

ANNUAL REPORT ON WELSH LANGUAGE STANDARDS

August 2024 – July 2025

BANGOR UNIVERSITY WELSH LANGUAGE STANDARDS ANNUAL REPORT 2024-25

INTRODUCTION

This Annual Report on the implementation of the Welsh Language Standards at Bangor University covers the period from 1 August 2024 to 31 July 2025.

The report outlines the steps that the University has put in place to ensure that it complies with the Language Standards and highlights some specific successes and development objectives for the year ahead. A copy of [Bangor University's Compliance Notice](#) can be found on our website.

IMPLEMENTING THE LANGUAGE POLICY IN A TIME OF CHANGE

During 2024-25, the University's Language Policy, and the Welsh Language Standards that form its basis, was implemented across all aspects of the University's activities. This was done while developing the Welsh language in the institution in accordance with statutory requirements as well as strategic plans to provide Welsh-language services and to develop academic provision. As a result of a significant restructuring process implemented during the second half of the reporting year, the University's work in relation to the Policy Standards was enhanced.

To reflect the year, this report looks at development and promotion initiatives alongside the policy work that underpinned the restructuring activity during the second half of the year. Attention will be given to new services introduced during the year, to how the Welsh language was implemented in new ways with students and to how the University has interacted with the wider Welsh-speaking community.

The year saw significant and far-reaching developments. The training package on Language Policy was included as part of the University's wider mandatory training package. By the end of June 2025, 977 members of staff had completed the training. The fact that the pack can be referred to in training sessions, in meetings and in the induction sessions for new staff has meant that staff access to the Language Policy has increased. It has also meant that one of the core principles of the Policy has been underlined, namely that its implementation is the responsibility of all members of staff.

Another significant development was the implementation of the 'Mwy na Geiriau: Welsh as a Clinical Skill' module with the first cohort of the University's medical programme. This module has been developed by specialist tutors and policy leads at Canolfan Bedwyr, in collaboration with clinical and support staff at the Medical School. The course was delivered at Taster, Intermediate and Proficiency levels to support the Welsh Government's 'More than words' strategy, incorporating the Welsh language into health and social care. As well as language lessons, language awareness training was provided to the students, to give them a full understanding of the linguistic landscape in which they will be working.

The University is also keenly aware of its responsibility to contribute to the prosperity of the Welsh language in the wider community, and the University has a long history of developing resources for the benefit of other organisations and workplaces. Funded by the ARFOR fund, the Bilingual Workforce Recruitment Pack, developed by a team from the School of History, Law and Social Sciences, was launched at an event attended by around 100 employers and practitioners from across Wales. Thanks to the same fund, Canolfan Bedwyr was able to develop an app to change language practices in workplaces, based on the principles of the ARFer behaviour change project. More information about the ARFer app can be found in the main body of this report.

In addition to the development of the above app, there were other developments rooted in behaviour change approaches made during 2024-25. Among them, a project led by researchers and staff at Bangor University, funded by the Coleg Cymraeg Cenedlaethol, which looked at the models of language learning, assessment and support that are most appealing to bilingual students who are not currently studying through the medium of Welsh or bilingually. Following a period of research into successful educational interventions to promote positive language choices and improve confidence in the use of the lesser-used language within higher education in Wales, a compendium of good practice has been created to disseminate. The final phase of this project is to carry out two pilot activities at Bangor University and Cardiff Metropolitan University, which will put the research findings into practice, during 2025-26.

At the beginning of the academic year, an appointment was made to a new role funded by the Coleg Cymraeg Cenedlaethol, for two years in the first instance. The Welsh-medium Higher Education Promotion Officer is based at Canolfan Bedwyr and works specifically on supporting current students who are already studying through Welsh. The officer assists students by running promotion and support events and, significantly, creates and implements initiatives to encourage further engagement with the Welsh-language academic provision at the University. In this respect, this role continues along the theme of behaviour change. By designing new materials for social media and creating a new podcast that discusses with well-known alumni their experiences of studying through Welsh, the role has made a significant impact in a relatively short space of time. It is a role that has added significantly to the engagement and support activities undertaken with Welsh-speaking students.

