



**The Quality Assurance Agency for
Higher Education (QAA)**

**The annual report to the Welsh Language
Commissioner on the implementation of
QAA's Welsh Language Scheme (2012)**

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Preface

This report sets out how the Quality Assurance Agency for Higher Education (QAA) has met its obligations under the terms of its Welsh Language Scheme (the Scheme) when delivering its services in Wales from January to December 2012. We are in the tenth year of the Scheme's operation, following approval in July 2003 (and reapproval in January 2008 and October 2012).

Team Wales is the internal committee which monitors QAA's activities in Wales. The committee is chaired by the Head of QAA Wales and comprises a number of senior staff from across QAA. One of the roles of Team Wales is to monitor QAA's implementation of the Scheme.

The Welsh Language Officer has responsibility for monitoring the day-to-day implementation of the Scheme and reporting any failures of implementation to the Head of QAA Wales. In 2012, the Welsh Language Officer role was split between two members of staff (one of whom is a Welsh speaker). The Officers continued to maintain the monitoring of the Welsh Language Scheme, with regular reminders to staff about QAA's responsibilities under the Scheme.

QAA's review activity in Wales remains small relative to its overall review activity in the UK. There were three Institutional Reviews in Wales during 2012 (Aberystwyth University, Bangor University and the University of Wales: Trinity Saint David) and one Access Validating Agency Relicensing Review (Agored Cymru). Briefing and training events were held for the forthcoming Reviews of Foundation Degrees in Wales. QAA also conducted an investigation into concerns raised about the former relationship between the University of Wales and Finance and Business Training Ltd and the London School of Business and Finance.

Communication in Welsh is actively encouraged through QAA's website and other QAA publications; however, the volume of telephone communication and written correspondence in Welsh remains low. The number of publications published bilingually in 2012 was four times larger than the number published in 2011. The number of web pages provided bilingually almost doubled from 2011 to 2012, and the volume of traffic to QAA's Welsh language web pages grew by approximately 200 per cent.

Section 1: Bilingual services for the public

Communicating with the public

Written communication

1 QAA retains the capacity to respond bilingually to written correspondence. All correspondence received in Welsh is recorded, the correspondence is considered initially by QAA's Welsh Language Officer and, if appropriate, translation services are used to read and reply to the correspondence. In 2012 we received six items of correspondence in Welsh (one from the National Library of Wales and five from the Welsh Language Commissioner's office). Two bilingual responses were produced in line with the Scheme.

2 Unless previously agreed with the recipient, all QAA-initiated correspondence (including circulars and standard letters) which relates to QAA activities in Wales only is sent out in both languages. In 2012 a total of nine QAA letters were translated.

3 The consistent use of bilingual headed stationery for all correspondence with individuals and organisations in Wales has become established across QAA. The Lead Administrator for QAA Wales monitors the use of the bilingual stationery and, should any lapses occur, provides guidance to colleagues.

Telephone communication

4 QAA has an agreement with the National Union of Students (NUS) Wales whereby the NUS office in Cardiff acts as a call centre and first point of contact for anyone wishing to communicate with QAA in Welsh. In 2012, NUS Wales received one call on the dedicated Welsh-language telephone line, which they were able to answer without passing it on to the QAA Welsh Language Officer's Welsh-language line.

5 The Welsh-language telephone line is publicised on the 'QAA Wales' and 'Contact us' pages of QAA's website, which state that: 'QAA welcomes correspondence in either Welsh or English. To speak to us in Welsh please call 029 2048 5963.' The Welsh-language telephone line was also highlighted in a press release about QAA's Welsh Language Scheme in November 2012.

Events for the Welsh sector

6 A briefing event was held in Llandrindod Wells on 6 July 2012 for the forthcoming Reviews of Foundation Degrees in Wales (due to take place in 2013), in order to help participants prepare for review. There were 49 attendees, comprising students and higher education staff from institutions in Wales. The welcome speech was given in Welsh by a QAA Assistant Director, and programmes, participant lists and evaluation sheets for the event were provided bilingually. There was no demand from delegates for simultaneous translation services.

7 A training event for review teams taking part in Review of Foundation Degrees in Wales was held in Cardiff on 9-10 October 2012, in order to discuss the review method and allow reviewers to practice the core skills of review. Thirteen reviewers and eight nominees from Welsh institutions attended the event, for which programmes, participant lists and evaluation sheets were provided bilingually.

