

Annual Report for 2021-22 on QAA's engagement with the Welsh Language (Wales) Measure 2011

January 2023

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 2021 to 31 July 2022.¹ 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 2021-22 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. The cross-organisational Welsh Language Working Group continues to support QAA's engagement with the Measure and 2021-22 was its second full year of operation.

Following introduction last year, we have continued to include the following two sections in this publication: Working with the Welsh Language Commissioner and Supporting the Welsh language and its role in higher education. These highlight where we have engaged with the Welsh Language Commissioner (WLC) in 2021-22 and initiatives that contribute to supporting Welsh medium higher education opportunities. We also continue to include the Looking ahead section at the end of this report (see table, pages 31-33) demonstrating some of our plans for 2022-23 and some specific areas for development. QAA is scheduled to be audited by the WLC in 2022-23.

Overall approach to meeting Welsh Language Standards

QAA continues to take an overall approach that is designed to create a culture of appreciation and understanding of Welsh language requirements across the organisation and we continue to raise awareness across the organisation of our obligations under the Measure. Responsibilities for meeting our obligations are spread across QAA (see table, pages 5-31) and our team in Wales remain our key link to the WLC through correspondence and attending events, as appropriate. There are several key mechanisms that QAA uses to embed our responsibilities, including a 'mini guide' - as referenced in our previous reports; training for staff; and the cross-organisational Welsh Language Working Group. Furthermore, a draft of this report is considered by QAA's Audit and Risk Committee, which monitors compliance on behalf of the QAA Board.

QAA is a UK-wide organisation that is committed to continuing to provide an approach to quality assurance and enhancement that meets the needs of the whole of the UK and is responsive to the contexts of each of the UK's home nations. Therefore, endeavouring to meet our obligations and enhance our agreed responsibilities is fundamental to our work. This report provides some examples of QAA's current work in Wales and how, in turn, we are enhancing and developing our approach to meeting our obligations under the Measure.

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

Working with the Welsh Language Commissioner

QAA continues to respond to information requests and consultations from the Welsh Language Commissioner. In 2021-22 this included:²

- Compliance with Welsh Language Standards: evidence request 2021-22 (August 2021)
- Compliance with Welsh Language Standards: evidence request 2022-23 (July 2022)

Each of these evidence requests provides the opportunity to reflect on our own compliance and share experiences that could benefit other organisations.

Furthermore, in 2021-22 QAA continued to celebrate and raise awareness of Welsh Language Rights Day for the third consecutive year. This is a date that has been firmly established in our activity calendar and we have planned activities for the fourth year in 2022-23. In 2021, QAA recognised the day by promoting our Welsh Language Services on social media, delivering training to our staff, and publishing two blog posts: one from a QAA-funded Collaborative Enhancement Project, which had particular focus on Welsh language, and another from Y Coleg Cymraeg Cenedlaethol about a project focused on developing Welsh medium digital learning resources.

Supporting the Welsh language and its role in higher education

The Welsh language underpins QAA's work in Wales through our compliance notice and our mission to safeguard academic standards and ensure the quality and global reputation of UK higher education. This report demonstrates how we comply with our requirements in service delivery, policymaking, operations, record-keeping, and monitoring and reporting, but there is also specific work from 2021-22 that demonstrates our wider commitment to the Welsh language and its role in higher education in Wales.

Supporting the Tertiary Education and Research (Wales) Act

QAA continues to support and engage with the development of the Tertiary Education and Research (Wales) Act. On 9 December 2021, three members of QAA staff including QAA's Deputy Chief Executive gave evidence to Senedd Cymru's Children, Young People and Education Committee (CYPEC), alongside representatives from Estyn. The session considered the Tertiary Education and Research (Wales) Bill. The briefing (submitted in [English](#) and [Welsh](#)) we provided to the Committee before giving evidence is available on the Senedd Cymru website. [QAA also responded to the CYPEC's consultation on the Bill.](#) QAA also contributes to the Post-Compulsory Education and Training (PCET) Strategy and Implementation Board, which take place bi-monthly.

