



Annual Report for 2022-23 on QAA's Engagement with the Welsh Language (Wales) Measure 2011

January 2024

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Introduction and update

This report is part of QAA's obligations under the Welsh Language (Wales) Measure 2011 (the Measure) addressing Standards 152, 158 and 164 as applied to QAA covering the period from 1 August 2022 to 31 July 2023.¹ The compliance notice for QAA lists 113 standards that apply to the organisation; a number have a clarifying circumstance to reflect our specific and specialist context.

In 2022-23 we continued to progress and develop our agreed responsibilities for meeting the standards across the organisation and continued to make progress and identify areas for development. QAA was also subject to a Welsh Language Audit by the Welsh Language Commissioner's Office in 2022-23.

Like previous years, we have continued to use this report as an opportunity to report on how we meet the standards that apply to the organisation, as well as how we use our role to promote Welsh language more broadly. Therefore, the first part of this report will provide a few examples that demonstrate our wider commitment to Welsh language.

QAA is an organisation committed to enhancement and improvement. In previous years, QAA has provided an action plan in this report. In line with the development of QAA's internal policy on Welsh language (standard 94), the action plan will be signed off in due course and published separately.

Overall approach to meeting Welsh Language Standards

Through several key mechanisms, QAA's approach to meeting the Welsh Language Standards across the organisation remains holistic and designed to create understanding and appreciation. Some of our key mechanisms for raising awareness of the Standards and Welsh Language more broadly include: *Welsh Language Standards and Awareness* training for staff and the cross-organisational Welsh Language Working Group. The QAA team in Wales - part of the Scotland, Wales and Northern Ireland Directorate - maintain the organisation's key link with the Welsh Language Commissioner's Office and fulfil the role of Welsh Language Officer for the organisation. This report is written collectively by QAA's Welsh Language Working Group and subsequently considered by QAA's Audit and Risk Committee, which monitors compliance on behalf of the QAA Board. QAA's Audit and Risk Committee has members who have experience of working with the Welsh Language Standards and operating in Wales.

Working with the Welsh Language Commissioner

In 2022-23, QAA continued to engage with the work of the Welsh Language Commissioner, including:

- completing an evidence request on Promoting Welsh Language Services (October 2022)
- hosting activities and social media campaigns for Welsh Language Rights Day (December 2023)
- attending webinars on policy-making standards (January 2023) and recruitment standards (July 2023)

¹ 1 August to 31 July covers QAA's financial year in line with the academic year.

- taking part in an audit in 2022-23, as part of the regulatory framework (the audit meeting took place in March 2023).

Welsh Language Rights Day 2022

Since 2019, QAA has taken part in Welsh Language Rights Day. For 2022, QAA hosted an all-staff session on Welsh language in higher and further education, presented some of the recently published high-level census results and shared information on the Cymraeg 2050 Strategy. Our Welsh language services and work in Wales was also promoted on [social media](#).

Welsh Language Audit

QAA was monitored as part of the year two sample of organisations under the Welsh Language Commissioner's regulatory framework. The audit process involved: checks to some of QAA's services; evidence from self-assessment questionnaires; evidence from the 2021-22 annual report; complaints and inquiries received from the public; and oral evidence provided at a meeting in March 2023.

The Audit Officer raised several areas of potential risk before the audit meeting, including:

- the statement required by standards 45 and 46A (that a Welsh version is available) can be seen at the end of documents and forms so it is not clear
- only two forms available in Welsh in a sample of five
- the website's Welsh content is very limited.

QAA addressed these areas in a letter to the Welsh Language Commissioner's Office on 1 February 2023. The letter outlined how we had addressed the areas above and how preventative action, to avoid non-compliance, would be put in place.

To represent our holistic, organisation-wide approach to the Welsh Language Standards, the following directorates took part in the audit meeting:

- Senior Management Team & Executive
- Scotland, Wales and Northern Ireland
- Finance and Infrastructure
- Corporate Affairs
- Marketing and Production.

The following key findings were identified by Audit Officers:

- **Telephone services:** QAA's operation of a Welsh Language telephone line was noted as a potential area of good practice. The Officers contacted QAA following the meeting with a good practice questionnaire to complete, which had the potential to be published as a case study. QAA provided the additional information and returned the form to the Commissioner's Office in April 2023.
- **Website:** Although QAA explained that we publish bilingually all documentation/webpages on our website that directly relates to our work in Wales or is intended to provide information for a general audience in Wales, the Officers noted that we are not fully compliant with standard 48.
- **Corporate identity:** QAA was found to be using a monolingual English logo and is therefore non-compliant with standard 79. QAA uses QAA Cymru for work relating to Wales.

