



UNIVERSITY OF WALES INSTITUTE, CARDIFF

A WELSH LANGUAGE SCHEME

Prepared under the Welsh Language Act 1993

This scheme has been prepared on the basis of the guidelines issued by the Welsh Language Board in March 1996 in anticipation of the Board's issuing a formal invitation to the University to prepare and submit a scheme.

The Welsh Language Scheme of the University of Wales Institute Cardiff (UWIC) received the approval of the Welsh Language Board under Section 14 of the Welsh Language Act 1993 in March 2003.

This scheme sets out how UWIC will deliver the principles embodied in the Act through the conduct of public institutions in Wales treating Welsh and English on the basis of equality.

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Contents

| | <u>Page No.</u> |
|--|-----------------|
| 1. Introduction | 4 |
| 2. Purpose of UWIC | 4 |
| 3. Policy Commitment to the Welsh Language Act | 4 |
| 4. New Policies and Initiatives [Guidelines 2-5] | 5 |
| 5. Delivery of Academic Programmes | 5 |
| 6. Dealing with the Welsh Speaking Public | 10 |
| 7. The Public Face of UWIC | 11 |
| 8. Implementing and monitoring the Scheme | 13 |
| 9. Publication of the Scheme | 16 |
| 10. Targets for the Scheme's Implementation | 17 |
| 11. Standards of Service | 21 |
| 12. Matrix | 26 |

University of Wales Institute, Cardiff

A Language Scheme for the University of Wales Institute, Cardiff

A Scheme prepared under the Welsh Language Act 1993

1.0 Introduction

1.1 The University of Wales Institute, Cardiff (hereinafter referred to as UWIC) has adopted the principle that in the conduct of public business in Wales it will treat Welsh and English on a basis of equality. The scheme sets out how UWIC will give effect to that principle in the provision of services to the public in Wales.

1.1.1. UWIC was established in April 1996 when the former Cardiff Institute of Higher Education became formally a college of the University of Wales. Originally it was created in 1976 as South Glamorgan Institute of Higher Education, an amalgamation of Cardiff College of Art, the College of Food Technology and Commerce, Cardiff College of Education and Llandaff College of Technology. The name was changed to Cardiff Institute of Higher Education in 1990. In 1993 UWIC was granted by Her Majesty's Privy Council powers to award taught degrees. The privilege was not enacted but, instead, UWIC sought membership of the University of Wales as a University College.

1.1.2 Subsequent changes to the charter of the University of Wales were approved by Her Majesty's Privy Council in February 1996 and the amendments to UWIC's Instrument and Articles were approved in April 1996. The formal membership of UWIC as a college of the University of Wales was confirmed at the annual meeting of Court on 19 April 1996.

1.1.3 UWIC is now a fully committed member of the University of Wales and has active membership throughout its Committee structure. Our Research Degrees system was validated by the University of Wales in May 1997, resulting in significant devolved powers in relation to MPhil and PhD schemes, and under the introduction of the University's Academic Framework was recently granted approval for its complete academic regulatory system.

2.0 Purpose of UWIC

UWIC is a major provider of Higher Education in Wales and is charged to encourage the development of a strong and productive academic community and a stimulating learning environment. It has a student population of over eight thousand (both full and part-time) and a staffing complement of 1070. UWIC is primarily responsible for delivery of high quality provision at both undergraduate and postgraduate and also at HND and HNC (Higher National Diploma and Certificate level) levels. It is also responsible for the production of academic research in a limited number of areas of excellence. UWIC is based on four major campuses located within the City of Cardiff.

3.0 Policy Commitment to the Welsh Language Act

3.1 UWIC warmly endorses and supports the principles of the Welsh Language Act 1993 and has adopted the principle of treating the two languages equally. The English and Welsh languages should be treated on a basis of equality, in the conduct of public business in Wales. Equality of status does not necessarily require that both languages are used for the same purposes and in the same measure. Where one language is given some priority in formal matters, this should not imply slight on the other.

- 3.1.1 In order to give effect to this principle, UWIC will be undertaking and introducing a planned and phased programme as introduced and outlined within this policy document. Within the framework of this policy document, members of the public means those persons with whom UWIC has dealings in the course of the performance and discharge of its functions and includes the students, staff, other members of UWIC and the general public.

4.0 New Policies and Initiatives [Guidelines 2-5]

As the new scheme is implemented UWIC will ensure that it is consistent with the principles adopted and adhere to the requirements of the 1993 Welsh Language Act. Furthermore UWIC commits itself to assessing the linguistic consequences of any new policies and initiatives when formulating them with a view to promoting and facilitating the use of Welsh wherever possible. UWIC will be establishing a Welsh Language Unit with the appointment of a permanent member of staff alongside a full time Unit secretary in order to ensure that the aims of the language scheme are realised. In this context we will establish a 'Use of Welsh Committee' that will be responsible for ensuring that new policies and initiatives are consistent within the Scheme and do not undermine it.

- 4.1 Welsh and English enjoy equal status as official languages of the Federal University of Wales and UWIC is also committed to delivering an equally high standard service in both languages. UWIC agrees that the language scheme should comprise a comprehensive strategy providing high quality administrative services.

All staff will be made aware of the Welsh Language Scheme and language sensitivity through the following actions:

- A series of workshops that will inform all staff about the Scheme and ensure that they are aware of their individual and collective responsibilities in regard to its implementation.
- New policies and initiatives formulated will need to assess the linguistic consequences. (Workshops).
- The Welsh Language Scheme will be issued to all the academic and administrative units that constitute the University of Wales Institute, Cardiff.
- All Heads of Schools and Units will be expected to brief their staffing complement on the implications of the Scheme to themselves and, more importantly, to UWIC.

