Cardiff University
Welsh Language Standards
Annual Report for
August 2023 - July 2024

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Contents

1. Foreword

As Provost & Deputy Vice-Chancellor at Cardiff University with responsibility for the Welsh Language, I am pleased to present this year's Annual Report, covering the period August 2023 – June 2024.

Cardiff University is committed to embedding and mainstreaming the Welsh language throughout its activities and service provision in line with our Welsh Language Strategy, [Yr Alwad/Embrace It](#), whose aims are to go beyond compliance and enhance a truly bilingual environment. The data in this report are in some ways a proxy for the wider Welsh language culture of the institution, but are not, of course, that culture itself. Nevertheless, compliance with the Welsh Language Standards is key, and during the reporting year, the University has continued its efforts to ensure compliance, which crucially underpins the wider culture and gives staff, students and stakeholders confidence in using the language in the workplace.

What was noted last year is relevant again: we have continued to raise awareness of the Standards by holding presentation and awareness sessions, by including the Standards in our mandatory training modules and staff induction programmes, and by publishing articles in our staff and student newsletters. And once again, key work has been undertaken with our Digital Communications Team to enhance online provision through the medium of Welsh.

This report, which takes its place as part of the journey towards a million Welsh speakers by 2050, sets out our compliance with the Standards and submits the necessary data for the 2023-24 financial year, including information on our general arrangements for compliance, complaints, employee skills, training courses offered in Welsh and the number of posts advertised where Welsh language skills were categorised as needed. We have attended carefully to these data, which again signal progress; at the same time they underscore the need to continue to work, imaginatively and compliance-wise, to ensure the quality, visibility and reach of our Welsh-medium services.

Damian Walford Davies
Provost & Deputy Vice-Chancellor

2. Executive Summary

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Cardiff University, among other public institutions, to comply with the Welsh Language Standards (No.6) Regulations 2017 relating to the Welsh language.

As a requirement of Welsh Language Standard 166, 172 and 178 the University is required to publish an 'Annual Report' detailing the following information:

General compliance	How we have complied with the standards with which we were under a duty to comply during that year (per class of standards – service delivery, policy making, operational).
Complaints	The number of complaints received (per class of standards – service delivery, policy making, operational).
Employee skills	The number of employees who have Welsh Language skills at the end of the year in question.
Training courses	The number of members of staff (and percentage) who attended training courses we offered in Welsh.
Posts advertised	The number of new posts and vacancies we advertised during the year that were categorised with different Welsh Language skills requirements.

6 months following the end of the financial year to which the report relates we must publish the report online and make it available in each of our offices that are open to the public. We are also required to publicise the fact that we have published an annual report.

3. University Overview

Governance

Ultimate responsibility for ensuring the University's overall compliance with the Welsh Language (No. 6) Regulations 2017, along with all other policy implementation and monitoring matters, lies with the University Executive Board (UEB).

The University's Compliance Notice can be viewed in full on our website here.
Our formal demonstration of compliance with the
- Service Delivery Standards can be read within our Welsh Language Service Delivery Policy. - Operational Standards can be read within our Welsh Language Operational Standards Policy.

The University has a Welsh Language Executive Group, established in October 2021, with responsibility for strategic leadership and accountability, under the supervision of the Provost & Deputy Vice-Chancellor. The Group meet at least 3 times a year to review progress against the Welsh Language Strategy and statutory duties under the Welsh Language Standards regulations. In addition, the University's Governance Committee is involved with scrutinising reports and developments.

Compliance and Risk Team

Specific responsibility for guidance and advice on the Welsh Language Standards lies with the Compliance and Risk team within the University Secretary's Office. The Compliance and Risk team provide regular reports to the Welsh Language Executive Group, chaired by our Provost & Deputy Vice Chancellor, on progress and areas for improvement. Following the departure of the previous Senior Advisor with responsibility for the Welsh Language, a

review of the job description and title was completed, and the new role of Senior Compliance Advisor and Welsh Language Officer was established to demonstrate the importance of the Welsh Language within our compliance remit and to allow for more focus on the Welsh Language Standards as part of the Senior Advisors day-to-day role.

Grŵp Materion y Gymraeg

This operational group, also established in October 2021, meets on a regular basis to discuss progress with action plans, and any strategic decisions delegated to it for implementation.

Mandatory Module and Induction Events

The University has created a Welsh Language e-module that is mandatory for all staff to complete, which it will renew and refresh during the 2024-2025 reporting period. This module develops staff members' awareness of the Welsh language, including awareness of its history and its role in Welsh culture, an understanding of the duty to operate in accordance with the Welsh Language Standards and of how the Welsh language can be used in the workplace. The University also raises awareness of the requirements of the Standards during its in-person staff induction events for new starters.

Translation Team

As a demonstration of the University's commitment to the Welsh Language the Welsh Translation Team now comprises twelve staff – one Service Manager, four Senior Translators, six Translators and an Administration Officer. The unit uses a translation software programme through which translation requests can be made. Welsh speaking staff can also submit requests to the translation unit to check the accuracy of any Welsh content. The University has an annual subscription with a translation memory software package that stores all translated work to ensure consistency and to speed up the process of future translations where the same phrase or term has previously been translated. All requests submitted to the unit are checked by a senior member of the team to ensure accuracy in relation to grammar and meaning.

Deon Y Gymraeg

The University's inaugural Dean for the Welsh Language has been in post since November 2018, and the role is one that seeks to foster individual and collective contributions to the promotion and advancement of the Welsh Language across all aspects of University life. The Dean acts as a high-profile champion for the academic and wider needs of Welsh-speaking students and staff, has strategic oversight of our Welsh-medium provision portfolio, develops policy and is responsible for driving the delivery of our Welsh Language Strategy. This work and attendant commitments are captured in the institution's Welsh Language Strategy, approved at the highest level of decision making within the University (UEB, Council and Senate) in December 2020.

In order to advance the aims of the strategy, the University has established Academi Gymraeg, which is a continually expanding and evolving network of practitioners across the University involved in various elements of delivering on its Welsh-language commitments,

with the Dean, Academi Manager and Coleg Cymraeg Branch Officer as the hub for this activity, closely connected to the Senior Compliance Advisor with responsibility for the Welsh language. Academi Gymraeg established a home for itself during 2023 (Y Lle) on Park Place at the heart of the University Campus with a view to being a physical hub for the Welsh language community, promoting the institution's Welsh-language life, including its burgeoning learner networks. The work plan of the Dean for the Welsh Language and Welsh Language Academy is monitored by the Welsh Language Executive Group, which meets on a triannual basis and includes the Provost & Deputy Vice Chancellor (as University Lead for Welsh Language and EDI), Chief Operating Officer, Head of Communications, Marketing and Recruitment, Head of the School of Welsh, Head of Compliance and Risk, Welsh Language Officer for Students, and key Professional Services and Academic colleagues. Assurance is provided via this group to UEB on a 6-month basis. Work on the strategy relating to the students will also be monitored through the Education and Student Experience committee that meets on a quarterly basis whilst the work is open to scrutiny also via the Governance committees and newly appointed Welsh Language Champion on Council. With the recent establishment of a full-time Welsh language sabbatical officer in the Students' Union, this year work will see the further embedding of a University-wide Student Voice Committee to scrutinise the Welsh-language student experience and to strengthen ties between staff and students to improve that experience. At the heart of the University's work around the Welsh language is a commitment to equality, diversity and inclusion, reflected in our HEFCWfunded research around the experiences of Black and Brown Welsh-speaking students, and the introduction of the Betty Campbell Scholarship aimed at encouraging the participation of Welsh-speakers from diverse backgrounds. As the strategy was only approved in December 2020 it has not yet been subject to review, but with a new Vice-Chancellor recently appointed and the current Dean's term coming to an end in November 2024 the strategy will be scrutinised and potentially revised or succeeded under the new Dean, as part of a wider institutional transformation.