HEFCW Higher Education Investment and Recovery Fund: QAA sharing practice event

On 15 September 2021, QAA hosted a sharing practice event for the higher education sector in Wales as part of the Higher Education Funding Council for Wales (HEFCW) Higher Education Investment and Recovery Fund (HEIR Fund). The event brought the higher education sector in Wales together to discuss some of the outputs from the collaborative bid led by Wrexham Glyndŵr University on behalf of the Universities Wales Learning and Teaching Network to the HEFCW HEIR Fund. QAA was involved in this bid, through a

² Dates refer to the month QAA's response was submitted.

Review of Digital Learning (noted in our previous annual report) and organised this conference. The online event facilitated a Welsh medium session led by Y Coleg Cymraeg Cenedlaethol, who led on one of the project outputs devoted to developing a suite of Welsh medium digital resources. We also published a blog post (in [English](#) and [Welsh](#)) on the project as part of Welsh Language Rights Day 2021. Additionally, QAA was responsible for identifying a keynote speaker as part of the event. To reflect the bilingual higher education landscape in Wales, we organised a keynote from the Research Director at the Canadian Digital Learning Research Association (CDLRA), as an organisation with experience of digital learning and applying this in a bilingual context (English and French).

Welsh Integrity and Assessment Network

In 2021-22, QAA received a grant letter from HEFCW on some specific activity for the higher education sector in Wales. One of these activities included the establishment of the sector-led Welsh Integrity and Assessment Network (WIAN) focused on building on the sector's full commitment (in [English](#) and [Welsh](#)) to tackling academic misconduct and strengthening academic integrity as signatories to QAA's Academic Integrity Charter (in [English](#) and [Welsh](#)). One of the areas of work of this Network has been to engage with Turnitin (the plagiarism detection software) on strengthening their services regarding work submitted in Welsh. Welsh is currently a language that is not widely supported by Turnitin, both in its infrastructure and scoping search.

One of the considerations for the future from the QAA Review of Digital Learning³ was to 'work with/lobby plagiarism detection software providers to develop a Welsh language interface and support text-matching in other languages for Welsh assessments'. The WIAN has had extensive discussions on this issue. Currently, the similarity checking for Welsh language via Turnitin takes place against some internet sources, publications and student paper databases. This is on a much smaller scale than other languages. For example, the student paper databases rely on checking against other students' Welsh submissions, which are significantly smaller than English medium submissions.

The WIAN has taken several steps to address the issue:

- Collected institutional information on the number of assessments that are submitted in Welsh via Turnitin and the number of reported academic misconduct cases in Welsh medium assessment.
- Enquired with Turnitin about expanding the Translated Matching feature to include Welsh.

Turnitin has noted that, with support from the WIAN, the scoping search for similarity checking can be expanded specifically for the Welsh language. To do this, the WIAN are going to provide Turnitin with a list of 'high value' Welsh websites to be added to the scoping search. WIAN members are currently identifying some of these websites. We have also written to Turnitin to confirm if the scoping search effectively recognises special Welsh characters and engaged with Y Coleg Cymraeg Cenedlaethol about this important piece of work, who have provided some additional websites to our growing collection. This work will continue in 2022-23 and a list of websites will be submitted to Turnitin to strengthen the Welsh language capabilities of the scoping search. The WIAN will continue to consider any specific circumstances for Welsh language and academic integrity.

³ This review was undertaken on behalf of the Universities Wales Learning and Teaching Network for the HEFCW HEIR Fund and noted in our annual report for 2020-21.

Promotion of QAA-funded Collaborative Enhancement Project: Welsh Language Employability Initiative

As noted in our annual report 2020-21, one of the Collaborative Enhancement Projects that QAA agreed to fund in 2021 was led by the University of South Wales in collaboration with four higher education in further education providers and Y Coleg Cymraeg Cenedlaethol. The project aimed to build on the partnership between the University of South Wales and Y Coleg Cymraeg Cenedlaethol that delivers three five-credit modules at Level 4, 5 and 6 on the theme of Welsh in the workplace. These modules provide the opportunity for students to sustain and enhance their Welsh and contextualise this within a workplace setting to provide them with an advantage for future employment opportunities.

