Welsh Language Standards Monitoring Report

Aberystwyth University

1 August 2018 to 31 July 2019

Aberystwyth University has been implementing its Welsh Language Standards since 1 April 2018. This document is a report on the period from 1 August 2018 to the end of the Institution's financial year on 31 July 2019.

Work to prepare this monitoring report, as well as facilitating the implementation of the Welsh Language Standards on a daily basis, is undertaken by staff at the Centre for Welsh Language Services under the guidance of Dr Rhodri Llwyd Morgan, Director of Welsh Language, Culture and External Engagement.

During this period, Aberystwyth University has continued in its commitment to promote the use of the Welsh language and to encourage its workforce to use and develop its Welsh-language skills.

As part of the University's commitment to share good practice and promote the Welsh language, the **Gŵyl Dewi Aber Awards** were held to honour six individuals for their contribution to the Welsh language at a special ceremony at the Old College, Thursday 14th March 2019 https://www.aber.ac.uk/en/cgg/gwobraudewi/dewi2019/ .

During August 2018, a series of events were also organised at the **National Eisteddfod of Wales** in Cardiff Bay, to share the University's research, and other initiatives with a wider audience https://www.aber.ac.uk/en/news/archive/2018/08/title-215505-en.html .

DEVELOPMENTS

Work commenced on the £16.5 million project to **renovate the historic Pantycelyn residential hall**. Neuadd Pantycelyn will offer contemporary catered provision with 200 en-suite bedrooms and excellent social space for the University's Welsh student community. Neuadd Pantycelyn will reopen in **September 2020**.

Another key development during the year was the approval of two significant policy documents by the University Council on 26 June 2019:

➢ **Welsh Language and Culture Sub-strategy**

➢ **Policy Statement on the Internal use of Welsh**

COMMUNICATING THE REQUIREMENTS OF THE WELSH LANGUAGE STANDARDS
Presentations to staff, including the Executive Team continued to be delivered during the period.

The following guidelines have also been added to the guidance provided on the Centre for Welsh Language Services' website:

- ➢ Welsh Language Standards Checklist for Third Party Providers
- ➢ Policy on the Internal Use of Welsh

SERVICE DELIVERY STANDARDS

The University has implemented service delivery standards and has also sought to raise awareness amongst students, staff and the public of the opportunities to use services in either Welsh or English.

There has also been close co-operation with student representatives to raise awareness of and promote the Welsh language Commissioner's 'Mae gen i hawl' language rights campaign, which seeks to promote individuals' rights to use their Welsh.

Students and the public were encouraged to communicate with the University through the medium of Welsh, with the following:

- ➢ Telephone calls
- ➢ Letters
- ➢ Documents and Publications
- ➢ Websites and Social Media Posts
- ➢ Meetings
- ➢ Reception Services

During this time the **post of Translator, with simultaneous interpretation expertise, to be an additional staff member at the Centre for Welsh Services was approved.** This Investment will strengthen the ability to provide simultaneous translation in accordance with the standards for both external and internal activities.

POLICY MAKING STANDARDS

Academic structures and new committees have been introduced for the academic year 2018/19. The new structures support the ability to promote the Welsh language and to oversee the impact of policy developments on the Welsh language in academic and administrative fields within the University.

OPERATIONAL STANDARDS

Aberystwyth University is eager to develop the use of Welsh in the workplace.

A policy document on the use of the Welsh language internally, entitled **' Using Welsh at Work at Aberystwyth University'** was prepared. The policy was approved by the University Council on 26th June 2019. One of the targets of the policy is to see an increase in the percentage of administrative staff with advanced Welsh language skills.