8 Preparations also began for QAA's Annual Reception 2013, to be held at the National Assembly for Wales on 19 June. The focus of this event will be on how we can engage students in the issues that have an impact on the quality of their education and

enable them to drive improvement in universities and colleges. The event will be an opportunity for students and staff from the UK - and particularly the Welsh higher education sector - to meet Assembly Members. Arrangements are being made for written and spoken Welsh language provision at the event, depending on demand from delegates.

Our public face

Corporate identity

9 QAA has bilingual stationery for letterhead and compliment slips. Templates relating to QAA's business in Wales (such as standard letters for Institutional Review) incorporate the bilingual letterhead and footer and are available to staff on the QAA intranet. All other publications that require the Welsh QAA logo (for example circular letters, review reports and guidance documents) tend to be published in electronic format only and are dealt with on an ad hoc basis, thereby removing the requirement for pre-printing.

10 During 2012 QAA implemented its Logo Licensing Scheme, under which eligible subscribing institutions are allowed to display the QAA Quality Mark on their websites and publications. A bilingual version of the Quality Mark is available for institutions in Wales, and one Welsh institution has so far taken up the opportunity to use the Quality Mark.

Signs

11 During 2012, bilingual signage was included in the preparations for the opening of QAA's new office in Cardiff. The office is due to open in early 2013. Information signs in the office building and directions to the office available on the QAA website will be in Welsh and English.

Website

12 The QAA website includes a bilingual section about our work in Wales and bilingual web pages about reviews for institutions in Wales; all of these web pages were updated during 2012. The 'QAA Wales' pages have specific branding, using a dragon banner and a separate colour scheme, to make the pages relating to our work in Wales visually distinctive.

13 All new web pages and publications relating to QAA's work in Wales and to Welsh institutions were published bilingually. The suite of 'Concerns' web pages (with guidance about raising concerns about institutions or complaining about QAA) was also updated and translated during 2012.

14 An online Welsh-language glossary of QAA terminology (relating to higher education and particularly to quality assurance) was published in April 2012 and updated throughout the year.

15 In December 2012, an online Good Practice Knowledgebase was published to allow web users to search for features of good practice identified through Institutional Review (England and Northern Ireland) by various criteria. Preparations were carried out to enable bilingual features of good practice from QAA reviews in Wales to be added to the Knowledgebase in 2013.

16 In 2012, 34 translations were carried out for the QAA public website. The website currently has 151 Welsh language pages, which received a total of 3,317 page views between January and December 2012 (inclusive). The number of web pages provided bilingually almost doubled from 2011 to 2012, and the volume of traffic to QAA's Welsh language web pages grew by approximately 200 per cent.

17 Statistics for selected Welsh language pages of the QAA website for January to December 2012 (inclusive) are set out below.

URL	Page views
ASA Cymru www.qaa.ac.uk/Wales/pages/cymru.aspx	204
Rhestr termau www.qaa.ac.uk/aboutus/rhestr/pages/default.aspx	91
Cynllun Iaith Gymraeg 2012-15 www.qaa.ac.uk/publications/informationandguidance/pages/cynllun-iaith-Gymraeg-2012.aspx	1
Cefnogi siaradwyr Cymraeg drwy ein Cynllun Iaith Gymraeg www.qaa.ac.uk/publications/informationandguidance/pages/cefnogi-siaradwyr-Cymraeg.aspx	8
Canllawiau ar gyfer sefydliadau addysg uwch yng Nghymru ar arfer da, effeithiol mewn arholi ac asesu mewn iaith sy'n wahanol i'r iaith addysgu www.qaa.ac.uk/publications/informationandguidance/pages/canllawiau-asesu-Cymraeg.aspx	4
Adolygiad o Raddau Sylfaen yng Nghymru www.qaa.ac.uk/institutionreports/types-of-review/pages/graddau-sylfaen-Cymru.aspx	10
Adolygiad Sefydliadol (Cymru) www.qaa.ac.uk/institutionreports/types-of-review/pages/adolygiad-sefydliadol-Cymru.aspx	57

Table 1: Total number of page views of selected Welsh language web pages (2012)