Academi Gymraeg

The Academi Gymraeg Manager role is situated in the Vice-Chancellor's Office, working alongside the Dean for Welsh Language and Branch Officer for Coleg Cymraeg Cenedlaethol, and is a central point of contact, providing guidance and support to the University's various Academic Schools and departments. The Manager liaises with a wide range of external organisations including local schools, other HEIs in Wales, local council, government, third sector organisations and other key stakeholders with the aim of facilitating our strategic goals as well as contributing to wider collaboration throughout Wales in terms of promoting the Welsh language and culture.

Notable projects that have been a focus during this reporting period are:

- Opening of Y Lle, 53 Park Place, Cardiff University's first dedicated Welsh-language community workspace centrally located in the Cathays Campus, with hot desks accessible to all staff and PhD students from March 2024. A pilot project is scheduled for 24/25 where associate Welsh-speaking partners from Cardiff Capital Region will be invited to work from the hot desk spaces at Y Lle, increasing the University's connection with our wider community, and creating opportunities for collaboration across the region.

Delivery of the Cardiff Citizen, a 5 credit module, for all Welsh-speaking year 1 students (funded by Coleg Cymraeg Cenedlaethol). The 24/25 academic year will be the third year of delivery of this module. We are currently looking at options to further develop the Cardiff Citizen pathway for students in year 2 and 3, through the establishment of a 20-credit research-based module to be delivered across subjects, opening new opportunities for Welsh-speaking students in Schools with limited or no Welsh medium options.

- The first cohort of Betty Campbell Scholars was announced in May 2024, comprising ten female undergraduate students from under-represented groups (Black, Asian and minority ethnic; or first in family to speak Welsh; or low-income household) undertaking at least 20 credits through the medium of Welsh. Academi Gymraeg launched a programme of interactive confidence-building sessions with the scholars, devised in response to requests from the group. The group are participating in a student mobility with University of Waikato in Aotearoa/New Zealand and have visited the University of Waikato to engage in the Te Ao Hurihuri Māori leadership course alongside a small group of students from the Abernaki Nation in Vermont. As well as providing an opportunity for the group to socialise through the medium of Welsh for two weeks, it is anticipated that this experience will inspire the students to consider their own identity and relationship with the Welsh language, as well as developing a deeper understanding of the global significance of Cymraeg as a minority language.

- On 18 June 2024, at the request of CYDAG, the Dean for Welsh Language led on the coordination of a Welsh-medium HE Experience Day, held at Cardiff University in collaboration with University of South Wales, Cardiff Met University, Coleg Cymraeg Cenedlaethol and Cardiff Council's Fforwm Caerdydd. The event was attended by 12 Welsh Medium Secondary schools from across south Wales, comprising over 750 year 12 learners.

- Academi Gymraeg supported two successful WP/outreach projects in July/August 2024, with funding secured for both projects from internal grants: in July, JOMEC Cymraeg presented *Cynhadledd Llais Caerdydd* to year 10 learners from Ysgol Glantaf, and Ysgol y Gwynllyw, with guest presenters from HTV, BBC Cymru, Cowshed PR and Equinox Communications; and Civic Mission funded *Prosiect Perthyn* invited three students to explore the radical origins of the National Eisteddfod, resulting in a presentation to the Youth Forum at Grange Pavilion with a trip organized for a group of 14 young people to attend the National Eisteddfod in Pontypridd, many for the first time.

- Coordination of workshops with key Welsh-language staff resulting in a set of recommendations, and a unified Welsh language voice, contributing to the development of the University's new strategy.

Welsh Language Champions

The University has a Welsh Language Champions network, established in response to the Welsh Language Standards during 2017, with at least one member of staff from each School, College, and Department. They are the initial point of contact for Academi Gymraeg and the Compliance and Risk team and the School/Department they work in. Academi Gymraeg and the Compliance and Risk team communicate regularly with the champions to disseminate

information and guidance that helps the University comply with the Standards and with its broader aims as outlined in its strategy.

Rhwydwaith

Rhwydwaith forms part of the University's Staff Equality Networks, which are established by the University's Equality, Diversity and Inclusion Committee. Rhwydwaith exists to provide a forum for support and discussion for staff who wish to discuss issues relating to the Welsh language and to facilitate discussion between the University and staff regarding support, policies, and procedures. The Chairperson also sits as a voting member of the Equality, Diversity and Inclusion Committee where update reports, and matters for the attention of the Chair are raised.

Cardiff University's Branch of the Coleg Cymraeg Cenedlaethol

The Cardiff University Branch of the Coleg Cymraeg Cenedlaethol brings together a community of academic and professional staff to collaborate and support the University's ongoing development of Welsh medium education. This branch plays a crucial role within the Coleg Cymraeg Cenedlaethol, acting as an operational group that supports various Welsh language initiatives. The branch meets three times a year, and key highlights from 2023/24 include:

- Hosting workshops with Directors of Learning and Teaching and Welsh medium staff to develop strategies for expanding Welsh medium provision at different levels. This led to recommendations based on research into student attitudes, focusing on increasing and supporting the number of students choosing and able to study in Welsh.
- Securing funding from several Coleg Cymraeg streams, including Small Grants, Collaborative Grants, and four Research Scholarships to enhance provision.
- Over 250 undergraduates received scholarships from Coleg Cymraeg and the university for studying Welsh medium modules.
- 27 students passed the Coleg Cymraeg Welsh Language Skills Certificate, with 17 earning distinction.
- Student branch members successfully applied to become Coleg Cymraeg Ambassadors, with five undergraduate and two postgraduate ambassadors selected.
- Student branch members received several Coleg Cymraeg awards, including the William Salesbury Prize for a project by medical students.
- Coleg Cymraeg-funded PhD students participated in the Coleg Research Conference, the three-minute thesis competition, and the Branch's Taste of Research event.

4. Development During 2022-2023

Welsh Language Commissioner's Monitoring Work

On an annual basis the Welsh Language Commissioner publishes an assurance report which includes data from their monitoring work. The purpose of assurance reports is to provide the Commissioner's view on how organisations are operating to comply with their language duties, with particular regard to the experiences of users of Welsh language services.

It includes evidence on:

- Organisations' performance in providing Welsh language services and encouraging people to use them
- Compliance arrangements – what organisations do to ensure their provision complies with the requirements
- Workforce capacity – ensuring that there are enough Welsh speakers in the right roles
- Promoting the Welsh language – contributing to the future of the Welsh language by considering the impact of policy and grant decisions on the Welsh language and implementing Welsh language promotion strategies.

Cardiff University was subject to the Commissioner's monitoring work during the last reporting period and were required to provide evidence of compliance on 24 compliance areas which included 91 of our 177 standards.

The findings of the work were shared with the University, and this resulted in the creation of an Action Plan which sets out:

- Required action to comply with the Standards
- The Action owner who is responsible for delivering a solution
- Establishes stakeholders and who can assist the Action Owner in delivery
- Timescale to complete the action
- Who is responsible for monitoring progress
- Action notes advising of current status.

The Action Plan is a living document providing a roadmap to compliance with the Standards based on the Commissioner's monitoring work. The Action Plan is updated as necessary to provide an up-to-date snapshot of progress that has been made and what actions are outstanding. A copy of the Action Plan can be found in Annex A. Please note that the copy provided is correct only to the date of publication of this report.

Campaigns

During 2023-2024 the University promoted several campaigns to raise awareness of the rights of students and staff at Cardiff University to use the Welsh Language. We've also been present at several cultural festivals. Some highlights are included below -

Diwrnod Shwmae/Sumai Day

We celebrated Diwrnod Shwmae/Sumai day by holding a joint celebration with our Students' Union in our Centre for Student Life, encouraging students and staff to sign up for Welsh language lessons and providing handouts with phonetic spelling for regular phrases to inspire students and staff to start all their conversations in Welsh.

