Annual Report for 2024-25 on QAA's Engagement with the Welsh Language (Wales) Measure 2011

January 2026

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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 2024 to 31 July 2025.[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 2024-25, 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, including areas from Welsh Language Commissioner monitoring.

As in 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.

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 – delivered to 31 new starters in 2024-25 – and the cross-organisational Welsh Language Working Group. In 2025-26, this Group will be renamed Welsh Language Committee, reflecting its role within QAA following organisational restructure.

The QAA team in Wales - part of the Regulatory Services Directorate, under the new organisational structure - maintains the organisation's key link with the Welsh Language Commissioner's Office and fulfils the role of Welsh Language Officer for the organisation. This report is authored by members of the Welsh Language Committee (formerly Working Group), and considered by QAA's Audit and Risk Committee, which oversees compliance on behalf of the QAA Board. We plan to recruit a member to the Committee with specific experience of working in an institution where the Welsh Language Standards apply at the next opportunity.

Working with the Welsh Language Commissioner

In 2024-25, QAA continued to engage with the work of the Welsh Language Commissioner, including completing surveys/consultations including:

- Self-Assessment Regulations no. 2 – self-assessment (September 2024)

- Draft Strategic Plan 2025-2030 – response to consultation (January 2025)

- Promoting Compliance: Monitoring Toolkit project – response to informal consultation (June 2025)

Additionally, QAA has engaged in Welsh Language Commissioner organised events, including:

- Policy Making Standards Event (November 2024)

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

With additional capacity in the QAA team in Wales following organisational restructure in 2024-25, the team looks forward to engaging with more Welsh Language Commissioner and Welsh Government Cymraeg 2050 events in 2025-26. Another priority will be to build on earlier work in promoting the Welsh language in the workplace, including organising 'Courtesy Welsh' training for colleagues who are regularly in contact with providers in Wales, and supporting the Welsh Language Commissioner's annual *Defnyddia dy Gymraeg (Use Your Welsh)* campaign. All engagements have supported QAA to further develop our approach to, and compliance with, the Standards; and to promote Welsh language in higher education.

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. There are also specific examples from 2024-25 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 (CEP) across the higher education sector in Wales, via grant arrangements with Medr. The criteria for the project proposals include *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, of which there were two funded by QAA in 2024-25.

One CEP, the Immersive Learning Network, held an AI in Education Conference. This featured a session on innovations in Welsh-language artificial intelligence, delivered in Welsh with simultaneous translation provided, attended by 83 participants.

Welsh Integrity and Assessment Network

The Medr-funded Welsh Integrity and Assessment Network (WIAN) continued to consider the emerging challenges of artificial intelligence and its impact on academic integrity and assessment in 2024-25, including any specific challenges for Welsh-medium education.

The third Medr-funded WIAN Symposium event, held on June 4 2025, featured a session on Academic Integrity, AI and Welsh-Medium Studies, delivered in Welsh with simultaneous translation provided, attended by 38 participants.

Good Practice in Student Transitions to HE

In 2024-25, QAA was commissioned by Medr to identify successful practice in supporting transition to higher education in Wales. Of the thirteen case studies published, a number gave consideration to Welsh-medium and bilingual study. These included the Open University in Wales-led *University Ready* resource hub project; Coleg Cambria's *Academic Skills – Foundations to HE Study* project; the pan-Wales Medr-funded *Reaching Wider* project; and Wrexham University's *Student Life* digital hub project. The case studies are available in [Welsh](#) and [English,](#) and are being promoted across the tertiary education sector in Wales.

Relationships with external partners in Welsh higher education

QAA is engaged in a range of groups and committees organised by Medr, including its Working Group for National Plan for Welsh Language, which first met in June 2025. QAA enjoys a close working relationship with Estyn, and is currently engaged in a joint project on developing guidance for self-evaluation. The project steering group has ensured that there is an embedded commitment to the Welsh language in this work.

Members of the QAA team in Wales also enjoy a strong working relationship with Coleg Cymraeg Cenedlaethol colleagues, and take an active interest in their work in advising Medr on their Welsh language obligations and on matters of academic quality specific to Welsh-medium and bilingual studies. QAA was also represented at the inaugural meeting of Yr Efail, a network of Welsh-medium and bilingual practitioners in higher education organised under Advance HE's auspices, in July 2025.

