

Safonau Iaith Gymraeg / Welsh Language Standards Cynllun Cydymffurfio / Compliance Plan 2023/4

1. Oversight and Governance

Oversight and governance in relation to compliance with the Welsh Language Standards is provided through is managed through three lines:

(a) External:

- Internal Audit
- Welsh Language Commissioner enquires and reporting

(b) Governance and Committees

- UWTSD Key Performance Indicator 5 (Welsh Language: Compliance with Welsh Language Standards)
- Reporting on progress in relation to compliance
- Updates to the Welsh Language sub-committees, the Pwyllgor y Gymraeg (chaired by a Deputy Vice-Chancellor) and the Academic Committee (sub-committee of Council).

(c) Operational:

- Annual Self-Assessment exercises by Departments and Institutes
- Spot checks carried out by members of Institute and Professional Services Welsh Language sub-committees.
- Managers responsible for promoting use of the Welsh language and ensuring that staff have sufficient skills for implementing the Standards.
- All managers are asked to complete a self-assessment form for their department. The purpose of the self-assessment is to remind managers of the requirements of the Language Standards and to give them an opportunity to set a baseline for the departments. The form will be sent again so that progress and good practice can be identified.
- The University will report on all data in its annual report. The appropriate committees approve the annual report and oversee compliance.
- Management of complaints.

2. Cyflenwi Gwasanaethau / Service Delivery

Standards	Promotion and facilitation
<p>Correspondence (1,2,3,4,5,6,7)</p> <p>Phone Calls (8,9,11,12,13,14,15,16,17,19,20,21,22, 24, 24A, 26, 26A, 27, 27A, 27CH, 29, 29A)</p>	<p>Staff are made aware of requirements through the mandatory Welsh Language awareness e-module; engagement, training and guidance.</p> <p>Standard Email signatures for use by staff.</p> <p>Standard Letterhead for use by staff.</p> <p>Resource pages on the intranet include guidance:</p> <ul style="list-style-type: none"> • Why use the Welsh language • On the phone • In Correspondence (on paper and electronically) • Designing, Publishing and Signage • Arranging and conducting meetings
<p>Meetings (24,24A,26,26A, 27, 27A, 27CH, 29, 29A, 30, 31, 32, 33, 34)</p> <p>Public events, public lectures and graduation and awards ceremonies (35, 36, 40, 40A, 41, 42)</p>	<p>Resource pages on the intranet include guidance:</p> <ul style="list-style-type: none"> • Why use the Welsh language • Designing, Publishing and Signage • Arranging and conducting meetings <p>The Managers of relevant departments such as the Registry, Marketing and Communications are aware of the Standards that apply when organising public events including graduation ceremonies.</p>
<p>Publicity, advertising and display of material (37, 38)</p> <p>Documents and Forms (43, 51, 52, 53, 53A, 53B, 54)</p> <p>Signs displayed by a body, notices and public address systems (65, 66, 67, 73, 74, 91)</p>	<p>The University has produced and published a 'Designing, Publishing and Signage' Guide which explains what staff need to do to comply with these standards.</p> <p>Iaith Gwaith items are located in reception areas. Welsh speaking staff and Welsh Learners are encouraged to wear a lanyard to inform that a Welsh service is available.</p>

