

# AMGUEDDFA CYMRU



## ANNUAL MONITORING REPORT CYMRAEG THE WELSH LANGUAGE

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# 1. Overview

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**This is a record of our compliance with the statutory requirements described in the Welsh Language Standards as well as our wider work with Cymraeg across Amgueddfa Cymru in 2025-26. Our Welsh language policies are rooted in compliance with the Standards, but our work also reflects our commitment to the Welsh Government's *Cymraeg 2050* strategy, as well as the Wellbeing of Future Generations Act (2015) and specifically the wellbeing goal 'A Wales of Vibrant Culture and a Thriving Welsh Language'. The Compliance Notice, our Welsh Language Policy, and our previous annual reports, are available on our website [museum.wales/thewelshlanguage](https://museum.wales/thewelshlanguage).**

*Cymraeg* – the Welsh language – is an intrinsic part of the heritage and culture of Wales; and Amgueddfa Cymru has a key role in developing people's knowledge and understanding of the history of the language and Welsh culture, as well as using and celebrating the language in our work. We are proud of the wider work we do in order to increase the use and promotion of the Welsh language and our developments in the field of bilingual interpretation and design. The Welsh language is central to our 10-year strategy, *Amgueddfa Cymru 2030*.

Our museums are strong centres for Cymraeg in their communities, where the language is seen, heard, used and celebrated. Supporting this linguistic infrastructure is essential for creating opportunities for language use. We support our staff (including Trustees, Volunteers and Amgueddfa Cymru Producers) to learn and use their Cymraeg as they play an essential role in our ability to provide our services, in creating a bilingual workforce and workplaces and as advocates for the language within our museums, but crucially also, beyond the workplace. We understand that creating confident Welsh-speakers and advocates within the workplace will mean that our staff will carry this with them back to their homes and communities.

### Among the highlights of 2025/26 are:

- Publishing our brand new policy *Amgueddfa Fyw, Iaith Fyw* to increase our internal use of Cymraeg and set our long-term aim for the language within Amgueddfa Cymru. The policy creates a unique structure which allows all museums and sites to create their own individual development plans which respond to their unique needs, demography and character whilst also ensuring a strong foundation across Amgueddfa Cymru.
- Delivering a public programme of events, exhibitions and opportunities to celebrate and use Cymraeg as well as welcoming new audiences to our museums and the language, including the *Hip Hop: a Welsh Story* and *Gwen John: Strange Beauty* exhibitions in National Museum Cardiff, and *Amgueddfa ar y Lôn – Museum on the Move* taking our collections to new locations while Amgueddfa Lechi Cymru is closed for redevelopment. Cymraeg is front and centre in our interpretation, design work and welcome, going beyond compliance and celebrating the language wherever possible.
- Our events programme in partnership with the Mentrau Iaith across Wales continues to be a highlight, including welcoming 4,762 visitors to Gŵyl Tawe in the National Waterfront Museum as well as clubs and events for children, young people and families across our museums.
- Expanding our internal data for Cymraeg by conducting a comprehensive survey with staff for the first time, covering their confidence to use Cymraeg at work and beyond; Cymraeg within Amgueddfa Cymru and attitudes towards the language.
- Over 56% of Amgueddfa Cymru staff note some level of Welsh-language ability, with over 46% on Canolradd level and higher. 89% of Amgueddfa Cymru staff who don't speak Welsh believe the language is something to be proud of. We have appointed a Cymraeg Gwaith tutor for Amgueddfa Cymru, funded by the National Centre for Learning Welsh. They will teach internal courses in 2026/27 tailored to the needs of teams and departments.

No complaints were received from the Welsh Language Commissioner in 2025/26. One internal complaint from a member of staff was received regarding errors in an internal letter. Two external complaints were received, regarding the language of a course in the National Waterfront Museum and merchandise for sale in Big Pit. Further details and action taken can be found in section 7.3.1.

The Welsh Language and Equality Monitoring Group, chaired by the Director of Experience, Learning & Engagement is responsible for monitoring compliance with the Welsh language standards and reviewing the implementation of our Welsh Language Policy across Amgueddfa Cymru. The group meets quarterly, reporting to the Learning and Engagement Committee, a sub-committee of the Board of Trustees. Meetings are held bilingually using simultaneous translation to ensure a broad membership.