- **Using Welsh internally:** QAA has been developing a policy on using Welsh internally (standard 94). The policy sets out our proactive approach to, and contextualisation of, our compliance notice. The Officers noted that the policy goes further than what is expected of standard 94 and asked to see the policy once it had been finalised.
- **Complaints procedure:** The Officers explained that complaints procedures were a current area of focus for the Commissioner and that QAA's procedure was not fully compliant with the requirements of standards 150, 156 and 162. QAA shared a revised policy, to ensure full compliance, in June 2023. It was confirmed that the updates fully meet the requirements of standards 150, 156 and 162.

Where QAA was found to not be fully compliant, the Officers outlined the process for challenges and appeal. QAA has used the audit process to inform our current approach to compliance and support our action-planning. QAA continues to work with the Welsh Language Commissioner's Office on resolving several of the areas above.

Supporting Welsh language and its role in higher education

The Welsh language underpins QAA's work in Wales through our compliance notice and our organisational purpose to ensure that students and learners experience the highest possible quality of education. This report demonstrates how we comply with our requirements in service delivery, policymaking, operations, record-keeping, and monitoring and reporting, but there are also specific examples from 2022-23 that demonstrate our wider commitment to the Welsh language and its role in higher education in Wales. Some of these examples build on those from our previous annual report.

Collaborative Enhancement Projects

QAA continues to support Collaborative Enhancement Projects across the higher education sector in Wales, via grant arrangements with HEFCW. The criteria for the project proposals includes *consideration for the positive impact the project will have on Welsh medium/bilingual provision and study opportunities*. All project proposals are assessed against this criterion.

Welsh Integrity and Assessment Network

The HEFCW-funded Welsh Integrity and Assessment Network discussed the emerging challenges of artificial intelligence and its impact on academic integrity and assessment in 2022-23. The Network discussed implications of artificial intelligence on the Welsh language as part of these discussions, for example, the availability of artificial intelligence services in the medium of Welsh.

Peer Observation of Teaching Project

As part of the HEFCW-funded Peer Observation of Teaching Enhancement Project, consideration was given to the impact of availability of Welsh speaking staff in higher education providers on administering and delivering Welsh-medium peer observation sessions.

Quality Enhancement Review

QAA revised the Quality Enhancement Review method in 2022-23, funded through grant arrangements with HEFCW. Whilst undertaking this revision, QAA took the opportunity to strengthen the Welsh language commitment in the review process and the handbook.

See the sub-section **Welsh language impact assessments** for more information.

Compliance initiatives

Welsh language impact assessments

QAA is an organisation committed to enhancement and improvement. In our report for 2021-22, we noted the formalisation of the Welsh language impact checklist. This is now available to be used on relevant projects, as well as continuing to be part of the policy impact checklist. In 2022-23, this was piloted with several key projects and consideration of recent Welsh language impact assessments has become a standing item on the Welsh Language Working Group agenda.

One of the projects which made use of the Welsh language impact checklist in 2022-23 included the revised Quality Enhancement Review method, published in August 2023. The impact assessment used information collected as part of the consultation period, mainly in responses to the following questions:

- How could the review process/handbook be changed to have positive effects on opportunities to use Welsh language?
- How could the review process/handbook be changed to have positive effects on treating the Welsh language no less favourably than the English language?

As a result of the impact assessment, QAA strengthened the Welsh language commitment in the review handbook. For example, by including information on how to raise complaints regarding QAA's compliance in the handbook, making draft reports available in Welsh and English, and highlighting some of QAA's routine practices in the relevant parts of the handbook. QAA also noted the intention to increase the number of Welsh speaking reviewers.²

Reporting

QAA reports annually against standards 152, 158 and 164 about the way in which we have complied with the service delivery, policymaking and operational standards that apply to us. The report takes the form of a table that notes the overall owner of each standard or group of standards, what we do, how we monitor these, and reporting. We also draw on any evidence requests submitted to the Welsh Language Commissioner throughout the year; therefore, our report will closely reflect any of these. We continue to provide examples of publications, news items, social media and other information to demonstrate our compliance and Welsh language promotion activities. This report is produced bilingually, is published on our website, and promoted following publication. Our annual report is published by January each year, which is within the six-month timeframe from the end of the financial year required by standards 152, 158 and 164.