With the QAA funding, the project explored the potential to extend the current scheme. Recognising the benefits and opportunities this brings for promoting Welsh language, QAA has facilitated several opportunities for this project to promote their work including presenting the findings at the Wales Quality Network, QAA Annual Conference, and the QAA Scotland Theme Leaders Group. Through QAA's support, this project has been able to promote their findings, and the significance of the role of Welsh language in higher education and employability in Wales, to audiences beyond Wales. The approach has gathered interest in Wales and further afield, including interest on how the approach can be used for other minority languages, for example, Gaelic. Additionally, QAA published a blog post on this project in line with Welsh Language Rights Day 2021 (in [English](#) and [Welsh](#)).

Hosting the ENQA Conference in Cardiff

QAA hosted the ENQA (European Association for Quality Assurance in Higher Education) Forum in Cardiff in June 2022. The event was an opportunity to celebrate Wales and the Welsh language by, for example, including Welsh songs as part of the delegate entertainment (sang by Côr Meibion Taf) and hosting the reception in Senedd Cymru, including an introduction from Jane Bryant MS, a member of the Welsh Senedd who sponsored the event. QAA ensured other opportunities to discover some of the history of Wales, including a guided tour of Cardiff Castle. The Conference welcomed delegates from all over Europe and was [well received by delegates](#), including the [President of ENQA](#).

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 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 standard 152.

QAA: Overview of compliance with the Welsh Language Standards 2021-22

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</p>	We monitor how we meet service delivery standards, promoting what we offer and facilitating use. Our annual report notes how we comply. 151	Our annual report covers how we have met our service delivery standards and any complaints. 152

				<p>intranet in the dedicated Welsh Language Standards SharePoint site. To monitor this, we record the date that contacts are asked for their preferences. We are currently working on the development of the collection of language preferences as part of our registration process for events, to enhance our methods of collating language preferences. This will ensure we are better able to collect the preferences of new and regular QAA contacts if we engage with them via our events, rather than through direct correspondence.</p> <p>A statement that we welcome correspondence in Welsh is used 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>		
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				<p>Enquiries relating to our work in Wales can be sent via email in English or Welsh. There were no written enquiries received in Welsh in 2021-22.</p>		
	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 were no calls in 2021-22.</p> <p>QAA does not have a main telephone line for work in Wales, therefore the main enquiry line at the QAA Head Office (Gloucester) has an automated system that provides the opportunity for the caller to be directed straight to the Welsh language telephone line where appropriate.</p> <p>The Welsh language telephone line is advertised in the email signatures of all colleagues who correspond with contacts and organisations in Wales. 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. From experience, callers recognise</p>		

				that the specialist nature of our expertise means that most detailed enquiries can only be answered by the relevant expert.		
	Lead Officer for Wales	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>In light of conducting more business virtually in recent years, QAA recognises that Microsoft Teams has limited functionality for simultaneous translation and therefore maintains a series of Zoom licences with an interpretation function to facilitate simultaneous translation, between English and Welsh for our work in Wales and for other languages as part of our international work.</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 report) on booking and setting up simultaneous translation, including appropriate screenshots, to demonstrate the practicalities. This guidance includes:</p> <ul style="list-style-type: none"> • assessing when a simultaneous translation service (between English and Welsh) is required • contact information for our simultaneous translation suppliers • how to set up the meeting in Zoom and start the interpretation • suggested information to provide to the interpreter to ensure they are aware of the context of the meeting 		
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				<ul style="list-style-type: none"> • a link to the Welsh Language Commissioner's document on holding bilingual meetings online. <p>Welsh Language Standards training in 2021-22 included this guidance and how to set up simultaneous translation via Zoom.</p> <p>We have identified a Welsh simultaneous translation service as a preferred supplier to ensure consistency in our translations.</p> <p>QAA hosted four online meetings/events with a simultaneous translation service, between English and Welsh, in 2021-22. Three Quality Enhancement Reviews undertaken by QAA hosted online meetings with simultaneous translation in 2021-22.</p>		
	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>We ensure that Welsh is treated favourably on all promotional material</p>		

