice and co-operation to the co-ordinators.
* Delivers training workshops to the co-ordinators twice a year to provide further guidance, which includes paying special attention to any areas or themes that arose during the monitoring. Following the workshops, the Welsh Language Unit creates a document of key messages which the co-ordinators cascade to staff across the academic schools and professional services.

All of these results are collated and displayed on QlikView (the University’s business intelligence platform), and are presented to the University’s Use of Welsh Committee. This is a senior committee, chaired by the University’s Head of Welsh, which oversees the implementation and monitoring of the Welsh Language Standards and which reports directly to the University's Academic Board three times a year.

## Additional support by the Welsh Language Unit

To support compliance, the Translation Service offers translation and proof-reading services to the whole University, and orders simultaneous translation service as required.

Any member of staff can contact the Welsh Language Unit’s inbox to ask for advice and support on implementing the standards.

# 4 Developments during 2023-24

## Increasing the provision of Welsh lessons for staff and students

The number of staff who have benefitted from our Welsh lessons continues to increase (see the data for the year in the [Data for 2023-24](#Work_Welsh) section). After the University offered Welsh lessons at Proficiency level for the first time last year, we have continued to increase the provision this year. There is lots of interest in the lessons, so a five-week Welsh Taster Course was offered to staff during the summer term. This is the first time the University has ran a course of this kind, and many staff joined who aren’t able to commit to weekly lessons throughout the academic year. 42 members of staff joined the course, enough for three classes (one face to face and two on-line) and we received good feedback from staff, with a number who are able to intending to join the Entry class in September.

Following the success of our Welsh lessons for our Health Sciences students (the Health Sector Welsh programme) last year, [a second student programme called Welsh for Educators was launched by Jeremy Miles MS at the 2023 National Eisteddfod at Boduan in August 2023](https://www.cardiffmet.ac.uk/news/Pages/Free-Welsh-lessons-at-Cardiff-Met-aims-to-boost-Welsh-medium-teacher-workforce.aspx). Free Welsh lessons, Improve your Welsh classes and confidence building sessions were offered to the University’s education students, and 41 students have benefitted from the provision. Not only has this new programme responded to the Welsh Government’s requirements to have a bilingual workforce, but it will also have a significant and direct impact on the shortage of Welsh-speaking educators, which is currently at a crisis.

In addition, 24 Health Sciences students benefitted from the Health Sector Welsh programme during the year.

## Launching the Welsh profile of the MyCardiffMet app

MyCardiffMet is a free app which is full of useful services and it’s a great way for students and staff to access essential information. A Welsh version of the app was launched during Welcome Week. It was promoted by the Welsh Language Unit and Digital and Library Services.

The Welsh profile was promoted amongst students and staff as part of the Welsh Language Unit’s event to celebrate Welsh Language Rights Day at Cyncoed on 7 December 2023 and in articles on the student and staff intranets to advertise the event. These articles included instructions showing users (of Android as well as iOS devices) how to install the app and change the language settings from English to Welsh.

Data on the use of the app shows that the use of the Welsh profile has been high, reaching 6,295 hits in January 2023.

## Improving the process of ensuring excellent Welsh services

Following consultation, there was a change in the University’s process of monitoring compliance during the reporting period. The Welsh Co-ordinators were already undertaking audit and self-monitoring exercises, but this year a third stage was added to the process which was creating an action plan in order to put more focus on improving Welsh services. The process took place twice during the year (in October and June). The Welsh Language Unit has received positive feedback from the co-ordiantors on this change.

## Increasing the capacity of the Translation Service

Our Translation Service is central in ensuring Welsh services for the University. Following a large increase in the demand for translation work across the University, a new ‘Senior Translator’ role was created. This is the first time that the University has had a Senior Translator, and that during a challenging period for the University financially. This is testimony to the importance of the Welsh language to the University's and its commitment to the Welsh Language Standards.

## Reviewing the University’s Welsh Language Policy (including Standard 100)

The University’s Welsh Language Policy was established back in 2020 and the document was reviewed in 2023. The updates includeed the following general areas:

* Making the University's duties under the Welsh Language Standards clearer.
* Reflecting recent developments in the University (such as the Welsh skills questionnaire).
* Adding a new section on awarding grants and providing financial support (Standard 100) in order to ensure that the language is fully considered.

The revised policy is available on the [University’s website](https://www.cardiffmet.ac.uk/about/policyhub/Pages/default.aspx).