Welsh Language Rights Day

We celebrated Welsh Language Rights Day by highlighting the services that people are entitled to receive through the medium of Welsh via our regular communication channels, such as Blas (Staff newsletter), Student News (Student Newsletter) and our Welsh Language Champions Network which includes representatives from all professional services and academic schools and colleges.

Eisteddfod yr Urdd + Eisteddfod Genedlaethol

We promoted University activity at the Urdd and National Eisteddfod across our social media accounts. As well as publishing our own posts we also engaged with posts from relevant stakeholders and shared as appropriate. We also arranged for some of our Welshspeaking students to take over the iamcardiffuni X (formerly Twitter) account for the week to post live from the Maes.

5. General Compliance Arrangements

Service Delivery Standards

The University's formal demonstration of compliance with the Service Delivery Standards can be read within our Welsh Language Service Delivery Policy.

Standards Group	What we do
Corresponding with the Public	The University has created staff guidance for communicating bilingually and made this available on our Staff Intranet. A communications campaign has been conducted throughout the reporting period to raise staff awareness of the guidance. This includes regular articles to staff and a video explaining the rights of Students under the Standards. Staff are required to have a bilingual signature in their e-mail. Language preferences for students are collected at enrolment and this information is readily available for staff who communicate with them.

Telephone	Staff guidance has been created to assist non-Welsh speakers with bilingual greetings and how to record an outof-office voicemail message. Postcards have been designed for the desktop with helpful greetings translated phonetically and these have been disseminated in high numbers throughout the University.
Meetings, Events, Public Lectures and Learning Opportunities	Staff guidance and decision tree documents have been created to help staff identify when there is a requirement for bilingual provision in these categories. The Compliance and Risk Team have presented to a number of key staff network groups to raise awareness of the requirements in these areas. The University's translation team developed a procedure for providing online simultaneous translation and has received positive feedback on the effectiveness of this provision.
Website	The University established a Task and Finish Group to provide oversight of the Website Translation Project. Ongoing monitoring is managed via this group.
Documents/Publicity	Guidance has been created to help staff identify what documents and publicity are required to be made available bilingually. We have identified the standard documentation that the University creates and have put processes in place to ensure they are available bilingually whenever required.
Personal Tutors	The University asks students at enrolment whether they wish to have a Welsh speaking personal tutor. This is communicated to the schools who will allocate a tutor accordingly. Several Schools with a high level of Welsh speaking students assign a Welsh speaking tutor by default.
Signs, notices, and advertisements	Staff guidance is available to raise awareness of the importance of compliance in this area.
Social Media	We have developed guidance for staff to raise awareness of the requirements of the Welsh Language Standards, which vary depending on account type and audience.

Policy Making Standards

Standards Group	Action taken during the year in question

Policy Making	When formulating new Policies, carrying out consultations or research relating to those Policies, making decisions relating to grant funding or developing or revising a course, the University is required to consider the impact upon the Welsh Language. Our Equality Impact Assessment includes consideration regarding the Welsh Language.
	In recognition of the importance of this area of the Standards, the University has produced guidance for all staff. With the help of our Welsh Language Champions network, we have started directing this guidance at officers and teams who are likely to carrying out activities that will necessitate carrying out an Assessment.

Operational Standards

The University's formal demonstration of compliance with the Operational Standards can be read within our [Welsh Language Operational Standards Policy.](#)

Standards Group	Action taken during the year in question
Recruitment	All new and/or vacant posts are assessed in relation to the level of Welsh Language proficiency required and classified as either: • proficiency/fluency essential; • proficiency/fluency desirable;
	• requirement to become proficient/fluent; • proficiency/fluency not necessary. Adverts for posts are to be published in Welsh and English, application forms and supporting recruitment materials are available in Welsh and any application form received in Welsh is responded to in Welsh.

Staff Training and opportunities to use Welsh	The mandatory Welsh Language module includes a Language Lab section which provides staff with a basic level of Welsh. The School of Welsh, as providers for the National Centre for Learning Welsh, offer a broad range of Welsh courses through Dysgu Cymraeg Caerdydd, available to staff of different abilities, to learn or improve their Welsh, during or after working hours. There are once or twice weekly, daily and block courses available as well as courses that allow you to study half the course online and half in the classroom. Further Welsh-Language opportunities are provided by Dysgu Cymraeg Caerdydd through the Cymraeg Gwaith programme funded by the Coleg Cymraeg Cenedlaethol; these are bespoke courses for staff with more extensive oneto-one support, aimed specifically at building the skills of those who may potentially contribute to Welsh-Language provision in future. Dysgu Cymraeg Caerdydd offers weekly informal conversation groups for learners in every level.
Documents	As and when required by the Welsh Language Standards, documents are made available in Welsh to all staff on request.
Grievances and Disciplinaries	All staff members can request to use the Welsh Language in matters relating to any grievance raised or raised against them. Where a member of staff is subject to disciplinary proceedings, that person may respond in Welsh in any medium.

6. 2023 - 2024 Action Plan

During the last reporting period, the University has focused on delivering the actions set out in the Action Plan (please refer to Annex A) to ensure more robust compliance with Welsh Language Standards.

7. 2024 - 2025 Action Plan

During the next reporting period, the University will focus on delivering the actions set out in the 2024 – 2025 Action Plan (please refer to Annex B).

8. Complaints

How Cardiff University deals with complaints concerning the Welsh language is laid out in its Welsh Language [Service Delivery Policy](#) and [Operational Standards Policy.](#)

Complainants are encouraged to contact complianceandrisk@cardiff.ac.uk with any concerns. Our Senior Compliance Advisor and Welsh Language Officer, and Compliance Officers monitor this inbox and liaise with departments to investigate complaints.

During the 2023-2024 academic year 13 complaints were received at Cardiff University.

Nature of complaints

Complaint Date	Details	Action taken
July 2023	Complaint received about English only correspondence being issued to students during the Marking and Assessment Boycott.	Complaint Upheld. Cardiff University increased its translation capacity and processes to ensure resource for responding to major incident communications.
July 2023	Complaint about the standard of Welsh on official degree certificates.	Complaint Upheld. Internal systems were updated, and the certificate was re-issued to the graduate. Further checks in subsequent years have been implemented to ensure consistency.
August 2023	Complaint about the standard of Welsh on official degree certificates.	Complaint Upheld. Internal systems were updated, and the certificate was re-issued to the graduate. Further checks in subsequent years have been implemented to ensure consistency.
December 2023	Complaint alleging noncompliance with Standard 87 (Corporate Identity)	Complaint not upheld. The University had complied with standard 87 during its re-
		branding exercise and provided details of this to the complainant.

December 2023	Complaint received concerning the availability of information about learning opportunities.	Complaint not upheld. Cardiff University are not subject to Standard 89 which the complainant had complained about.
January 2024	Welsh Language Commissioner pre statutory investigation notice received ref CS1299. This was concerning a complaint received from a member of the public about our re-branding exercise not complying with Standard 87 (Corporate Identity).	Complaint not upheld. Cardiff University were able to provide robust and detailed evidence to the WLC about our compliance with this standard during our re-branding exercise. The Commissioner therefore decided against opening a statutory investigation.
January 2024	Complaint concerning access to Welsh medium student disability services.	Complaint partially upheld. Complaint was investigated by the University and Welsh language provision was provided.
February 2024	Complaint concerning the standard of Welsh used in notices being sent to students in University accommodation.	Complaint upheld. The Translation Team provided the Residence Team with a Welsh version which they confirmed would be used moving forward.
March 2024	Prospective student was unable to apply for a part-time adults course in Welsh, online.	Complaint Upheld. The web development team will implement a bilingual registration form.
March 2024	Complainant alleged to have received an English only piece of correspondence from the University.	Complaint not upheld. The University had issued the correspondence in line with the language preference of the individual as recorded during the application process.
May 2024	Complaint regarding an English response to a Welsh piece of correspondence.	Complaint Upheld. The complainant was provided a Welsh language copy of the correspondence and guidance was issued to staff concerning the use of the auto-translate function on Outlook which can give the impression that an email has been received in Welsh.