As the year progressed, a significant restructuring process was implemented across the University, which resulted in periods of consultation on the plans put before the University's Executive. . Throughout this process, impact assessments on the Welsh language were carried out in the Professional Services and across the academic colleges. These assessments were published during the consultation period and a specific question about the Welsh language was also asked as part of the consultation. The impact assessments were subsequently reviewed following the consultation. During the consultation itself, two committees with responsibility for the Welsh language submitted specific feedback on the potential impact of schemes on the institution's ability to operate through the Welsh language, in terms of services and academic provision.

The impact of the restructuring process will manifest itself over the coming year and beyond, as the University adapts to a smaller redeployed and reformed workforce. However, there is a robust structure in place which allows the University to monitor the impact of organisational plans and actions on the Welsh language and work towards trying to achieve a positive impact.

With the above in mind, therefore, it is appropriate to conclude this overview with a snapshot of the language skills of the workforce at the end of the reporting period (which was also the end of the restructuring period).

In 2023-24, 43% of staff reported speaking Welsh. Similar statistics for the year 2024-25, show that this percentage has risen to 44%. It is encouraging to note that there has been no reduction in the percentage of staff who report speaking Welsh because of the restructuring. It is fair to note, however, that 235 staff are missing from this data. Due to changes in our HR systems, we do not have a record of the language level of the most recently appointed staff. The University will address this in 2025-26. The University is fully aware of the importance of looking at Welsh speaking staff *numbers* (and not merely percentages) and their distribution across the institution when analysing and understanding our actual bilingual capacity. At an organisation-wide level, there has been a reduction of over 180 staff members from one year to the next, with 60 of those being fluent Welsh speakers.

There are many challenges arising from the loss of these numbers and the University considered these challenges and risks during the impact assessment process. Managing these risks will be key as the University moves towards this next phase in its history.

SERVICE DELIVERY STANDARDS

All of the objectives set out in the 2023-24 report were achieved.

Bangor University is confident that it has performed well in complying with the Service Delivery Standards. In essence, systems are in place that ensure:

- that Welsh-speaking staff work in receptions and at help desks;
- that the full range of our services is available to students and staff in Welsh and to the public where applicable;
- signs are bilingual;
- that students and partners have the opportunity to use the Welsh language when submitting applications for funding or when tendering to offer a service;
- that there is a mechanism in place to identify any shortcomings in our services

As well as ensuring that the services themselves are in place, we work with our students to ensure that they have full knowledge of the Welsh-language services available to them, that they have the confidence to use them and that they understand the value of the Welsh language skills they possess.

All the development priorities set for the year, in line with what had been set out in the 2024-25 Action Plan, were achieved. The establishing of a 'one-stop shop' for the provision of professional services is a feature of the restructuring plans and has not been operational during the reporting period as a result.

When considering the developments and activities undertaken in delivering, supporting and recognising Welsh language services during 2024-25, the following examples are highlighted:

DELIVERING, PROMOTING AND TESTING THE EFFICIENCY OF SERVICES

- As mentioned at the beginning of this report, 977 members of staff had completed the mandatory training package on the Language Policy by June 2025. The package is one of a number of courses that the Executive Committee has designated as mandatory and that needs to be completed in full every two years. It has significantly increased staff awareness of the Language Policy and has armed them with the information on how to implement it successfully.
- Digital Services continued to offer bilingual support to staff and students as well as developing bilingual technological solutions. The ePortfolio project was developed in collaboration with the College of Medicine and Health and Student Administration. The aim of the project is to digitise progress recording and marking the work of students on placement across a number of programmes within the College including Medicine and Midwifery. The need for improvements in the platform's Welsh language provision has been identified, and an action plan has been agreed with and led by Digital Services, with work to begin in September 2025 and with the aim of completion by December 2025.
- One of the main printed materials that is widely used in the University's open days has been adapted, presenting the full range of opportunities for new students to learn or develop their

Welsh. The leaflet 'Dysgu a Datblygu dy Gymraeg... Dy Ffordd Di!' refers specifically to a self-study course at Taster level that is offered to students during Welcome Week activities and emphasises that the Welsh language in Bangor belongs to everyone. It has proven to be a useful resource during Open Days.

