

ROYAL WELSH COLLEGE OF MUSIC & DRAMA

Annual Report on the Welsh Language Standards

**Based on data collected for the period
1 August 2021 to 31 July 2022**

1. INTRODUCTION

The Welsh Language (Wales) Measure established a legal framework to impose duties on certain organisations to comply with standards (Welsh Language Regulation (No.6). The Standards aim to:

- provide greater clarity to organisations on their duties on the Welsh language;
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh;
- ensure more consistency of Welsh language services and improve their quality.

The duties which derive from the Standards mean that organisations in Wales should not treat the Welsh language less favourably than the English language.

From 1st April 2018 the Royal Welsh College of Music & Drama has a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice which was issued on 29 September 2017.

In accordance with the requirements of the Standards, the College must produce an annual report in relation to each financial year, which deals with the way in which the College has complied with the standards. The report must be published no later than 6 months following the end of the financial year to which the report relates. This annual report deals with the period between 1 August 2021 and 31 July 2022.

The matters that must be reported on include:

- How the College has complied with the standards with which we were under a duty to comply during that year (per class of standards – service delivery, policy making, operational);
- The number of complaints received (per class of standards – service delivery, policy making, operational);
- Welsh language skills of employees;
- The number of members of staff who attended training courses offered in Welsh;
- The number of staff who wear a ‘Working Wales’ badge at the end of the financial year;
- The number of new and vacant posts advertised which were categorised according to various requirements in respect of Welsh language skills.

The report will be available on the Royal Welsh College of Music & Drama’s website from 31 January 2023.

1.1 Covid-19 pandemic and continued impact

As in previous years, this report covers a period in which the Covid-19 Pandemic was a continuing factor in the governance, administration, learning, teaching and public life of the

Royal Welsh College of Music and Drama. RWCMD has strived to ensure that its obligations are maintained and delivered in a timely way.

To this end, RWCMD reports that:

- Public reception services have continued bilingually throughout, including by phone and email;
- Signage and directional guidance within the building is bilingual, including room capacities, advice on social distancing, self-testing and other pandemic-related information; and
- Communication to stakeholders has been provided bilingually in accordance with our obligations, except in those cases where pressure of time and the need for immediate communication has been a mitigating factor.

2. GOVERNANCE, STRATEGY AND MONITORING

2.1 Management of Welsh Language Policy and Compliance

The College's Welsh Language Steering Group, now led by the Director of External Affairs, has management responsibility for the College's Welsh Language policy. Reporting directly to the Senior Management Team, the Steering Group meets termly. An innovation which was proposed and adopted at the end of this reporting period was the inclusion of the Student Voice within the membership of the Steering Group, with two members nominated by the RWCMD Students' Union.

2.2 RWCMD Welsh Language and Culture Strategy

A principal action point arising from the previous reporting period was the commissioning of a review and revision of the RWCMD Welsh Language Strategy. The Steering Group completed this work in the Summer of 2022 and an RWCMD Welsh Language and Culture Strategy, together with its own points for future action, has been published. The revised overall strategic aims are:

- To fully inhabit the role as the National Conservatoire of Wales by acknowledging the essential nature of the Welsh language in the cultural identity of the nation; and
- To use, support and promote Welsh language and culture in the life and work of the College.

The full strategy is available at <https://www.rwcmd.ac.uk/who-we-are/corporate-information/welsh-language-standards>

2.3 Monitoring

The Steering Group meets on a Termly basis to review ongoing compliance with the Standards. Other monitoring activity includes regular inspections of Estates and signage, visitor services and communications.

3. COMPLIANCE

How the College has complied with the standards

Numerous resources and guidelines have been provided to RWCMD staff on its intranet *RWCMD Hub*.

Through its regular Committee Calendar, staff meetings and one to one discussion, staff are reminded on a continuous basis of the requirements of compliance with the Standards in relation to their activities. Responses to questions or concerns are considered on an individual basis, to support the resources which are publicly accessible.