June 2024	Complaint centred around a delay in Welsh language correspondence from the University.	Complaint partially upheld. Correspondence was sent in Welsh but returned as undelivered. Registry will work
		on formalising a process to manage such incidents in the future.
July 2024	Complaint regarding the standard of Welsh included on signage in the sparc / sbarc building	Complaint Upheld. The relevant department are sourcing correction labels for the signage.

9. Employees' Welsh Language Skills

The University's Welsh speaking staff profile is made up as outlined below which also includes our response rates.

The response rate percentage reflects the % of staff in the department that have told us about their Welsh language skills as part of their HR profile.

The percentage total at the end of each line reflects a percentage of those with some ability or fluent skills in the Welsh language out of the total number of staff that have responded in the department.

Section 9a provides a more detailed breakdown of this data, categorising it into Academic and Professional Services staff.

School/ Department	No Response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/ Some Ability	Fluent/ Some Ability %
ACADEMIC & STUDENT SUPPORT SERVICES	64	651	91.05%	31	269	351	300	41.96%
ARCHITECTURE	26	69	72.63%	0	18	51	18	18.95%
ARTS, HUMANITIES & SOCIAL SCIENCES	15	57	79.17%	4	20	33	24	33.33%
BIOMEDICAL & LIFE SCIENCES	32	53	62.35%	1	28	24	29	34.12%
BIOSCIENCES	102	207	66.99%	5	51	151	56	18.12%
CAMPUS SERVICES	181	97	34.89%	1	33	63	34	12.23%
CARDIFF BUSINESS SCHOOL	91	242	72.67%	5	54	183	59	17.72%
CARDIFF LAW & POLITICS	56	150	72.82%	7	46	97	53	25.73%
CARDIFF UNIVERSITY	1	0	0.00%	0	0	0	0	0.00%
CHEMISTRY	31	117	79.05%	3	28	86	31	20.95%
COMMUNICATIONS & MARKETING	17	178	91.28%	15	82	81	97	49.74%
COMPUTER SCIENCE	26	168	86.60%	7	46	115	53	27.32%
DENTISTRY	25	91	78.45%	3	22	66	25	21.55%
DEVELOPMENT & ALUMNI RELATIONS	1	26	96.30%	2	16	8	18	66.67%
EARTH AND ENVIRONMENTAL SCIENCES	12	86	87.76%	0	26	60	26	26.53%
ENGINEERING	91	203	69.05%	4	56	143	60	20.41%
ENGLISH COMMUNICATION & PHILOSOPHY	5	108	95.58%	5	36	67	41	36.28%
ESTATES & CAMPUS FACILITIES	81	107	56.91%	4	27	76	31	16.49%
FINANCE	22	105	82.68%	1	32	72	33	25.98%
GEOGRAPHY AND PLANNING	13	72	84.71%	1	23	48	24	28.24%
HEALTHCARE SCIENCES	50	226	81.88%	11	82	133	93	33.70%
HISTORY, ARCHAEOLOGY & RELIGION	40	84	67.74%	3	30	51	33	26.61%
HUMAN RESOURCES	12	74	86.05%	5	32	37	37	43.02%
INTERNAL AUDIT	0	3	100.00%	0	3	0	3	100.00%

JOURNALISM, MEDIA & CULTURAL STUDIES	31	64	67.37%	4	16	44	20	21.05%
MATHEMATICS	11	64	85.33%	3	18	43	21	28.00%
MEDICINE	369	732	66.49%	25	243	464	268	24.34%
MUSIC	9	25	73.53%	3	9	13	12	35.29%
OPTOMETRY & VISION SCIENCES	65	74	53.24%	0	24	50	24	17.27%
PHARMACY & PHARMACEUTICAL SCIENCES	28	68	70.83%	7	24	37	31	32.29%
PHYSICAL SCIENCES & ENGINEERING	2	28	93.33%	2	7	19	9	30.00%
PHYSICS & ASTRONOMY	64	125	66.14%	3	29	93	32	16.93%
PORTFOLIO SERVICES	6	30	83.33%	1	9	20	10	27.78%
PSYCHOLOGY	65	104	61.54%	4	25	75	29	17.16%
RESEARCH & INNOVATION SERVICES	14	96	87.27%	4	41	51	45	40.91%
SCHOOL OF MODERN LANGUAGES	27	74	73.27%	5	23	46	28	27.72%
SOCIAL SCIENCES	47	194	80.50%	8	62	124	70	29.05%
STRATEGIC PLANNING	2	17	89.47%	1	6	10	7	36.84%
UNIVERSITY IT	68	237	77.70%	10	79	148	89	29.18%
UNIVERSITY SECRETARY'S OFFICE	1	34	97.14%	15	2	17	17	48.57%
VICE CHANCELLOR'S OFFICE	5	31	86.11%	4	12	15	16	44.44%
WELSH	9	44	83.02%	43	1	0	44	83.02%
GRAND TOTAL	**1817**	**5215**	**74.16%**	**260**	**1690**	**3265**	**1950**	**27.73%**

9a) Welsh Language Skills of Academic and Professional Services Staff

The Welsh Language Skills of our Academic Staff are as follows:

School/ Department	No response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/ Some Ability	Fluent/ Some Ability %
ACADEMIC & STUDENT SUPPORT SERVICES	9	45	83.33%	2	16	27	18	33.33%
ARCHITECTURE	18	51	73.91%	0	8	43	8	11.59%
ARTS, HUMANITIES & SOCIAL SCIENCES	7	18	72.00%	0	3	15	3	12.00%
BIOMEDICAL & LIFE SCIENCES	0	5	100.00%	0	4	1	4	80.00%
BIOSCIENCES	63	143	69.42%	3	30	110	33	16.02%
CARDIFF BUSINESS SCHOOL	73	175	70.56%	2	23	150	25	10.08%
CARDIFF LAW & POLITICS	48	110	69.62%	7	31	72	38	24.05%
CARDIFF UNIVERSITY	1	0	0.00%	0	0	0	0	0.00%
CHEMISTRY	21	82	79.61%	2	12	68	14	13.59%
COMPUTER SCIENCE	17	117	87.31%	6	23	88	29	21.64%
DENTISTRY	22	64	74.42%	3	16	45	19	22.09%
DEVELOPMENT & ALUMNI RELATIONS	0	1	100.00%	0	0	1	0	0.00%
EARTH AND ENVIRONMENTAL SCIENCES	6	56	90.32%	0	15	41	15	24.19%
ENGINEERING	66	141	68.12%	2	33	106	35	16.91%
ENGLISH COMMUNICATION & PHILOSOPHY	5	87	94.57%	5	26	56	31	33.70%
FINANCE	0	1	100.00%	0	1	0	1	100.00%
GEOGRAPHY AND PLANNING	11	60	84.51%	0	18	42	18	25.35%
HEALTHCARE SCIENCES	39	166	80.98%	9	59	98	68	33.17%
HISTORY, ARCHAEOLOGY & RELIGION	38	60	61.22%	2	16	42	18	18.37%
JOURNALISM, MEDIA & CULTURAL STUDIES	19	43	69.35%	2	9	32	11	17.74%
MATHEMATICS	8	54	87.10%	2	15	37	17	27.42%
MEDICINE	262	400	60.42%	15	112	273	127	19.18%
MUSIC	8	16	66.67%	1	4	11	5	20.83%
OPTOMETRY & VISION SCIENCES	49	56	53.33%	0	17	39	17	16.19%
PHARMACY & PHARMACEUTICAL SCIENCES	21	44	67.69%	5	15	24	20	30.77%
PHYSICAL SCIENCES & ENGINEERING	1	4	80.00%	0	2	2	2	40.00%
PHYSICS & ASTRONOMY	42	81	65.85%	1	10	70	11	8.94%
PSYCHOLOGY	54	72	57.14%	1	12	59	13	10.32%