Publications and publicity

18 The number of publications published bilingually in 2012 was four times larger than the number published in 2011. In 2012, QAA produced the following publications bilingually:

Date	Publication
January 2012	Annual report to the Higher Education Funding Council for Wales 2010-11 www.qaa.ac.uk/publications/informationandguidance/pages/annual-report-to-HEFCW-2010-11.aspx
February 2012	Enhancement-led institutional review (ELIR) (Scotland) and Institutional review (Wales): Procedure on appeals
March 2012	Circular letter 05/12 - Consultation on the Handbook for the Review of Foundation Degrees in Wales www.qaa.ac.uk/publications/circularletters/pages/CL0512.aspx
June 2012	Institutional Review (Wales) Handbook www.qaa.ac.uk/publications/informationandguidance/pages/IR-Wales-handbook-2012.aspx

Date	Publication
June 2012	Concerns about standards and quality in higher education: The University of Wales and Finance and Business Training Ltd and the London School of Business and Finance (UK) Ltd www.qaa.ac.uk/publications/informationandguidance/pages/concerns-university-of-Wales-FBT-LSBF.aspx
June 2012	University of Glamorgan: Mid-review follow-up of the Institutional Review, March 2009
June 2012	Swansea Metropolitan University: Mid-review follow-up of the Institutional Review, March 2009
August 2012	Handbook for the Review of Foundation Degrees in Wales www.qaa.ac.uk/publications/informationandguidance/pages/FD-Wales-handbook.aspx
October 2012	Institutional Review: Bangor University www.qaa.ac.uk/institutionreports/reports/pages/inst-review-Bangor-12.aspx
October 2012	Institutional Review: Aberystwyth University www.qaa.ac.uk/institutionreports/reports/pages/inst-review-Aberystwyth-12.aspx
November 2012	Institutional Review: University of Wales: Trinity Saint David www.qaa.ac.uk/institutionreports/reports/pages/inst-review-Trinity-12.aspx
November 2012	Annual Report to the Welsh Language Board 2011 www.qaa.ac.uk/publications/informationandguidance/pages/annual-report-to-WLB-2011.aspx
November 2012	Welsh Language Scheme risk assessment www.qaa.ac.uk/publications/informationandguidance/pages/wls-risk-assessment.aspx
November 2012	Welsh Language Scheme 2012-15 www.qaa.ac.uk/publications/informationandguidance/pages/Welsh-language-scheme-2012.aspx
November 2012	Supporting Welsh speakers through our Welsh Language Scheme www.qaa.ac.uk/publications/informationandguidance/pages/supporting-Welsh-speakers.aspx
December 2012	Mini guide: a brief student guide to Review of Foundation Degrees in Wales www.qaa.ac.uk/publications/informationandguidance/pages/FDW-mini-guide.aspx
December 2012	Review of Foundation Degrees in Wales: Guidance for Lead Student Representatives www.qaa.ac.uk/publications/informationandguidance/pages/FDW-LSR-guide.aspx

Table 2: Publications produced bilingually (2012)

19 Three bilingual press releases were published during 2012: two publicising the publication of bilingual reports and one highlighting QAA's renewed Welsh Language Scheme and the bilingual services that QAA provides for its stakeholders in Wales.

Recruitment advertising

20 Job vacancy advertisements where Welsh language skills were particularly relevant (for example, in the Public Engagement Group) include the specification: 'Desirable: able to speak in a confident manner in Welsh/able to read and understand Welsh'.

21 No job vacancies were advertised bilingually during 2012, as there were no vacancies advertised in Wales or for which Welsh language skills were essential.

22 The role of Welsh Language Officer (responsible for coordinating translations and supporting the implementation of the Scheme) has been formalised, and in 2012 was split between two members of staff within the Public Engagement Group (one of whom is a Welsh speaker).

Section 2: Reviewing universities and colleges

Institutional Review

23 Three Institutional Reviews took place in Welsh institutions in 2012:

- Aberystwyth University
- Bangor University
- University of Wales: Trinity Saint David.

24 The three institutions expressed a preference for conducting the majority of their reviews in English, although some aspects of meetings with staff and students from the institutions were carried out bilingually through the use of simultaneous translation. The review reports were published bilingually on QAA's public website.