- To ensure that our services to students, staff and the public operate in accordance with the Language Policy, two 'secret shopper' activities took place during 2024-25. In both cases, it was assessed that the services were generally properly provided. For example, in one case, an enquiry was dealt with entirely through Welsh but a bilingual greeting on the telephone was not used at the beginning of the conversation – something that could have significantly influenced the outcome of that particular enquiry. These results were reported before the Welsh Language Policy Group, whose membership includes the managers of those departments that were audited, and it was an opportunity for all members to remind their staff of the fundamental importance of greeting bilingually on the phone.
- The University's Open Days programme for 2024-25 was adjusted, following a complaint received in August 2024 from a visitor who felt that the Welsh language was not sufficiently present in the main Open Day talks they attended with their child. It was recorded as an official complaint, prompting an internal investigation that eventually led to a change to the Open Days programme. There is now a dedicated Welsh-medium welcome session, along with Welsh-medium or fully bilingual sessions on issues such as finance and student life.

PUTTING THE WELSH LANGUAGE INTO PRACTICE WITH STUDENTS

- There was considerable preparatory work undertaken during the year for significant developments in the field of student administration. A procedure to enrol on Welsh-medium modules, by default, those students who have indicated when registering that they speak Welsh, is now in place. 2025-26 will be the first academic year to implement this new arrangement. Its effectiveness will be assessed in the next Annual Report.
- One of the most significant and far-reaching developments to the Welsh academic offer during 2024-25 was the implementation of the 'More than words: Welsh as a Clinical Skill' module. This pilot course was developed by specialist tutors and policy leads at Canolfan Bedwyr, in collaboration with clinical and support staff at the Medical School and from Betsi Cadwaladr University Health Board. The course was delivered at Taster, Intermediate and Proficiency levels to support the Welsh Government's *More than just words* policy in incorporating the Welsh language into health and social care. In addition to language lessons, language awareness training was provided to the students, to give them a full understanding of the linguistic landscape in which they will be working. On the module, the medical students developed vocabulary and phrases specific to the field of medicine over two semesters of weekly sessions – preparing them to work in a region where the Welsh language is spoken by a significant number of residents, often as a first language. The course also featured guest speakers, such as clinical staff and support staff from Betsi Cadwaladr University Health Board;

and staff from the region's other frontline emergency services – North Wales Police and North Wales Fire and Rescue Service.

- At the beginning of the academic year and following the Welcome Week activities, an informal event for Welsh-speaking students was held at Pontio. During the session, there were short presentations on the Welsh-language services available to the students, reinforcing their rights to submit academic work in Welsh and to receive Welsh language services from the University. The presentations were followed by an informal social event between the students and the institution's academic and professional staff. The event was attended by around 70 students and was a great opportunity to showcase the support available to students to engage with the Welsh language at the University.
- As part of the effort to link the Welsh language with employability, a special event centred on the Welsh language was held during the University's 'Employability Week' activities. 'Cymraeg yn y Gweithle – dathlu dwyieithrydd' was an opportunity to reward those students who had achieved the Language Skills Certificate and for prominent guest speakers to share their experiences of using Welsh at work. It was also an opportunity for the Welsh-medium Higher Education Promotion Officer to host a panel session with the guest speakers – a format that was eventually developed as the basis for the 'Bangor be wedyn?' podcast.
- Behaviour change has been an ongoing theme in the work of the Welsh-medium Higher Education Promotion Officer during this period. Funding was received from an internal fund to create a podcast series, 'Bangor be wedyn?', a 6-episode series with Bangor graduates who are now well-known figures in their fields. The Bangor Fund is comprised of donations made by Bangor alumni. The series explored their decisions to study through the medium of Welsh at the university and the impact that this had had on their careers. The series is now a widely-shared resource within the University and beyond and is used by the institution's recruitment staff in their engagement work with local secondary schools. As well as a podcast, a series of videos were produced for social media – mainly TikTok – which featured current students 'mythbusting' about studying through Welsh. Again, this has proved to be a valuable resource that has received considerable attention from internal and external audiences and is actively changing prospective students' perception of what it means to study through Welsh at higher education level. The above actions were all based upon behaviour change techniques and the Officer received specific training on those techniques in a series of workshops run by the Coleg Cymraeg Cenedlaethol.