School/ Department	No response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/ Some Ability	Fluent/ Some Ability %
SCHOOL OF MODERN LANGUAGES	18	48	72.73%	1	12	35	13	19.70%
SOCIAL SCIENCES	35	135	79.41%	7	34	94	41	24.12%
VICE CHANCELLOR'S OFFICE	1	10	90.91%	2	3	5	5	45.45%
WELSH	6	34	85.00%	33	1	0	34	85.00%
Grand Total	**968**	**2379**	**71.08%**	**113**	**580**	**1686**	**693**	**20.71%**

The Welsh Language Skills of our Professional Services Staff are as follows

School/ Department	No response	Response	Response Rate	Fluent Ability	Some Ability	No Ability	Fluent/ Some Ability	Fluent/ Some Ability %
ACADEMIC & STUDENT SUPPORT SERVICES	55	606	91.68%	29	253	324	282	42.66%
ARCHITECTURE	8	18	69.23%	0	10	8	10	38.46%
ARTS, HUMANITIES & SOCIAL SCIENCES	8	39	82.98%	4	17	18	21	44.68%
BIOMEDICAL & LIFE SCIENCES	32	48	60.00%	1	24	23	25	31.25%
BIOSCIENCES	39	64	62.14%	2	21	41	23	22.33%
CAMPUS SERVICES	181	97	34.89%	1	33	63	34	12.23%
CARDIFF BUSINESS SCHOOL	18	67	78.82%	3	31	33	34	40.00%
CARDIFF LAW & POLITICS	8	40	83.33%	0	15	25	15	31.25%
CHEMISTRY	10	35	77.78%	1	16	18	17	37.78%
COMMUNICATIONS & MARKETING	17	178	91.28%	15	82	81	97	49.74%
COMPUTER SCIENCE	9	51	85.00%	1	23	27	24	40.00%
DENTISTRY	3	27	90.00%	0	6	21	6	20.00%
DEVELOPMENT & ALUMNI RELATIONS	1	25	96.15%	2	16	7	18	69.23%
EARTH AND ENVIRONMENTAL SCIENCES	6	30	83.33%	0	11	19	11	30.56%
ENGINEERING	25	62	71.26%	2	23	37	25	28.74%
ENGLISH COMMUNICATION & PHILOSOPHY	0	21	100.00%	0	10	11	10	47.62%
ESTATES & CAMPUS FACILITIES	81	107	56.91%	4	27	76	31	16.49%
FINANCE	22	104	82.54%	1	31	72	32	25.40%
GEOGRAPHY AND PLANNING	2	12	85.71%	1	5	6	6	42.86%
HEALTHCARE SCIENCES	11	60	84.51%	2	23	35	25	35.21%
HISTORY, ARCHAEOLOGY & RELIGION	2	24	92.31%	1	14	9	15	57.69%
HUMAN RESOURCES	12	74	86.05%	5	32	37	37	43.02%
INTERNAL AUDIT	0	3	100.00%	0	3	0	3	100.00%
JOURNALISM, MEDIA & CULTURAL STUDIES	12	21	63.64%	2	7	12	9	27.27%

MATHEMATICS	3	10	76.92%	1	3	6	4	30.77%
MEDICINE	107	332	75.63%	10	131	191	141	32.12%
MUSIC	1	9	90.00%	2	5	2	7	70.00%
OPTOMETRY & VISION SCIENCES	16	18	52.94%	0	7	11	7	20.59%
PHARMACY & PHARMACEUTICAL SCIENCES	7	24	77.42%	2	9	13	11	35.48%
PHYSICAL SCIENCES & ENGINEERING	1	24	96.00%	2	5	17	7	28.00%
PHYSICS & ASTRONOMY	22	44	66.67%	2	19	23	21	31.82%
PORTFOLIO SERVICES	6	30	83.33%	1	9	20	10	27.78%
PSYCHOLOGY	11	32	74.42%	3	13	16	16	37.21%
RESEARCH & INNOVATION SERVICES	14	96	87.27%	4	41	51	45	40.91%
SCHOOL OF MODERN LANGUAGES	9	26	74.29%	4	11	11	15	42.86%
SOCIAL SCIENCES	12	59	83.10%	1	28	30	29	40.85%
STRATEGIC PLANNING	2	17	89.47%	1	6	10	7	36.84%
UNIVERSITY IT	68	237	77.70%	10	79	148	89	29.18%
UNIVERSITY SECRETARY'S OFFICE	1	34	97.14%	15	2	17	17	48.57%
VICE CHANCELLOR'S OFFICE	4	21	84.00%	2	9	10	11	44.00%
WELSH	3	10	76.92%	10	0	0	10	76.92%
Grand Total	**849**	**2836**	**76.96%**	**147**	**1110**	**1579**	**1257**	**34.11%**

10.

Welsh Language Training for Staff

Learn Welsh Cardiff, which forms part of the University's School of Welsh, delivers a program of courses that are available to staff at the University.

A breakdown of the various levels are provided below –

Level	Number completing the course	Number not completing the course
Mynediad 1	14	20
Mynediad 2	9	12
Mynediad 1 a 2	11	19
Mynediad + Sylfaen 1	1	1
Sylfaen 1	7	6
Sylfaen 2	4	1
Sylfaen 1 a 2	8	5
Canolradd 1	10	3
Canolradd 2	9	2
Canolradd 1 a 2	1	7
Uwch 1	8	8
Uwch 2	2	2
Uwch 3	2	0
Gloywi	7	3
Cwrs Haf	2	1
Total	95	90

Coleg Cymraeg Cenedlaethol Course

Level	Number
Mynediad 1	20
Sylfaen 1 a 2	12
Canolradd 1	13
Hyfedredd	3
Total	48

Those completing WJEC examinations

11.

Level	Number
Mynediad	7
Sylfaen	6
Canolradd	3
Total	16

Several staff also attend additional sessions such as Sadwrn Siarad and Clwb Darllen.

Training Courses

The University is required to provide training through the medium of Welsh in the following areas, provided such training is delivered in English:

- recruitment and interviewing;

- performance management;

- complaints and disciplinary procedures;

- induction;

- dealing with the public;

- health and safety.

A breakdown of the relevant courses provided by Cardiff University can be viewed below along with the numbers of staff requested training through the medium of Welsh during the reporting period:

Course Name	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Fundamentals of Health Safety and Environment	0	0	0%
Managing Performance	0	76	0%
Induction- Professional Services and Academic and Research staff	N/A	N/A	N/A
Skills for recruitment and Selection	0	50	0%

Welcome to Cardiff	0	454	0%

When a member of staff books onto the course, an e-mail is sent to them informing of their right to receive the course through the medium of Welsh and how they can request it. The University does not currently offer complaints and disciplinary procedure training (through English or Welsh).

Posts Advertised

The University is required to report the number of posts that are advertised in the following categories. During 2023-2024, 827 adverts were placed for various roles at Cardiff University. This includes posts to which the University had initially failed to recruit, which were then re-advertised and successfully recruited to within the same year.