25 We collect feedback on institutions' experiences at the end of each review and use this feedback to evaluate and improve the provision of Welsh language services offered during reviews. Two questions are asked about the Welsh language provision:

- At the preliminary meeting, were Welsh language preferences discussed?
- Where a preference to conduct business in Welsh or both languages was expressed, did QAA put effective arrangements in place?

26 All institutions confirmed that Welsh language preferences were discussed at preliminary meetings and that effective arrangements for Welsh language provision were put in place if requested. One institution commented that 'the review team responded positively and sensitively to the University's linguistic requirements'. Another noted that the bilingual communication went well, and that it is essential to have a Welsh speaker on the review team. A reviewer also commented that one of the most positive features of the review was the ability to communicate and liaise in Welsh.

Review of Foundation Degrees in Wales

27 Preparations began during 2012 for the forthcoming Reviews of Foundation Degrees in Wales, due to take place in eight institutions in 2013. Each institution was asked what its language preference was for the production of the review report (which will not be made public for this review method), with two institutions requesting bilingual reports. The Review of Foundation Degrees in Wales Operations Group arranged for Coordinating Reviewers to ascertain at preparatory meetings whether any of the parties involved in the review wish to conduct proceedings bilingually.

Review of colleges providing higher education courses

28 There were no reviews of colleges in Wales providing higher education courses during 2012.

Degree-awarding powers and university title

29 No Welsh institutions underwent scrutiny for degree-awarding powers or university title during 2012.

Review and licensing of AVAs

30 Agored Cymru underwent an Access Validating Agency (AVA) Relicensing Review in 2012, with the report due to be published bilingually in 2013. Agored Cymru expressed a preference for its review to be conducted in English.

Conducting reviews

31 As part of QAA's commitment to include students in review teams, two student reviewers who are able to work bilingually took part in Institutional Reviews in Wales for the first time during 2012. Four of QAA's non-student reviewers are also able to work bilingually. Given the small size of QAA review activity in Wales, we believe that this level of support for Welsh language review provides a secure basis to meet our commitments under the Scheme.

Section 3: Implementing and monitoring the Scheme

The role of Team Wales

32 Team Wales is the internal committee which monitors QAA's activities in Wales. The committee is chaired by the Head of QAA Wales and comprises a number of senior staff from across QAA. One of the roles of Team Wales is to monitor QAA's implementation of the Welsh Language Scheme. Team Wales is also responsible for ensuring that consideration is given to the Welsh language in the formulation of new policies and initiatives, working in close collaboration with the Public Engagement Group.

33 Team Wales meets formally three times per year; during 2012 Team Wales met in March, July and November. The membership of Team Wales in 2012 was:

Name	Responsibilities within Team Wales
Dr Irene Ainsworth	Head of Degree-Awarding Powers and University Title
Mr Douglas Blackstock	Director of Resources
Ms Pat Cooper (Secretary)	Lead Administrator for QAA Wales
Miss Alicia Danks	Welsh Language Officer
Ms Kath Dentith	Head of Access to Higher Education
Ms Jenny Drayden	Welsh Language Officer
Ms Barbara Edwards	HE in FE, Review of Foundation Degrees
Dr Julian Ellis (Chair)	Head of QAA Wales
Ms Jennifer Evans	Head of Business Development
Dr David Gale	Liaison Officer Scheme
Miss Sarah Halpin	Student liaison
Dr Stephen Jackson	Director of Reviews
Ms Anett Loescher	Standards, quality and enhancement
Mrs Helen Markham	Reviews operational support
Mr Tony Platt	Reviews
Ms Liz Rosser	Head of Finance
Mr David Thompson	Public relations

Table 3: Team Wales membership and responsibilities (2012)

The Advisory Committee for Wales

34 The Advisory Committee for Wales is a subcommittee of the QAA Board whose role is to provide the Board with advice on the development and provision of QAA's services in Wales in line with the joint Service Level Agreement with the Higher Education Funding Council for Wales (HEFCW) and Higher Education Wales (HEW). The Advisory Committee for Wales met twice during 2012, in May and December. The membership of The Advisory Committee for Wales in 2012 was:

Name	Position
Professor Anthony Chapman	Vice-Chancellor, Cardiff Metropolitan University
Ms Pat Cooper	Lead Administrator for QAA Wales