5.0 Delivery of Academic Programmes

5.1 Present provision of Welsh medium teaching within UWIC Schools

UWIC Welsh medium teaching occurs in the following areas:

- Education
- Speech and Language Therapy
- Social Work and Community Studies

There is no provision at this time within the following academic areas:

- Art & Design
- Product Engineering
- Applied Sciences
- Leisure and Tourism
- Business and Computing
- Lifelong Learning
- Sport, PE and Recreation

5.2 Education

The following programmes are delivered either entirely or partially through the medium of Welsh:

Figure 1

| Welsh Medium provision | Entire Provision | Partial Provision |
|------------------------------------|-------------------------|--------------------------|
| BA Secondary Welsh Education | ✓ | |
| BA Primary Education Programme | | ✓ |
| BA Primary Welsh Programme | ✓ | |
| PGCE Secondary Welsh | ✓ | |
| PGCE Secondary Education Programme | | ✓ |
| PGCE Primary Education Programme | | ✓ |
| PGCE Primary Welsh Programme | ✓ | |
| MA Education | | ✓ |

Entire provision refers to academic programmes that are delivered almost in their entirety through the medium of the Welsh language (a minimum figure of 90% of the total provision).

Partial provision refers to certain aspects of the academic programme, viz., tutorial groups for Welsh speaking students have been established within the courses referred to in Figure 1. In addition the word partial also refers to students being able to opt for a minimum of 20% of their programme through the medium of Welsh.

- **BA Primary Education programme** - Welsh medium groups are covered in the following subject areas: Science, Mathematics, Language, History, Geography, Art, and Religious Education.
- **BA Primary Welsh programme** - Welsh medium teaching delivered for 90% of the delivery of this programme.
- **PGCE Primary Education programme** - Welsh medium groups are covered in the following subject areas: Science, Mathematics, Language, History, Geography, Art, and Religious Education.
- **PGCE Primary Welsh programme** - Welsh medium teaching is delivered for ninety per cent of the delivery time of this programme.
- **MA Education** - Students opting to complete the dissertation element of their course (two modules of a six module course) are able to do so through the medium of the Welsh language. A small number of students have already benefited from this provision.

5.3 Speech and Language Therapy

- **Speech and Language Therapy** - Presently the Speech and Language Therapy tutors at UWIC are actively involved in a number of developments that are associated with the Welsh language. In November 1997 the Speech and Language Therapy Team (SLT) of UWIC held a meeting with SLT representatives across Wales to discuss the issue of training as related to Welsh medium provision. The group have since become the Welsh Language Speech and Language Therapy Committee. At the inaugural meeting, members decided that a range of issues required consideration and that training was just one of these. A later meeting (13 July 1998) decided to seek the views of SLTs in Wales on the issue of training, via a questionnaire. A bilingual questionnaire was designed and distributed by UWIC.

The managers from all the NHS Trusts in Wales participated, undertaking the task of photocopying and circulation of the forms to the SLTs in their Trusts. All the forms were returned to UWIC before Trust reconfiguration and, therefore, reflect the organisation existing at that time. That information is however held at UWIC and along with the other developments mentioned reflects our positive involvement with Welsh language issues in the field of Speech and Language Therapy.

Students pursuing a Speech and Language Therapy course at UWIC are offered the following elements of Welsh medium provision:

- The Welsh language used as an appropriate example in some linguistics module;
- The Bilingual Studies module: Welsh option for work on Welsh grammar and phonology. Some lectures are delivered through the medium of Welsh if there is sufficient student demand.
- As part of the assessment of students, case reports from various clinics across Wales address, specifically, Welsh language issues with direct analysis of the language.
- Welsh speaking students are encouraged to do their final year projects on pertinent aspects of their discipline, e.g. during the academic year 1999/2000 two students undertook projects on Welsh phonology.

5.4 **Social Work and Community Studies**

- **Social Work and Community Studies** - The Diploma in Social Work is approved by Cyngor Gofal Cymru/ Care Council for Wales (formerly Central Council for Education and Training in Social Work CCETSW) as the recognized qualification for social work. If students meet the required academic standard they are able to undertake a third year of study enabling them to complete a programme that leads to the University of Wales award of a BA in Community Studies. As indicated below, a number of the modules are delivered through the medium of Welsh.
- **Diploma in Social Work (Level 1)** - In level one students who choose to follow the course through the medium of Welsh are able to access a total of six modules (4 placement modules and 2 that are taught at UWIC).
- **Diploma in Social Work (Level 2)** - In level two students are able to access a further five modules through the medium of Welsh (4 placement and 1 that is taught at UWIC). It follows that work placements will be within Welsh speaking communities.

5.5 **Academic Targets (short and mid-term)**

Introduction

The main function of our Welsh Language Scheme is to sustain and develop our Welsh medium provision.

5.5.1 Education

Figure 2

| Course | No. | Targets | Year |
|--------------------------|-----|---|---------|
| PGCE Secondary Education | 1 | The introduction and establishment of Welsh medium groups in the following subject areas: MFL, Music, Sciences, Mathematics, Design and Technology, History, Physical Education and Art and Design. It will involve, as with the other targets, the recruitment of part-time academic staff to provide the required Welsh medium input. | 2003/05 |
| PGCE Primary Education | 2 | The introduction and establishment of Welsh medium groups in the following subject areas: Mathematics, Sciences, Design and Technology, History, Geography, Art, Music, Religious Education and Physical Education. | 2003/05 |
| BA Education | 3 | The introduction and establishment of Welsh medium groups in the following subject areas: Mathematics, Sciences, Design and Technology, History, Geography, Art, Music, Religious Education and Physical Education. | 2003/05 |

5.5.2 Speech and Language Therapy

Figure 3

| Course | No. | Targets | Year |
|-----------------------------|-----|--|---------|
| Speech and Language Therapy | 1 | The production of course material and notes, through the medium of Welsh. It will require the production of original material and where appropriate translating present English medium material, | 2003/05 |
| | 2 | To ensure that Welsh speaking students, whenever possible, are offered the opportunity of having their interview conducted through the medium of Welsh. | 2003/05 |