During the period of this report, the College complied with the designated classification of standards in the following ways:

3.1 Service Delivery Standards

- 3.1.1** All communication to all staff and/or all students is done bilingually. This includes the monthly information bulletin *Sgwrs*.
- 3.1.2** No meetings were held principally in Welsh during this period. However, participants invited to all Open Days during this reporting period were asked to indicate language preference. In addition to a bilingual welcome given to all, staff and students were available to converse and answer questions in the Welsh Language on demand. The College Academic Registrar, with the assistance of Welsh-speaking students, met with potential students and their families and student-led tours of campus and halls of residence were supported in Welsh.
- 3.1.3** RWCMD has commissioned Lfb Cymru Cyf to fulfil Welsh Translation services and maintains a central point of contact for the collation of materials to be translated professionally. Testun, Cymen and a limited number of other quality translation services were commissioned to provide translation services during this period.
- 3.1.4** The public What's On programme is bilingual, as is the RWCMD website.
- 3.1.5** As an addition to the bilingual website, the RWCMD Financial Statements (Annual Report and Accounts) are also now available.

3.2 Policy Making Standards

- 3.2.1** The Welsh Language and Culture Strategy (see 2.2 above) provides the framework within which policy making standards are supported. In turn this points also at other procedural documents which remain under constant revision, as well as drawing on the relationship with the University of South Wales, RWCMD's parent body. It may be noted that with respect to certain policies, most notably Human Resource Management and Health and Safety, RWCMD remains committed to the services of the University of South Wales.
- 3.2.2** During the reporting period, RWCMD has affirmed its use of Equality Impact Assessments (EIA) as the means by which impact of policy making is measured. In addition to a number of other factors, the EIA asks explicit questions about the impact of policy making on the use of the Welsh Language. Impact may be articulated as both positive and of concern, as appropriate.
- 3.2.3** No other new specific policies were considered or approved during the reporting period.

3.3 Operational Standards

- 3.3.1** The following is an example of the resource made available to staff on the RWCMD Hub (intranet):

HUB / HWB

ASIMUTMOODLEOFFICE 365LIBRARYGO TO...ENGLISH (ENGLISH)

- Correspondence
- Meetings
- Out of Office Replies
- Signage
- Telephone Calls
- Welsh Speakers

WELSH LANGUAGE STANDARDS

Welsh Language Standards

The Welsh Language Standards are a set of legally binding requirements that aim to improve the bilingual services that the public, students and staff can expect to receive from the College. The Standards establish what our responsibilities are in providing these services, ensuring that the Welsh language is not treated any less favourably than the English language. The Standards come into force on 1 April 2018.

Guiding Principles

- Individuals have the right to deal with us in Welsh.
- When material is produced in both Welsh and English, the Welsh language must not be treated less favourably than the English language.
- Welsh language material should be of an appropriate quality and standard.

[View a copy of the Welsh Language Standards issued to the College.](#)

If you have any questions regarding the Standards, please contact one of the following members of staff.

3.3.2 The number of staff who wear a 'Working Wales' badge at the end of the financial year

Iaith gwaith badges are distributed to all staff who have indicated that they are fluent Welsh speakers and can be requested via the co-ordinators or by contacting the External Affairs Department.

A number of staff are able to offer services in Welsh or bilingually as a result of growing confidence and developing their skills.

3.4 Record Keeping Standards

3.4.1 Records of staff language competencies

A full and comprehensive survey of Welsh Language skills was conducted at the end of the reporting period.

28 members of core staff indicated ability in the Welsh Language, of whom 9 indicated full fluency and 21 partial fluency.

3.4.2 The number of complaints received (per class of standards – service delivery, policy making, operational)

No complaints, either formal or informal, were received during the reporting period. The Complaints Procedure is available on the RWCMD website.

3.4.3 The number of members of staff who attended training courses offered in Welsh

During the 2020/21 Academic Year, 16 staff members undertook Welsh Language classes, 7 at Entry Level ('Mynediad'), 6 at Basic Level ('Sylfaen') and 3 at Advanced Level ('Uwch').

3.4.4 New and vacant posts

During the reporting period RWCMD developed further its approach to the advertisement of new and vacant post, incorporating its statements about the Welsh Language within its Equality, Diversity and Inclusivity strategies (see also 3.2.2 above).

We include the following statement in all advertisements:

"We are committed to creating a workforce that is representative of society. Currently, people from ethnically diverse communities, those who self-identify as disabled, neurodiverse and transgender, and Welsh speaking individuals are under-represented, so we are keen to hear from candidates from these under-represented groups."

RWCMD also states in all person specifications:

“Ideally the ability to communicate (orally and in writing) in the Welsh language. The College will support with any training or development needs in this regard.”

4 FURTHER INFORMATION

If you have any queries regarding the annual report or any aspect of the Royal Welsh College’s compliance with the Welsh Language Standards, please contact:

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