## 2. Policy, translation and Welsh-language content support

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Amgueddfa Cymru has an internal translation team which provides Welsh to English and English to Welsh translation, side-by-side drafting, editing, checking and proofreading services, as well as maintaining an online glossary and advising on bilingual content and design. We also use external translation providers for simultaneous and paper translation where necessary. We use the Welsh Government's National Procurement Framework Service to procure external translation services wherever possible.

The Welsh Language Manager offers advice and leadership to all members of staff on Welsh language policy and compliance matters. We also contribute to wider discourse on the Welsh language on a local and national level. This year, we continued to work with the Welsh Language Commissioner's office in various fields, for example internal use of Cymraeg, responding to requests for information and taking part in their *Dysgu, Datblygu, Defnyddio* conference in July 2025.

We continue to review the language we use in relation to decolonising the national collection, with the aim of creating and using modern and equitable Welsh-language terminology. We will continue to work with our communities and partners on this important work.

## 3. The Welsh language standards and the Museum

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Amgueddfa Cymru has a legal duty to comply with the Welsh language standards in four areas, service delivery, policy making, operational and record keeping. No standards from the promotional category were assigned to Amgueddfa Cymru. However, promoting and publicizing our Welsh language and bilingual services as well as celebrating the use and development of the language is an integral part of our work. For the purposes of this report, any information that bridges different standards is reported in the section we consider most relevant.

## 4. Service delivery (standards 1-83 and supplementary standards 149-154)

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### 4.1. Written correspondence

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**Our letterheads, website and email disclaimers include standard wording regarding the welcoming of correspondence in Welsh and English.**

The Iaith Gwaith symbol is displayed in all receptions and bilingual staff are available on receptions. Iaith Gwaith and Iaith Gwaith/Dysgwr lanyards and badges are available to all staff, and we encourage their use wherever possible.

All new members of staff are advised of the need to ensure a bilingual email signature and answerphone message in the mandatory induction sessions, as part of a wider presentation on the Welsh language and standards.

Any standard wordings in use are also kept in our online glossary [www.museum.wales/translation\\_glossary](http://www.museum.wales/translation_glossary) which is available to staff and the public.

### 4.2. Contact on the telephone

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**Our phone system operates mainly through our computers rather than desktop phones. The system has automated the user's experience to a great extent, but this has allowed us to ensure natural and friendly Welsh-language information and menus, with the Welsh first at every stage. Training was provided for staff regarding the standards and the phone system which is also available permanently in the Intranet. Our main phone number has not changed.**

If the caller wishes to speak to a member of staff, selected staff who answer Amgueddfa Cymru's main phone line answer the phone bilingually (in Welsh first, then in English) before informing the caller that a Welsh language service is available. Staff language choice can also be checked on the Intranet before transferring the call. Our electronic messages on the main phone line greet the caller bilingually (in Welsh first, then in English) and inform the caller that they are welcome to leave a message in Welsh.

When we call an individual for the first time, we ask whether the individual would like to receive phone calls from us in Welsh. If that is the wish of the individual, this is noted. There are departmental arrangements in place across Amgueddfa Cymru to ensure compliance.

## 4.3. Meetings

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We create opportunities to use simultaneous translation as a way of increasing our internal use of Cymraeg and to support staff who wish to work through the medium of Welsh. For example, simultaneous translation is provided for all Welsh Language and Equality Monitoring Group meetings, the Leadership forum, all-staff briefings, all Trustee Board meetings and committees and Amgueddfa Lechi Cymru redevelopment project meetings. We provide guidelines and standard wording for Chairs, based on the Association of Welsh Translators and Interpreters' simultaneous translation guidelines and the Welsh Language Commissioner's *Advice Document: Bilingual Drafting, Translation and Interpretation*. To further our ability to provide interpretation support for these meetings and develop new ways of using this as a way of increasing our internal use of Cymraeg, we will be recruiting an internal Interpreter/Translator later in 2026.

Where meetings are held in Welsh and there is a need to report to the Senior Executive Team, the minutes are written in Welsh and an English-language overview is provided to the Senior Executive Team.