5.5.3 Social Work and Community Studies

Figure 4

| Course | No. | Targets | Year |
|------------------------|-----|---|---------|
| Diploma in Social Work | 1 | To increase the provision of Welsh medium teaching and learning within the other nine taught modules of the course delivered at UWIC. It will involve recruiting part-time academic staff with the appropriate skills and qualifications. | 2003/05 |
| | 2 | To produce Welsh medium assessment materials for all aspects of course provision. This will require present English medium materials to be translated in addition to the | 2003/05 |

| | | | |
|--|--|---|--|
| | | production of original assessment material. | |
|--|--|---|--|

5.6 **Mid-term academic targets (to be achieved by 2003/04)**

Mission Statement

UWIC is actively involved in internally reviewing its provision with the objective of introducing elements of Welsh medium provision, where feasible, within courses and schools that do not have any existing provision. We will be defining within an institutional mission statement a clear strategy for Welsh medium provision. Our mid-term targets are therefore:

- The identification of Welsh Language co-ordinators in each of the nine schools.
- The identification of prospective students who would wish to pursue their courses through the medium of Welsh. Questionnaires will be issued by the Welsh language co-ordinators at the initial plenary session with the new students.
- UWIC to continue to work closely with the recently appointed Senior Development Officer of the University of Wales to work towards an increased Welsh medium provision across and within our schools and courses.
- UWIC to encourage and to recruit Welsh medium students.
- The Careers Office will circulate all students that have followed Welsh medium courses and those Welsh speaking students that have not, with careers information about job opportunities.

Work Placement/Experience

- All students, where relevant and where there are Welsh medium opportunities, will be offered the opportunity of undertaking their work placements within a Welsh medium environment.

Welsh Medium Assessments

- UWIC will offer Welsh medium assessment, (including written assignments, examinations, projects and theses) to its students and will provide assessment in accordance with the student's linguistic preference. UWIC will offer and establish the need for Welsh medium assessment as part of its registration processes. Where a qualified tutor is available, students will then be allocated to a tutor who is able to assess the work in Welsh. At present, UWIC does not have enough bilingual tutors and/or members of full time academic staff who are able to assess through the medium of Welsh. Where a need for Welsh medium assessment has been identified and no appropriate Welsh speaking tutor/assessor is available, the written assessment will be translated into English. This translation will be conducted by 'subject sensitive' qualified translators. Any feedback on the assessment will be similarly translated by 'subject sensitive' qualified translators.

5.6.1 **Long-term academic targets (to be achieved by 2007)**

Co-operation with other colleges and higher education institutions

- UWIC will co-operate with other institutions that have a greater expertise and academic tradition in teaching through the medium of Welsh.
- UWIC will co-operate and concentrate on the following areas;

- Distance learning in its areas of academic provision;
- Common and multi-media learning materials;
- Sharing and using Welsh medium educational frameworks established by other institutions and employers.
- A variety of forms of co-operation with relevant other organisations will be actively pursued in response to employment needs.

Increasing Welsh medium module provision

- Students to pursue any modules that are available through the medium of Welsh, in their particular discipline, on the 'web'. These courses are likely to be offered within the next few years and made available on the web for colleges such as UWIC (distance learning).
- All courses will provide workshops, where there is sufficient demand, in language awareness and terminology and reference material.
- UWIC will be introducing a Language awareness module for all students during the Academic year 2003/4. This module will be included within a number of option modules available for students and will be similarly credit rated as any other module of study. The module will be both generic and subject or discipline specific.

Students with special educational needs

- Students who follow their programmes/course of study through the medium of English and have designated learning difficulties (such as dyslexia) are supported. A similar support service will be available for students pursuing their courses through the medium of Welsh.
- UWIC will establish an effective student referral system so that every member of the academic staff is aware of what is available and can refer those students that are having particular language problems.
- The 'Cardiff Quartet' will be cooperating as a group to improve student services across a number of areas that will include Welsh medium students with special educational needs.

6.0 Dealing with the Welsh Speaking Public [Guidelines 6(i) - 6(v)]

6.1 Correspondence [Guideline 6(i)]

UWIC welcomes correspondence in Welsh as well as in English. Correspondence with UWIC through the medium of Welsh will not in itself lead to undue delay. Letters received in Welsh will receive a signed reply in Welsh, whenever a reply is required. Correspondence initiated by the organisation following face to face or telephone communication in Welsh will be in Welsh. Correspondence will be initiated in Welsh with those who are known to prefer corresponding through the medium of Welsh. Circular and standard letters written to all students and/or staff in UWIC will be bilingual. Communication via Electronic Mail will be dealt with in the same way as postal communication. UWIC will establish a database of those who wish to deal with it in Welsh.

6.2 Telephone communication [Guideline 6(ii)]

Anyone contacting UWIC by telephone is welcome to do so through the medium of Welsh or English. Telephone calls will be answered with the words “Prifysgol/University” or the name of the appropriate department bilingually. UWIC will provide advice to persons dealing with telephone enquiries about this procedure. When the call is answered by a non-Welsh speaking staff member, a caller’s wish to deal with UWIC in Welsh will be respected by offering to transfer the call to a Welsh speaker, or by arranging for a Welsh speaker to return the call as soon as possible. If this proves impossible, the caller may be offered the option of either continuing the call in English or to write to the organisation in Welsh. Our telephone answering machines will invite callers to leave messages in either language.

6.2.1 When vacancies arise, UWIC will recruit and employ bilingual switchboard operators. UWIC will provide a directory of Welsh speakers in the organisation to whom calls can be transferred.

6.3 **UWIC meetings** [Guideline 6(iii)]

Most meetings of UWIC are of a private nature between members of the institution. UWIC will establish a language choice (Welsh or English) when arranging meetings. However, UWIC recognises that in any public meeting a person may prefer to contribute to a discussion through the medium of Welsh, without the need for prior notice. Any literature publicising public meetings will invite people, prior to the meeting, to let us know which language (English or Welsh) they wish to adopt. Where required, translation will normally be provided by simultaneous translation as opposed to consecutive translation. UWIC will issue the agenda paper for the Use of Welsh Committee in bilingual format, but it is not proposed to issue other Committee documentation this way, unless requested to do so by any member attending that particular committee.