				<p>for all public events for our work in Wales or held in Wales.</p> <p>There were no public events held in Wales in 2021-22. 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 (e.g. if they are a new contact), we will use their choice of the event registration form (English or Welsh) to capture their language preference. If more than 10% of the registration are Welsh preference speakers and it is an event in Wales, a translation service will be made available. As noted above, we are currently working on the development of the collection of language preferences as part of our registration process for events, to enhance our methods of collating language preferences (this will be accompanied by text that will state how we will act on the preferences).</p> <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</p>		
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				<p>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 2021-22, EventsAir was used for one bilingual conference and hosted a bilingual session within a wider conference agenda.</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 and notes where publications are available in English and Welsh (see example of the <i>Student Guide for QAA Reviews in Wales</i> available in English and Welsh). This also includes consistency in our translations. QAA translated 237,055 words in reports, publications, committee papers, correspondence</p>		

				<p>and other papers in 2021-22. This is an increase of 50,616 words from 2020-21.</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 and communications preferences.</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).</p>		
	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 2021 and 31 July 2022, the Welsh Language website had 1,987 views (0.17% of all pageviews). Page views in 2021-22 are down by 33.01% compared to 2020-21. QAA has the ability to monitor views and downloads to all webpages.</p> <p>The main feature of the Access to HE (AHE) website is a database of</p>		

				<p>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 display on their own websites.</p>		
	Director of Corporate Affairs	Board meetings and related	37	<p>As noted in previous reports, agendas and minutes from our Board meetings were published in English and Welsh on our website until October 2018. The Board no longer holds open meetings and therefore a redacted version of the minutes appear on our website and QAA translates them.</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</p>		

				<p>to use QAA intellectual property can be produced in Welsh where required; certificates produced for events on Wales-related work will be produced in Welsh.</p> <p>QAA does not publish any rules that apply to the public.</p>		
	Head 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 July 2022, in English and Welsh, announcing publication of the Quality Enhancement Review Report for Grŵp Llandrillo Menai.</p>		
	Head 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 Wales Quality Network events in March 2022, in English and Welsh, on our Twitter account @QAATweets. In academic year 2021-22, we had a total of 11 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 new policy, QAA's offices (in Gloucester and Glasgow) are open for collaborative working only, therefore all visitors will be greeted by individuals only rather than a dedicated reception service. If colleagues with a Welsh language preference visit QAA's offices, bilingual signage will be made available. Given the nature of our Flex+ Policy and remote working, QAA has few visitors to its offices.</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)	<p>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 launched a QAA Cymru e-newsletter, in September 2020, which is made available publicly in English and Welsh. The orange speech bubble (<i>laith Gwaith</i>) is used in the newsletter as a widely-recognised symbol of the availability of Welsh language 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) on 7 December 2021 for the third consecutive year. Building on our participation year on year, in 2021 we published and promoted two blog posts, noted at the beginning of this report: Coleg Cymraeg Cenedlaethol's Welsh Medium Digital Learning Materials Project (in English and Welsh) and University of South Wales' QAA-funded Collaborative Enhancement Project on Enhancing Welsh Language Employability Skills (in English and Welsh). These blog</p>		
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				<p>posts were also promoted on our social media (see example tweet).</p> <p>We also support requests from organisations in Wales to promote items in our newsletters, such as job adverts. These promotions are made available bilingually.</p> <p>Furthermore, QAA promoted Welsh language services on social media and provided training to staff on the Welsh Language Standards. QAA will continue to celebrate WLRD in 2022.</p>		
	Marketing and Events Manager	Corporate identity	79	<p>For the conduct of our business in Wales, we adopt a bilingual image and corporate identity (QAA Cymru). This is reflected in the corporate name, and, for example, information on stationery. See example of the logo at the beginning of this report.</p> <p>The QAA logo is trademarked for recognition purposes and does not translate into Welsh (as this would be ASA - and would infringe the trademark of the Advertising Standards Authority).</p> <p>The QAA Cymru logo is applied to all QAA material that relates specifically to our work in Wales in English and Welsh, such as this report and, for example, our review handbooks.</p>		