## 4.4. Amgueddfa Cymru's public programme

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### 4.4.1. Exhibitions

All exhibitions that we produce internally are bilingual. We are not required to translate external temporary exhibitions under the standards, however, our policy is that every exhibition in our museums should be bilingual. In doing so, we experiment with bilingual design and interpretation methods and this work contributes towards our understanding and practices in these areas. Among the exhibitions held this year were *Hip Hop: a Welsh Story*, *Gwen John: Strange Beauties* and *John Akomfrah: Listening All Night to the Rain* at National Museum Cardiff; *Gwaith Merched* a photography exhibition at the National Waterfront Museum and new displays on Terrence Higgins, Women in Sport and the Welsh Women's Football Team in St Fagans National History Museum.

The National Slate Museum has been closed to the public since November 2024 as part of the major redevelopment. During this time, pop-up exhibitions have been held in Ysbyty Chwarel, Llanberis; Castell Penrhyn and Caernarfon.

In 2025, the National Roman Legion Museum celebrated 175 years and in 2026 the National Wool Museum is celebrating 50 years at the heart of the Welsh-language community in Dyffryn Teifi. In the National Wool Museum this year, permanent galleries have been updated including striking Welsh-language murals by Ruth Jên and upgrading the visitor experience.

#### 4.4.2. Events

Our partnership with the Menterau Iaith is thriving. For example, in June 2025, Gŵyl Tawe, Menter Iaith Abertawe's Welsh-language music festival was held at the National Waterfront Museum. 4,762 people attended, and it was one of the busiest days on record in the Museum. In the National Wool Museum, a new programme of partner sessions with Menter Gorllewin Sir Gâr has been launched including Clwb Lego and Cwtsh Crefft, a chatting and craft group for Welsh-speakers of all levels.

Welsh celebrations including Plygain, Hela'r Dryw and y Fari Lwyd events were held in St Fagans as well as *Finyl yn y Vulcan* to celebrate Dydd Miwsig Cymru, which was streamed live on Radio Sudd.

We are working in partnership with Welsh Government and the UK Government to create a list of living heritage within the UK as part of the commitment to the UNESCO 2003 Convention on protecting intangible cultural heritage. This is the first time Wales had had a national register for living heritage traditions and will ensure that traditions and skills that are alive in our communities are officially recognised, celebrated and supported for future generations. A day of celebration was held in St Fagans as part of the campaign.

A wide-ranging programme of events was held across Amgueddfa Cymru for children and families including the storytelling and music series Babis Bach Babies in National Museum Cardiff, Symudwyr Bach, Siaradwyr Bach, in partnership with Early Years Wales in St Fagans, and staging theatr na nÓg's show *Dal y Gwynt* with additional STEM activities at the National Waterfront Museum. Halloween Nights, inspired by the folklore of Wales were held in St Fagans and Big Pit, and Christmas events included Amser Stori gyda Siôn Corn at Big Pit and Amser Stori gyda Siân Corn at the National Slate Museum.

#### 4.4.3. Education

Our hybrid programme for schools offers a blend of bilingual face-to-face and digital provision for all schools across Wales. In line with the new Curriculum for Wales, our sessions incorporate a plurilingual approach, seamlessly integrating Welsh language phrases and content into our English-medium workshops. This approach helps normalize the use of Welsh in everyday learning. Further details of our workshops and education resources are on our website <https://amgueddfa.cymru/dysgu>.

We also hold a programme of learning for adults including Bore Dysgwyr Cymraeg in St Fagans and tours for learners in National Museum Cardiff in partnership with Cardiff University and Menter Caerdydd. Sessions are held as part of Adult Learners Week in St Fagans as well as additional sessions on request e.g. gallery tours or curator talks.

## 4.5. Printed materials produced by Amgueddfa Cymru

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**Amgueddfa Cymru's brand puts the Welsh language front and centre and promotes the use of the plurilingual approach in our brand voice. We are very proud to be part of the new wave of national organizations using the Welsh language to promote 'brand Cymru' across the world.**

Our Strategy, Amgueddfa Cymru 2030, clearly declares our commitment to the Welsh language, stating that the Welsh language belongs to everyone in Wales, and is a crucial part of Amgueddfa Cymru's culture and identity.

Bilingualism continues to be an integral part of Amgueddfa Cymru's design ethos in all aspects of our work. In line with our brand guidelines, the Welsh language is always above or to the left of the English language. All signs and notices (including temporary signs and notices) are bilingual. We continue to lead and innovate in bilingual design.