6.4 **Face to face dealings** [Guidelines 6(iv) and 6(v)]

UWIC will ensure that those who wish to have face-to-face dealings with it are able and welcome to do so through the medium of Welsh. Normally, a Welsh-speaking member of staff will be available to answer enquiries in the central administration, but the availability of Welsh speaking members of staff in academic departments may be more restricted. UWIC staff at counter services and reception desks may not be able to respond in Welsh, but will endeavour to put persons enquiring in the Welsh language in touch with an appropriate member of staff. The provisions of this paragraph will also apply to televideo links. Notices at each of the main reception areas on our campuses will indicate that we provide a bilingual service.

7.0 **The Public Face of UWIC** (Guidelines 7 (i) – 7 (xi)

7.1 **Corporate Identity** [Guideline 7(i)]

7.1.1 UWIC will give effect to the principle of equality of English and Welsh in relation to its corporate identity. Wherever UWIC’s name and address appears, including letterheads, vehicles and buildings, this information will be displayed in a bilingual format.

Information and UWIC’s name will follow the same pattern whenever it is permanently displayed on logos, signs, vehicles, buildings, exhibitions or publications.

UWIC’s logo may be used in English only until 2006 when the bilingual logo must be used

All official letterheads, compliment slips, ID badges and other goods which UWIC produces will be in a bilingual format. If a school, department or unit has a functional name, i.e. a name that denotes its nature, the Welsh and

English forms of the name will be used. It shall, nevertheless, be permissible that some buildings, including centres of activity and halls of residence that have specifically Welsh names need not be translated.

Any material displayed by the University, for the purposes of marketing and publicising in Wales shall be bilingual or in Welsh only and English only, as appropriate.

7.2 **Signs** [Guidelines 7(ii) and 7(iii)]

7.2.1 UWIC will provide permanent information signs in bilingual format within the curtilage of property owned or occupied by it, including internal areas. UWIC also intends to move to a situation where temporary signs are also bilingual.

7.3 **Publications** [Guideline 7(iv)]

7.3.1 UWIC endorses the view that it is highly desirable that published material aimed at students/staff and the public should be produced bilingually with Welsh and English versions together in one document, either back-to-back or side-by-side. However, given current resources and the considerable amount of documentation produced by UWIC, a selective approach is made to the question of which documentation is produced in bilingual format.

7.3.2 One of the main student recruitment tools of UWIC is currently the Prospectus, which is published annually. It is the intention of UWIC to produce annually a Welsh and an English version of the prospectus with potential students given the option (prompted) as to which they would prefer. The prospectus will inform prospective students, wanting to pursue courses through the medium of Welsh, that Welsh language GCSE is an acceptable entry qualification instead of English GCSE at grade 'C' or above.

7.3.3 **Annual reports and accounts** [Guideline 7(iv)]

UWIC produces a fully bilingual annual and financial report and will continue to do so.

7.3.4 **Brochures and Leaflets** [Guideline 7(v)]

It is proposed that leaflets (defined as a one-sheet document) giving information about events being organised by UWIC centrally, e.g. Open Days, will be produced bilingually. All brochures and leaflets used by UWIC will be bilingual.

7.3.5 **Circulars** [Guideline 7(iv)]

UWIC's central administration issues many circulars, some having a very wide distribution, others a more restricted distribution. It is proposed that for bilingual purposes a circular should generally be defined as a document which is circulated to all staff and/or students or prospective students at one posting, the presumption being that such circulars would be produced in both English and Welsh.

7.3.6 **Codes of practice, consultation documents and guidance notes** [Guideline 7(iv)]

UWIC will, according to its planned programme, produce the above items bilingually.

7.3.7 **Certificates** [Guideline 7(v)]

UWIC proposes to issue all certificates for any academic award in bilingual format. Most of the details on transcripts of student academic achievement will also be bilingual, although some of the details relating specifically to individuals might be in English for those students who are not Welsh speaking.

7.3.8 **Posters** [Guidelines 7(vi)-7(x)]

Posters for public UWIC events will include details of date, time and place in both Welsh and English, irrespective of the fact that the event will be conducted through the medium of Welsh or English including courses, lectures and career guidance.

7.3.9 **Press releases** [Guidelines 7(vi)-7(x)]

In order to maximise resources and target our audience in the most effective way, news releases that have a specific relevance to Wales will be bilingual and will be targeted at both the Welsh and English medium media in Wales. Other news releases will be in English only and targeted at the English medium media in Wales.

7.4 **Procedures, rules and regulations** [Guideline 7(v)]

UWIC will publish general regulations for students, library regulations, car park regulations, equal opportunities policy and the code on sexual and racial harassment in bilingual form in UWIC's handbooks (staff and students).

7.4.1 **Forms and associated explanatory material** [Guideline 7(v)]

UWIC proposes that all forms and associated explanatory material issued by the central administration to staff and students will be in bilingual form.

7.4.2 **Marketing, exhibition material and advertising campaigns** [Guidelines 7(vi)-7(x)]

At any student recruitment exhibition in Wales, it will be the policy of UWIC to display the bilingual prospectus. As regards other exhibition material, UWIC will ensure that material placed on display boards is in bilingual form when the information is exhibited in Wales. Press advertisements in Wales marketing the courses and facilities of UWIC will also be in bilingual form. The University's promotional video will be available in Welsh and English. UWIC's mobile stand, in conjunction with other Higher Education Institutions in Cardiff (Cardiff Quartet), is bilingual. All promotional materials, both permanent and temporary, whenever used in Wales, will be presented bilingually.

7.4.3 **Staff recruitment advertising** [Guideline 7(xi)]

It will be UWIC policy to ensure that advertisements published in newspapers and magazines principally circulating in Wales will be bilingual, treating the two languages equally in terms of format, size, quality, legibility and prominence. Where posts are being advertised for which the ability to speak Welsh is deemed essential, a Welsh only advertisement will be appropriate with a footnote in English explaining the purpose of the advert. Advertisements published outside Wales will be printed in English only unless bilingual skills are essential for the post, and as a result the advertisement will need to be bilingual.