Standards	Promotion and facilitation
	<p>The Welsh Language sub-committees (three for institutes, one professional services) provide a network of across the organisation to promote the use of the Welsh Language, share good practice and maintain an overview of compliance in their individual departments. They assist in data collection as well as document distribution and information sharing and supporting campaigns.</p> <p>Bespoke training is provided to Reception staff to promote understanding and compliance with the Standards.</p> <p>The University's Translation Unit translates written work from Welsh into English and from English to Welsh. The Welsh Language Services Centre provides simultaneous translation.</p>
<p>Websites, online services and social media (55, 56, 57, 58, 59, 60, 61, 62, 63)</p>	<p>Departments responsible for website control and design are aware of the applicable Standards and work closely with colleagues in Welsh Language Services Centre and the Welsh Language Standards Officer to ensure compliance</p> <p>The University is committed to a full review of the website. This will include creating and developing a website, forms, home pages, blogs and fully complying with the Standards. The University is introducing a CRM system and the scrutiny process includes compliance with the Standards as an essential criterion.</p>
<p>Reception areas (68, 71, 72)</p>	<p>Reception staff receive training about responding to visitors to University reception areas as well as answering the telephone. Guidelines reinforce the training and are published on the intranet.</p>
<p>Awarding grants or providing financial assistance (75, 76, 76A, 78, 79)</p> <p>Body awarding contracts (80, 81, 81A, 83, 84)</p> <p>Self-service machines (64)</p>	<p>The requirements of the Standards are reflected in the University's Financial Regulations in relation to non-pay expenditure.</p> <p>The procurement policy ensures that due regard is given to impact upon the Welsh Language.</p>
<p>Raise awareness of Welsh language services</p> <p>Corporate identity (87)</p> <p>Learning opportunities offered by a body (88)</p>	<p>The Staff Bulletin and social media are used to publicise the work and events of the Welsh Language Services Centre, Yr Egin and Yr Atom within the University. The Coleg Cymraeg Branch Officer raises awareness through events and presentations in relation to Welsh language services and opportunities to develop language skills and confidence.</p>

Standards	Promotion and facilitation
<p>Submit written work in Welsh and allocate a personal tutor (90, 90A, 93)</p>	<p>All University staff are asked to complete the Language Awareness e-module. The e-module is a mandatory course for all staff and is one of the induction courses for new employees. Information is given on the historical context of the Welsh language, the advantages of bilingualism and an explanation of what the Standards are, and the need to comply with what is contained in the Guidelines. The e-module directs staff to the Guidelines and asks them to read it.</p> <p>Courses are offered to staff at Entry, Foundation, Intermediate and Advanced levels. Online self-study courses with tutor support are offered as well as online tutor-taught courses with reference work. The courses are funded by the Coleg Cymraeg Cenedlaethol.</p> <p>The University continues to develop campaigns to encourage staff and students to use the Welsh language, for example, creation videos of students outlining their rights and needs and create videos of Welsh speaking staff to raise awareness of the skills staff have to meet students' rights</p> <p>The history and culture of the institution is very important to the University as well as its bilingual corporate identity. This is enshrined in the Institutional Strategic Plan (priority 4) and the University's Key Performance Indicator Framework (KPI 5). The University will at every opportunity promote its bilingual corporate identity and the design team is aware of this need for compliance with the Standards.</p> <p>As students enrol, they will be able to indicate if they want a Welsh speaking personal tutor.</p>
<p>Student accommodation (92, 92A)</p>	<p>The accommodation pages on our website advise that students can request accommodation with other Welsh-speaking students, and we include this on the accommodation application form.</p>

3. Llunio Polisi / Policy Making

How do we intend to comply	Promotion and facilitation
<p>Impact of policy decisions made by a body (94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104)</p>	<p>Before a new policy is submitted for approval the appropriate manager must complete the UWTSD equality and Welsh language impact assessment.</p> <p>The University reviews and strengthens its Equality and Welsh Language Impact Assessment in line with best practice and provides guidance for staff on how to complete it.</p> <p>Further work will be done to provide training and more detailed guidance specific to Welsh Language impact assessment.</p>

4. Gweithredu / Operational

How do we intend to comply	Promotion and facilitation
<p>Standards relating to the use of the Welsh language within the body's internal administration (105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118)</p>	<p>The Welsh Language Internal Use Policy is published on the University intranet and is reviewed biannually following consultation across the organisation. It is promoted amongst staff through engagement and the staff bulletin, and serves to promote and facilitate the use of the Welsh Language among staff to exercise their right to use the Welsh language in the workplace.</p> <p>Where complaints by staff are received in Welsh, the process and any correspondence will be conducted in Welsh. Meetings will be held following a complaint or as part of a disciplinary procedure either in Welsh or simultaneous translation will be available.</p>
<p>Grievance and Discipline (119, 119A, 121, 122, 123, 123A, 125, 126)</p>	<p>Both policies (Disciplinary and Grievance Procedure) will refer to the rights of staff to receive information and follow processes in Welsh in accordance with the Welsh language Standards.</p>