Developing Welsh language compliance

Welsh Language Standards and Awareness

QAA's *Welsh Language Standards and Awareness* training was delivered to 31 new starters in 2024-25. With a number of new and revised roles following the organisation's restructure, the session content was refreshed to place greater emphasis on the significance of Welsh as a living language in the lives of Wales and Welsh speakers, as well as the formal compliance requirements of the Welsh Language Standards.

Welsh Language Audit

QAA underwent monitoring in 2024-25, which gave rise to a number of action points. We followed up on these and received confirmation by email on May 6 2025 that the Welsh Language Commissioner was satisfied that these had been completed.

QAA has reported on the monitoring that took place in year 2022-23, and follow-up activity, in the previous two annual reports. Following the audit meeting in March 2023, QAA was deemed to be non-compliant/at risk of non-compliance with Standards 48 and 79, and throughout 2023-24 and 2024-25, QAA has continued to engage with the Welsh Language Commissioner's Office to resolve these areas. We are pleased to have reached agreement with the Welsh Language Commissioner in relation to Standard 79, with an updated Compliance Notice issued.

Additionally, QAA continues to develop our internal Welsh language policy and action plan. The policy is still under development, in order to broaden the reach to all areas of the organisation and reflect the organisational restructure.

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.

Overview of compliance with the Welsh Language Standards 2024-25

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	We actively welcome correspondence in Welsh, and 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. Correspondence that follows a verbal conversation in Welsh is in Welsh unless requested otherwise. See information below about QAA's Welsh language telephone line. Circular letters/news items concerning our work in Wales are published bilingually. 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		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

| | | | | Language Standards SharePoint site. To monitor this, we record the date that contacts are asked for their preferences. This is a mandatory part of registration for all events based in Wales.

A statement that we welcome correspondence in Welsh is used in email signatures by those who correspond with organisations and contacts in Wales.

The communications preference template includes a link to a Welsh and English 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.

QAA's Enquiries Service Standards are published in both Welsh and English, and these are reviewed annually.

Enquiries relating to our work in Wales can be sent via email in Welsh or English.

There were no new written enquiries received in Welsh in 2024-25, though a Welsh-speaking member of the | | |

				QAA team in Wales has naturally corresponded with a number of Welsh-speaking contacts in Wales in Welsh and bilingually where appropriate.		
	Head of Compliance and Reviewer Services	Telephone contact	8, 9, 11, 12, 14-17, 19-21	We welcome telephone calls in Welsh and English. In 2024-25, QAA had a Welsh-language enquiry line which was operated during office hours by a Welsh-speaking staff member. This was advertised on the website and in the email signatures of all colleagues who corresponded with contacts and organisations in Wales. The Welsh language telephone line was tested monthly by QAA staff and logged accordingly. *There was 1 call to the Welsh language enquiry line in 2024-25.* From 2025-26, QAA's main enquiry line has an automated system that provides the opportunity for the caller to record a message in Welsh or English, and to receive a callback in their preferred language. 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 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	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 collecting preferences on event registration (noted above). Where Welsh preference speakers are present at a meeting but less than 10% of the attendees wish to speak Welsh, QAA informs 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 ask our contact to confirm whether a translation service is required. This also applies to review meetings. Where a meeting is arranged with colleagues in Wales, we state whether it will take place in Welsh or English (depending on the number of		

| | | | | Welsh preference speakers at the meeting in relation to the 10% threshold).

QAA is experienced in using virtual simultaneous translation facilities, namely through Zoom and Microsoft Teams. QAA normally uses Microsoft Teams for meetings that require simultaneous translation. For events, QAA continues to use Zoom's simultaneous translation function.

To make effective organisational use of simultaneous translation, we have staff guidance on booking and setting up simultaneous translation, including appropriate screenshots, to demonstrate the practicalities.

This guidance includes:
- assessing when a simultaneous translation service (Welsh to English) is required
- information about our simultaneous translation suppliers
- how to set up the meeting in Zoom and Microsoft Teams and start the interpretation
- suggested information to provide to the interpreter to ensure they are aware of the context of the meeting
- a link to the Welsh Language | | |
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| | | | | Commissioner's document on holding bilingual meetings online.