8.0 Implementing and Monitoring the Scheme [Guidelines 8(i)-8(viii)]

8.1 Translation Service [Guidelines 8(i) and 8(ii)]

UWIC, following the implementation of the Scheme, will establish a translation service inside the Welsh language unit, where services will be available to all schools and units throughout the establishment. All correspondence received in the Welsh language will be referred to the translation service immediately on receipt, to enable prompt and appropriate decisions to be taken on allocation and destination. The unit will provide a typed copy of any translation required in a final format suitable for sending to a correspondent.

8.2 Realistic deadlines for delivery of translated material(s) should be agreed between the customer and the unit when the translation is requested.

8.2.1 Learning Welsh

UWIC would wish to support the implementation of this scheme by encouraging and supporting members of staff to learn Welsh. Tuition for persons wishing to learn Welsh would be made available through the Staff Development Unit with UWIC encouraging staff to take advantage of these courses on a voluntary basis. Heads of Schools and Units will not unreasonably refuse staff time off during the working day to attend such classes. It is envisaged that tuition fees will be paid centrally by UWIC. Existing Welsh speakers would be encouraged to attend classes to improve both their oral and written proficiency in the language.

8.3 Recruitment and Staffing

Measures will be taken to ensure that UWIC will seek access to sufficient and appropriately skilled Welsh speakers, and identify posts where the ability to speak and write Welsh is considered to be essential, and those where it is considered to be desirable [Guidelines 8(i) and (ii)].

- (i) UWIC has already taken steps to identify linguistic competences of its staff. UWIC has carried out an audit of Welsh language skills of staff and the Welsh Language Unit, once established, will continually update the list as necessary;
- (ii) UWIC will also establish a Directory of Welsh speakers for each unit and school of the establishment;

8.3.1 UWIC's experience of recruiting Welsh speaking staff suggests that it would have considerable difficulty in providing a complete service through the medium of Welsh. However, UWIC will identify those posts where the ability to speak Welsh is considered to be essential and those where it is considered to be desirable in order to deliver service through the medium of Welsh. The staffing policy of UWIC will continue to make the best appointment based on qualifications and experience as far as academic posts are concerned. When appointing staff, all other factors being equal, the University will look upon Welsh as an additional qualification. Given the expected initial level of demand for a service in the Welsh language, it is proposed that each of the Units of Central Administration should aim at achieving the presence of one administrator and one secretary to provide a service in the Welsh language.

8.3.2 A requirement to learn Welsh to a proficient level may be a condition of certain appointments in the future where such

proficiency would clearly be a significant advantage in performing the duties of those posts. UWIC accepts that Welsh speakers and non-Welsh speakers should not be pressurised to move their post against their will simply because of their linguistic ability. UWIC will continually monitor the need to provide Welsh speaking staff. In the context of this service prepared under the Welsh Language Act, UWIC aims to meet a statutory obligation to provide services in Welsh. Therefore, where proficiency in the Welsh language is a condition or requirement of appointment, and meets the reasonable needs of the employer, this does not constitute racial discrimination. This provision only applies where the linguistic ability is 'essential' rather than 'desirable'.

8.4 **Vocational Training** [Guideline 8(ii)]

At present almost all staff development courses are conducted through the medium of English. The Staff Development Unit will consider whether there would be a demand for such courses through the medium of Welsh. UWIC will examine the need for training through the medium of Welsh for its staff, and identify suitable courses for their needs. The newly introduced Staff Review and Development scheme will identify such a need during its annual cycle of operation during which every member of staff is reviewed by their 'line manager'.

8.5 **Administrative Arrangements** [Guideline 8(iv)]

- (i) The Welsh Language Scheme has been approved both by Academic Board and the Governing Body prior to its submission to the Welsh Language Board. It will therefore have the full authority of UWIC for its implementation.
- (ii) The Pro Vice-Chancellor will have overall responsibility for the implementation and monitoring of the Scheme whereas the day-to-day management of the Scheme will be the responsibility of the newly established Welsh Language Unit. The Unit will be responsible for producing an annual report to the Academic Board and the Governing Body and half-yearly reports to the Vice-Chancellor and Principal's Board.
- (iii) The Use of Welsh Committee will receive any complaints about the implementation of the UWIC's Language Scheme, the complaints being channelled through the Welsh Language Unit. That committee will, through its Chairman and Secretary, take appropriate action. This procedure replicates what already occurs and exists when complaints received through the medium of English and will be dealt with to the same high standard.
- (iv) The Welsh Language Unit will establish an 'Use of Welsh Committee', with representatives from all areas of the University, each of which will be asked to appoint a Welsh Language Co-ordinator and sit on the committee. It is envisaged that this committee will meet once every term to discuss pertinent issues.
- (v) UWIC will welcome suggestions from the public for improvements to the Scheme and will advise the public of how it intends to deal with these suggestions through statements in publications such as the annual report, etc.

8.6 **Contracted-out Services** [Guideline 8(v)]

- 8.6.1 Members of UWIC are reminded that any agreement or arrangements made with third parties, which relate to the provision of services under this Scheme, should be consistent with the terms of the Scheme. There should be a written agreement to this effect when dealing with agents and contractors.

In addition, any service to the public in Wales given by means of a contractor or service, to an agent or other contractor, it shall be assured that the agent, contractor or sub-contractor acts in accordance with the Language Scheme, and reports back regularly on their performance.

Every school and unit shall receive directions to this effect.

Any tendering documents, specifications and contractual documents and agreements will include guidelines for providing a service that complies with the relevant aspects of the Language Scheme and, where appropriate, a statement will be requested showing how these services are to be carried out.

In cases where an external institution or agency provides a translation service, or a service to students following their course(s) in Welsh, it will be ensured that those procedures are consistent with the Language Scheme.

