Annual Report for 2017-18 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. The compliance notice for QAA lists 113 standards that apply to QAA; a number have a clarifying circumstance.

In 2017-18 we embedded agreed responsibilities for meeting the standards across the organisation. Overall, we feel we have managed to achieve more embedded compliance in our work at QAA. As last year, progress has been substantial, however, we know that there is still more to be done, refining and deepening our understanding and organisation practice. During 2017-18 we completed the major re-design of our website, launching phase one in June. The new website is more responsive to the needs of those who wish to access information in Welsh. In our 2016-17 report we noted that some standards were agreed after the end of the reporting year and we can report that we meet all of those standards.

Overall approach to meeting Welsh language Standards

QAA has taken an overall approach that is designed to engender an appreciation of Welsh language requirements across the organisation. Responsibilities for meeting our obligations are spread across QAA (see tabular report). A 'mini guide' has also been produced which has been issued to all staff to help ensure general awareness of the need to consider the Welsh language in work. 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 UK as a whole *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, that is 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 the fact that we have produced and published the report is 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.

QAA: Annual report on compliance with the Welsh Language Standards

Service Delivery	Policy making	Operational	Record keeping	Monitoring and reporting
These standards are shaded green	These standards are shaded blue	These standards are shaded grey	These standards are shaded orange	These standards are shaded yellow

Grouping	Overall owner	Sub grouping	Standards	What we do	Monitoring	Reporting
Service Delivery						
	Administration Support Manager	Correspondence	1-7	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. Correspondence that follows a verbal conversation in Welsh will be in Welsh unless requested otherwise. Circular letters concerning our work in Wales are published bilingually. As we have refreshed our systems we have ensured that language preferences are recorded. We will continue to support staff to embed procedures. A statement that we welcome correspondence in Welsh is being used by those who correspond	We monitor how we meet service delivery standards, promoting what we offer and facilitating use. We publish our arrangements on our website. 151	Our annual report covers how we have met our service delivery standards and any complaints. 148

				with organisations and contacts in Wales. QAA's Enquiries Service Standards are published in both English and Welsh. Enquiries can be raised by email to enquiries@qaa.ac.uk. No enquiries were received in Welsh in 2017-18. All correspondence received in 2017-18 was either bilingual or in English only.		
	Administration Support Manager	Telephone contact	8, 9, 11, 12, 14-17, 19-21	We welcome telephone calls in Welsh and English. QAA has an enquiry line which is operated during office hours by Welsh-speaking staff. There were three calls in 2017-18. We have reviewed the recorded messages we use and advice on call 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.		

	Lead Officer for Wales	Meetings	24, 24A, 25, 25A, 25D	QAA is committed to treating Welsh and English on the basis of equality 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.		
	Head of Marketing and Production	Public events	31-34	Any publicity for matters dealing exclusively with our work in Wales is produced in Welsh. Where bilingual or separate signs in Welsh and English are provided, they are equal with regard to format, size, quality, legibility, structure and prominence. We ensure that Welsh is treated favourably on all promotional material for all public events for our work in Wales or held in Wales.		
	Head of Marketing and Production	Publicly available documents, strategies, annual reports and materials, including forms Brief guides for students or a general audience	39, 40, 43, 44-47	Any publications that deal exclusively with our work in Wales or are intended to provide information for a general audience is published in Welsh and English. Both versions are made available at the same time and have equal prominence. QAA uses a translation and design service to ensure that publications in Welsh are designed effectively in Welsh.		

| | | | | Note: no enquiries in Welsh were received in the operating year, nor requests for forms in Welsh.

As we extend the use of events and customer software we will ensure that Welsh language requirements are planned into our processes/technical specifications. This year we were able to offer online booking for QAA's Annual Conference, which was held in Cardiff, in both Welsh and English. | | |
| | Head of Marketing and Production | Website | 48, 51, 52 | A brand new QAA website was launched in June 2018, which provides users with the option to view our web pages in the Welsh language. The requirements of this standard are now built into our approach to the website on a continuing basis.

The Access to HE (AHE) website will be rebuilt in spring 2019 to meet the requirements of the standards. The current site's outdated platform restricts our ability to provide a Welsh option, but where we can reflect both languages we have done so.