² [Outcomes of the Consultation on the Draft Quality Enhancement Review Handbook](#), p 13

Overview of compliance with the Welsh Language Standards 2022-23

Service delivery	Policy making	Operational	Record keeping	Monitoring and reporting
These standards are shaded orange	These standards are shaded blue	These standards are shaded green	These standards are shaded red	These standards are shaded purple

Grouping	Overall owner	Sub-grouping	Standards	What we do	Monitoring	Reporting
Service delivery						
	Administration in each department	Correspondence	1-7	<p>We actively welcome correspondence in Welsh and will always reply to such correspondence in Welsh within the same timeframe as correspondence received in English. QAA works closely with a translator to ensure that correspondence in Welsh does not receive a delayed response.</p> <p>Correspondence that follows a verbal conversation in Welsh will be in Welsh unless requested otherwise. See information below about QAA's Welsh language telephone line.</p> <p>Circular letters/news items concerning our work in Wales are published bilingually.</p> <p>We ensure that language preferences are recorded in our Customer Relationship Management (CRM) system as part of recording GDPR preferences. A bilingual template for collecting language preferences is available to all staff via the QAA intranet in the dedicated Welsh</p>	<p>We monitor how we meet service delivery standards, promoting what we offer and facilitating use. Our annual report notes how we comply. 151</p>	<p>Our annual report covers how we have met our service delivery standards and any complaints. 152</p>

				<p>Language Standards SharePoint site. To monitor this, we record the date that contacts are asked for their preferences. In 2022-23, we developed the collection of language preferences as part of our registration process for events, to enhance our methods of collating language preferences. This method of collection was developed to ensure we are better able to collect the preferences of new and regular QAA contacts.</p> <p>A statement that we welcome correspondence in Welsh is used in email signatures by those who correspond with organisations and contacts in Wales.</p> <p>The communications preference template includes a link to an English and Welsh version of QAA's privacy notice. The privacy notice notes 'language preference' as a category of 'personal data collected or processed', which covers Welsh language preferences.</p> <p>QAA's Enquiries Service Standards are published in both English and Welsh and these are reviewed annually.</p> <p>Enquiries relating to our work in Wales can be sent via email in</p>		
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				English or Welsh. There were no written enquiries received in Welsh in 2022-23.		
	Facilities Manager	Telephone contact	8, 9, 11, 12, 14-17, 19-21	<p>We welcome telephone calls in Welsh and English. QAA has an enquiry line which is operated during office hours by a Welsh-speaking staff member. There was one call in 2022-23.</p> <p>QAA does not have a main telephone line for work in Wales; however, there is a direct Welsh language line which is advertised on the website and in the email signatures of all colleagues who correspond with contacts and organisations in Wales. Alternatively, QAA's main enquiry line has an automated system that provides the opportunity for the caller to be directed straight to the Welsh language telephone line where appropriate. The Welsh language telephone line is tested monthly by QAA staff and logged accordingly.</p> <p>There have been no direct calls to QAA Cymru staff in Welsh in recent years.</p> <p>Given the virtual working environment and QAA's Flex+ Philosophy, more enquiries are received via written email correspondence than calls due to flexible working arrangements.</p>		

				From experience, callers recognise that the specialist nature of our expertise means that most detailed enquiries can only be answered by the relevant expert.		
	QAA Cymru	Meetings	24, 24A, 25, 25A, 25D	<p>QAA is committed to treating Welsh and English equally in respect of meetings we hold in Wales, and we seek to ensure that we have enquired about, and acted on, the language preference of individuals. This includes the use of the bilingual template for collecting language preferences and the development of our events registration (noted above).</p> <p>Where Welsh preference speakers are present at a meeting but less than 10% of the attendees wish to speak Welsh, QAA will inform all attendees that the meeting will take place in English. If we meet with colleagues from a higher education provider, which has been organised through our key contact for the provider, we will ask our contact to confirm if a translation service is required. This also applies to review meetings. Where a meeting is arranged with colleagues in Wales, we will state whether it will take place in English or Welsh (depending on the number of Welsh preference speakers at the meeting in relation to the 10% threshold).</p>		