A brief statement on these matters will be included in UWIC's annual report.

8.7 **Monitoring the Implementation of the Scheme** [Guideline 8(vi)]

- (i) UWIC officers will prepare internal progress reports to oversee the implementation of the Scheme and submit information to the Management Team every quarter.
- (ii) In terms of future monitoring (Report on academic year 2003-2004 and onwards) UWIC will need to receive an annual Monitoring Report that will satisfy the following aims:
 - Measure whether UWIC is conforming with the scheme;
 - Measure the quality of its Welsh language service;
 - Measure if its management of the Scheme is sufficient;
 - Measure the sufficiency of its language skills by comparing resources with need.
 - Analyse its performance according to department/service/unit and thematically, as well as corporately in order to ensure consistency;
 - Recognise any fundamental weaknesses, and set up an action plan, which will include a timetable to deal with them.

The Annual Report to UWIC will need to specifically report on the following aspects:

- Develop and adopt a Linguistic Skills strategy;
- Conduct a survey of staff awareness of the Scheme;
- Prepare a focus report on services provided on behalf of the UWIC via third parties;
- Develop and fine tune the monitoring processes;
- The number and percentage of students who receive some (such as module, tutorial, work placement, and so on) and all their education across the range provided by UWIC in Welsh/bilingually, as well as the number (and percentage) that are assessed in Welsh. This information will be presented in a way, which will enable UWIC to make a comparison between each academic year.

By undertaking this, UWIC will get a complete picture of its performance. UWIC will consider using the heading and yearly targets set out in the scheme in order to report fully from year to year. However the aim will be to mainstream the reporting needs on the Language Scheme as much as

possible within the normal processes and monitoring and reporting culture of UWIC.

- (iii) In terms of the third year of the Scheme's implementation 2005-06 UWIC will need to prepare a report that will include a fuller evaluation of its performance in implementing the Scheme during the past three years since 2003 and will:
- provide an overview and thematic analysis of compliance and performance over the first three years of the Scheme from the perspective of service quality, and scheme management;
 - outline priorities for the following three years (2006-2009) of the Scheme, along with a revised timetable for implementing the measures in the Scheme. The report should also outline any amendments/additions UWIC believes will need to be included in the updated Scheme.
- (iv) In addition, during 2005-06 UWIC will need to commission an independent survey as part of its central monitoring work. The result of the survey will inform UWIC what type of service in Welsh its students are really receiving.

8.8 **Targets**

- 8.8.1 Dates for implementation of each aspect of the scheme are indicated in Section 11.
- 8.8.2 An initial response to a letter in the Welsh Language should be received by the correspondent in not less than ten days from its receipt by UWIC. A request for a form not currently in Welsh in a bilingual format should receive a response within three weeks. The same standards apply for responding to correspondence in English.
- 8.8.3 **Comparison of performance with standards set** [Guideline 8(viii)]
- 8.8.4 The annual and half termly reports presented by the Welsh Language Unit to, in the first instance, the 'Use of Welsh Committee' and then in the case of the annual report to the Academic Board and the Governing Body, will provide information comparing UWIC's performance with the standards set out in the scheme, which will include appropriate matters such as:-
- (i) the percentage of responses to Welsh correspondence achieved within the stated deadlines;
 - (ii) the percentage of publications issued bilingually and compared against the target in the scheme;
 - (iii) the percentage of press notices issued bilingually;
 - (iv) the number of Welsh speaking staff in post against stated targets and timetables.

9.0 **Publication of the Scheme**

- 9.1 On approval of this scheme by the Welsh Language Board, UWIC will publish a summary of this document in its Newsletter, and will make this document available on request to any person. Copies will be sent to all Schools and Units. A short leaflet on the scheme, and a special press release, will also be issued on approval of the scheme. Reference to the availability of the Welsh Language Scheme will be

made in UWIC's prospectuses, the web site and various handbooks as well as the Annual Report.

9.2 Consultation regarding the scheme

9.2.1 UWIC has consulted staff and students in the drafting of this scheme in a consultative exercise.

10.0 Targets for the Scheme's Implementation

| WHAT? | WHEN? | WHO? |
|--|---|--|
| SECTION 3.0: Policy Commitment to the Welsh Language Act | | |
| <ul style="list-style-type: none"> The establishment of a Welsh Language Unit. The establishment of an 'Use of Welsh Committee' | <p>Implemented by April 2003 or as soon thereafter as possible.</p> <p>Implemented and constituted by April 2003.</p> | Pro Vice-Chancellor |
| SECTION 5.0: Delivery of Academic Programmes | | |
| <p>5.5.1 Education PGCE Secondary – the introduction of Welsh medium groups in a range of subject areas.</p> <p>PGCE Primary – the introduction and establishment of Welsh medium groups in a range of subject areas.</p> <p>BA Education – the introduction and establishment of Welsh medium groups in a range of subject areas.</p> | <p>Implemented incrementally during the academic years 2003-2005.</p> <p>Implemented incrementally during the academic years 2003-2005.</p> <p>Implemented incrementally during the academic years 2003-2005.</p> | <p>Head of School and Course Director.</p> <p>Head of School and Course Director.</p> <p>Head of School and Course Director.</p> |
| <p>5.5.2 Speech and Language Therapy – the production of Welsh medium course material and notes.</p> <p>The interview process for admission whenever possible to be conducted through the medium of Welsh for those who require it.</p> | <p>To be produced during the academic years 2003-2005.</p> <p>To be introduced at the beginning of the academic year 2003.</p> | <p>Course Director.</p> <p>Head of School and Course Director.</p> |
| 5.5.3 Social Work and Community Studies Diploma in Social Work increasing the provision of Welsh medium teaching and learning within the other | Implemented incrementally during the academic years 2003-2005. | Head of School and Course Director. |

