



**Swansea University**  
**Prifysgol Abertawe**

**Welsh Language Standards  
Compliance Report  
1 April 2018 – 31 July 2018**

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

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## 1. Introduction

Swansea University 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 (WLS) established by the Welsh Government under the Welsh Language (Wales) Measure 2011. An application to challenge nine of the Standards was presented to the Commissioner in March 2018. Some of the challenges were accepted, with conditions placed on certain Standards, or further time allocated to achieve others, as reflected in the revised compliance notice issued in July 2018.

## 2. Welsh Language reporting structures

### Formal reporting structures

As of January 2017, the **Welsh Language Standards Steering Group** has overseen the consultation and implementation processes required for the Welsh Language Standards. This group replaced the former Welsh Language Scheme Monitoring group. The Welsh Language Standards Steering Group is chaired by Professor Iwan Davies, Senior Pro-Vice Chancellor with responsibility for the Welsh language, and includes a representative from the University's Management Board (Colleges), a representative from the Professional Services Management Team, a representative from Academi Hywel Teifi, and the Welsh Language Policy Officers.

The ongoing promotion of the Welsh language at the University, and the work of supporting and monitoring implementation of the WLS 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 1.3FTE).

The Director of Academi Hywel Teifi leads the role of developing Welsh medium academic provision and support. **The Welsh Language Strategy 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, latterly on matters relating to the Welsh Language Standards, particularly any which are relevant to academic staff.

A **Welsh Language Standards Co-ordinators** network, which includes representation from colleges and administrative units continue to assist the Welsh Language Policy and Promotion Officers, on a voluntary basis, in

facilitating, communicating and monitoring compliance with the Welsh Language Standards.

### **3. Compliance with Service Delivery Standards**

In order to promote and facilitate the implementation of the Service Delivery Standards, the University has distributed guidelines for staff entitled "The Welsh language: are you up to Standard?". The document provides overarching instructions on how to use the language in the following contexts: telephone calls, receptions, and written communication. It also lists the activities covered by the Standards ("paragraph 31"). A one-hour Welsh language awareness training session, which includes the Welsh Language Standards requirements, is available to any of the staff of the University to attend on a six-weekly basis. A briefing is also given on the staff induction course.

All-staff e-newsletters were issued on a monthly basis during the Welsh Language Standards implementation period with guidance provided on a thematic basis.

The Welsh Language Policy and Promotion Officers have created a full compliance monitoring framework, and work is ongoing with colleges and professional service units to provide support in achieving compliance.

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

- 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, has been promoted so that students may fully understand their rights.
- 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. It is intended to review aspects of the translation service (prioritising, service levels, processes, interpreting) in early 2019.

#### **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**

Following consultation with the Welsh Language Strategy Committee, the University has developed a policy on using the Welsh language internally for the purpose of promoting and facilitating the use of the language.

All documentation related 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

Prior to 1 April 2018 meetings were held between the Welsh language Officer and the directors of all functional areas to discuss their obligations under the Standards. Self-monitoring and internal monitoring are ongoing.

## 7. Complaints

No complaints in relation to the Welsh Language Standards were received between 1 April 2018 and 31 July 2018.

The University has created a Welsh Language Complaints Policy, and this can be easily found by a student or a member of the public on the section of the website relating to the Welsh Language Standards, and on all main receptions.

The Welsh Language Policy and Promotion Officers keep copies of all complaints relating to the Welsh language.

## 8. Staff Welsh Language Skills

All job applicants are asked for their Welsh language skills, and these are 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, on an FTE basis (not headcount) as at 31 July 2018 were as follows:

### Administrative staff (Total 2256)

	<b>Reading</b>	<b>Writing</b>	<b>Speaking</b>	<b>Understanding</b>
<b>Prefer not to say</b>	50	52	48	45
<b>Not at all</b>	1186	1373	1154	972
<b>A little</b>	629	478	674	785
<b>Fairly well</b>	101	109	84	138
<b>Fluently</b>	157	111	163	183
<b>Not known</b>	133	133	133	133

### Academic staff (Total 1803)

	<b>Reading</b>	<b>Writing</b>	<b>Speaking</b>	<b>Understanding</b>
<b>Prefer not to say</b>	80	81	79	80
<b>Not at all</b>	1082	1193	1091	1009

<b>A little</b>	313	228	310	343
<b>Fairly well</b>	61	55	56	100
<b>Fluently</b>	168	147	169	171
<b>Not known</b>	99	99	98	100

## 9. Training

In view of the brief reporting period in question, no relevant Welsh language versions of training were provided to staff. However, plans were put in place for this training to be available during the 2018-19 academic year.

## 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:	346
Total number of Welsh essential jobs advertised:	12
Total number of Welsh essential jobs filled:	8
Total number of Welsh desirable jobs advertised:	334
Total number of Welsh desirable jobs filled:	265

## 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:

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 Telephone: 01792 606743