				<p>QAA is experienced in using virtual simultaneous translation facilities, namely through Zoom and Microsoft Teams. Given that Microsoft Teams now has functionality for simultaneous translation, QAA has started using this for meetings that require simultaneous translation. For events, QAA continues to use Zoom's simultaneous translation function.</p> <p>To make effective organisational use of simultaneous translation, we continue to use the staff guidance (developed in 2020-21 and noted in our previous annual reports) on booking and setting up simultaneous translation, including appropriate screenshots, to demonstrate the practicalities. This guidance was updated in 2022-23 to include guidance on using translation on Microsoft Teams.</p> <p>This guidance includes:</p> <ul style="list-style-type: none"> • assessing when a simultaneous translation service (Welsh to English) is required • contact information for our simultaneous translation suppliers • how to set up the meeting in Zoom and Microsoft Teams and start the interpretation • suggested information to provide 		
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				<p>to the interpreter to ensure they are aware of the context of the meeting</p> <ul style="list-style-type: none"> • a link to the Welsh Language Commissioner's document on holding bilingual meetings online. <p>Welsh Language Standards and Awareness training continues to raise awareness of this guidance and provide some tips for using online interpretation.</p> <p>We have identified several Welsh simultaneous translation services as preferred suppliers to ensure consistency in our translations.</p> <p>QAA hosted five online meetings/events with a simultaneous translation service, between Welsh and English, in 2022-23. QAA also held an additional meeting in the medium of Welsh without the support of simultaneous translation.</p>		
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	Marketing and Events Manager	Public events	31-34	<p>Any publicity for matters dealing exclusively with our work in Wales is produced in Welsh.</p> <p>Where bilingual or separate signs in Welsh and English are provided, they are equal with regard to format, size, quality, legibility, structure and prominence.</p> <p>There were no public events held in Wales in 2022-23. QAA has not hosted a public event in Wales for many years and does not fund public events in Wales. QAA also does not organise meetings that are open to the public.</p> <p>Registration to all events relating to Wales is available bilingually. If a contact does not have a language preference recorded in the CRM system (eg if they are a new contact), we will use the event registration form (completed in English or Welsh) to capture their language preference. If more than 10% of the registrations are Welsh preference speakers and it is an event in Wales, a translation service will be made available. As noted above, we have developed the collection of language preferences as part of our registration process for events, to enhance our methods of collating language preferences.</p>		
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				<p>QAA acquired a licence for the events platform <i>EventsAir</i> in 2020-21 to host online events. The platform uses Zoom as the video plug-in, which ensures we can make a simultaneous translation service available. An assessment was undertaken to ensure it would fulfil the Welsh Language Standards under which we have a duty to comply before acquiring the platform. In 2022-23, <i>EventsAir</i> was used for one event that had simultaneous translation available.</p>		
	Marketing and Events Manager	Publicly available documents, strategies, annual reports and materials, including forms Brief guides for students or a general audience	39, 40, 43, 44-47	<p>Any publications that deal exclusively with our work in Wales or are intended to provide information for a general audience in Wales are published in Welsh and English. Both versions are made available at the same time and have equal prominence. See the webpages for the Gateway Quality Review (Wales) in English and Welsh for an example.</p> <p>QAA uses a translation and design service to ensure that publications in Welsh are designed effectively in Welsh. This also promotes consistency in our translations. Furthermore, QAA notes where publications are available in English and Welsh. Since the Welsh language audit (noted above), this statement</p>		

