

ROYAL WELSH COLLEGE OF MUSIC & DRAMA
Annual Report on the Welsh Language Standards
2018

Based on data collected for the period
1 April 2018 to 31 July 2018

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

1. INTRODUCTION

The Welsh Language (Wales) Measure established a legal framework to impose duties on certain organisations to comply with standards (Welsh Language Regulation (No.6)). The Standards aim to

- provide greater clarity to organisations on their duties on the Welsh language
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- ensure more consistency of Welsh language services and improve their quality.

The duties which derive from the Standards mean that organisations in Wales should not treat the Welsh language less favourably than the English language.

From 1st April 2018 the Royal Welsh College of Music & Drama has a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice which was issued on 29 September 2017. The Welsh Language Standards supersedes the College's Welsh Language Scheme.

In accordance with the requirements of the Standards, the College must produce an annual report in relation to each financial year, which deals with the way in which the College has complied with the standards. The report must be published no later than 6 months following the end of the financial year to which the report relates. This annual report deals with the period between 1 April 2018 and 31 July 2018.

The matters that must be reported on include:

- How the College has 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);
- The number of complaints received (per class of standards – service delivery, policy making, operational);
- Welsh language skills of employees;
- The number of members of staff who attended training courses offered in Welsh;
- The number of staff who wear a 'Working Wales' badge at the end of the financial year;
- The number of new and vacant posts advertised which were categorised according to various requirements in respect of Welsh language skills.

The report will be available on the Royal Welsh College of Music & Drama's website from 31 January 2019.

2. GOVERNANCE AND MONITORING

2.1 Management of Welsh Language Policy and Compliance

The College's Welsh Language Steering Group, led by the Vice-Principal, has management responsibility for the College's Welsh Language policy. The Steering Group reports directly to the Senior Management Team, and can advise other Committees (eg Academic Board, Departmental Meetings, Operations Group, etc) as appropriate.

2.2 Monitoring

The Steering Group undertakes annual meetings with internal departments to review ongoing compliance with the Standards, and also undertakes mystery shopper activity every term, comprising of phone calls, emails and visits. Results are reported back to heads of departments and managers.

3. COMPLIANCE

How the College has complied with the standards

Numerous resources and guidelines have been provided to RWCMD staff on its intranet 'RWCMD Hub'.

A communication campaign was created to ensure that all staff were aware of the requirements, and meetings were held with internal departments to run through compliance with the Standards in relation to their activities. Members of the steering group also attended senior management team and operations meetings to raise awareness of the requirements, and to respond to any questions or concerns.

The Standards Implementation Plan ([link](#)) addresses how the Royal Welsh College of Music & Drama intends to comply with the Standards, which is published on the College's website.

During 1st April and 31st July 2018, the College complied with the designated classification of standards in the following ways:

3.1 Service Delivery Standards

3.1.1 All communication to all staff and/or all students is done bilingually

3.1.2 No meetings held principally in Welsh during this period. However, invited participants to the Music Undergraduate Open Day on 2nd July 2018 were asked to indicate language preference and staff and students were available to converse and answer questions in the Welsh Language on demand.

- 3.1.3** RWCMD has commissioned Lfb Cymru Cyf to fulfil formal Welsh Translation services and has established a central point of contact for the collation of materials to be translated professionally.

3.2 Policy Making Standards

- 3.2.1** RWCMD had replaced its former Welsh Language Policy with a Standards Implementation Policy (available on our website), which seeks to articulate the way the Welsh Language Standards are observed in practice. In turn this points at other procedural documents which remain under constant revision, as well as drawing on the relationship with the University of South Wales, its parent body. It may be noted that with respect to certain policies, most notably Human Resource Management and Health and Safety, RWCMD remains committed to the services of the University of South Wales.
- 3.2.2** No other new specific policies were considered or approved during the reporting period.

3.3 Operational Standards

- 3.3.1** The following is an example of the resource made available to staff on the RWCMD Hub (intranet):

The screenshot shows the RWCMDHUB intranet page. The header includes the logo 'RWCMDHUB' and a user greeting 'Hello | LOG IN'. A navigation menu on the left lists 'Governance' (highlighted), 'Information Governance', and 'Welsh Language Standards' with sub-items: 'Correspondence', 'Telephone Calls', 'Meetings', 'Signage', 'Welsh Speakers', and 'Out of Office Replies'. The main content area features a search bar, a publication date of '28/03/18', and the title 'Welsh Language Standards'. The text explains that these standards are legally binding requirements to improve bilingual services. Below this is a section for 'Guiding Principles' with three bullet points. At the bottom, there is a link to view a copy of the standards and contact information for staff.