Welsh Language Standards and Awareness training continues to raise awareness of this guidance and provide some tips for using online interpretation. This guidance has wider application across QAA, including for international work.

We have identified several Welsh simultaneous translation services as preferred suppliers to ensure consistency in our translations.

QAA hosted two online meetings/events with a simultaneous translation service between Welsh and English in 2024-25. A Welsh-speaking member of the QAA Cymru team also held three meetings in Welsh without the support of simultaneous translation. | | |

| | Head of Digital, Marketing and Communications | 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.

There were no public events held in Wales in 2024-25. 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.

Registration to all events relating to Wales is available bilingually. If more than 10% of the registrations are Welsh preference speakers and it is an event in Wales, a simultaneous translation service is made available.

QAA has a licence for the events platform *Cvent* to host online events and provide event booking sites. The platform uses Zoom as the video streaming plug-in, which ensures we can make a simultaneous translation service available. The event booking pages are also fully customisable; therefore, all default text and other information has been translated into | | |
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				Welsh. This has enhanced and improved our events registration experience for Welsh users. An assessment was undertaken to ensure it would fulfil the Welsh Language Standards before acquiring the software.		
	Head of Digital, Marketing and Communications	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 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 Welsh Integrity and Assessment Network, updated in July 2025, in Welsh and English for an example.* 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 Welsh and English. *See the UK Quality Code for Higher Education (2024) in Welsh and*		

				English for an example.		
				QAA translated 345,069 words in reports, publications, committee papers, correspondence and other papers in 2024-25. This is an increase of just over 5% compared with 2023-24 (327,313 words).		
				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.		
				5 Welsh-language registration forms for events in Wales were received in 2024-25.		
				As we extend the use of events and customer software, we ensure that Welsh language requirements are planned into our processes and technical specifications.		
				The current redevelopment of the website is an example of this.		
	Head of Digital, Marketing and Communications	Website	48, 51, 52	The QAA website provides users with the option to view our webpages in Welsh.

Between 1 August 2024 and 31 July | | |

				2025, Welsh language pages on the website had 1,736 views (0.36% of all pageviews*). Welsh language pageviews in 2024-25 have decreased by 58.5% compared with 2023-24, but have increased as a percentage (4,180 views, 0.24% of all pageviews*). We regularly review all the content on our pages in Welsh and continue to expand our content. This is an ongoing area for development. QAA continues to be in discussion with the Welsh Language Commissioner's Office and Ateb Cymru to reach an appropriate solution. *QAA has undertaken significant work on the Welsh webpages in 2024-25.* **NB: The introduction of Google Analytics 4 in June 2023 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.* The main feature of the Access to HE (AHE) website is a database of courses, which is completed by Access Validating Agencies (AVA)		

				who are external to QAA. However, QAA translates relevant material for AVAs in Wales when it is required. *All documentation relating to the new AHE Recognition Scheme, approved by QAA's Board in March 2025, is available in Welsh. Please see the* [Diploma Specification](#) *as an example.*		
	Executive Director of Corporate Affairs	Board meetings and related	37	A redacted version of the minutes of Board meetings appears on our website. 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 is made available. QAA does not host meetings open to the public.		
	Executive Director of Corporate Affairs	Licences, certificates and rules	38, 41	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. QAA does not publish any rules that apply to the public.		
	Director of Public	Press	42	Press releases and media statements		

| | Affairs | statements | | made in respect of our work in Wales or in relation to provision in Wales are issued at the same time in both Welsh and English.

See a news item from June 2025, in [Welsh](#) and [English](#), announcing a consultation on the International Access to HE Diploma, for an example. QAA published 12 news items in Welsh in 2024-25. | | |
| | Director of Public Affairs | Social media | 54, 55 | 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 bilingually) where the work relates to Wales.

