



Swansea University
Prifysgol Abertawe

**Welsh Language Standards
Compliance Report
1 August 2018 – 31 July 2019**

**Prepared in accordance with the
requirements of the Welsh Language (Wales)
Measure 2011**

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Welsh Language Policy
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1. Introduction

The Welsh Language Standards are now fully operational at Swansea University. It received its final compliance notice from the Welsh Language Commissioner in September 2017 which outlined the University's duty to meet the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011.

A revised compliance notice was issued in July 2018 following a formal challenge to the Commissioner in relation to nine Standards.

In March 2019 the University submitted a further challenge document, and the current compliance notice (June 2019) includes variations to the two Standards that were challenged.

2. Welsh Language reporting structures

The **Welsh Language Strategy Committee** is Professor Elwen Evans QC, Head of the Hillary Clinton School of Law. The Committee's role is to develop and implement a strategy for the use of Welsh and the development of Welsh medium education, meeting once a term, and reports to the Senate. The Welsh Language Policy and Promotion Officers attend the meetings to report to its members on matters relating to the Welsh Language Standards, particularly any which are relevant to academic staff.

The ongoing promotion of the Welsh language at the University, and the work of supporting and monitoring implementation of the Welsh Language Standards is the role of the **Welsh Language Policy and Promotion Officers**, which is shared by two part-time members of staff – Nia Besley and Emily Hammett (total of 1.1FTE). Since summer 2018 they are supported two days a week by a Compliance Assistant, Lisa Hughes. This team of three forms part of the University's wider Legal and Compliance Services, which is based within the Vice-Chancellor's Office.

Academi Hywel Teifi (under the Directorship of Dr. Gwenno Ffrancon) leads the role of developing Welsh medium academic provision and support, working closely with the Coleg Cymraeg Cenedlaethol.

For the first time, a **full time Welsh Affairs Officer** has been elected for the University's Student Union. Megan Colbourne has been working closely with the Welsh Language Policy Officers and Academi Hywel Teifi to promote

students' Welsh language rights and to create Welsh language opportunities for them.

3. Compliance with Service Delivery Standards

The Welsh Language Policy and Promotion Officers continue to use various methods to promote, educate compliance: various internal e-communication methods, induction session for staff (which is available in both Welsh and English), tailored surgeries, specific training. They also work with the student body to emphasise their rights.

The following general principles help ensure compliance with the Service Delivery Standards (with reference to the relevant activities listed in paragraph 31 of the Welsh Language Standards (No. 6) Regulations 2017):

- Students are asked when applying to the University, and again upon enrollment, for their language preference as well as their language skills. These are recorded on the student records system and are clearly visible on the student profile for any staff who have access to the system. Students are able to change the information themselves at any time.
- Correspondence to more than one student (except specific academic course content, unless delivered through the medium of Welsh) is issued bilingually.
- When communicating with an individual student, the language preference will be verified by the member of staff on the student record.
- Correspondence to the public, written, electronic, or information presented on the website or on signage, will be bilingual unless the language of an individual or a group of individuals is known.
- All correspondence or communication received in Welsh will receive a reply in Welsh, with no additional delay.
- The principal corporate social media accounts are bilingual, as well as the main account of each college or relevant professional services unit.
- The 'Mae gen i hawl' ("I have a right") student Welsh language rights campaign, run by the Welsh Language Commissioner, is promoted throughout the year, particularly at specific times of the year e.g. freshers' week, open days etc).

- A full Welsh service is provided on the relevant reception areas listed in the compliance notice, as well as on the main switchboard and MyUniHub telephone line.
- All other reception areas, as well as departmental telephone numbers, have been advised to identify Welsh speakers who would be able to provide a service in Welsh if required, or as a final resort, to be aware that there are Welsh speakers on the main switchboard/key reception areas, for members of the public, or at the MyUniHub (telephone or reception) for students.

In order to support these general principles, the internal translation team has been strengthened over the past 12 months, with the introduction of two additional full-time translators and the creation of a new senior role: that of Welsh Translation Manager. There are a total of seven employees in the Translation team, working approximately 6 FTE.

4. Compliance with Policy Making Standards

All new policies and strategies are subject to Equality Impact Assessment (EIA) processes. The EIA forms have a section on the Welsh language. Case studies have also been created in order to assist in the process of giving full consideration to implications on the Welsh language. The University Equalities team work with the Welsh Language Policy and Promotion Officers to analyse draft EIA forms and allow for early intervention in the decision process if required. The Welsh Language Policy and Promotion Officers keep records of all completed EIAs.