				<p>has been made more prominent on our publications. (See example of the Review Report for Union Foundation - available in English and Welsh). QAA translated 260,594 words in reports, publications, committee papers, correspondence and other papers in 2022-23. This is an increase of 23,539 words from 2021-22.</p> <p>Note: no requests for forms in Welsh were received in the operating year. Registration forms and evaluations for events in Wales or our work relating to Wales are made available in both languages. We also have Welsh forms for expenses, travel and subsistence claims, communications preferences and enquiries.</p> <p>As we extend the use of events and customer software, we will ensure that Welsh language requirements are planned into our processes/technical specifications (see example above regarding the online events platform acquired in 2020-21). It has been added as a requirement for the procurement of new events software this year. Additionally, QAA acquired new survey software in 2022-23. An assessment was undertaken to ensure that it was able to deliver Welsh medium surveys before proceeding.</p>		
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	Marketing and Events Manager	Website	48, 51, 52	<p>The QAA website provides users with the option to view our webpages in the Welsh language. Between 1 August 2022 and 31 July 2023, the Welsh Language website had 3,975 views (0.24-0.34% of all pageviews*). Page views in 2022-23 have increased by 200% compared to 2021-22. QAA can monitor views and downloads to all webpages.</p> <p>Since 1 January 2023, we have reviewed all the content on our pages in Welsh and have built a further 28 new pages. There are currently 217 Welsh pages.</p> <p><i>*NB: The introduction of Google Analytics 4 in June has changed the way page views are collected. With QAA staff now working from home, we cannot extract their data from these page views figures; they will represent a proportion of the visitors.</i></p> <p>The main feature of the Access to HE (AHE) website is a database of courses, which is completed by course providers who are external to QAA. However, QAA translates relevant material for Access Validating Agencies (AVA) in Wales when it is required. For example, notifications affecting students' results have been translated for AVAs for</p>		
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				display on their own websites.		
	Director of Corporate Affairs	Board meetings and related	37	<p>A redacted version of the minutes appear on our website.</p> <p>All documentation in relation to the QAA Wales Strategic Advisory Committee (a sub-committee of the QAA Board) is available to members in both languages. In cases where more than 10% of the meeting has a Welsh language spoken preference, simultaneous translation will be made available.</p> <p>QAA does not host meetings open to the public.</p>		
	Director of Corporate Affairs	Licences, certificates and rules	38, 41	<p>This standard continues to be met: AVA licences are produced in Welsh for AVAs working in Wales; licences to use QAA intellectual property can also be produced in Welsh where required.</p> <p>QAA does not publish any rules that apply to the public.</p>		
	Director of Public Affairs	Press statements	42	<p>Press releases and media statements made in respect of our work in Wales or in relation to provision in Wales are issued at the same time in both English and Welsh. See example news item from May 2023, in English and Welsh, announcing the launch of a consultation on the Quality</p>		

				Enhancement Review method.		
	Director of Public Affairs	Social media	54, 55	<p>Welsh language requirements, where social media use is aimed at higher education in Wales, are incorporated into the social media protocols. All of QAA's social media relating to Wales comes from the central QAA account. Posts are published in both languages (or alongside each other) where the work relates to Wales.</p> <p>See example of promotion for one of our HEFCW-funded micro-credentials events in May 2023, in English and Welsh, on our Twitter account @QAATweets. In academic year 2022-23, we had a total of 24 bilingual tweets.</p>		
	Facilities Manager	Signage and notices	57-59, 65, 66	We provide bilingual or separate signs and notices in Welsh and English as required by these standards; all notices will place the Welsh language first. See information about standards 61 and 61A for more information.		

	Facilities Manager	Reception services	61, 61A	<p>Since 1 August 2021, QAA does not have a physical office in Wales and therefore does not have its own reception service. QAA has operated a new Flex+ working policy since June 2021. As a result of the policy, QAA's office (in Gloucester) is open for office working; therefore, all visitors will be greeted by individuals only, rather than a dedicated reception service. Given the nature of our Flex+ Policy and remote working, QAA has few visitors to its office.</p> <p>As noted above, QAA operates an automated telephone line that allows for immediate direction to the Welsh language line, if appropriate.</p>		
	Finance Director	Invitations to tender	72, 73, 73A, 75, 76	The Procurement Manual reflects the requirements of these standards.		
	Director of Scotland, Wales and Northern Ireland	Promoting our Welsh language services	77 (78)	We seek to ensure that our stakeholders in Wales are aware of our commitment to the Welsh language. For example, all webpages relating to QAA's work in Wales are made available bilingually on the website and we operate a quarterly QAA Cymru e-newsletter, which is made available publicly in English and Welsh . The orange speech bubble (<i>Iaith Gwaith</i>) is used in the newsletter as a widely-recognised symbol of the availability of Welsh language		