RWCMDHUB Hello | LOG IN

Governance

Information Governance

Welsh Language Standards

- Correspondence
- Telephone Calls
- Meetings
- Signage
- Welsh Speakers
- Out of Office Replies

Published: 28/03/18 Search site

Welsh Language Standards

The Welsh Language Standards are a set of legally binding requirements that aim to improve the bilingual services that the public, students and staff can expect to receive from the College. The Standards establish what our responsibilities are in providing these services, ensuring that the Welsh language is not treated any less favourably than the English language. The Standards come into force on 1 April 2018.

Guiding Principles

- Individuals have the right to deal with us in Welsh.
- When material is produced in both Welsh and English, the Welsh language must not be treated less favourably than the English language.
- Welsh language material should be of an appropriate quality and standard.

[View a copy of the Welsh Language Standards issued to the College.](#)

If you have any questions regarding the Standards, please contact one of the following members of staff:

3.3.2 The number of staff who wear a ‘Working Wales’ badge at the end of the financial year

laith gwaith badges are distributed to all staff who have indicated that they are fluent Welsh speakers (13 in total) and can be requested via the co-ordinators or by contacting the Marketing Department.

Some members of staff have started offering services in Welsh or bilingually as a result of growing confidence and developing their skills.

3.4 Record Keeping Standards

3.4.1 Records of staff language competencies

RWCMD has completed a full and comprehensive survey of Welsh Language skills

In March/April 2018, staff at the College were invited to participate in a Welsh Language Skills Survey. An online questionnaire asked staff to assess their own ability to speak, read and write Welsh. 147 members of staff responded to the survey and the results are summarised below.

How would you describe your ability to speak Welsh?

	Main Role at RWCMD		Total
	Teaching	Support	
None – I can't speak Welsh	41	28	69
A little – I can greet someone in Welsh and say simple sentences	17	26	43
Fair – I can speak a bit of Welsh, but I'm not confident	5	15	20
Good – I can speak Welsh confidently in some situations	2	0	2
Fluent – I can speak Welsh with everyone confidently	5	8	13
Total	70	77	147

How would you describe your ability to read Welsh?

	Main Role at RWCMD		Total
	Teaching	Support	
None – I can't read Welsh	41	34	75
A little – I can read simple sentences in Welsh	14	23	37
Fair – I can read a bit of Welsh, but I'm not confident	6	8	14
Good – I can read Welsh, but feel less confident if it contains unfamiliar words or uses specialist vocabulary	4	6	10
Fluent – I can read Welsh and fully understand its meaning	5	6	11
Total	70	77	147

How would you describe your ability to write Welsh?

	Main Role at RWCMD		Total
	Teaching	Support	
None – I can't write Welsh	46	42	88
A little – I can write simple sentences in Welsh	14	19	33
Fair – I can write a bit of Welsh, but would need someone to check that it's correct	4	8	12
Good – I can write in Welsh, but feel less confident when using formal language	2	4	6
Fluent – I can write correctly in Welsh, both formally and informally	4	4	8
Total	70	77	147

3.4.2 The number of complaints received (per class of standards – service delivery, policy making, operational)

No complaints, either formal or informal, were received during the reporting period. The Complaints Procedure is available on the RWCMD website.

3.4.3 The number of members of staff who attended training courses offered in Welsh

During the 2017/18 Academic Year (incorporating the Reporting Period) 15 staff members (5 academics, 10 support staff) undertook the introductory

welsh class, and 4 members of staff (of which all 4 were academic) undertook an advanced welsh class.

3.4.4 New and vacant posts

During the reporting period 1 job was advertised of which 0 had Welsh Language as a requirement and 1 as desirable. The post was not filled by a Welsh speaker.

4 FURTHER INFORMATION

If you have any queries regarding the annual report or any aspect of the Royal Welsh College's compliance with the Welsh Language Standards, please contact:

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