Dr Julian Ellis	Head of QAA Wales
Mr David Finch	Deputy Principal (Academic), The College Ystrad Mynach
Ms Linda Howells	Managing HMI (Her Majesty's Inspector), Adult and Teacher at Estyn
Dr Helena Lim	National Coordinator (Wales and Northern Ireland), Higher Education Academy
Ms Stephanie Lloyd	President, NUS Wales
Mr Anthony McClaran	Chief Executive, QAA
Professor Clive Mulholland	Deputy Vice-Chancellor (Research and Student Experience), University of Glamorgan
Ms Lisa Newberry	Policy Adviser, HEW
Dr Cliona O'Neill	Head of Student Experience, HEFCW
Professor Alan Speight	Pro-Vice-Chancellor (Student Experience and Academic Quality), Swansea University

Table 4: Advisory Committee for Wales membership (2012)

35 In 2013, QAA will implement changes to the Committee's Terms of Reference and membership. The revised membership will include a representative from Coleg Cymraeg Cenedlaethol.

Staffing

36 In 2012, seven members of QAA staff were Welsh speakers. One member of staff (one of the two performing the Welsh Language Officer role) received external Welsh-language training, in the form of a week-long intensive beginners' course in Welsh. We believe this level of support for the Welsh language provides a secure basis to implement our Scheme and meet our ongoing commitments.

Administrative arrangements

37 QAA has procedures in place for the translation of documents and texts. The consideration of material that needs to be translated usually happens in one of two ways. Short texts may be translated by one of QAA's bilingual staff. If the text is more substantial - as in the case of most documents - the translation will be contracted out to a translation agency. All translation agencies used by QAA are members of the Association of Welsh Translators and Interpreters.

38 The Welsh Language Officers held informal refresher training with some staff during 2012 (for example, within the Multimedia Team) to remind them of QAA's obligations under the Scheme to publish Welsh and English web updates simultaneously, and to plan sufficient time for translation of publications about QAA's work in Wales. The Lead Administrator for QAA Wales also delivered 20 introductions to the Scheme for new staff as part of their induction to QAA.

Monitoring

39 The Welsh Language Officers have responsibility for monitoring the day-to-day implementation of the Scheme and reporting any failures of implementation to the Head of QAA Wales. In 2012 the Officers continued to maintain the monitoring of the Scheme, with regular reminders to staff about QAA's responsibilities under the Scheme.

40 Team Wales is responsible for monitoring the implementation of the Scheme. The Head of QAA Wales, as the Scheme Manager, is directly responsible to the Chief Executive for the implementation of the Scheme. The Scheme Manager reports directly to QAA's Directorate on an annual basis and this report goes forward to QAA's Board. In addition, the Scheme Manager reports to QAA's Advisory Committee for Wales on the operation of the Scheme.

41 As part of its Service Level Agreement with HEFCW and HEW, QAA commits to maintaining its organisational capacity to deal with Welsh-medium enquiries and meet other language scheme requirements.

42 In 2012, QAA representatives attended a briefing for Welsh Language Officers given by the Welsh Language Commissioner in order to learn about the planned introduction of the new Standards.

43 We remain confident that our current arrangements provide a good basis for monitoring and reporting on the implementation of the Scheme.

Publishing the Scheme

44 QAA has the following measures in place for making staff aware of the expectations of the Scheme.

- A mini guide is made available to all staff (see Annex 1). This desk instruction provides a summary of the Scheme and the expectations placed on staff.
- The mini guide and the Scheme are available to all staff on QAA's intranet and website.
- An introduction to the Scheme forms part of the induction process for newly appointed staff.
- Where failures of implementation have been identified (for example, in the use of bilingual headed paper, or the publication of English text on the website ahead of the Welsh translation being available), staff are reminded of their responsibilities under the Scheme and, where appropriate, measures are put in place to ensure similar breaches do not occur in future.
- A staff information talk about the revised Welsh Language Scheme has been planned, and will be presented in January 2013. This will be an opportunity for staff to hear more detail on how the Scheme impacts on their work and where to find support, as well as to collect printed copies of the staff mini guide to the Scheme.

