



Annual Report for 2019-20 on QAA's engagement with the Welsh Language (Wales) Measure 2011

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 2019 to 31 July 2020.¹ The compliance notice for QAA lists 113 standards that apply to QAA; a number have a clarifying circumstance.

In 2019-20 we continued to embed agreed responsibilities for meeting the standards across the organisation and made notable progress relating to a number of standards. Autumn 2019 marked a new organisational structure at QAA which has been an opportunity to further establish our Welsh language responsibilities as an organisation.

Overall approach to meeting Welsh Language Standards

QAA has taken an overall approach that is designed to create a culture of appreciation of Welsh language requirements across the organisation. Responsibilities for meeting our obligations are spread across QAA (see table, pages 2-18). A 'mini guide', as referenced in our previous reports, continues to be used across the organisation. However, to enhance and more efficiently coordinate our Welsh language requirements, QAA set up a cross-organisational Welsh Language Working Group in 2019-20 that has oversight of our requirements as an organisation. The membership of this group reflects QAA's principal activities, outputs and responsibilities as an organisation and our work in Wales. QAA has also redeveloped a training session open to all staff to provide an overview of: QAA's obligations under the Welsh Language (Wales) Measure 2011, how these standards are monitored, and an overview of the Welsh Government's Cymraeg 2050 strategy to ensure an awareness of our commitments and how this contributes to wider Welsh language culture in Wales. Endeavouring to meet our obligations is important to QAA as an organisation that works UK-wide and which 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 particular and distinctive contexts of each of the UK's home nations.

Reporting

QAA reports annually against standards 152, 158 and 164 about the way in which we have complied with the service delivery, the policy making and the operational standards that apply to us. This report is produced bilingually, is published on our website, and publicised. 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, and reporting.

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

QAA: Annual report on compliance with the Welsh Language Standards 2019-20

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 time frame as correspondence received in English.</p> <p>Correspondence that follows a verbal conversation in Welsh will be in Welsh unless requested otherwise.</p> <p>Circular letters concerning our work in Wales are published bilingually.</p> <p>We ensure that language preferences are recorded in our customer relationship management 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 Language Standards SharePoint site. A statement that we</p>	<p>We monitor how we meet service delivery standards, promoting what we offer and facilitating use. Our annual report notes how we comply.</p> <p>151</p>	<p>Our annual report covers how we have met our service delivery standards and any complaints.</p> <p>152</p>

				<p>welcome correspondence in Welsh is used by those who correspond with organisations and contacts in Wales.</p> <p>QAA's Enquiries Service Standards are published in both English and Welsh and these are reviewed annually.</p> <p>QAA launched a new enquiries model in 2019-20. All enquiries can be raised via a webform on the QAA website. Enquiries relating to our work in Wales can be submitted in English or Welsh. Two enquiries were received bilingually in 2019-20 by email/web form.</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 Welsh-speaking staff. There was one call in 2019-20. In 2019-20, QAA implemented an automated system on the main QAA telephone line operated by front of house staff in Gloucester. This provides the opportunity for the caller to be directed straight to the Welsh language line where required. The Welsh language line is advertised in the email signatures of all colleagues who correspond with contacts and organisations in Wales.</p> <p>We have reviewed the recorded messages we use and advice on call</p>		

				<p>handling to further improve responsiveness to callers from Wales, or who wish to use the Welsh language. Callers recognise that the specialist nature of our expertise means that most detailed enquiries can only be answered by the relevant expert.</p>		
	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.</p> <p>Where Welsh preference speakers are present at a meeting but less than 10% of the attendees wish to speak Welsh, QAA will clearly state that the meeting will take place in English.</p> <p>In light of conducting more business virtually since the COVID-19 pandemic, QAA has taken account of the Welsh Language Commissioner's guidance on conducting bilingual video meetings.</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,</p>		