All posts:

Category	Number of posts categorised	Percentage of posts categorised
Essential	25	3.02%
Desirable	649	78.48%
Need to learn Welsh	0	0.00%
No Welsh skills required	153	18.50%
Total	**827**	**100.00%**

Academic Posts:

Category	Number of posts categorised	Percentage of posts categorised
Essential	6	1.97%
Desirable	180	59.21%
Need to learn Welsh	0	0.00%
No Welsh skills required	118	38.82%
Total	**304**	**100.00%**

13.

Professional Services Posts:

Category	Number of posts categorised	Percentage of posts categorised
Essential	19	3.63%
Desirable	469	89.67%
Need to learn Welsh	0	0.00%
No Welsh skills required	35	6.69%
Total	**523**	**100.00%**

13.   Contact Details

Search 'Welsh Language Standards' on our website www.cardiff.ac.uk for more information or email Thomas Tudor Jones, Senior Compliance Advisor and Welsh Language Officer - Complianceandrisk@cardiff.ac.uk

Annex A: Welsh Language Action Plan 2023 - 2024

Welsh Language Action Plan 2023-2024
Action Complete
Good progress
Limited progress
No progress
Total Actions = 31 **Total Actions Complete = 22** **Totals Actions Good Progress = 8** **Total Actions Limited Progress = 1** **Total Actions No Progress = 0**

No.	Action	Action Owner	In collaboration with / Key stakeholders	Timescale	Monitoring	Notes
1	Update guidance on the use of social media	Louise Hartrey Thomas Tudor Jones	Compliance and Risk Llywelyn Lehnert Welsh Language Champions Network	February 2023	Welsh Language Executive Group (WLEG), Assurance and Risk Group (ARG) and Governance Committee	**Complete**. Roll out already implemented on the intranet. Blas articles go live on the 11/09/24 & 09/10/24
2	Update guidance on creating videos.	Ian Johnson	Compliance Officers, Compliance and Risk Welsh Language Champions Network	July 2023	WLEG, ARG and Governance Committee	**Complete**. Roll out already implemented on the intranet. Blas articles go live on the 11/09/24 & 09/10/24

3	Pilot a project with one of our Colleges to explore options for supporting full compliance with standards relating to advertising vacancies and the requirement for job descriptions, adverts and supporting material to be available in Welsh, with the aim of building translation	Rhian Perridge Alaw Hughes	Thomas Tudor Jones	August 2023	WLEG, ARG, Governance Committee, HR Board	The pilot was superseded by action taken in 3a to ensure full compliance across all roles.
	memory for wider roll out across the entire University.					
3a)	Communicate with relevant staff about the requirements of standard 145A and 146A	Rhian Perridge	Thomas Tudor Jones	End of June 2023	WLEG, ARG, Governance Committee, HR Board	**Complete**. Staff Memo was issued by Director of HR highlighting the legal requirements on the 09/06/2023.
4	Re-develop the University's Equality Impact Assessment Process to ensure more robust consideration of Welsh language impacts in line with the relevant standards.	Thomas Tudor Jones	Huw Williams Catrin Jones College EDI Deans Llywelyn Lehnert Welsh Language Champions Network	March 2024	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan.** Initially discussed at PSB/CRG in November 2023. Now being presented again as an integrated impact assessment process at the September 2024 meeting. Aiming to seek UEB approval during October 2024.

5	Proactively publicise students' rights to submit written work in Welsh as part of an assessment or examination in line with Standard 90 and 90A.	Huw Williams	Thomas Tudor Jones Catrin Jones Llywelyn Lehnert Welsh Language Champions Network School Managers Student Engagement Team (LTA)	September 2023 (and at the beginning of each term)	WLEG, ARG and Governance Committee	**Complete.** Regular awareness raising forms part of the C&R team annual workplan. The most recent campaign was launched in December 2023 and the next one will be published during October 2024. New campaign posters have also been developed and will be shared with the Champions network. Dean for the Welsh Language and RE also led on the review of the academic regulations and produced a new process for Welsh medium assessment at CU. Published and shared with an FAQ across all colleges.
6	Student intranet content to comply with Standard 55 > 59. All content and functionality available in	Scott McCaffrey	Liam Ellis Thomas Tudor Jones	November 2023	WLEG, ARG, Governance Committee, HR Board	**Rollover to 24-25 Action Plan.** New content is rejected unless there's a Welsh version. A robust procedure to guarantee that all
	Welsh apart from information for international students only.		Alaw Hughes Digital Content Authors Welsh Language Champions Network			untranslated content is rejected and sent back to the original editor for translation has been established. The team's and editors' editorial guidelines, and the content checklist have been updated and shared. A very small number of pages remain in English however these have all been sent for translation.

7	Staff intranet content to comply with Standard 128, 131 and 133. All content and functionality available in Welsh.	Scott McCaffrey	Liam Ellis, Thomas Tudor Jones Alaw Hughes Rhwydwaith Llywelyn Lehnert Welsh Language Champions Network	November 2023	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan.** The team's and editors' editorial guidelines, and the content checklist have been updated and shared. A number of pages remain in English only. These will be targeted following the student intranet content.
8	Update HR processes for new starters to include a proactive offer re: language preference, in line with the requirements of Standard 106 and 107.	Trystan Gwynedd	Thomas Tudor Jones	December 2023	WLEG, ARG, Governance Committee, HR Board	**Complete.** Contract of employment includes the offer.
9	Update the Welsh Language Skills Assessment process to ensure recruiting managers consider wider requirements re: Welsh Language Standards as part of the recruitment process (in line with Standard 145).	Rhian Perridge Thomas Tudor Jones	Huw Williams Llywelyn Lehnert Welsh Language Champions Network	May 2024	WLEG, ARG, Governance Committee, HR Board	**Rollover to 24-25 Action Plan** The Kenexa system currently records an assessment. Further work required to update this process for it to be more robust in line with WLC guidance. A WL Skills policy has been drafted and meetings have been held with SOCSI and HR to develop the process further. A task and finish group to be
						established in 24-25 to complete action.

10	Remove current Service Delivery and Operational policies, as they represent outdated guidance, and replace with documents outlining how the organisation intend to comply with the Service Delivery, Operational and Policy Standards.	Ian Johnson	Thomas Tudor Jones Llywelyn Lehnert Welsh Language Champions Network	December 2023	WLEG, ARG and Governance Committee	**Complete.** UEB sign off received in June 2024 and now published online. Blas articles to raise awareness scheduled for 11/09/24 & 09/10/24.
11	Publish a Policy on Awarding Grants and Financial Assistance which complies with Standard 75-79 + 100.	Thomas Tudor Jones	RIS, School Managers, Student Money Service Llywelyn Lehnert Welsh Language Champions Network	March 2024	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan.** Initially discussed at PSB/CRG in November 2023. Now being presented again as an integrated impact assessment process at the September 2024 meeting. Aiming to seek UEB approval during October 2024.
12	Develop a policy on using Welsh internally in line with standard 105.	Thomas Tudor Jones Catrin Jones	Charlotte Rodgers, Intern Comms Manager Rhwydwaith EDI Committee Llywelyn Lehnert Welsh Language Champions Network Coleg Cymraeg Cenedlaethol	March 2024	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan.** Initially discussed at PSB/CRG in November 2023. Now being presented again as an integrated impact assessment process at the September 2024 meeting. Aiming to seek UEB approval during October 2024.