See the call for proposals for the Welsh Integrity and Assessment Network (WIAN) Symposium 2025, published bilingually on LinkedIn in June 2025, [here,](#) for an example. Between October 8 2024 and July 1 2025, we had a total of 13 bilingual posts on LinkedIn, and between January 25 2025 and July 1 2025 a total of 13 posts on Bluesky. | | |

	Head of Compliance and Reviewer Services	Signage and notices	57-59, 65, 66	We provide signs and notices in Welsh and English or bilingually as required by these standards; all notices place the Welsh language first. See information about standards 61 and 61A for more information.		
	Head of Compliance and Reviewer Services	Reception services	61, 61A	Since 1 August 2021, QAA has not had a physical office in Wales, and therefore does not have its own reception service. QAA has operated a Flex+ working policy since June 2021. QAA's office in Gloucester is a place of work only, and is not appropriate for visitors. As noted above, QAA operates an automated telephone line that allows for callers to be directed immediately to the Welsh language line, if appropriate.		
	Chief Operating and Finance Officer	Invitations to tender	72, 73, 73A, 75, 76	The QAA Contract Manual reflects the requirements of these standards.		
	Executive Director of Quality Assurance and Enhancement	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 have operated a QAA Cymru e-newsletter, which has been made available publicly in Welsh and English. The orange speech bubble		

				(*Iaith Gwaith*) is used in the newsletter as a widely recognised symbol of the availability of Welsh language services. Additionally, the Quality Enhancement Review and Gateway Quality Review (Wales) handbooks each contain an annex summarising our Welsh language commitment.		
	Executive Director of Corporate Affairs	Corporate identity	79	*QAA is pleased to have reached agreement on a way forward with the Welsh Language Commissioner on the use of the acronym QAA in our corporate identity, with an updated Compliance Notice issued.*		
	Executive Director 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 Compliments, Comments and Complaints procedure, which was updated in June 2023 to be fully compliant with standards 150, 156 and 162 (as noted above), and records are retained in line with QAA's document retention schedule. *We received no complaints about our observation of the standards in 2024-25.* 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 Welsh and English. The *Complaints About QAA and Appeals Against Decisions* webpage is available in Welsh and English.		
Policy making						
	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. QAA is also rolling out an internal Welsh Language Policy for 2025-26 (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. QAA has a Policy Impact Checklist for Welsh Language, which is available to staff via the Welsh Language Standards SharePoint site. The questions remain unchanged: • Name of policy	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

				• 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 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	Consulting on	87-89	QAA considers whether consultations		

	Affairs (for the publication of consultations following development by relevant policy lead)	policy		constitute a policy decision under these standards and, where it does, includes a relevant consultation question.

In 2024-25, 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. | | |
| | 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, includes 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 is used to ensure an impact assessment on the Welsh Language Standards is undertaken (see information above). | | |

Operational						
	Director of HR and Organisational Development	Use of Welsh internally	94	QAA is launching its internal Welsh Language Policy for 2025-26. 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. As a UK-wide organisation, we continue to assess how the policy can best suit all strands of our work in Wales and its relationship to our UK-wide work. This policy is still developing to take account of this.	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 Welsh Language Committee. 163	Our annual report covers how we have met our operational standards and any complaints. 164

| | Director of HR and Organisational Development | Welsh language skills, capacity, awareness and development | 123, 126-129

Plus, record keeping standard 145 | Language skills of candidates are assessed on application to job roles where Welsh language skills are Essential according to the person specification.

Our HR system has the functionality to keep a current record of the language skills of all employees. 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.

QAA continues to develop an awareness of our Welsh language requirements through staff training.

Three training sessions were delivered in 2024-25, reaching 31 staff members.

The training provides information on:
• Welsh as a living language
• the Welsh Language (Wales) Measure 2011
• QAA's obligations under this measure in practice and the principle of 'treating Welsh no less favourably' | | |

				- the Cymraeg 2050 strategy - how to record Welsh language preferences - how to organise translation - how compliance is monitored - Welsh language in tertiary education in Wales Furthermore, the training includes updates from, and work of, the WLC as appropriate. The Welsh Language Standards and Awareness training forms part of induction processes for all new starters. QAA also maintains a record of staff who have attended the training. *As of July 2025, 80 current employees have undertaken the training since 2020.* 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.		
	Director of HR and Organisational	Recruitment	132, 132A, 133, 133A, 133B, 135, 136	We assess (and re-assess) the need for Welsh language skills when advertising roles. Where Welsh		

| | Development | | Plus, record keeping standards 147, 148 | language skills are essential for a post, we seek to appoint a Welsh speaker.