## Developing a new compulsory e-module for staff

The University has been meeting the requirement of providing training courses relating to Standard 140 (which includes Welsh language awareness, the University's duty to act in accordance with the Welsh Language Standards and an understanding of how the Welsh language can be used in the workplace) by offering one-hour face-to-face sessions to staff. This training is popular and the Welsh Language Unit has received positive feedback on the sessions. We will continue to offer these sessions but in order to reach more staff, the Welsh Language Unit has been working with People Services to develop a new mandatory e-module for staff. The half hour e-module will be launched during the autumn term.

## Growing the University’s Welsh Community

As well as reaching as many staff as possible in terms of our Welsh lessons, the Welsh Language Unit also runs the Welsh Language Staff Network. The aim of the network is to create opportunities for staff to interact through the medium of Welsh and collaborate on initiatives relating to the Welsh language. We welcome any member of staff who speaks Welsh or is learning the language. The network is widely promoted e.g. in the Benefits Market (for new staff), on the intranet and at events. The network has a Team on Teams to share news, information and opportunities, and it reached an important milestone of surpassing 100 members during the year.

## Extending the opportunities to sing with the University’s Welsh Choir

The University established a Welsh Choir during 2022-23 to provide students and staff - learners at all levels as well as Welsh speakers - with the opportunity to use their Welsh. The choir also allows members to learn Welsh songs and to engage with Welsh culture. Rehearsals were held at Cyncoed campus.

During the reporting year, rehearsals began to be held at the Llandaf campus as well as the Cyncoed campus so that more students and staff could benefit from the opportunity. The Welsh Language Unit organises Welsh events for students and staff throughout the academic year and the choir performed at seven events during the academic year.

|  |  |
| --- | --- |
| **Autumn Term** | **Spring Term** |
| Coleg’s Dinner (Cardiff city centre) | St Dwynwen’s Day (Llandaf) |
| Welsh Language Rights Day (Cyncoed) | Welsh Language Music Day (Cyncoed) |
| University’s Carol Service (Llandaf Cathedral) | Saint David’s Day (Cyncoed) |
| Vice-Chancellor’s Reception (Llandaf) |  |

## Rhondda Cynon Taf National Eisteddfod

With the Eisteddfod on our doorstep in Pontypridd this year, the University worked hard to promote the festival, and we had a large tent in order to spread the word about the Welsh language at the University. Here is a taste of the activities.

**Events to promote the Eisteddfod to staff:**

* Four on-line ‘Introducing the Eisteddfod’ sessions - two tailored to Work Welsh staff, and two (one in Welsh and one in English) more widely for University staff. The latter sessions were recorded, and made available so the staff could listen back.
* Four articles on the staff intranet which:
* Promoted the on-line sessions
* Shared news about honouring a former member of staff
* Shared experiences of a member of staff who's competed at the Eisteddfod
* Encouraged staff to attend the Eisteddfod

**Activities during the Eisteddfod week:**

* Activities for all ages throughout the week e.g. panel sessions, workshops, expert talks and interactive tasks.
* An International Day for international staff and students, which included panel sessions African drumming, henna and origami sessions, and global opportunities and robot exhibits.
* Learners’ Day for our Work Welsh staff, which included visiting the University's tent, a guided tour as well as events in Maes D and the pavilion.

# 5 Data for 2023-24

This section presents data on specific areas covered by the standards.

The University isn’t expected to report on the number of students who study through the medium of Welsh as part of this report. Nevertheless, it’s pleasing to note that 324 students studied at least 40 credits of their courses through the medium of Welsh during 2023-24, which is the largest number ever.

## Learning opportunities

The University is expected to assess the need for learning opportunities offered to the public and to publish that information. The Cardiff Open Art School runs a variety of courses for the public. Each course must reach a minimum number of bookings to run (8 usually). As people register, the University asks whether they’re interested in taking part in a course through the medium of Welsh. The details are in the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Interested in a course through the medium of Welsh?** | | |  |
|  | **Yes** | **No** | **Maybe** | **Total** |
| **Autumn 2023** | 0 | 8 | 2 | 10 |
| Life drawing | 0 | 6 | 3 | 9 |
| An introduction to drawing |  |  |  |  |
|  |  |  |  |  |
| **Spring 2024** |  |  |  |  |
| Life drawing | 2 | 8 | 2 | 12 |
| An introduction to drawing | 0 | 10 | 2 | 12 |
| Painting the human figure | 0 | 11 | 1 | 12 |
|  |  |  |  |  |
| **Summer 2024** |  |  |  |  |
| An introduction to sewing – garment making | 1 | 9 | 0 | 10 |
| Life drawing | 0 | 9 | 0 | 9 |
| An introduction to drawing | 0 | 7 | 0 | 7 |
| Painting the human figure | 3 | 8 | 0 | 11 |
| An introduction to artist books | 0 | 3 | 2 | 5 |
| Creative flow – Ocean Waves | 0 | 5 | 0 | 5 |
| An introduction to watercolour | 1 | 2 | 0 | 3 |
| Reduction to linocut printing | 1 | 1 | 1 | 3 |
|  |  |  |  |  |
| **Total** | **8** | **87** | **13** | **108** |
| **Percentage** | **7.4%** | **80.6%** | **12.0%** | **100%** |

This means there was insufficient interest to run any courses through the medium of Welsh.