				<p>services. The newsletter uses Mailchimp to ensure an accessible bilingual user experience.</p> <p>To further promote our Welsh language services, QAA took part in Welsh Language Rights Day (WLRD) in December 2022 for the fourth consecutive year. Building on our participation year on year, in 2022 we delivered an all staff session on Welsh language in higher and further education, presented the high-level census results and delivered standards and awareness training to our staff. Furthermore, QAA promoted Welsh language services on social media.</p>		
	Marketing and Events Manager	Corporate identity	79	As we have noted at the start of this report, this is an area for development arising from our recent Welsh Language Audit. QAA continues to be in discussion with the Welsh Language Commissioner's Office about a resolution.		
	Director of Corporate Affairs	Complaints procedure re WL	150 service delivery 156 policy making 162 operational	<p>See 141-143 below.</p> <p>All complaints, including any about compliance, are logged in accordance with QAA's Compliments, Comments and Complaints procedure, which was updated in June 2023 to be fully compliant with standards 150, 156</p>		

				<p>and 162 (as noted above), and records are retained in line with QAA's document retention schedule. During the year we received no complaints about our observation of the standards.</p> <p>Any complaints relating to QAA's Compliance with the Welsh Language Standards relating to service delivery standards (150), policy making standards (156) and operational standards (162) follow the same process as other complaints (the details are included in the QAA Complaints Procedure document available in English and Welsh).</p> <p>The <i>Complaints About QAA and Appeals Against Decisions</i> webpage is available in English and Welsh.</p>		
Policy making						
	Deputy CEO and policy leads in each operational area together have responsibility for policy development, revision and review	Creating, revising and reviewing policy	84, 85, 86 Plus, record keeping standard 144	<p>All QAA's corporate policies have review dates. QAA also has a Welsh Language Policy (see standard 94). The QAA Policy Framework and Policy Impact Assessment Checklist includes a Welsh language impact assessment to ensure that, if a consultation constitutes a policy decision, the Welsh language is considered appropriately.</p> <p>QAA formalised the Policy Impact</p>	We monitor how we meet policy making standards, promoting what we offer and facilitating use. Our annual report notes how we comply. 157	Our annual report covers how we have met our policy making standards and any complaints. 158

				<p>Checklist relating to Welsh language in 2021-22, which is available to staff via the Welsh Language Standards SharePoint site. We have provided an example of this at the beginning of this report under the section <i>compliance initiatives</i>. The questions include:</p> <ul style="list-style-type: none"> • Name of policy • Is the policy new or a revision? • Does the policy apply to Wales? • What effects (whether positive or adverse), will the policy have on opportunities for individuals to use the Welsh language? • How could the policy be formulated (or changed) to have positive effects on opportunities for individuals to use the Welsh language? • What effects (whether positive or adverse) will the policy have on treating the Welsh language no less favourably than the English language? • How could the policy be formulated (or changed) to have positive effects on treating the Welsh language no less favourably than the English language? • Conclusion 		
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				All QAA policies relating to our externally facing functions are developed or reviewed as required and all relevant policies include consideration of policy making standards.		
	Director of Public Affairs (for the publication of consultations following development by relevant policy lead)	Consulting on policy	87-89	<p>QAA considers whether consultations constitute a policy decision under these standards and, where it does, will include a relevant consultation question.</p> <p>QAA has not undertaken a consultation in relation to our work in Wales that constitutes a policy decision. Where QAA has undertaken a consultation relating to work in Wales, the consultation questions always take account of Welsh language requirements. One of the most recent examples includes the consultation between May and June 2023 on the revised Handbook for the Quality Enhancement Review. All of the consultation material was made available in English and Welsh. Furthermore, the consultation included the following questions specifically relating to Welsh language:</p> <ul style="list-style-type: none"> • How could the review process/handbook be changed to have positive effects on opportunities to use Welsh 		

				<p>language?</p> <ul style="list-style-type: none"> • How could the review process/handbook be changed to have positive effects on treating the Welsh language no less favourably than the English language? <p>This information informed the Welsh language impact assessment (noted above).</p>		
	Policy leads	Research on policy making	91-93	<p>QAA considers whether research it commissions or undertakes is intended to assist a policy decision under these standards and, where it does, will include a relevant requirement in the research brief. QAA has not recently undertaken research to assist a policy decision. Where research is undertaken, the Policy Framework and Policy Impact Checklist will be used to ensure an impact assessment on the Welsh Language Standards is undertaken (see information above).</p>		