Our online glossary is a useful resource for staff and the public alike. The Translation and the Welsh Language Team also offers a text-checking service and feedback for colleagues who want to increase their confidence to write in Welsh. This year we also piloted workshops held by the Translation and Welsh Language team with staff in key departments who wish to use their written Welsh more as part of their role, supporting them to understand more about the resources available and increasing their confidence.

This year, to coincide with the *Gwen John: Strange Beauties* exhibition, we also published the book *Darganfod Gwen John*.

## 4.6. The website, digital resources and social media

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All our web pages include a direct link to the equivalent Welsh or English-language pages, in line with the principle that we build our websites to have pages that mirror each other. We continue to promote active offer on our digital media, including using pop-up windows to encourage the use of our Welsh-language webpages in selected areas e.g. Ticketing. Our policies, strategies, annual plans and reports, guidelines and press releases are all bilingual and available on our website.

Our corporate social media accounts are bilingual, with a balance between Welsh and English-language content. This year, we continued to support national campaigns promoting the Welsh language on social media, including the Welsh Language Commissioner's 'Defnyddia dy Gymraeg' campaign and Dydd Miwsig Cymru.

Our Amgueddfa Cymru Producers programme continues to create new opportunities for young people to develop skills and experience in the heritage and arts sector. Noted examples within this year's content is the bilingual Instagram account, Bloedd AC as well as content for exhibitions including interviews yn Gymraeg and English for the forthcoming Jessie Knight exhibition.

We use YouTube as a platform for our videos and films in both languages, with Welsh and English subtitles added to all published videos.

We have also developed a fully bilingual online ticketing platform to allow visitors to book and purchase tickets for events and exhibitions across all our museums. This allows us to gather data on our audiences including preferences such as language choice so we can direct content in the language of choice.

We continue to offer fully bilingual Augmented Reality experiences in National Museum Cardiff, as well as using practical systems to facilitate working bilingually e.g. QR Cymraeg.

## 4.7. Receptions

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The laith Gwaith symbol is on display in our public receptions along with a sign that states (in Welsh) that our visitors are welcome to speak Welsh in the Museum. Staff working at the receptions/information desks who can offer a Welsh language service or are learning Welsh wear the laith Gwaith lanyard or badge.

## 4.8. Tendering

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Where the subject matter of an invitation to tender suggests that it should be produced in Welsh or where the anticipated audience and their expectations suggests that the text should be produced in Welsh, we publish invitations to tender in Welsh and English. When we publish invitations to tender for a contract, we note that applications to tender presented in Welsh are welcomed.

We continue to work with and promote Welsh Government schemes (such as Helo Blod and the Welsh Language Commissioner's Cynnig Cymraeg offer) with our partners, for example by making the connections between them and private companies we work with through events such as St Fagans Food Festival, craft markets and education providers.



## 5. Policy making (standards 84-93 and supplementary standards 155-160)

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### 5.1. Responsibility

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The responsibility for the Welsh language and policy is at Directorate level, with the Director of Experience, Learning & Engagement. Any discussions regarding the effect of policies or corporate strategies on the Welsh language are an integral part of the Museum Leadership Team and Senior Executive Team's decision process.

### 5.2. Formulating, reviewing or revising policy

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Internal guidelines, based on the Commissioner's guidelines on Policy Making Standards, provide an easy-to-use resource for Amgueddfa Cymru staff. It includes a form to record the process which is kept as a record of any policy decision and the effects on the Welsh language. The guide is available to all staff on our internal Intranet.

### 5.3. Commissioning or undertaking research

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When commissioning or undertaking research which will be the basis for policy decisions, we will ensure we comply with the relevant standards.



## 6. Operational (standards 94-140, supplementary standards 161-166)

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### 6.1. A new policy to increase the internal use of Cymraeg

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One of our biggest successes this year was launching our practical and purposeful new policy to increase our internal use of Cymraeg, *Amgueddfa Fyw, Iaith Fyw*. The policy is based on research and data, and is a new model for the organisation as it creates a strong foundation for compliance across Amgueddfa Cymru, but also creates the space for each site and museum to create their own development plans. This will allow the plans to reflect the unique character, demography and context of each of our sites and museums and create environments that complement each setting. The message in our policy is clear that we celebrate each member of staff's contribution to Cymraeg, wherever they are on their language journey, and whether they are confident speakers, on their language learning journey or supporters.