In 2024-25, following organisational restructure, Welsh has been identified as a desirable criterion in 5 of QAA's job roles and 2 of QAA's committee roles within the current structure. Between August 1 2024 and July 31 2025, QAA advertised 4 roles where Welsh language skills were desirable.

Any vacancy advertised in the Welsh media, which includes all those involving our work specifically for Wales, are advertised bilingually, and text is 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 is available in both languages.

Applications where Welsh language skills are essential or desirable may be submitted in either language and are treated equally; all linked correspondence meets the relevant standards. | | |
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	Head of IT and Digital Services	Software for checking grammar and spelling in Welsh	116	Welsh language packs are available to all staff for Microsoft Windows Applications.		
	Executive Director of Quality Assurance and Enhancement	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 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 Welsh Language Committee; 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. 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 Awareness training.		
	Marketing and Communications Manager	Email signoffs and messages	130, 131	An email footer has been uploaded onto the Welsh Language Standards SharePoint site, and is used by staff who work directly with Wales. A bilingual email signature template is part of the QAA email signature template guide.		
Record keeping						
	Executive Director of Corporate Affairs	Complaints	141-143	All complaints, including any about compliance, are logged in accordance with QAA's complaints procedure. They are then retained in line with QAA's document retention schedule. More information is noted above.		
	Chief Operating and Finance Officer	Policy making	144	This is 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 Committee.		

		Director of HR and Organisational Development	Employee language skills	145	QAA's HR system has the functionality to record language skills including written, reading, translation and spoken proficiency. *In 2024-25, of current QAA employees, one employee is fluent in written and spoken Welsh. We conducted a skills audit in 2024-25, in which we encouraged employees to record their own Welsh language skills in the HR system. New starters are also encouraged to report their Welsh language skills on joining.* QAA advertises Welsh language courses available through the Welsh Government website via the Welsh Language Standards and Awareness Training. *In 2024-25, one QAA employee was learning Welsh with Dysgu Cymraeg / Learn Welsh.*		
		Director of HR and Organisational Development	Recruitment and WL needs	147, 148	Records are kept by HR.		
		Executive Director of Quality Assurance and	Record of the applicable standards and publish how we intend to comply	149, 153 155, 159 161, 165 167 Also see record	The main record is maintained within the WLS SharePoint site. QAA's Welsh Language Committee includes a standing item for		

	Enhancement		keeping responsibilities above	compliance queries. Supplementary documents (such as a functional specification for business processes) may be sited elsewhere. *For 2025-26, 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						
	Executive Director of Quality Assurance and Enhancement	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 Committee (previously Working Group) since 2019-20. *The Welsh Language Working Group met once in 2024-25.* The membership of this Committee is drawn from departments who work with contacts and organisations in Wales. The approved terms of reference for this Committee notes		

				responsibility for:		
				- regular review of the compliance notice and how this applies to QAA's work relating to Wales - actioning areas of potential non-compliance - enhancing Welsh Language compliance - encouraging best practice across the organisation - providing advice and guidance on the annual report on QAA's engagement with the Welsh Language (Wales) Measure 2011. The Committee has the following standing items: - compliance queries - Welsh language promotion ideas - Welsh language impact assessments. The Committee has also advised on QAA's ongoing engagements with the Welsh Language Commissioner's Office and with Ateb Cymru. In addition, this Committee is regularly informed of updates from the Welsh Language Commissioner		

| | | | | and 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 education* at the beginning of this report.

Findings from the Welsh language audit continued to form some of the main areas of work for the Welsh Language Working Group in 2024-25. Compliance queries received from across the organisation, information from the Welsh Language Commissioner and support for promoting Welsh language services and work were also considered.

A draft of the annual report is considered by QAA's Audit and Risk Committee, which monitors compliance on behalf of the QAA Board. | | |
| | Executive Director of Quality Assurance and Enhancement | Produce an annual report on each financial year, promote and publish on the website | 152 service delivery
158 policy making
164 operational | The annual report is produced in the autumn and considered by QAA's Audit and Risk Committee (ARC), 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). The report is published on our website and promoted.		
	Executive Director of Quality Assurance and Enhancement	Supply information to the WLC re compliance with standards	154 service delivery 160 policy making 166 operational 168 record keeping	Information is 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*.		