				<p>quality, legibility, structure and prominence.</p> <p>We ensure that Welsh is treated favourably on all promotional material for all public events for our work in Wales or held in Wales.</p> <p>There were no public events held in Wales in 2019-20.</p>		
	Marketing and Events Manager	<p>Publicly available documents, strategies, annual reports and materials, including forms</p> <p>Brief guides for students or a general audience</p>	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.</p> <p>QAA uses a translation and design service to ensure that publications in Welsh are designed effectively in Welsh.</p> <p>QAA notes where publications are available in English and Welsh.</p> <p>Note: no requests for forms in Welsh were received in the operating year. Registration forms 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</p>		

				<p>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.</p>		
	Marketing and Events Manager	Website	48, 51, 52	<p>The QAA website provides users with the option to view our web pages in the Welsh language. Between 1.8.19 and 31.7.20 the Welsh Language website had 1,299 views (0.12% of all pageviews).</p> <p>The Access to HE (AHE) website has reflected content in both languages where possible and publishes key documents bilingually. This website is predominantly driven by a database of courses, which is 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>		
	Head of Corporate Affairs	Board meetings and related	37	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		

				<p>does not publish the minutes of Board meetings on the 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.</p> <p>Papers for meetings, conferences and seminars in Wales that are open to the public are produced in Welsh.</p>		
	Head 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 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 Policy and Communications	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.</p>		
	Head of Policy and Communications	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.</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 recent notices place the Welsh language first.		
	Facilities Manager	Reception services	61, 61A	QAA shares offices in Wales and does not have its own reception service.		
	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.</p> <p>We have designed our website to make our services more prominent and to ensure that they are easy to access.</p> <p>To further promote our Welsh language services, QAA took part in Welsh Language Rights Day on 6 December 2019 and recognised Welsh Language Music Day 2020 and St David's Day 2020.</p> <p>In recognition of Welsh Language Rights Day, QAA published the revised Subject Benchmark Statement for Welsh, promoted the recent</p>		

				<p>(September 2019) updated guidance for examining and assessing Welsh in Wales and ran a social media campaign that raised awareness of the rights of students studying in the medium of Welsh in Wales and our Welsh language services. QAA also provided internal activities for staff that involved learning short Welsh phrases and greetings. QAA will continue to celebrate Welsh Language Rights Day in 2020.</p> <p>QAA recognised Welsh Language Music Day by promoting different genres of Welsh language music internally.</p> <p>For St David's Day, QAA organised internal staff activities to raise awareness of St David's Day, Welsh culture, the Welsh language and higher education in Wales.</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, address and, for example, information on stationery.</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</p>		

				Standards Authority). The QAA Cymru logo is applied to all QAA material that relates specifically to Wales.		
	Head of Corporate Affairs	Complaints procedure re WL	150 service delivery 156 policy making 162 operational	See 141-143 below. All complaints, including any about compliance, are logged in accordance with QAA's complaint procedure, 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.		
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	All QAA's corporate policies have review dates. The framework we use to develop and review policies includes impact assessment on opportunities to use the Welsh language. All QAA's policies relating to our externally facing functions are developed or reviewed as required and all relevant policies now include consideration of policy making standards.	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

	Head of Policy and Communications (for the publication of consultations following development by relevant policy lead)	Consulting on policy	87-89	QAA considers whether consultations constitute a policy decision under these standards and, where it does, will include a relevant consultation question.		
	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.		
Operational						
	HR Manager	Use of Welsh internally	94	A recruitment checklist in this area has been in operation since 2017-18. A clause regarding Welsh language skills has also been added to QAA's Recruitment Policy and Procedure.	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	Our annual report covers how we have met our operational standards and any complaints.
	HR Manager	Welsh language skills, capacity, awareness and development	123, 126-129 Plus, record keeping standard 145	Language skills of all staff were reviewed in October 2017, included in a wider skills audit in November 2018 and assessed on application to job roles that include Welsh language skills as part of the person specification.		164