We no longer have a Contact Us page on either QAA's main website or the AHE website as this will be launched during phase two of the website project. | | |

	Head of Governance	Board meetings and related	37	Agendas and minutes from our Board meetings are published in Welsh on our website. Papers for meetings, conferences and seminars in Wales that are open to the public are produced in Welsh, including the delegate packs for our Annual Conference, held in Cardiff in April 2018.		
	Head of Governance	Licences, certificates and rules	38, 41	This standard continues to be met: AVA licences are produced in Welsh for AVAs working in Wales; terms and conditions for use of QAA trademarks are available in Welsh; 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. QAA does not publish any rules that apply to the public.		
	Head of Policy and Public Affairs	Press statements	42	Press releases and media statements made in respect of our work in Wales or in relation to provision in Wales will be issued at the same time in both English and Welsh.		
	Head of Policy and Public Affairs	Social media	54, 55	Welsh language requirements, where social media use is aimed at HE in Wales, have been incorporated into		

				the social media protocols finalised during the year.		
	Administration Support 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 placed the Welsh language first.		
	Administration Support Manager	Reception services	61, 61A	QAA shares offices in Wales and does not have its own reception service (however, a Welsh speaker is available on Reception as and when required).		
	Head of Finance and Planning	Invitations to tender	72, 73, 73A, 75, 76	The Procurement Manual reflects the requirements of these standards.		
	Director of Nations and International	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. We have designed our new website to make our services more prominent and to ensure that they are easy to access.		
	Head of Marketing and Production	Corporate identity	79	For the conduct of our business in Wales, we adopt a bilingual image and corporate identity (QAA Cymru). This will be reflected in the corporate name, address and, for example, information on stationery. 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). The QAA Cymru logo is applied to all QAA material that relates specifically to Wales.		
	Head of Governance	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 directly about our observation of the standards, but were asked to respond to a complaint received by the Welsh Language Commissioner regarding English-only correspondence from QAA. The Commissioner was satisfied that the measures we put in place were sufficient to ensure our ongoing compliance.		
Policy Making						
	Policy Leads together have responsibility for policy development,	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	We monitor how we meet policy making standards, promoting what	Our annual report covers how we have met our policy making

	revision and review			to our externally facing functions are developed or reviewed as required and all relevant policies now include consideration of policy making standards.	we offer and facilitating use. We publish our arrangements on our website 157	standards and any complaints 158
	Head of Policy and Public Affairs (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						
	Head of HR	Use of Welsh internally	94	A recruitment checklist in this area has been implemented in 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	Our annual report covers how we have met our operational standards and any complaints

	Head of HR	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. In lieu of the planned review in August 2018, a complete audit of skills is to be launched to all staff in November 2018 which will incorporate language skills. Review of language skills will then be conducted annually. QAA has identified a selection of suitable language courses for beginners and existing Welsh speakers. We make use of line management and performance review to identify development needs and are proactive in providing training. One person is currently enrolled on the beginner's course. QAA has actively developed awareness of Welsh language standards but does not routinely provide training under 128 (a) or (c) as QAA staff are almost all based in England or Scotland. An introduction to the Scheme is included in our staff induction.	We publish our arrangements on our website 163	164
	Head of HR	Recruitment	132, 132A, 133, 133A, 133B, 135, 136 Plus record keeping	We assess the needs for Welsh language skills in roles and it was identified as a desirable criterion in 10 posts. Ten posts were advertised in 2016-17 where Welsh was desirable and 36 where it was not required.		

			standards 147, 148	One post was advertised in 2017-18 where Welsh was desirable and 25 where it was not required.		
				Where Welsh language skills are essential for a post, we will seek to appoint a Welsh speaker.		
				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 selection process. Specific information about the post will be available in both languages. Application forms are no longer used for recruitment.		
				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.		
	Head of IT	Software for checking grammar and spelling in Welsh	116	Welsh language packs are available to all staff for Microsoft Windows Applications.		

	Director of Nations and International	Intranet pages to support staff in using Welsh	121	A Welsh Language Standards SharePoint site is used to manage, support and monitor the application of the standards across QAA.		
	Head of Marketing and Production	Email sign-offs and messages	130, 131	Email footer uploaded on WLS SharePoint site.		
Record keeping						
	Head of Governance	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.		
	Director of Resources	Policy making	144	Recorded within the WLS SharePoint site.		
	Head of HR	Employee language skills	145	HR have introduced an annual review of the language skills of all staff. QAA had one fluent and one basic Welsh speaker in 2016-17. QAA has since appointed a number of Welsh-speaking reviewers.		
	Head of HR	Recruitment and WL needs	147, 148	Records kept by HR.		

	Director of Nations and International	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 with the WLS SharePoint site. Supplementary documents (such as a functional specification for business processes) may be sited elsewhere. This summary acts as the basis for a publishable summary of how we intend to comply.		
Monitoring and reporting						
	Director of Nations and International	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 inter-related 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. The active use of the SharePoint site, where the detailed record is maintained of how individual standards are met, supports implementation and monitoring. QAA monitors performance on a termly basis and reminders are sent in line with that schedule to standard owners to update and review; two meetings of responsible officers are held each year - in early spring as part of planning and budget setting and in early autumn as part of the		

				monitoring and reporting; a draft of the annual report is considered by QAA's Audit and Risk Committee which monitors compliance on behalf of QAA Board.		
	Director of Nations and International	Produce an annual report on each FY, 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 QAA Board prior to publication.		
	Director of Nations and International	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.		

This document is available in English and Welsh.