Between now and 2050, our long-term aim for Cymraeg within Amgueddfa Cymru is:

**Mae Amgueddfa Cymru yn lle i ni i gyd ddefnyddio, mwynhau a chefnogi'r Gymraeg ble bynnag ydym ni ar ein taith gyda'r iaith, gan ddangos a dathlu ei bod yn rhan annatod o'n casgliadau a'n profiadau.**

Amgueddfa Cymru is a place for us all to use, enjoy and support Cymraeg wherever we are on our language journey, proudly showing that the language is at the heart of our collections and experiences.

A foundational stage of developing the policy was conducting a wide-ranging survey with all Amgueddfa Cymru staff – for the first time we developed a full picture of language practices across the organisation, from use of Cymraeg to confidence to speak and write, to understanding of the language and attitudes towards yr iaith. Later in 2026 we will publish a compendium of data hand in hand with an Amgueddfa Cymru action plan. The action plan will include a new programme of training for staff across the organisation, including a dedicated Cymraeg Gwaith Tutor funded by the National Centre for Learning Welsh; as well as courses such as the Tysysgrif Sgiliau Iaith and internal courses tailored to team and department needs.

We are working with each site in turn to develop their individual development plans – one of the cornerstones of the new policy – which will be published as they are agreed. The policy was approved by the Welsh Language and Equalities Monitoring Group, the Leadership Forum, the Senior Executive Team and the Education and Engagement Committee (Trustee-led).

The policy is available on our website [www.museum.wales/thewelshlanguage](http://www.museum.wales/thewelshlanguage) and we look forward to reporting on this work over the coming years.

## **6.2. Providing bilingual documents**

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**Among the bilingual documents we provide to staff are:**

- employment contract or service contract
- any paper correspondence related to employment
- any documents that contain training needs, performance objectives and/or career plans
- forms that note and authorize flexible working hours (annual leave and absences are noted on the electronic CIPHR system)
- all our policies including, but not limited to, the following:
  - behaviour in the workplace
  - health and well-being at work
  - salaries or workplace benefits
  - performance management
  - absence from work
  - working conditions
  - work patterns.

## **6.3. Internal complaints and disciplinary procedures**

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**Our internal complaints and disciplinary procedures allow each member of staff to make complaints in Welsh and respond in Welsh to any complaint made about them. Meetings or disciplinary hearings can be conducted in Welsh and any information regarding outcomes or decisions is shared in Welsh with members of staff.**

## **6.4. ICT software**

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**A bilingual Customer Relations Management system allows us to note language choice, collect usage data and develop a clearer picture of the needs and habits of our Welsh-language audiences, in order to improve their experience with us. We worked with the not-for-profit international company Tessitura on the software, and this is the first front-end bilingual interface they have created.**

**We provide computer software for checking spelling and grammar in Welsh to staff and provide Welsh language interfaces for software (where an interface exists).**

The CyfieithuCymru (Canolfan Bedwyr) system is used across Amgueddfa Cymru allowing more efficient electronic administration and the use of translation memory software.

## 6.5. The Intranet

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The Intranet was developed internally and is built to be fully bilingual. It includes (but is not limited to) forms, finance support documents, the staff handbook, and internal systems and templates. There is a comprehensive section on the Welsh language including information about training and formal and informal skills, clubs and activities, computer resources, social media, the Welsh language standards, language rights and various guidelines.

We have an electronic all-staff messaging system called Sgwrs, through which all messages are sent bilingually, and we publish newsletters to our volunteers bilingually.

## 6.6. Language training

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We offer a number of formal and informal Welsh language courses for free within work hours in order to help and encourage our staff to learn and use Welsh in the workplace. During 2026-27, our training offer will be transformed as a result of the dedicated Cymraeg Gwaith Tutor (who starts in their role on 1 April 2026) funded by the National Centre for Learning Welsh, and our action plan for the internal use of Cymraeg policy.