	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 complaints procedure, which was updated in December 2021, 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	Creating, revising and reviewing policy	84, 85, 86 Plus, record keeping standard 144	All QAA's corporate policies have review dates. 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	We monitor how we meet policy making standards, promoting what we offer and facilitating use.	Our annual report covers how we have met our policy making standards and

	development, revision and review			<p>Welsh language is considered appropriately.</p> <p>QAA has formalised the Policy Impact Checklist relating to the Welsh language in 2021-22, which is available to staff via the Welsh Language Standards SharePoint site. The questions included on the Policy Impact Checklist relating to the Welsh Language Standards 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 	Our annual report notes how we comply. 157	any complaints. 158
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				<p>favourably than the English language?</p> <ul style="list-style-type: none"> • Conclusion <p>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.</p>		
	Head 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 - one of the most recent examples includes the consultation between August and September 2020 on the Handbook for the Review of Degree Apprenticeships in Wales, whereby all of the consultation material has been made readily available and of the same quality in English and Welsh. More information on this example was included in our annual report for 2020-21.</p>		

	Policy leads	Research on policy making	91-93	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).		
Operational						
	Head of HR and Organisational Development	Use of Welsh internally	94	<p>A recruitment checklist in this area has been in operation since 2017-18. QAA's Recruitment Policy and Procedure includes a clause regarding Welsh language skills. QAA does not currently operate an internal policy in this area; however, we are engaging with IAITH on support for developing this policy. So far, we have identified several guidance/documents that we have developed that could inform the policy, such as:</p> <ul style="list-style-type: none"> • Recruitment checklist • Enquiries standards • Welsh Language Standards Training • Principles of Translation Document (under development) 	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	Our annual report covers how we have met our operational standards and any complaints. 164

				<ul style="list-style-type: none"> • Terms of Reference of the Welsh Language Working Group • Welsh language impact checklist. <p>The internal policy will consolidate some of these documents, with the support of IAITH.</p> <p>As a UK-wide organisation, we will assess how the policy can best suit all strands of our work in Wales and relationship to our UK-wide work.</p>	regularly by QAA's WLWG. 163	
	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 all staff 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. We also include information on Welsh language courses as part of the Welsh Language Standards 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.</p>		

				<p>Three training sessions were delivered in 2021-22 and a recording remains available as a staff resource. 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 as appropriate.</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	132, 132A, 133, 133A, 133B, 135, 136	<p>We assess the need for Welsh language skills in roles. As in our report for 2020-21, Welsh continued to be identified as a desirable criterion in nine of QAA's job roles within the QAA structure in 2021-22. We reassess the need for Welsh (ability to speak and read) routinely when advertising posts.</p> <p>Where Welsh language skills are essential for a post, we will seek to appoint a Welsh speaker. Between 1 August 2021 and 31 July 2022, QAA advertised one role where the ability</p>		
Plus, record keeping standards 147, 148						

				<p>to speak and read Welsh was desirable. This was the Quality Manager (cross agency)/Rheolwr Ansawdd (traws-asiantaeth) recruitment completed in December 2021. A number of new Quality Managers were appointed, one of which is fluent in written and spoken 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 the Welsh language during the recruitment and selection process. Specific information about the post will be available in both languages. A recent example includes the recruitment of Quality Manager posts (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	116	Welsh language packs are available to all staff for Microsoft Windows Applications. QAA will update the		

		spelling in Welsh		Welsh Language Standards Training to ensure staff are aware of this.		
	Director of Scotland, Wales and Northern Ireland	Intranet pages to support staff in using Welsh	121	<p>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 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	Email footer uploaded on Welsh Language Standards SharePoint site and used by staff who work directly with Wales.		
Record keeping						
	Director of Corporate Affairs	Complaints	141-143	All complaints, including any about compliance, are logged in accordance with QAA's complaint 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 Policy Impact Checklist is also available on the SharePoint Site.		
	Head of HR and Organisational Development	Employee language skills	145	QAA's last skills audit in 2017, noted one fluent and one basic Welsh speaker. In the wider skills audit in 2018, it was noted that one employee can speak and read Welsh (the same as 2017 audit) and one employee can speak basic Welsh. Of current QAA employees, one employee is fluent in written and verbal Welsh. We plan to complete another skills audit in 2022-23, 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		