THE WELSH LANGUAGE AND THE WIDER UNIVERSITY COMMUNITY

The University is acutely aware of its responsibility to contribute to the prosperity of the Welsh language in the wider community and that its relevance in every-day life is reinforced and supported by its work. To this end, we ensure:

- that the Welsh language is prominent, is seen and used at our events when engaging with the local community
- that we develop learning and teaching resources that deepen our students' ability to follow their subject in Welsh at the University and after graduation
- that we develop practical resources to support the Welsh language

Here are some highlights of 2024-25:

- In a year when the University celebrated its 140th anniversary and the John Morris-Jones Welsh halls of residence marked half a century of its existence, there was an understandable emphasis on looking back during the year that has passed. The hall's birthday was celebrated at Pontio with a day full of reminiscence through conversation and song, and some of the hall's current residents were part of Côr Aelwyd JMJ who took part in a prestigious concert in the company of Bryn Terfel, to mark one hundred and forty years of higher education in Bangor.
- As has become the norm, the University had a prominent presence at the National Eisteddfod, held in August 2024 in Pontypridd. As well as hosting activities for children and young people, it was also an opportunity to showcase the expertise of the University's academic staff. There were various discussion sessions and launches on the stand – including a session on the history of the University's founding; the launch of a new law clinic; topical sessions with relevance to the A-Level syllabuses as well as discussions on important social issues, such as tolerance in the present day and the role of the arts in the regeneration of rural Wales. These events attest to Bangor's efforts to include the Welsh language in a wide variety of work areas.
- As a result of the award of a grant from the Coleg Cymraeg Cenedlaethol's Small Grants fund, another 3 episodes in the new series of the popular podcast, 'Yr Hen Iaith', were released. Co-hosted by Professor Jerry Hunter from the University's School of Welsh, the podcast has proven to be popular nationally and, specifically, with Year 12 and 13 pupils, as the podcast discusses literary texts on Welsh language syllabuses. The grant that enabled 3 episodes that specifically discussed A Level core texts was one of six awarded to University staff during 2024-25.
- Funded by the ARFOR fund, the Bilingual Workforce Recruitment Pack, developed by a team from the School of History, Law and Social Sciences, was launched at an event attended by up to 100 employers and practitioners from across Wales. The package is the result of doctoral research and includes a toolkit of good practice in recruitment, useful templates for creating job descriptions as well as a revealing typology about the types of individuals that can be targeted for jobs and roles that require bilingual skills.

- Learn Welsh North West, based at the University, delivered a comprehensive range of courses and learner-support events during 2024–25. The provider offers provision within the University’s regional communities and beyond, through both face-to-face and virtual courses.
- Gwenno Gwilym, a member of the University's Web Team, won the Welsh Fiction award at the Wales Book of the Year awards for her first novel, *V + Fo*. The novel was the result of postgraduate studies at the University and was widely praised for the way it presents a true picture of a bilingual family in contemporary Wales.