13	Update application forms, content on our recruitment pages, and guidance documents for recruiters - to ensure compliance with Standards 146 > 149	Rhian Perridge Trystan Gwynedd Liam Ellis	Thomas Tudor Jones Alaw Hughes	1 October 2023	WLEG, ARG, Governance Committee, HR Board	**Complete.** Applications forms now include a proactive offer to submit applications in Welsh. All supporting materials is also
						available in Welsh. Kanexa improvements/replacement system will include Welsh language considerations.
14	Implement a new IT solution for staff profiles to ensure compliance with Standard 55	Simon Bleasdale James Hourihan Liam Ellis	Thomas Tudor Jones Alaw Hughes Welsh Language Champions Network	End of May 2023	WLEG, ARG and Governance Committee	**Complete.** The system went live in September 2023 with the support of machine translation as agreed at WLEG.
15	Ensure module descriptions are provided in Welsh.	Simon Bleasdale James Hourihan	Thomas Tudor Jones Scott McCaffrey Llywelyn Lehnert Welsh Language Champions Network	End of June 2023	WLEG, ARG and Governance Committee	**Complete.** The system went live in November 2023 with the support of machine translation as agreed at WLEG.

15a)	Implement a new process to ensure module descriptions form part of the module sign off process	Lindsey Jones, Data Futures Project Lead, Registry	Thomas Tudor Jones Student and Programme Data Futures project Alaw Hughes	Ongoing	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan.** The team have identified 10 working groups that need to be established to focus on improvements to particular aspects of the process; 2 of these groups have specific Welsh language focus.
16	Ensure a statement in line with Standard 7 is included on correspondence issued by the University (electronic and print).	Laura Davies Kirsty Alexander Karl Jones	Thomas Tudor Jones Llywelyn Lehnert Welsh Language Champions Network	Ongoing re new brand rollout. Emails to be completed by end of June 2023.	WLEG, ARG and Governance Committee	**Complete.** Guidance has been updated on the intranet pages – to include the statement within the main body of the signature template for all to use. Headed paper will be updated as stock is replenished. The new brand roll-out will also include the agreed wording.
17	Ensure that a statement in line with Standard 52 is included on English only documents (noting that a Welsh version is available).	Scott McCaffrey David Roylance Helen Beddow Heads of College Communications Ben Lewis, Laura Roberts	Thomas Tudor Jones, Llywelyn Lehnert Welsh Language Champions Network	September 2023	WLEG, ARG and Governance Committee	**Complete.** Meetings held with central teams, including our Publications Manager to raise awareness about this requirement. Comms also shared with Heads of Comms at each College. As of July 2023 – all of our undergraduate recruitment publications have the statement included. Service Delivery Policy update also references the need for this.

18	Ensure all new website content is published in Welsh at the same time as the English content and review existing content.	Scott McCaffrey	Liam Ellis Thomas Tudor Jones Alaw Hughes	December 2023	WLEG, ARG and Governance Committee	**Complete.** New content is rejected unless there's a Welsh version. A robust procedure to guarantee that all untranslated content is rejected and sent back to the original editor for translation has been established. The team's and editors' editorial guidelines, and the content checklist have been updated and shared. Existing content will be addressed via rolling programme of updates managed by Digital Content Manager.
19	Ensure that all, in scope, apps are made available in Welsh and that the Welsh Language Standards are a key consideration in the procurement process for new apps.	Karl Jones Ashley Cook	Welsh Language Champions Network	1 August 2023	WLEG, ARG, Governance Committee and IT Consultation Group	**Complete.** Updates to the IT checklist have been completed and shared with the IT Consultation Group for use. Feedback has been received that the form is working and escalation process to C&R established.

19a)	Ensure that the Welsh Language Standards are applied during any procurement process.	Phil Davies	Thomas Tudor Jones			**Complete.** Updated guidance document shared with Procurement colleagues and an intranet page has been published. Articles in blas will also raise awareness amongst staff.
20	Ensure that staff complaints, disciplinary and grievance processes are updated to include proactive offers regarding their rights to use Welsh during procedures.	Tanith Lapit Ruth Davies	Thomas Tudor Jones Llywelyn Lehnert Welsh Language Champions Network	Up to end of June 2024	WLEG, ARG and Governance Committee	**Complete.** Updates completed to Grade 1-4 and Grades 5+ policies.
20a)	Ensure that student complaints, disciplinary and grievance processes are updated to include proactive offers regarding their rights to use Welsh during procedures.	Rachel Natton	Thomas Tudor Jones Llywelyn Lehnert Welsh Language Champions Network		WLEG, ARG and Governance Committee	**Complete.** Policies include proactive offers for students to use Welsh during the complaints, disciplinary and grievance processes.
21	Review IT Service Desk out of hours provision to ensure Welsh language requests are able to be dealt with.	Owen Hadall	Thomas Tudor Jones Llywelyn Lehnert Welsh Language Champions Network	December 2023.	WLEG, ARG and Governance Committee	**Complete.** Advice received from WLC and shared with the Director. Following consideration pre-recorded messaging will ensure compliance with the Welsh Language Standards.

22	Explore options for enabling Multi-Functional Devices to provide bilingual touch panel instructions.	Owen Hadall	Compliance Officer	All MFDs with bilingual control panels following the contract replacement procurement during 2025.	WLEG, ARG and Governance Committee	**Complete**. Welsh can now be used on compatible devices (just over 250). Blas articles will be published late September to raise awareness and signage will be placed next to the devices along with updates to intranet content.
23	Update Service Delivery and Operational Standards Policies and guidance online	Ian Johnson	Thomas Tudor Jones	End of June 2023	WLEG, ARG and Governance Committee	**Complete.** Policies have been updated, approved by UEB and published.
	to reflect requirements of standard 164, 170, 176					Blas articles to be published on the 11/09/24 & 09/10/24 arranged to raise awareness.
24	Review operational model of WL Team and report to UEB.	Thomas Tudor Jones, Alaw Hughes	Catrin Morgan Paula Sanderson	Phase One - end of June 2023 Phase 2 - June 2024	UEB	**Rollover to 24-25 Action Plan** UEB agreed to additional resource to support the department including 5 new roles. Review of schools and college provision to be completed during 2024-2025.
25	Review on-call status to support major incident responses.	Thomas Tudor Jones Alaw Hughes	Catrin Morgan Rashi Jain	Ongoing	Gold Major Incident Team Members and UEB	**Complete.** A Welsh Translation Out of Hours Service has been established to respond to major incidents. A procedure has been established with the Business Continuity Manager.

26	Raise awareness of @caerdydd.ac.uk email addresses and when these are required to be used.	Felicity Jones Ben Rowett	Thomas Tudor Jones		WLEG, ARG and Governance Committee	**Complete.** Blas article published in January and Service Delivery Policy updated.
27	Wifi log in page to be updated to include Welsh option.	Felicity Jones	Ian Johnson	Ongoing	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan** IT have produced a draft Welsh language version for roll out in September 2024.

Annex B: Welsh Language Action Plan 2024 – 2025

Action Complete					
Good progress					
Limited progress					
No progress					
No.	**Action**	**Action Owner**	**In collaboration with / Key stakeholders**	**Timescale**	**Monitoring**	**Notes**

1	Re-develop the University's Equality Impact Assessment Process to ensure more robust consideration of Welsh language impacts in line with the relevant standards. Raise awareness about the triage form and monitor compliance with the policy, producing reports for the WLEG where necessary.	Thomas Tudor Jones	Angharad Naylor Catrin Jones College EDI Deans Llywelyn Lehnert Welsh Language Champions Network	November 2025	WLEG, ARG and Governance Committee	**Rollover from 23-24 Action Plan.** Initially discussed at PSB/CRG in November 2023. Now being presented again as an integrated impact assessment process at the September 2024 meeting. Aiming to seek UEB approval during October 2024.
2	Student intranet content to comply with Standard 55 > 59. All content and functionality available in Welsh apart from information for international students only.	Scott McCaffrey	Liam Ellis Thomas Tudor Jones Ian Cottrell Digital Content Authors Welsh Language Champions Network	January 2025	WLEG, ARG, Governance Committee, HR Board	**Rollover from 23-24 Action Plan.** New content is rejected unless there's a Welsh version. A robust procedure to guarantee that all untranslated content is rejected and sent back to the original editor for translation has been established.