How do we intend to comply	Promotion and facilitation
<p>Information technology and support materials provided by a body, and relating to the intranet (127, 128, 131, 132, 133)</p>	<p>There is a Welsh Language Awareness e-module on Moodle and is mandatory for all staff. It is also part of the induction process for new staff.</p> <p>A copy of Cysgliad is on all computers including staff computers and IT suite computers that are available for students to use.</p> <p>Additional technology and systems are signposted on an intranet resources page.</p>
<p>Standards relating to a body developing Welsh Language skills through planning and training its workforce (134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 144A)</p>	<p>A record of language skills for each member of staff is kept on the University's Human Resources records (Resourcelink). Staff are encouraged annually to review and update their records through an online portal.</p> <p>The University has created an internal use policy so that staff are aware of their rights regarding the use of Welsh in the workplace and how the University will actively promote the use of Welsh internally.</p> <p>The University offers Welsh language courses funded by Coleg Cymraeg Cenedlaethol. Courses will be at Entry, Foundation and Intermediate / Higher levels.</p> <p>Events are held across all Wales campuses to encourage staff to speak Welsh including coffee sessions</p>
<p>Standards relating to a body recruiting and appointing (145, 145A, 146, 146A, 146B, 148, 149)</p>	<p>The University provides support for recruiting in the context of the Welsh language. Level descriptions are provided to managers as part of the recruitment and appointment pack.</p> <p>Recruiting managers are required to assess the Welsh language requirement of each post prior to raising a requisition and will record this on the Webrecruit system and on the Person specification. This will be approved by the Human Resources' Business Partners and where required, further discussion will take place.</p> <p>All jobs to work on campuses in Wales will be advertised with the Welsh language as either essential, desirable or the need to learn Welsh .</p>

How do we intend to comply	Promotion and facilitation
	<p>If an applicant applies for a post through the medium of Welsh, the interview, contract of employment and any subsequent correspondence will be through the medium of Welsh.</p> <p>Human Resources uses a web-based system for recruitment. The system is bilingual and applicants are able to choose whether to complete the form in Welsh.</p> <p>Welsh speaking staff are encouraged to wear the Iaith Gwaith badge or lanyard.</p>
<p>Signs displayed, audio announcements and messages in a body's workplace (150, 151, 152, 153)</p>	<p>Guidelines for staff relating to these Standards have been published on the intranet in the 'Designing, Publishing and Signage ' guidance.</p>

5. Cadw Cofnodion / Record Keeping

How do we intend to comply	Promotion and facilitation
<p>Record keeping (154, 155, 156, 157, 158, 159, 161, 162)</p>	<p>The University keeps records of data such as complaints, staff Welsh Language skills, the number and percentage of staff who attend training courses held in Welsh, and jobs advertised and their Welsh language skills requirements.</p> <p>These records are used to inform reports, internal audits and enquires from the Welsh Language Commissioner.</p>

6. Materion Atodol / Supplementary Matters

How do we intend to comply	Promotion and facilitation
<p>Publicity for service delivery standards, policy making, implementation and record keeping (163, 169, 175, 181)</p>	<p>The University will operate in accordance with the Standards. It publishes and publicises documents on the University's website and intranet, these include the complaints procedure, information about compliance with Welsh Language Standards and governance.</p>

<p>Publish a complaints procedure (164, 170, 176) along with documents showing how we intend to comply (163, 173, 179),</p>	<p>This compliance plan provides information in relation to meeting the standards and institutional oversight.</p>
<p>Promotion and overseeing arrangements (165, 171, 177) A document will be published on the University's website.</p>	<p>A compliance plan is published on the University's website.</p>
<p>Produce and publish an annual report (166, 172, 178)</p>	<p>The University publishes its annual report each January.</p>
<p>Providing information to the Welsh Language Commissioner (168, 174, 180, 182)</p>	<p>The University works throughout the year with the office of the Welsh Language Commissioner to respond to enquiries, requests for information and assessment of compliance.</p>