## Language training (Work Welsh)

The University encourages staff to learn Welsh and 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 | 36 |
| Foundation | 11 |
| Intermediate | 12 |
| Advanced | 15 |
| Proficiency | 5 |
| **Total** | **79** |

## Complaints

The definition of a complaint according to the University’s Complaints Policy (2.1) is:

*A complaint is defined as an oral or written expression of dissatisfaction or concern someone may have about policies, processes, facilities or services provided by the University or about actions or lack of actions by the University or its staff.*

The University’s Complaints Policy has existed since 2009, and it was last reviewed during summer 2024 (before the start of the 2024-25 academic year). Reviewing the policy takes into account compliance with legislation, statutory duty and external good practice recommendations. The policy is available on the [University’s website](https://www.cardiffmet.ac.uk/registry/Pages/Complaints.aspx).

The Complaints Team collects data on any complaints they receive. This data is reported in its own annual report, as well as being provided annually to the Welsh Language Unit for external reporting purposes.

Most complaints tend to be raised informally with the Welsh Language Unit, but some come directly to the Complaints Team. The Complaints Policy encourages an attempt to resolve a complaint at a local level in the first instance.

The University received a total of **23 complaints** about the Welsh language during the reporting year.

|  |  |
| --- | --- |
| **Standards group** | **Complaints received directly** |
| Service delivery standards | 14 |
| Policy making standards | 0 |
| Operational standards | 5 |
| Other (not applicable to the areas covered by the standards) | 5 |
| **Total\*** | **24** |

\* Although the University received 23 complaints, one related to two groups so has been counted twice on the table above.

* The Complaints Team received **1 complaint** directly during 2023-24 which related to an incorrect translation in an automated e-mail reply. The relevant unit resolved this at a local level. As the Complaints Team received so few complaints directly, there are no themes or trends emerging in the data which cause concerns.
* The Welsh Language Unit also collected data on any complaints about the use of Welsh and any alleged breaches of the Welsh Language Standards. This goes beyond the current reporting requirements and is seen as a positive step in order to be able to detect trends and take proactive actions should any trends appear. As this hasn’t been done before, the number of complaints included in this report was expected to increase this year, due to the good practice of going beyond the current reporting requirements. The Welsh Language Unit received **22 complaints** directly during 2023-24. Most of these (18 of them) were informal comments from staff members, and the most common theme was that staff had noticed a minor error in the Welsh. The Welsh Language Unit has reminded staff to use the Translation Service for translation and proofreading work.

All these complaints were resolved effectively and quickly at a local level, without having to be sent through the complaints procedure.

## Policies

The impact on the Welsh language is fully embedded into the University’s Equality Impact Assessments. The Equality Impact Assessment tool was used twice during the reporting period at an institutional level.

## Staff Welsh language skills (Standard 158)

The University collects data on staff Welsh language skills in the following ways:

* Application forms during the recruitment process (for new members of staff)
* Welsh language skills survey on the staff self-service system (for current staff members)

The levels correspond to the Common European Framework of Reference for Languages and [level descriptions are available on the University’s website](https://www.cardiffmet.ac.uk/jobs/Documents/Welsh-Language-Skills-Levels-Booklet-(English).pdf). By 31 July 2024, the survey was completed by 955 staff members, which is 56% of the University’s fixed term/permanent workforce.

**Listening**

|  |  |  |
| --- | --- | --- |
| **Language level and descriptor** | **Total** | **Percentage** |
| A0 - No skills  Cannot understand or communicate in Welsh. | 417 | 43.7% |
| A1 - Beginner  Can understand and use familiar everyday expressions and very basic phrases in Welsh. | 308 | 32.3% |
| A2 - Basic user  Can deal with simple, straightforward information and communicate in basic Welsh. | 60 | 6.3% |
| B1 - Intermediate user  Can communicate, to a limited level, in Welsh about things that are familiar and/or work related. | 31 | 3.2% |
| B2 - Upper intermediate user  Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker. | 29 | 3.0% |
| C1 - Fluent user  Can communicate fluently in Welsh. | 80 | 8.4% |
| C2 - Master user  Can communicate fluently on complex and specialist matters in Welsh. | 30 | 3.1% |
| **Total** | **955** | **100%** |