Operational						
	Head of HR and Organisational Development	Use of Welsh internally	94	<p>QAA has developed an internal Welsh language policy in 2022-23. It will be signed off by the Welsh Language Working Group (WLWG) in 2023-24 and was presented verbally during QAA's Welsh Language Audit. The policy aims to capture our approach to meeting the standards, consolidate guidance/documentation that supports our commitment, and support staff to further their understanding of our work in this area and how it applies across the organisation.</p> <p>As a UK-wide organisation, we will assess how the policy can best suit all strands of our work in Wales and its relationship to our UK-wide work.</p> <p>QAA ran an EDI survey in 2022-23 which was made available to all colleagues and casual workers at QAA in English and Welsh. The information and survey were made available in English and Welsh. The survey was launched in late July 2023; therefore, the results will be noted in the next reporting period.</p>	<p>We monitor how we meet operational standards, promoting what we offer and facilitating use. The Welsh Language Standards SharePoint site outlines how QAA manages, supports and monitors the application of the standards. This is reviewed regularly by QAA's WLWG.</p> <p>163</p>	<p>Our annual report covers how we have met our operational standards and any complaints.</p> <p>164</p>

	Head of HR and Organisational Development	Welsh language skills, capacity, awareness and development	123, 126-129 Plus, record keeping standard 145	<p>Language skills of candidates are assessed on application to job roles that include Welsh language skills as part of the person specification.</p> <p>Our HR system has the functionality to keep a current record of the language skills of all employees. We aim to further promote this capability and encourage employees to record their language skills in 2023-24. We also include information on Welsh language courses as part of the Welsh Language Standards and Awareness Training. Growth conversations and 1:1 meetings are used to identify development needs and we are proactive in providing training.</p> <p>QAA continues to develop an awareness of our Welsh language requirements through staff training. Three training sessions were delivered in 2022-23. The training provides information on: the Welsh Language (Wales) Measure 2011; QAA's obligations under this measure in practice; the Cymraeg 2050 strategy; how to record Welsh language preferences; how compliance is monitored; and some frequently asked questions. Furthermore, the training includes updates from, and work of, the WLC</p>		
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				<p>as appropriate. In 2022-23, QAA embedded the Welsh Language Standards and Awareness training as part of induction processes for all new starters. QAA also maintains a record of staff who have attended the training.</p> <p>QAA has created a frequently asked questions resource for staff that is revised regularly in line with staff queries relating to our Welsh language obligations.</p>		
	Head of HR and Organisational Development	Recruitment	<p>132, 132A, 133, 133A, 133B, 135, 136</p> <p>Plus, record keeping standards 147, 148</p>	<p>We assess the need for Welsh language skills in roles. Welsh has been identified as a desirable criterion in 11 of QAA's job roles within QAA's current structure. We reassess the need for Welsh (ability to speak and read) routinely when advertising roles.</p> <p>Where Welsh language skills are essential for a post, we will seek to appoint a Welsh speaker. Between 1 August 2022 and 31 July 2023, QAA advertised one role where Welsh language skills were desirable. This was the Director Scotland, Wales and Northern Ireland recruitment completed in November 2022. We worked with a specialist sector executive search organisation and the advert, online recruitment site and job description were all provided in</p>		

				<p>English and Welsh.</p> <p>Any vacancy advertised in the Welsh media, which will include all those involving our work specifically for Wales, will be advertised bilingually, and text will be included in the advert advising candidates to indicate if they wish to use Welsh during the recruitment and selection process. Specific information about the post will be available in both languages. A recent example includes the recruitment of the Director Scotland, Wales and Northern Ireland (noted above).</p> <p>Applications where Welsh language skills are essential or desirable may be submitted in either language and will be treated equally; all linked correspondence will meet the relevant standards.</p>		
	Finance Director	Software for checking grammar and spelling in Welsh	116	Welsh language packs are available to all staff for Microsoft Windows Applications.		
	Director of Scotland, Wales and Northern Ireland	Intranet pages to support staff in using Welsh	121	A Welsh Language Standards (WLS) SharePoint site is used to manage, support and monitor the application of the standards across QAA. This SharePoint site also houses resources for staff awareness		

				<p>including: a list of Good Practice and Advice documents from the Welsh Language Commissioner; a recorded training session on applying the WLS at QAA; a list of frequently asked questions on the WLS; Terms of Reference and notes from QAA's WLWG; and a table of our compliance requirements with information on how this applies to QAA.</p> <p>Staff can also access quick links to the Welsh National Terminology Portal, the Welsh Academy Dictionary, Terminology for Education and phrases for Welsh correspondence.</p> <p>The Welsh Language site contains bilingual templates for staff use including questionnaires for GDPR and Welsh language preferences and forms for claiming expenses. Staff are made aware of these templates during QAA Welsh Language Standards training.</p>		
	Marketing and Events Manager	Email sign-offs and messages	130, 131	<p>Email footer uploaded on Welsh Language Standards SharePoint site and used by staff who work directly with Wales.</p> <p>Bilingual email signature template is part of the QAA email signature template guide.</p>		