Comments on the Scheme

45 QAA did not receive any comments or complaints about its Welsh Language Scheme during 2012.

Targets

46 Specific targets included in the 2012-15 Scheme to be monitored on an annual basis are as follows:

Targets	Action and timescale	Completed?
Evaluation of the effectiveness of Team Wales.	Next evaluation due in 2012	Ongoing

Review the Scheme to ensure QAA's continuing commitment to the Welsh language.	By April 2012	Completed
Facilitate and support staff to use the Welsh Language Scheme as part of their daily work, including: <ul style="list-style-type: none"> • mini staff introduction pamphlet to be produced to supplement the existing desk guidance • review and update the existing desk guidance • podcast on use of the Scheme. 	During 2012	Completed
	During 2012 and ongoing	Completed
	During 2012	Ongoing (target date Feb 2013)
Conduct a survey on QAA's bilingual services.	During 2012	Ongoing (target date Jan 2013)
Encourage the use of Welsh language services through marketing and promotional methods, including: <ul style="list-style-type: none"> • maintaining and enhancing the Welsh language part of QAA's website • producing reader-friendly student mini guide on the Scheme • developing reciprocal arrangements with Coleg Cymraeg Cenedlaethol and other relevant bodies to promote QAA's services. 	Ongoing	Ongoing
	During 2012	Completed
	During 2012 and ongoing	Ongoing
Develop QAA's role within the agenda of Welsh medium and bilingual provision by: <ul style="list-style-type: none"> • meeting on a regular basis with Coleg Cymraeg Cenedlaethol • considering relevant issues through its review processes. 	Annually	Completed
	Ongoing	Ongoing

Table 5: Targets to be monitored on an annual basis

47 The evaluation of the effectiveness of Team Wales will take place during the academic year 2012-13.

48 QAA's Welsh Language Scheme was reviewed and rewritten during 2011-12. It was due to be published in April 2012, however due to an internal error the revised Scheme was not sent to the Welsh Language Commissioner for approval until June and consequently not published until October. This had a knock-on effect on several of the other targets (discussed below), which were delayed due to the late publication of the Scheme.

49 A mini guide to the Scheme for QAA staff was produced and published on QAA's intranet (see Appendix 1). This guide highlights the main responsibilities of staff under the Scheme and details where they can find support. It was decided that the desk guidance should be incorporated into this mini guide, with the sections pertaining to obtaining translations remaining in a separate document for the use of the Welsh Language Officers. The production of the podcast was slightly delayed, as noted above, but a podcast in Welsh about the Scheme and the bilingual services that QAA provides for stakeholders in Wales was organised and will be published on QAA's public website in February 2013.

50 The planned survey on QAA's bilingual services to its Welsh-speaking stakeholders was similarly delayed. The survey will be opened in January 2013 and publicised via the 'QAA Wales' web pages, QAA's monthly electronic newsletter, Twitter, the Welsh podcast, and direct emails to stakeholders in Wales.

51 The bilingual sections of the QAA website - about our work in Wales and reviews of institutions in Wales - were updated during 2012 to ensure that the information was current and clearly presented. A reader-friendly guide to the bilingual services available under QAA's Welsh Language Scheme was published (intended for the public in Wales and particularly for students), called *Supporting Welsh speakers through our Welsh Language Scheme*.

52 Representatives from Team Wales attended the second annual meeting with Coleg Cymraeg Cenedlaethol on 22 November 2012 in order to discuss the agenda of Welsh medium and bilingual provision. QAA will look to develop this relationship in 2013, including promoting areas of mutual interest. Institutional Reviews during 2012 also highlighted good practice relating to Welsh medium provision and assessment, in particular praising the work of Canolfan Bedwyr at Bangor University.

Annex 1: QAA staff mini guide to the *Welsh Language Scheme*

QAA staff mini guide to the *Welsh Language Scheme*



QAA fully supports the equal status of the Welsh and English languages in Wales. We aim to **treat both languages equally** when working with any university, college, person or organisation in Wales. We should grasp every opportunity to promote QAA as a bilingual organisation in relation to our activities in Wales.

Our Welsh Language Scheme sets out our commitment to offer a bilingual service when working with the general public and our major clientele in Wales, as far as is reasonable and practical, and describes how we will do this. Below is a summary of how you can make sure that your everyday work at QAA complies with the Welsh Language Scheme.