**Reading**

|  |  |  |
| --- | --- | --- |
| **Language level and descriptor** | **Total** | **Percentage** |
| A0 - No skills  Cannot understand or communicate in Welsh. | 398 | 41.7% |
| A1 - Beginner  Can understand and use familiar everyday expressions and very basic phrases in Welsh. | 289 | 30.3% |
| A2 - Basic user  Can deal with simple, straightforward information and communicate in basic Welsh. | 90 | 9.4% |
| B1 - Intermediate user  Can communicate, to a limited level, in Welsh about things that are familiar and/or work related. | 40 | 4.2% |
| B2 - Upper intermediate user  Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker. | 32 | 3.4% |
| C1 - Fluent user  Can communicate fluently in Welsh. | 80 | 8.4% |
| C2 - Master user  Can communicate fluently on complex and specialist matters in Welsh. | 26 | 2.7% |
| **Total** | **955** | **100%** |

**Writing**

|  |  |  |
| --- | --- | --- |
| **Language level and descriptor** | **Total** | **Percentage** |
| A0 - No skills  Cannot understand or communicate in Welsh. | 524 | 54.9% |
| A1 - Beginner  Can understand and use familiar everyday expressions and very basic phrases in Welsh. | 211 | 22.1% |
| A2 - Basic user  Can deal with simple, straightforward information and communicate in basic Welsh. | 73 | 7.6% |
| B1 - Intermediate user  Can communicate, to a limited level, in Welsh about things that are familiar and/or work related. | 40 | 4.2% |
| B2 - Upper intermediate user  Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker. | 19 | 2.0% |
| C1 - Fluent user  Can communicate fluently in Welsh. | 68 | 7.1% |
| C2 - Master user  Can communicate fluently on complex and specialist matters in Welsh. | 20 | 2.1% |
| **Total** | **955** | **100%** |

**Speaking**

|  |  |  |
| --- | --- | --- |
| **Language level and descriptor** | **Total** | **Percentage** |
| A0 - No skills  Cannot understand or communicate in Welsh. | 409 | 42.8% |
| A1 - Beginner  Can understand and use familiar everyday expressions and very basic phrases in Welsh. | 310 | 32.5% |
| A2 - Basic user  Can deal with simple, straightforward information and communicate in basic Welsh. | 73 | 7.6% |
| B1 - Intermediate user  Can communicate, to a limited level, in Welsh about things that are familiar and/or work related. | 37 | 3.9% |
| B2 - Upper intermediate user  Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker. | 33 | 3.5% |
| C1 - Fluent user  Can communicate fluently in Welsh. | 70 | 7.3% |
| C2 - Master user  Can communicate fluently on complex and specialist matters in Welsh. | 23 | 2.4% |
| **Total** | **955** | **100%** |

Staff are able to update their details as they develop their Welsh language skills.

## Staff training (Standard 159)

The University has a statement on our registration pages for our recruitment, induction and performance management courses where we ask staff to get in touch if they’d like their training in Welsh. During the reporting period, no member of staff formally requested their training to be delivered in Welsh. If they did, the University would do this by arranging a translator and providing simultaneous translation.

## Posts

During the reporting period, 257 posts were advertised. The details are in the table below.

|  |  |  |
| --- | --- | --- |
| **Category** | **Number of posts categorised** | **Percentage of posts categorised** |
| Welsh skills essential | 10 | 3.9% |
| Welsh skills desirable | 247 | 96.1% |
| Need to learn Welsh | 0 | 0% |
| No Welsh skills required | 0 | 0% |
| **Total** | **257** | **100%** |

Please note that these figures also include re-advertised posts.

# 6 Plans for 2024-25

The University has a number of plans relating to Welsh during the year to come. These include:

* Launching the mandatory e-module for staff
* Launching a new Welsh Language Hub on the student intranet
* A new Personal Academic Tutoring model for students
* Recruiting a Welsh Medium Education Promotion Officer
* A new website
* Further increasing the provision of Welsh lessons to staff and students
* New staff training
* Promoting the Language Skills Certificate amongst Welsh-speaking staff and staff and students who attend Welsh lessons at Proficiency level
* Launching a *‘Cynllun Cyfaill Cymraeg’* (Welsh buddy scheme)

# 7 Appendix

## Contact details

**Daniel Tiplady**

Head of Welsh

**Hanna Jones**

Welsh Language Promotion and Facilitation Officer

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1. Electronic signatures, forms, staff forms, correspondence, materials displayed in public, publicity and advertising materials, documents for public use, documents for staff, signs and notices, apps and programmes, social media, website content, intranet content, assignments and exams, personal tutor. [↑](#footnote-ref-1)