DEVELOPMENT PRIORITIES

ACTION	RESPONSIBILITY
Implement a default registration system for equivalent first-year modules.	Student Services / Canolfan Bedwyr / Digital Services
Establish a dedicated study space for Welsh-speaking students.	Students’ Union / UMCB / Canolfan Bedwyr
Create a new section on the website providing information about Welsh at the University for prospective students who have registered for an Open Day.	Brand Marketing Team / Canolfan Bedwyr
Ensure that Welsh is central to developments in student services following the restructuring. Run a campaign to promote students’ use of Welsh in the context of these developments.	Student Services / Canolfan Bedwyr

POLICY MAKING STANDARDS

All of the objectives set out in the 2023-24 report were achieved.

Bangor University has clear reporting processes in place as new policies, strategies and plans are developed. The role of Pro Vice-Chancellor for the Welsh language is one that has existed for several years. The post holder is a member of the University's Executive Committee and chairs the Welsh Language and Culture Committee. This committee is one of the central committees of the University and the minutes go before the Executive Committee and the University Senate. The University Secretary is also a member of that committee and the Executive Committee. As a result, issues relating to the Welsh language can be highlighted and advocated at the senior management level of the University. The Council's Welsh Affairs Committee, which is chaired by a lay member of the Council, also oversees our compliance with the Standards and the minutes of that sub-group are presented at the full meeting of the Council.

During 2024-25, a year that saw significant leaning upon them as a result of the restructuring activity, the following developments were made in the context of the Policy Making Standards:

ASSESSING IMPACT ON PROPOSED STRUCTURES

- During the 24/25 restructuring process, the Policy Making Standards were implemented in full, underpinned by the Welsh Language Commissioner's guidance. The University's Planning and Transformation Group, the group that approved voluntary redundancy applications, was given a presentation on the Policy Making Standards. As a result, the impact of plans on the Welsh language was assessed as they were drawn up and the University published these assessments during the consultation period. The plans were reassessed following responses to the consultation. A meeting was held between the Head of Policy and Development at Canolfan Bedwyr and the authors of each Business Case for Change and a Welsh language impact assessment was drawn up. In these impact assessments, a statistical analysis of staff numbers and their language ability was presented. Potential impact on the Welsh language was considered in terms of: bilingual staffing capacity; opportunities to use the Welsh language; Welsh-medium academic provision and Welsh Language Services. Positive, neutral and negative impacts were identified and mitigation actions were identified where possible. A specific question about the Welsh language was asked during the consultation process and the authors revisited the plans following the consultation.
- The impact assessment process, therefore, was a comprehensive one. One of the challenges identified during the process was the need to reduce the workforce without having to do so through compulsory redundancies. There was tension at times between the need to secure and protect the organisation's bilingual capacity and for Welsh-speaking staff to have the opportunity to take advantage of voluntary redundancy offers.
- The 10 Standards Plan was introduced in 2024-25. This was an initiative that built on monitoring methods put in place during an internal audit by TiAA in 2023-24. 10 Standards were identified and focused on during the year, looking at ways to strengthen/update actions as needed. Due to the significant impact of the restructuring process on all the University's operations in the second half of the year, this activity could not be fully completed. However, from what was successfully completed and verified, the University's compliance with the individual standards was high.

MAINSTREAMING WELSH IN NEW DEVELOPMENTS

- A Quality Improvement Review was carried out by the Quality Assurance Agency during the year. It made particular mention of "the extent to which the Welsh language and bilingualism are deeply embedded in the culture of the University, to the clear benefit of all staff and students".
- Reference has already been made to the language awareness elements provided as part of North Wales Medical School's new module, 'More than Words: Welsh as a Clinical Skill'. Another development that saw similar content delivered alongside the teaching was the Law Clinic initiative by the School of History, Law and Social Sciences. In the case of this module, which provides training for undergraduate students to be able to advise on cases in the community, guidance was given on the bilingual aspects that the practitioners should bear in mind when dealing with cases. Emphasis was placed on the need to be able to provide

bilingual services for an audience rooted in an area that has Welsh as a community language and the value of doing so when dealing with individuals who may seek legal advice on sensitive issues.