				<p>written, reading, translation and verbal proficiency.</p> <p>As noted above, QAA advertises Welsh language courses available through the Welsh Government website via the Welsh Language Standards Training.</p>		
	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	<p>149, 153 155, 159 161, 165 167</p> <p>Also see record keeping responsibilities above</p>	<p>The main record is maintained within the WLS SharePoint site. Members of QAA's WLWG regularly review this and each meeting includes a standing item on the WLWG agenda for compliance queries.</p> <p>Supplementary documents (such as a functional specification for business processes) may be sited elsewhere. This acts as the basis for a summary of how we intend to comply. Our annual report also notes how we comply with our standards.</p>		
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.	<p>151 service delivery 157 policy making 163 operational</p>	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 launched an internal		

		Publish our arrangements on our website.		<p>Welsh Language Working Group in 2019-20 and the group has continued since.</p> <p>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 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. The group has organically developed the following standing items, often taking the form of roundtable discussions: compliance queries and Welsh language promotion ideas. 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 Supporting the Welsh language and its role in higher</p>		
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				<p>education at the beginning of this report.</p> <p>Some of the specific areas of work of the Welsh Language Working Group in 2021-22 included:</p> <ul style="list-style-type: none"> • consideration of how the Welsh Language Standards apply in review methods for Wales applied to higher education providers outside of Wales and in UK-wide review methods applied to higher education providers in Wales • formalising the Welsh language impact assessment checklist (as noted above). <p>A draft of the annual report is considered by QAA's Audit and Risk Committee which monitors compliance on behalf of the QAA Board.</p>		
	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 Working with the Welsh Language Commissioner.		
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Looking ahead - QAA's Welsh Language commitment in 2022-23

The following table outlines some of QAA's upcoming activities relating to the Welsh Language Standards for the 2022-23 reporting session. QAA is due to have a Welsh language audit in 2022-23.

Grouping	Overall owner	Sub-grouping	Standards	What we will do in 2022-23	Monitoring	Reporting
Service delivery						
	Director of Scotland, Wales and Northern Ireland	Promoting our Welsh language services	77 (78)	<p>QAA will celebrate Welsh Language Rights Day in 2022 with a selection of internal and external activities. QAA will continue to identify opportunities to promote the Welsh language.</p> <p>QAA is continuing to work with the sector in Wales to further develop the approach to quality enhancement in higher education, including looking ahead to the new Commission for Tertiary Education and Research, noted in the Supporting the Welsh language and its role in higher education section of this report.</p>	We monitor how we meet service delivery standards, promoting what we offer and facilitating use. Our annual report notes how we comply. 151	Our annual report for 2022-23 will cover how we have met our operational standards and any complaints relating to this area. 152

				<p>We will also be continuing to enhance our web presence to better showcase our continuing work in Wales.</p> <p>We also recently submitted an evidence request to the WLC on promoting our Welsh language services (October 2022).</p>		
Operational						
Operational	Director of Scotland, Wales and Northern Ireland	Welsh language skills, capacity, awareness and development	128	<p>The staff training session will continue to develop in line with developments in Wales and QAA's progress with the standards.</p> <p>Some of the developments for the training, noted in this report, include:</p> <ul style="list-style-type: none"> raising awareness of Microsoft Office packs to support Welsh language use updates in the Cymraeg 2050 strategy and other policy information. 	<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 for 2021-22 will cover how we have met our operational standards and any complaints relating to this area.</p> <p>164</p>
Monitoring and reporting						
Monitoring and reporting	Director of Scotland, Wales	Monitoring of how we meet standards,	151 service delivery	QAA will continue to develop its approach to meeting the Welsh language standards. As noted in this		

	and Northern Ireland	promoting the services we offer, and facilitating their use.		<p>report, we will be aiming to develop an internal policy on the Welsh Language to further develop our compliance under standard 94. We will also consider a series of documents, in addition to the annual report and evidence requests from the WLC, on how we comply with service delivery standards (153), policy making standards (159) and operational standards (165). Both of these activities will continue from 2021-22 and we are currently seeking support from IAITH.</p> <p>We will also continue to consider any particular areas that require guidance on our Welsh language compliance, for example building on the document that seeks to provide clarity of how the Welsh language standards apply in review methods for Wales applied to higher education providers outside of Wales and higher education providers in Wales undertaking UK-wide review methods.</p> <p>QAA will also be preparing for the Welsh Language Audit with the Welsh Language Commissioner's Office in 2022-23.</p>		
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