Staff Training

The following staff development courses were offered through the medium of Welsh during the reporting period.

i)   Ethical employment and recruitment practices
ii)   Effective contribution scheme/probation period
iii) Managing Staff Performance
iv)   Servicing Committees at Aberystwyth University
v)   Chairing meetings
vi)   General Data Protection Regulation (online course)
vii) Information security (online course)
viii) Unconscious Bias (online course)
ix)   Preparing an application for an associate fellow, fellow, senior fellow or principal Fellow of the Higher Education Academy
x)   Reflective writing
xi)   Writing Learning Outcomes
xii) Peer Observation of teaching

Language training- the following courses were provided:

'Croeso Cymraeg Gwaith' Work Welsh Welcome – 31 registered and having completed at least one session during the reporting period

'Croeso Nôl' Welcome Back – 7 enrolled and having completed at least one session during the reporting period.

'Cymraeg Gwaith' Welsh in the Workplace – 36 members of staff have attended the courses. Mentor support was also provided for all learners in order for them to gain confidence to use their Welsh in the workplace.

Welsh language classes in the community – Ceredigion County Council Provision – 22 members of staff have attended the courses.

Welsh language classes in the community – Welsh Learning provision, Aberystwyth University – 19 members of staff have attended the courses.

'Cwrs Haf' Summer Course 2018 – 4 members of Staff attended the summer course.

Welsh Language Skills Certificate – 2 members of staff have obtained the certificate.

Complaints

A total of 11 complaints were received in relation to the Welsh language standards during the reporting period. 3 complaints were received via the online form, 1 verbally, 5 via email and 2 via the Welsh Language Commissioner.

Records and details of complaints received by the Centre for Welsh language services are kept and a summary report is provided regularly to the Executive Group and the University Council.

Policy

During the reporting period, we continued to use a Welsh Language Impact Assessment tool in relation to policy decisions. In some cases this approach has been combined with an Equalities Impact Assessment. An information request was received from the Welsh Language Commissioner's Office for evidence in respect of standard 157, which related to part of the reporting period. A response to this request was submitted within the agreed timescale.

Staff language Skills

In July 2019 we analysed information about the language skills of all staff with their updated details. The common European framework of Reference (CEFR) is used for the levels.

	Oral skills	Written skills
C2	153	136
C1	60	51
B2	211	197
B1	183	137
A2	51	49
A1	299	244
A0	681	812
Unknown	211	223
Total Staff	1849	1849

Staff training
A. Recruitment and Interviewing
2 training courses relating to recruitment and interviewing were conducted for staff during the reporting period. Welsh and English language sessions were held separately.

Course Title	Number of staff who attended the session in Welsh	Percentage of staff who attended the session in Welsh
Interview Confidence Workshop	4	15
Effective Applications Workshop	5	14

B. Performance Management

Course Title	Number of staff who attended the session in Welsh	Percentage of staff who attended the session in Welsh
Effective contribution scheme/probation period	0	0
Managing Staff Performance	1	9

C. Induction

Course Title	Number of staff who attended the session in Welsh	Percentage of staff who attended the session in Welsh
Induction scheme	0	0

D. Dealing with the public

There were no courses on this subject.

D. Health and Safety

Course Title	Number of staff who attended the session in Welsh	Percentage of staff who attended the session in Welsh
Health and Safety training	10	11%
Health and Safety Training and Lone Working	(Please see explanation)	Bilingual training for Learn Welsh and Lifelong Learning Staff. 12 staff members attended (6 of whom were Welsh speakers)

Lone Working	0	0%
Risk Assessment in the Workplace	0	0%
Manual Handling	0	0%
Fire Marshal	0	0%
Introduction to CoSHH	0	0%
Ladder Safety	0	0%
Asbestos Awareness	0	0%
IOSH Working Safely	0	0%
Emergency First Aid at Work	0	0%
First Aid at Work	0	0%
Incident Reporting	0	0%

Posts

During the reporting period, new and vacant posts were classified as follows:

Welsh language skills required	Number
a. Posts where Welsh language skills are essential	67
b. Posts where Welsh language skills need to be attained (if the applicant cannot speak Welsh already)	61
c. Posts where Welsh language skills (at all levels) are desirable	152
D. Posts where Welsh language skills are not necessary	90

Further development:

The University will continue to deliver a training programme to support and assist staff in developing their use of Welsh at work. It will also develop programmes to promote awareness of the Welsh language, its culture and the Welsh language standards.

January 2020