- 2024-25 was a year that saw the redesign of some of the main pages of the University's website. Specifically, those pages that set out all of the institution's academic offerings and are primarily for the attention of prospective students. The team leading the technical work consulted with Canolfan Bedwyr officers in order to develop a new subsection on individual course pages. The aim of the new subsection, placed on the page of each learning programme, is to promote the opportunities available to study through Welsh or bilingually. Information is also given about the opportunities for specific funding for studying through Welsh; the University's bilingual culture and the benefits of studying through Welsh.

DEVELOPMENT PRIORITIES

ACTION	RESPONSIBILITY
Review the University's Welsh Language Policy, including the Code of Practice on Staff Appointments.	Welsh Language and Culture Committee / Canolfan Bedwyr / Human Resources
Appoint a recruitment officer to focus on schools in the South East and create a measurable work programme to ensure a prominent role for Welsh in student recruitment for 2025–26.	Head of Student Recruitment
Monitor 10 Standards annually	Welsh Language Policy Group / Canolfan Bedwyr

OPERATING STANDARDS

All of the objectives set out in the 2023-24 report were achieved.

In terms of implementing the Operating Standards and supporting staff to use the Welsh language during 2024-25, developments are highlighted below:

RECRUITMENT PROCESSES

- The University took part in the Gwynedd and Anglesey Local Service Board's project to look at recruitment processes and their success in attracting Welsh speakers to roles. The University has also been prominently involved in a project funded by ARFOR in this area. Following the restructuring period, and as the University returns to recruiting staff once again, it is intended that the recommendations of these projects be implemented.

INCREASE THE USE OF WELSH

- 14 staff members registered for the Coleg Cymraeg Genedlaethol's Language Skills Certificate (Tystysgrif Sgiliau Iaith - TSI) in 2024-25 (9 more candidates than in 2023-24), with all members passing the oral and written examinations, held during Spring 2025. The TSI is an effective means of empowering individual members to have confidence in their oral and written skills and is an activity that often attracts registrations from entire teams. A series of preparation and review sessions for the assessment period are provided by Canolfan Bedwyr's Advanced Language Skills Tutor. Among those who gained the qualification in 2024-25 were 4 members of staff who attended the refresher and confidence building course, Prosiect X. This is a significant milestone in this group's journey and is further confirmation of the effectiveness of Prosiect X's learning approach. It focusses on developing the confidence and skills of staff members who are not traditional 'learners' but who are keen to increase their use of Welsh at work.
- The language behaviour changing app, ARFer, took great strides forward during the year. The team worked with a software developer to design an interactive platform for mobiles and tablets. The new app has been extensively tested towards the end of the academic year and it is anticipated that there will be a further increase in the use of the app in 2025-26, as it is used in workplaces across Wales from August 2025 onwards.
- During the year, University staff were at the Senedd in Cardiff presenting to the Culture, Communications, Welsh Language, Sport and International Relations Committee. They contributed by sharing their expertise in the fields of language technology, language behaviour change and language planning to the committee's *Cymraeg i Bawb? / Welsh for All?* inquiry.
- The presentation given on the Welsh language at the University in the induction sessions for new staff during the year has been adapted and updated, with particular reference to the mandatory training package and the additional opportunities staff have to develop their Welsh skills at work – e.g. as Project X, a language improvement and behaviour change course, continues to recruit from the workforce.

- Canolfan Bedwyr staff continue to facilitate informal chat sessions with learners at the higher levels. They also support the Deans of Welsh in the academic colleges, with sessions such as 'paned a sgwrs' to promote the use of the Welsh language organised by them throughout the year.
- During the year, the University has supported national campaigns relating to the promotion of the Welsh language and increasing its use, such as the Welsh Language Commissioner's #DefnyddiaDyGymraeg24 campaign. In addition, there was an informal celebration along with special discounts on hot drinks in the University's food outlets (obtained by using Welsh when ordering) as part of Shwmae Su'mae Day 2024.