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| <p>nine taught modules of the course.</p> <p>To produce Welsh medium assessment materials for all aspect of course provision.</p> | <p>To be produced during the academic years 2003-2005.</p> | <p>Course Director and course team members.</p> |
| <p>5.6 Mid term academic targets</p> | | |
| <p>The identification of Welsh Language co-ordinators in each of the nine schools.</p> <p>The identification of prospective students who would wish to pursue their courses through the medium of Welsh.</p> <p>The identification of students who would wish their academic work assessed through the medium of Welsh</p> <p>To identify Welsh speaking students who would wish to obtain information about job opportunities that involve the use of Welsh in the workplace.</p> <p>Work placement experience in a Welsh medium environment.</p> | <p>To be in place by April 2003.</p> <p>To be initiated by the beginning of the academic year 2003.</p> <p>Ongoing but to be introduced to all courses by the beginning of the academic year 2003.</p> <p>To be introduced at the beginning of the academic year 2003.</p> <p>Ongoing but to be introduced to all relevant courses by 2007.</p> | <p>Heads of School.</p> <p>Heads of School and Course Directors.</p> <p>Heads of School and Course Directors.</p> <p>Careers Office and Course Directors.</p> <p>Heads of Schools and Course Directors.</p> |
| <p>5.6.1 Long term academic targets</p> | | |
| <p>Co-operate with other colleges and HEs in the delivery of academic programmes.</p> <p>To increase Welsh medium module provision, language awareness, terminology and reference material across relevant courses.</p> <p>To provide extra support for students, following their courses through the medium of Welsh, who have special learning difficulties alongside an effective student referral system.</p> | <p>Ongoing but with the achievement of agreed delivery in certain areas by 2007.</p> <p>Ongoing but to be introduced for all students at the beginning of the Academic Year 2003/4.</p> <p>To complement what is presently offered through the medium of English by the academic year 2007.</p> | <p>Pro Vice-Chancellor; Heads of School; Course Directors and team members.</p> <p>Deputy Vice-Chancellor and the Heads of Schools.</p> <p>Disability Officer and Committee in conjunction with Course Liaison staff members.</p> |
| <p>SECTION 6.0: Dealing with the Welsh Speaking Public</p> | | |
| <p>6.1 Correspondence</p> | | |

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| <p>To reply in Welsh to correspondence received in Welsh.</p> <p>Establish and maintain a database of those who prefer to correspond through the medium of Welsh.</p> <p>Issue guidance to all staff on obtaining translation of incoming and outgoing correspondence.</p> <p>Circular and standard letters written to staff and students to be bilingual</p> | <p>To be implemented in full across all areas of UWIC by September 2003.</p> <p>To be in place and fully implemented by September 2003.</p> <p>To be in place and fully implemented by September 2003.</p> <p>To be implemented by October 2003.</p> | <p>All academic and administrative staff.</p> <p>Central Registry, School Administrative Offices and Schools.</p> <p>Welsh Language Unit and the 'Use of Welsh Committee'</p> <p>Central Registry, School Administrative Offices and Schools.</p> |
| 6.2 Telephone communication | | |
| <p>To receive telephone calls in either Welsh or English with a non-Welsh speaking member of staff transferring the call to a Welsh speaker/or by arranging for a return call as soon as possible.</p> <p>Provide training for those who are unable to speak Welsh to greet visitors in Welsh.</p> <p>Provide a directory of members of staff who are eligible to deal with the public in Welsh.</p> <p>Issue guidance to receptionists and other staff on answering the telephone bilingually.</p> | <p>To be implemented by September 2003.</p> <p>A staff development programme to be implemented at the beginning of March 2003.</p> <p>To be produced by September 2003.</p> <p>To be implemented at the introduction of the Scheme.</p> | <p>Receptionists/all staff.</p> <p>Staff Development Unit.</p> <p>Welsh Language Unit and the Personnel Unit.</p> <p>Personnel Department, Central Registry.</p> |
| 6.3 UWIC Meetings | | |
| <p>Issue guidance to staff regarding the arrangements of the University concerning University meetings.</p> | <p>To be implemented at the introduction of the Scheme.</p> | <p>Central Registry, Personnel Department, School Administrative Offices, all staff.</p> |
| SECTION 7.0: Public Face of UWIC | | |
| 7.1 Corporate Identity | | |
| <p>To implement the principles of equality of English and Welsh.</p> <p>Information signs within the curtilage of UWIC.</p> | <p>Ongoing and to be completed by the academic year 2004.</p> <p>Ongoing to be completed in full by the academic year 2004.</p> | <p>Vice-Chancellor & Principal, Heads of all Units, all staff.</p> <p>Head of Estates.</p> |

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| Vehicles, buildings and other signs to include temporary signage. | Ongoing to be completed in full by the academic year 2004. | Campus Services Officers, Heads of School, all staff. |
| 7.3 Publications | | |
| Publications and printed material directed at the public in Wales. | Partly in force. To be completed and implemented when resources allow. | Welsh Language Unit, Central Registry, School Administrative Offices, Heads of Unit. |
| Annual Reports and accounts. | In force. | |
| Brochures and leaflets. | Partly in force. To be implemented fully when resources allow. | Welsh Language Unit, all staff. |
| Circulars, codes of practice, consultative documents and guidance notes, certificates, posters. | As resources permit, the University would, over a period of time, produce all the items listed bilingually. | Welsh Language Unit, Heads of Schools and Units, all staff. |
| Prospectus. | The prospectus will be produced bilingually by the academic year 2007. Any School or Unit prospectus is also to be bilingual by the above date. | Head of the Recruitment Unit, Heads of Schools and Units, Head of Communications and Marketing. |
| Press releases | Upon Scheme approval. | Head of Communication and Marketing Unit. |
| Procedures, rules and regulations. | As resources permit, the University to complete the process by the academic year 2006. | Welsh Language Unit, Heads of all Units, all staff. |
| Forms and associated explanatory material issued by central administration. | To be implemented fully when resources allow but to be completed by the academic year 2006. | Welsh Language Unit, Secretary and Registrar, Heads of Units. |
| Marketing, exhibition material and advertising campaigns. | Partly in force. To be fully implemented when resources allow. | Head of Communications and Marketing, Head of the Recruitment Unit. |
| Staff recruitment advertising. | Partly in force but to be fully implemented by the beginning of the academic year 2003. | Head of Personnel Unit, Head of Recruitment Unit, Heads of School. |
| SECTION 8.0: Implementing and Monitoring the Scheme | | |
| Welsh Language Unit (Welsh Language Scheme Co- | These positions to be appointed by April 2003. | Head of Personnel Unit. |