5. Compliance with Operational Standards

The University operates a policy on using the Welsh language internally for the purpose of promoting and facilitating the use of the language.

All relevant documentation relating to the recruitment process and employment in the University is available in Welsh and in English. Staff are able to note their language preference on the human resources system, ABW, and this record will be checked when relevant correspondence is issued.

All relevant Human Resources policies are available bilingually on the intranet.

Opportunities are provided for staff to learn Welsh at any level (with assistance from the Learn Welsh Swansea Bay Centre which is based on Singleton campus). Informal opportunities are also created on both campuses for staff to come together to speak Welsh (all levels are welcome).

6. Monitoring compliance

The Welsh language compliance team has created a compliance monitoring framework that entails (currently voluntary) self-monitoring for each college and professional services department, as well as a programme of spot-checks carried out by the Welsh language compliance team.

7. Complaints

One complaint was received via the University's Welsh Language Complaints Procedure, in April 2019. A response to the complaint – relating to the Student ambassador recruitment process - was issued in accordance with this procedure.

The same complaint was made to the Welsh Language Commissioner who investigated the matter.

8. Staff Welsh language skills

All job applicants are asked for their Welsh language skills, and this information is fed through to the Human Resources system if the individual is appointed. All members of staff are able to update their Welsh language skills on a self-service basis within the HR system, and are reminded to do so annually. We also encourage staff to revisit this information as they improve their Welsh language skills.

The Welsh language skills of staff as at 31 July 2018 were as follows:

Administrative staff (Total 2256)

	Read	Write	Speak	Understand
Prefer not to say	50	52	48	45
Not at all	1186	1373	1154	972
A little	629	478	674	785
Fairly well	101	109	84	138
Fluently	157	111	163	183
Not known	133	133	133	133

Academic staff (Total 1803)

	Read	Write	Speak	Understand
Prefer not to say	80	81	79	80
Not at all	1082	1193	1091	1009
A little	313	228	310	343
Fairly well	61	55	56	100
Fluently	168	147	169	171
Not known	99	99	98	100

9. Training

In addition to the wide range of courses offered by Learn Welsh Swansea Bay Region on the University campuses and in the community, the Welsh compliance Office offers specific courses for staff: a "meet and greet" course (a 10-hour basic Welsh course), a "proficiency" course (a 20-hour course to

refine fluent/near-fluent Welsh skills) and an hour-long course that details the Welsh Language Standards requirements.

In addition to the official sessions, awareness and language sessions are also conducted in a less formal manner as required.

Mae niferoedd y staff a gyflawnodd yr hyfforddiant hyn fel a ganlyn:

“Meet and greet” course: 55

“Proficiency” course: 17

Welsh Language Awareness course: 11

It should be noted, particularly in relation to the meet and greet course, that less than half of those who registered (113) completed the course. This may indicate, that there is a desire to learn Welsh, but that it isn't practical for several reasons. The Welsh compliance team will endeavour in the year that follows to offer an alternative methods for staff who want to learn Welsh (e.g. online, shorter courses etc).

Two awareness courses had to be cancelled due to low numbers. This is very different to the situation during the Standards introductory period, where there was significant interest. This suggests that staff are now aware of Welsh Standards requirements and new communication methods should be considered (e.g. tailored training for specific teams, online training).

Only two members of staff failed to complete the Welsh proficiency course. Indeed, several of those who attended the course have continued on to a further proficiency course with Learn Welsh Swansea Bay Region.

10. Recruiting to vacant posts

During the period in question, the following posts were advertised as requiring Welsh language skills:

Total jobs advertised in the period in question:	626
Total number of Welsh essential jobs advertised:	37
Total number of Welsh essential jobs filled:	20
Total number of Welsh desirable jobs advertised:	589
Total number of Welsh desirable jobs filled:	407

11. Contact details for further information

Further information regarding the University's commitment to the Welsh language is available here:

<https://www.swansea.ac.uk/welsh-language-standards/>

Alternatively, you may contact the Welsh Language Policy and Promotion Officers:

Email: welshlanguageoffice@swansea.ac.uk

Telephone: 01792 606743