LANGUAGE TRAINING

- In 2024-25, there were 140 members of staff taking Work Welsh language courses at the University, delivered by Canolfan Bedwyr during lunch breaks, at the following levels:

Staff learning levels 2024-25	
Level 1 / Beginners	19
Level 2 / Entry	35
Level 3 / Foundation	23
Level 4 / Intermediate	24
Level 5 & 6 / Higher	18
Level 7 / Proficiency	21

- Once again, progression made from one level to the next on these courses in 2024-25 has been encouraging. Additionally, the high number of learners at the advanced levels testify to the success of the Work Welsh scheme in delivering language training during work hours. There has been a specific increase at level 2 / Entry – from 24 in 23-24 to 35 in 24-25. This is due to the success of the 12-week Beginners course launched in 2023-24. The high number (21) at Level 7 / Proficiency testifies to the new initiatives introduced to support this cohort.
- In addition, there were 119 enrolments on the self-study Taster course during the year. This 10-hour course has been extremely popular, as a result of it being promoted during Welcome Week activities – including during 'Introduction to Welsh' sessions for new students.
- A number of University staff (and postgraduate students) also follow courses provided in the community by Learn Welsh North West provider (as well as online). During 2024–25, 52 members of staff and postgraduate students enrolled on community-based courses, with several also following the Work Welsh courses above.

Staff members and postgraduate students enrolled on LWNW courses in 2024-25	
Entry 1	13
Entry 2	16
Foundation 1	4
Foundation 2	5
Intermediate 1	1
Intermediate 1 & 2	1
Intermediate 2	4
Advanced 1	2
Advanced 2	1
Advanced 3	3
Proficiency	2

WELSH LANGUAGE SKILLS OF UNIVERSITY STAFF AS OF 31 JULY 2025 BASED ON JOB CATEGORIES

ALL UNIVERSITY STAFF: WELSH SPEAKING SKILLS

	Speak Welsh	Speak some Welsh	Don't speak Welsh	Total
Academic	196	172	239	607
	32%	28%	39%	100%
Academic Related	134	82	29	245
	55%	33%	12%	100%
Clerical	213	69	36	318
	67%	22%	11%	100%
Manual	83	42	53	178
	47%	24%	30%	100%
Technical	41	26	16	83
	49%	31%	19%	100%
Research	34	41	74	149
	23%	28%	50%	100%
Total	701	432	447	1580
	44%	27%	28%	100%

ALL UNIVERSITY STAFF: WELSH READING SKILLS

	Read Welsh	Read some Welsh	Can't read Welsh	Total
Academic	193	152	251	596
	33%	26%	42%	100%
Academic Related	131	78	34	243
	54%	32%	14%	100%
Clerical	191	68	41	300
	65%	21%	14%	100%
Manual	77	40	56	173
	45%	23%	32%	100%
Technical	40	25	18	83

	48%	30%	22%	100%
Research	37	39	74	150
	25%	26%	50%	100%
Total	669	402	474	1545
	44%	26%	31%	100%

ALL UNIVERSITY STAFF: WELSH WRITING SKILLS

	Can write in Welsh	Can write some Welsh	Can't write in Welsh	Total
Academic	178	132	279	589
	30%	22%	47%	100%
Academic Related	121	70	52	243
	50%	29%	21%	100%
Clerical	179	70	52	301
	59%	23%	17%	100%
Manual	69	37	66	172
	40%	22%	38%	100%
Technical	38	21	24	83
	46%	25%	29%	100%
Research	32	35	82	149
	21%	23%	55%	100%
Total	617	365	555	1537
	40%	24%	36%	100%