				<p>We aim to keep a current record of the language skills of all employees. QAA has identified a selection of suitable language courses for beginners and existing Welsh speakers. A selection of free courses available through the Welsh Government were promoted to staff in July 2020. We make use of line management and performance reviews to identify development needs and are proactive in providing training.</p> <p>QAA has developed an awareness of our Welsh language requirements by redeveloping a Welsh Language Standards training session for staff. This training was redeveloped in June 2020 and has been delivered on two occasions. A recording has also been made 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. 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>	<p>monitors the application of the standards. This is reviewed regularly by QAA's Welsh Language Working Group.</p> <p>163</p>	
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	HR Manager	Recruitment	132, 132A, 133, 133A, 133B, 135, 136	<p>We assess the need for Welsh language skills in roles. Welsh was identified as a desirable criterion in nine of QAA's job roles in 2019-20. We assess the need for Welsh routinely when advertising posts.</p>		
			<p>Plus, record keeping standards 147, 148</p>	<p>Where Welsh language skills are essential for a post, we will seek to appoint a Welsh speaker.</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.</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	<p>Welsh language packs are available to all staff for Microsoft Windows Applications.</p>		

	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.</p> <p>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; notes from QAA's Welsh Language Working Group; and a table of our compliance requirements with information on how this applies to QAA. 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>		
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	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						
	Head 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.		
	Finance Director	Policy making	144	Recorded within the Welsh Language Standards SharePoint site.		
	HR Manager	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 2020-21. In addition to a skills audit, a new HR system implemented in 2020 allows staff to record their own level of Welsh language ability. QAA advertised Welsh language courses available through the Welsh		

				Government website to staff in July 2020.		
	HR Manager	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. Members of QAA's Welsh Language Working Group regularly review and update our level of compliance. Supplementary documents (such as a functional specification for business processes) may be sited elsewhere. This summary acts as the basis for a summary of how we intend to comply. 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 and there is a designated Director with oversight. To complement this oversight, QAA launched an internal Welsh Language Working Group for 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		

				<p>this group notes responsibility for: regular review of the compliance notice and how this applies to QAA work relating to Wales, action areas of non-compliance, encourage Welsh language 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. 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.</p> <p>The active use of the SharePoint site - where the detailed record is maintained of how individual standards are met - supports implementation and monitoring. The maintenance of this record is an ongoing action of the Welsh Language Working Group.</p> <p>A draft of the annual report is considered by QAA's Audit and Risk Committee which monitors compliance on behalf of QAA Board.</p>		
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	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, which signs it off on behalf of the QAA Board prior to publication. The annual report covers the previous QAA financial year (1 August to 31 July).		
	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.		

Looking ahead - QAA's Welsh Language commitment in 2020-21

The following table outlines some of QAA's upcoming activities relating to the Welsh Language Standards for the 2020-21 reporting session.

Grouping	Overall owner	Sub-grouping	Standards	What we will do in 2020-21	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 2020 with a selection of internal and external activities. QAA will continue to identify Welsh language celebrations and recognitions and integrate these into the annual calendar.</p> <p>QAA is working with the sector in Wales to further develop the approach to quality enhancement in higher education. There will be activities and outputs to support the sector in this area. The first QAA Cymru newsletter was made available in English and Welsh to subscribers in October 2020.</p>	<p>We monitor how we meet service delivery standards, promoting what we offer and facilitating use. Our annual report notes how we comply.</p> <p>151</p>	<p>Our annual report for 2020-21 will cover how we have met our operational standards and any complaints relating to this area.</p> <p>152</p>
Operational						
Operational	Director of Scotland, Wales and Northern Ireland	Welsh language skills, capacity, awareness and development	128	The staff training session will continue to develop in line with developments in Wales and QAA's progress with the Welsh Language Working Group.	We monitor how we meet operational standards, promoting what we offer and facilitating use. The Welsh Language	Our annual report for 2020-21 will cover how we have met our operational standards and any complaints

					Standards SharePoint site outlines how QAA manages, supports and monitors the application of the standards. This is reviewed regularly by QAA's Welsh Language Working Group. 163	relating to this area. 164
Monitoring and reporting						
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.	151 service delivery	QAA will continue to develop the Welsh Language Working Group that begun in 2019-20. The group will continue to have oversight of the Welsh Language Standards at QAA and develop frameworks and best practice pieces for the benefit of the organisation.		

This document is available in English and Welsh.

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