						The team's and editors' editorial guidelines, and the content checklist have been updated and shared. A very small number of pages remain in English however these have all been sent for translation.
3	Staff intranet content to comply with Standard 128, 131 and 133. All content and functionality available in Welsh.	Scott McCaffrey	Liam Ellis Thomas Tudor Jones Ian Cottrell Rhwydwaith Llywelyn Lehnert Welsh Language Champions Network	January 2025	WLEG, ARG and Governance Committee	**Rollover from 23-24 Action Plan.** The team's and editors' editorial guidelines, and the content checklist have been updated and shared. A number of pages remain in English only. These will be targeted following the student intranet content.

| 4 | Update the Welsh Language Skills Assessment process to ensure recruiting managers consider wider requirements re: Welsh Language Standards as part of the recruitment process (in line with Standard 145). This should include a Welsh Language Skills Policy to established the requirements and framework for assessing skills levels. | Rhian Perridge

Thomas Tudor Jones | Angharad Naylor

Llywelyn Lehnert

Welsh Language Champions Network | March 2025 | WLEG, ARG, Governance Committee, HR Board | **Rollover from 23-24 Action Plan.**

The Kenexa system currently records an assessment. Further work required to update this process for it to be more robust in line with WLC guidance.

A WL Skills policy has been |
| | | | | | | drafted and meetings have been held with SOCSI and HR to develop the process further.

A task and finish group to be established in 24-25 to complete action. |

5	Publish a Policy on Awarding Grants and Financial Assistance which complies with Standard 75-79 + 100. Ensure awareness raising, to include training if appropriate, about this policy.	Thomas Tudor Jones	RIS, School Managers, Student Money Service Llywelyn Lehnert Welsh Language Champions Network	November 2024	WLEG, ARG and Governance Committee	**Rollover from 23-24 Action Plan.** Initially discussed at PSB/CRG in November 2023. Now being presented again as an integrated impact assessment process at the September 2024 meeting. Aiming to seek UEB approval during October 2024.
6	Develop a policy on using Welsh internally in line with standard 105.	Thomas Tudor Jones Catrin Jones	Comms Manager Rhwydwaith EDI Committee Llywelyn Lehnert Welsh Language Champions Network Coleg Cymraeg Cenedlaethol	November 2024	WLEG, ARG and Governance Committee	**Rollover from 23-24 Action Plan.** Initially discussed at PSB/CRG in November 2023. Now being presented again as an integrated impact assessment process at the September 2024 meeting. Aiming to seek UEB approval during October
						2024.

7	Implement a new process to ensure module descriptions form part of the module sign off process	Lindsey Jones, Data Futures Project Lead, Registry	Thomas Tudor Jones Student and Programme Data Futures project Ian Cottrell	TBC	WLEG, ARG and Governance Committee	**Rollover from 23-24 Action Plan.** The team have identified 10 working groups that need to be established to focus on improvements to particular aspects of the process; 2 of these groups have specific Welsh language focus. The current solution is not providing an adequate service and further options need to be considered.
8	Review operational model of WL Team and report to UEB.	Thomas Tudor Jones, Ian Cottrell	Catrin Morgan Paula Sanderson	2024-2025	UEB	**Rollover from 23-24 Action Plan.** UEB agreed to additional resource to support the department including 5 new roles. Review of schools and college provision to be completed during 20242025.
9	Wifi log in page to be updated to include a Welsh option.	Felicity Jones	Non Ellis	November 2024	WLEG, ARG and Governance Committee	**Rollover to 24-25 Action Plan** IT have produced a draft

						Welsh language version for roll out in September 2025.
10	Explore options to increase the use of Welsh on IT applications.	Owen Hadall Helen Dennis Ashley Cook Matthew Brockway Steve Moore	Thomas Tudor Jones	24-25 Academic Year	WLEG, ARG and Governance Committee	Update to be provided at the next WL Executive Group Meeting in January.
11	Create a digital background which includes the Welsh speaker logo for use across digital video-conferencing sites to raise awareness of the Welsh language skills of our staff.	Non Ellis	Thomas Tudor Jones Amy Stackhouse	TBC	WLEG, ARG and Governance Committee	
12	Develop a simultaneous translation guide to explain when this service must be provided and to encourage more use and familiarity with the function whilst using Teams, Zoom and during inperson events.	Ian Cottrell	Thomas Tudor Jones	November 2024	WLEG, ARG and Governance Committee	
13	Develop an electronic simultaneous translation request form for use across Cardiff University.	Ian Cottrell	Thomas Tudor Jones	November 2024	WLEG, ARG and Governance Committee	

14	Launch a campaign to encourage staff to write in Welsh and have the work proofread by the translation service.	Ian Cottrell	Thomas Tudor Jones			
15	Create a campaign to encourage staff to update/complete their Welsh	Caroline Clarke		January 2025	WLEG, ARG and	

	language skills information on the HR System	Thomas Tudor Jones			Governance Committee	
16	Arrange training for committee chairs on how to use incidental Welsh during committee meetings.	Thomas Tudor Jones Ruth Davies	Anna Jones	February 2025	WLEG, ARG and Governance Committee	
17	Publish the agenda of Council and Senate meetings bilingually with a note to encourage chairs to open meetings bilingually.	Thomas Tudor Jones Ruth Davies	Ian Cottrell	January 2025	WLEG, ARG and Governance Committee	
18	Canvass language preference of committee members at the beginning of the year to establish whether simultaneous translation services are required at committee meetings.	Ruth Davies	Ian Cottrell	January 2025	WLEG, ARG and Governance Committee	

19	PDR guidance to be updated to refer to Welsh language skills development.	Hayley Beckett Beth John Thomas Tudor Jones		January 2025	WLEG, ARG and Governance Committee	
20	Update existing CPD guidance to include a section for line managers dealing with requests for Welsh language skills training (including reference to business need, classes during working hours, not during lunch, time for etc)	Hayley Beckett	Thomas Tudor Jones	January 2025	WLEG, ARG and Governance Committee	
21	Review the enrolment task questions relating to Welsh	TBC	Thomas Tudor Jones Angharad Naylor	February 2025	WLEG, ARG and	

	language skills of students to reflect the ALTE levels.				Governance Committee	
22	Review the process for requesting Welsh speaking accommodation to encourage greater awareness.	TBC	Thomas Tudor Jones Angharad Naylor	February 2025	WLEG, ARG and Governance Committee	
23	Consider internal audit/mystery shopper exercise to test levels of compliance	Thomas Tudor Jones Angharad Naylor	Catrin Morgan	Ongoing	WLEG, ARG and Governance Committee	

24	Review the induction process to encourage more understanding of the Welsh language for new starters (including at a corporate, school and college level).	Beth John Liam Morgan Thomas Tudor Jones Catrin Jones	Angharad Naylor	March 2025	WLEG, ARG and Governance Committee	
25	Review the prospectus and associated publicity literature to ensure a more proactive Welsh language offer.	Laura Davies Thomas Tudor Jones Catrin Jones	Angharad Naylor	Ongoing	WLEG, ARG and Governance Committee	
26	Update the mandatory Welsh Language Awareness Module.	Thomas Tudor Jones Non Ellis Caroline Clarke		January 2025	WLEG, ARG and Governance Committee	
27	Implement a bilingual TEAMS invite as default.	Ben Rowett Thomas Tudor Jones		Ongoing	WLEG, ARG and Governance Committee	
28	Develop training for staff who provide careers advice on the benefits of Welsh in the employment sector	TBC	Thomas Tudor Jones		WLEG, ARG and Governance Committee	