The *Scheme* was approved by the Welsh Language Commissioner under section 14(i) of the *Welsh Language Act 1993*. We report to the Welsh Language Commissioner annually on how we have fulfilled our commitment, and also meet the requirements of the Higher Education Funding Council for Wales' (HEFCW) Welsh Language Scheme through our contract with them. The new Welsh Language Commissioner, which replaced the Welsh Language Board in 2012, has powers to fine organisations who do not comply with their own Welsh Language Schemes.

General communication

QAA actively welcomes correspondence - whether electronic, hard copy or by telephone - in Welsh when conducting any business in, or directly related to, Wales. We are committed to replying in Welsh **within the same time frame** as to correspondence received in English. Correspondence that follows a verbal conversation in Welsh between a member of the public and QAA staff should be in Welsh (unless requested otherwise).

If you receive written communication in Welsh and need to have it translated, please contact the Translation Coordinator in the Multimedia Team.

If you need to send written correspondence in Welsh (including circular letters relating to our work in Wales), please contact the Translation Coordinator and allow plenty of time for translation. The Translation Coordinator can advise you on timescales for getting materials translated. Remember to use bilingual stationery and the bilingual QAA logo and address (available from Q-nection) for all bilingual correspondence. Please note that we should never send English and Welsh versions of correspondence separately.

If you receive a telephone call from someone wishing to speak in Welsh, please transfer them to our Welsh Language Officer on extension 7135.

This is a dedicated telephone number and the Welsh Language Officer will know to speak Welsh when it rings. If this line is engaged, or the Welsh Language Officer not available, please take the caller's contact details and notify the Welsh Language Officer. Please note that we are committed to returning Welsh calls on the same day or at the latest the next day.

Website

Our website includes a bilingual section about our work in Wales: clicking the box at the top right gives an alternative language version of any of these pages. Any material relating directly to our work in Wales must be published on our website **simultaneously** in both languages, including:

- publications
- new web pages
- revisions or additions to bilingual pages
- news items, press releases and articles.

Translation is carried out through a contract with an external translation services company. Please allow time for translation when planning publication dates for any material relating to our work in Wales. Contact the Translation Coordinator if you have material which needs to be translated.

Publications

Any publications that deal exclusively with our work in Wales will be published in Welsh and English. Both versions will be made available **at the same time** and have equal prominence. This includes:

- review reports of institutions in Wales
- circular letters
- publicity materials such as leaflets, banners and promotional postcards
- job vacancies advertised in the Welsh media.

Contact the Translation Coordinator if you have material which needs to be translated, and please allow time for translation when planning publication dates. The Translation Coordinator can advise you on timescales.

Events

Delegates and speakers at QAA events which are for the sector in Wales only are welcome to speak and present in Welsh, English or bilingually. The Head of QAA Wales can advise on whether simultaneous translation services are needed, based on the number of delegates expected, the nature of the event and the demand for Welsh language provision.

Reviews

Our main interaction with universities and colleges in Wales is through review of higher education and further education providers, Access Validating Agencies and applicants for degree awarding powers and university title.

Institutions may request, at the initial planning meeting, to have their **review entirely or partially conducted in Welsh**, and we will accommodate this:

- institutions are welcome to submit bilingual versions of the key documents we ask them to provide at the beginning of the review process
- students and staff will be able to communicate with review teams in the language of their choice - where appropriate QAA will provide a simultaneous translation service
- QAA tries to recruit bilingual reviewers where possible, and all our review teams in Wales will usually include at least one Welsh speaker
- the published report at the end of the review process will be produced in Welsh and English
- QAA collects feedback at the end of each review on the provision of Welsh language services offered during the review.

Please contact the Welsh Language Officer or the Head of QAA Wales if you are involved in organising a review and need any help with these Welsh language aspects.

Staffing

Our aim is to have at least two members of staff based in our Gloucester office who are bilingual. The internal committee Team Wales oversees the Scheme (as well as other aspects of our work in Wales) and the Head of QAA Wales is responsible for its implementation.

QAA will encourage and support staff who want to **learn Welsh or improve their Welsh language skills**, particularly those staff who work closely with the sector in Wales. Please speak to your line manager about training and development in this area.

The full Welsh Language Scheme is available at www.qaa.ac.uk/AboutUs/corporate/Policies/Pages/Welsh-Language-Scheme.aspx

If you have any questions concerning the Welsh Language Scheme, please contact the Head of QAA Wales.

QAA 517 04/13

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