FILLED VACANCIES AND LANGUAGE SKILLS OF THOSE APPOINTED

JOB CATEGORY	LANGUAGE REQUIREMENT	Speak Welsh	Speak some Welsh	Can't speak Welsh	No information
Academic	Essential	2			
		100%	0%	0%	0%
Academic Related	Essential	5	1		
		83%	17%	0%	0%
Clerical	Essential	15	1		
		94%	6%	0%	0%
Manual	Essential	0	0	0	0
		0%	0%	0%	0%
Technical	Essential	0	0	0	0
		0%	0%	0%	0%
Research	Essential	5			
		100%	0%	0%	0%
Academic Related	Essential or Willingness to Learn to a specified level	1			
		100%	0%	0%	0%
Clerical	Essential or Willingness to Learn to a specified level	1	1		
Academic	Desirable	4	15	24	
		9%	35%	56%	0%
Academic Related	Desirable	2	3	3	
		25%	38%	38%	0%
Clerical	Desirable	5	3	4	1

		38%	23%	31%	8%
Manual	Desirable	3	2		
		60%	40%	0%	0%
Technical	Desirable	2	1	3	
		33%	17%	50%	0%
Research	Desirable	2	8	11	1
		9%	36%	50%	5%
Academic	No specific language requirement		1		
		0%	100%	0%	0%
Research	No specific language requirement		2	9	
		0%	18%	82%	0%
Total		47	38	54	2
		33%	27%	38%	1%

DEVELOPMENT ACTIONS

ACTION	RESPONSIBILITY
Reconfigure the Welsh-language learning provision for staff following the restructuring.	Canolfan Bedwyr
As a direct response to the restructuring, introduce a new support plan – ‘Developing and supporting bilingual teams during a period of change’.	Canolfan Bedwyr
Pilot transcription technologies and other tools to facilitate bilingualism in committees.	Digital Services / Canolfan Bedwyr / University Secretary
Ensure that data on staff language ability is as complete as possible and that the information is included in the iTrent system.	Human Resources / Heads of Schools / Heads of Professional Services

COMPLAINTS

Two formal complaints were received under the Service Delivery Standards during 2024-25.

CONCLUSIONS

As noted at the beginning of the report, 2024-25 has largely been a year of two halves. However, despite the challenges experienced as a result of the restructuring process, it has been a period that has seen positive developments in the following areas:

Training and Compliance – 977 members of staff have completed a mandatory training package on the Language Policy; awareness and responsibility have increased across the organisation.

Academic Development – Launch of the ‘More than Words: Welsh as a Clinical Skill’ module for medical students; preparations for default enrolment on Welsh-medium modules in 2025–26.

The University's Wider Community – Significant public events at Pontio; presence at the National Eisteddfod, and the launch of resources for national use such as a bilingual recruitment pack and the ARFer app to change language behaviour.

Technology and Services – Development of a bilingual ePortfolio; digital support for students and staff; strengthening Welsh language content on the University's website.

In addition, when considering the restructuring process, it is noted that impact assessments on the Welsh language have been carried out and that concerns about the loss of Welsh speaking staff and continued compliance with the Standards have been identified as part of the consultation process.

Looking ahead to 2025-26, the University will work within a new staffing structure and will implement the Welsh Language Standards in order to achieve the following objectives:

Ethos – Creating a truly bilingual workplace by reviewing policies, piloting transcription technologies, and offering support to teams in a time of change.

Marketing and Recruitment – Ensuring that the University is the first choice for Welsh-language students for their subject area, including implementing a new brand, publishing more content on the website and social media, and supporting the work of a new recruitment officer who is targeting Wales specifically.

Teaching and Learning – Increasing participation in study opportunities through Welsh, with default module enrolment and developing a monitoring dashboard.

Research – Monitor Welsh language publications and carry out an audit of research projects in the field of bilingualism.

Student Experience – To improve the experience of Welsh language students by facilitating events, ensuring participation in organising a job fair, establishing a dedicated study space, and ensuring high satisfaction in surveys carried out by the Welsh Language Commissioner.