Record keeping						
	Director of Corporate Affairs	Complaints	141-143	All complaints, including any about compliance, are logged in accordance with QAA's complaints procedure. All complaints, including those about compliance with the standards, are retained in line with QAA's document retention schedule. More information is noted above.		
	Finance Director	Policy making	144	Recorded within the Welsh Language Standards SharePoint site. The Welsh Language and Policy Impact Checklists are also available on the SharePoint Site. As noted above, Welsh Language Impact assessments are submitted to QAA's Welsh Language Working Group.		
	Head of HR and Organisational Development	Employee language skills	145	Of current QAA employees, one employee is fluent in written and verbal Welsh. We plan to complete a skills audit in 2023-24, as well as encouraging employees to record their own Welsh language skills in the HR system. The HR system has the functionality to record language skills including written, reading, translation and verbal proficiency. As noted above, QAA advertises Welsh language courses available through the Welsh Government website via the Welsh Language Standards and Awareness Training.		

	Head of HR and Organisational Development	Recruitment and WL needs	147, 148	Records kept by HR.		
	Director of Scotland, Wales and Northern Ireland	Record of the applicable standards and publish how we intend to comply	149, 153 155, 159 161, 165 167 Also see record keeping responsibilities above	The main record is maintained within the WLS SharePoint site. QAA's WLWG includes a standing item for compliance queries. Supplementary documents (such as a functional specification for business processes) may be sited elsewhere. Our internal policy will include information on how we comply (see standard 94). Our annual report also notes how we comply with our standards.		
Monitoring and reporting						
	Director of Scotland, Wales and Northern Ireland	Monitoring of how we meet standards, promoting the services we offer, and facilitating their use. Publish our arrangements on our website.	151 service delivery 157 policy making 163 operational	There are a series of interrelated mechanisms used to monitor how we meet our WLS. Each standard has a designated owner linked to functional responsibilities, as noted in this report, and there is a designated Director with oversight. To complement this oversight, QAA has operated a cross-organisational Welsh Language Working Group since 2019-20. The membership of this group is drawn from departments who work with contacts and organisations in Wales. The approved terms of reference for this group notes		

				<p>responsibility for: regular review of the compliance notice and how this applies to QAA work relating to Wales, action areas of potential non-compliance, enhance Welsh Language compliance and encourage best practice across the organisation, and provide advice and guidance on the annual report on QAA's engagement with the Welsh Language (Wales) Measure 2011.</p> <p>The group has organically developed the following standing items, often taking the form of roundtable discussions: compliance queries, Welsh language promotion ideas, and Welsh language impact assessments. In addition, this group is regularly informed of updates from the Welsh Language Commissioner, developments in the Cymraeg 2050 strategy and considers how QAA makes a wider contribution to the Welsh language in Wales - for example, activities noted in the section on <i>Supporting the Welsh language and its role in higher education</i> at the beginning of this report.</p> <p>The Welsh language audit formed some of the main areas of work for the WLWG in 2022-23.</p>		
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				A draft of the annual report is considered by QAA's Audit and Risk Committee which monitors compliance on behalf of the QAA Board.		
	Director of Scotland, Wales and Northern Ireland	Produce an annual report on each financial year, promote and publish on the web	152 service delivery 158 policy making 164 operational	The annual report is produced in autumn and considered by QAA's Audit and Risk Committee (ARC), which signs it off on behalf of the QAA Board prior to publication. ARC has a representative from the higher education sector in Wales as part of its membership. The annual report covers the previous QAA financial year (1 August to 31 July). The report is published on our website and promoted.		
	Director of Scotland, Wales and Northern Ireland	Supply information to the WLC re compliance with standards	154 service delivery 160 policy making 166 operational 168 record keeping	Information will be supplied on request, such as the information return referenced at the beginning of this report under the section on <i>Working with the Welsh Language Commissioner</i> . QAA submitted one evidence request in 2022-23.		

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