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| <p>ordinator and Unit administrator).</p> <p>Vocational training.</p> <p>Administrative arrangements. Each of the Units of Central Administration (Estates, Finance, Planning, Marketing, Personnel, Registry and Administrative computing, IT Services etc) to have at least one secretary to provide a bilingual service.</p> <p>Policy matters relating to the administration, promotion and monitoring of the Scheme.</p> | <p>To assess the need for vocational training through the medium of Welsh. To be implemented by September 2003.</p> <p>A long-term objective. Undertake initial steps before the end of the current academic year. Fully implemented when opportunities arise and resources allow.</p> <p>To be implemented within a staff development programme from April 2003.</p> | <p>Assistant Principal (Staff Development), Heads of Schools and Units.</p> <p>Assistant Principal (Academic Support), Head of Personnel, Heads of Schools and Units.</p> <p>Staff Development Unit.</p> |
| 8.6 Contracted out services | | |
| <p>Provide appropriate written guidance for staff dealing with contracted – out services to ensure that only the relevant aspects of the Scheme are outlined in the tendering documents of individual contracts.</p> <p>Public services that are contracted out to comply with the specified aspects of the Scheme.</p> | <p>Upon Scheme approval.</p> <p>Upon Scheme approval.</p> | <p>Welsh Language Unit, Heads of Schools and Units, all staff.</p> |
| 8.8 Targets | To be monitored from the beginning of the implementation of the Scheme. | Welsh Language Unit and the ‘Use of Welsh Committee’. |
| 8.8.3 Comparison of performance with standards set | To be monitored and reported upon from the start of the implementation of the Scheme. | Welsh Language Unit, ‘Use of Welsh Committee’, Academic Board, Governing Body. |

11.0 Standards of Service

The University of Wales Institute, Cardiff will establish, publish and review regularly the standards of service offered when dealing with the public and with students through the medium of Welsh. UWIC will give due consideration to the guidelines outlined in the Citizen’s Charter and the Students’ Charter during this process.

UWIC is currently the recipient of the Charter Mark and it will ensure that its standards of service with regard to the Scheme will be upheld and maintained for both Welsh and English services. Those standards contained within the Charter Mark are already published by UWIC. Standards of service introduced and included within the Welsh Language Scheme are contained in relevant sections of the Scheme. The same administrative status is guaranteed to both languages, and the Welsh Language Unit will translate from one language to the other as necessary.

UWIC's Quality Assurance system ensures the quality of the Welsh medium provision as it does the English medium courses. UWIC's Registry is responsible for ensuring the operation and implementation of the system. The Vice-Chancellor and Principal's Board, through its 'Use of Welsh Committee', will be responsible for reviewing and monitoring the implementation of the University's Language Scheme. UWIC will declare its commitment to the Language Scheme in the annual prospectus. The University will ensure consistency in the way the Scheme is implemented by giving support through regular consultation with Heads of Schools and Units through its Welsh Language Unit.

UWIC's language policy will, for the first time, state within its Corporate Strategic Plan the following:

The University of Wales Institute, Cardiff is committed to implementing the principle of equality of Welsh and English in its dealings with its students and the general public. The adoption of the Welsh Language Scheme will allow UWIC to:

- promote, develop and extend the Welsh medium academic work of the University;
- develop the Welsh ethos of the University by implementing the principle of equality in all its activities and by fostering a spirit of harmony and support between the cultures;
- ensure the facilities for individuals to deal with the University on all occasions and for all purposes in Welsh and English according to their choice.

Other dealings with the public

UWIC staff who welcome the public to the University will do so bilingually. Receptionists will be trained to greet visitors bilingually and will be able to explain how it would be possible to have a particular query answered or dealt with in Welsh. Where it is not possible or practicable to refer enquiries to a Welsh speaking intermediary then enquirers are offered the option of continuing the discussion in English or in deferring the discussion until an interpreter is available. UWIC will issue guidelines/instructions about the above procedures to its staff.

Public meetings and public lectures

Members of the public and University staff members will be welcome to speak in any public meeting arranged by the University for the purpose of consultation with the public, in Welsh or English.

The title of any public lecture will be in the language in which the lecture is delivered, but other advertising material should be bilingual. The lectures will be in either Welsh or English unless noted otherwise and Welsh speaking staff will be provided for meetings where it is known that queries and questions will need to be answered in Welsh.

Legal meetings and hearings

Any member of the public, member of staff or student has the right to address a disciplinary hearing at all stages of that hearing in Welsh or English, whether he/she is accused or a witness. Prior notice of the intention to address the hearing in Welsh or English should be given.

Electronic communication

UWIC has a website for the publication of information about itself and academic programmes. The web site will be available in either Welsh or English. UWIC will be committed to developing its web site for the presentation of general information to the public in Welsh or English. The same will prevail for the pages that refer to any element of Central Administration. In addition, the following will occur:

- The main criterion, in deciding whether information on the web will be provided in both English and Welsh will be contingent on its relevance of particular interest to public in Wales.
- All web pages will be designed in a manner, which is consistent with the principles of equality for both Welsh and English.
- Those pages for academic departments, which involve publicity and the presentation of general information to the public, will be available in Welsh and English.

Publishing and printing material directed at the public in Wales

All publications and printed materials directed at the public in Wales will be bilingual. Normal practice will be to produce bilingual versions within the same document, e.g. invitations, cheques, library cards, invoices, maps, etc. Where it may be necessary to issue separate Welsh and English versions both will be made available simultaneously.

March 2003.