The number of staff who attended formal Welsh language courses in 2025/26 are as follows:

| Level                               | Number in 2021/22 | Number in 2022/23 | Number in 2023/24 | Number in 2024/25 | Number in 2025/26 |
|-------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Cwrs Croeso                         | 0                 | 0                 | 0                 | 2                 | 2                 |
| Entry                               | 13                | 13                | 10                | 8                 | 8                 |
| Foundation                          | 1                 | 4                 | 3                 | 2                 | 2                 |
| Intermediate                        | 10                | 6                 | 5                 | 1                 | 2                 |
| Intermediate/<br>Higher Residential | 0                 | 0                 | 1                 | 0                 | 0                 |
| Higher                              | 1                 | 10                | 6                 | 2                 | 6                 |
| Gloywi                              | -                 | -                 | -                 | 1                 | 0                 |
| <b>Total</b>                        | <b>25</b>         | <b>33</b>         | <b>25</b>         | <b>16</b>         | <b>20</b>         |

We have a language skills development document for staff and line managers to use which complements the staff performance management process.

## 6.7. Recruitment

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Language requirements are assessed for every new post using our assessment toolkit, based on the WJEC's diagnostic tool. All posts are advertised in Welsh and in English and Welsh- and English- language applications are welcomed. Applications presented in Welsh are not treated less favourably than English-language applications. All application forms, explanatory information, information about the interview process and job descriptions are provided in Welsh and English.

Applicants can note their language skills on their application form as well as noting if they wish to speak Welsh or English in an interview.

In accordance with standard 148 (Record keeping), new and vacant posts were advertised as follows:

| Required language level                    | Number of jobs in 2022/23 | Number of jobs in 2023/24 | Number of jobs in 2024/25 | Number of jobs in 2025/26 |
|--------------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Welsh essential                            | 38                        | 6                         | 36                        | 21                        |
| Need to learn Welsh within a set timeframe | 0                         | 0                         | 0                         | 1                         |
| Welsh desirable                            | 74                        | 30                        | 89                        | 114                       |
| No Welsh-language skills necessary         | 0                         | 0                         | 8                         | 0                         |

## 7. Record keeping (standards 141-148, supplementary standards 167-168)

### 7.1. Assessing staff language skills

Staff can choose to note whether they speak or are learning Welsh (and other languages) on their staff profile on the Intranet. However, for the purposes of planning Welsh language skills and the workforce, we use a function for noting language skill level in our self-service HR software, CIPHR. The levels used are consistent with the Welsh for Adults National Curriculum, which is also consistent with the Common European Framework of Reference for Languages (CEFR).

| WJEC/NCLW qualifications | CEFR Framework |
|--------------------------|----------------|
| Entry                    | A1             |
| Foundation               | A2             |
| Intermediate             | B1             |
| Higher                   | B2             |
| Proficiency              | C1             |

In accordance with standard 145, the following table shows staff Welsh language levels as at 31 March 2026:

| Language level  | Number of staff 2023/24 | % of staff 2023/24 | Number of staff 2024/25 | % of staff 2024/25 | Number of staff 2025/26 | % of staff 2025/26 |
|-----------------|-------------------------|--------------------|-------------------------|--------------------|-------------------------|--------------------|
| Entry A1        | 144                     | 15%                | 141                     | 15.5%              | 109                     | 14.95%             |
| Foundation A2   | 52                      | 5%                 | 46                      | 5%                 | 37                      | 5.08%              |
| Intermediate B1 | 55                      | 6%                 | 48                      | 5.3%               | 39                      | 5.35%              |
| Higher B2       | 62                      | 6.5%               | 60                      | 6.6%               | 51                      | 7.00%              |
| Proficiency C1* | 265                     | 27.5%              | 241                     | 26.6%              | 173                     | 23.73%             |
| None            | 267                     | 28%                | 226                     | 25%                | 186                     | 25.52%             |
| Not completed   | 117**                   | 12%                | 146**                   | 16%                | 134**                   | 18.38%             |
| <b>Total</b>    | <b>962</b>              | <b>100%</b>        | <b>907</b>              | <b>100%</b>        | <b>729</b>              | <b>100%</b>        |

\* This number contains all fluent speakers, whether they have learnt Welsh or are first language Welsh-speakers.

\*\* A high number of staff have not completed the data which may affect the results. We are working with managers to address this with their teams.

The following table shows Trustee Welsh language levels at the end of 2025/26:

| Language level  | Number of Trustees 2024/25 | Percentage of Trustees 2024/25 | Number of Trustees 2025/26 | Percentage of Trustees 2025/26 |
|-----------------|----------------------------|--------------------------------|----------------------------|--------------------------------|
| Entry A1        | 2                          | 13%                            | 2                          | 13%                            |
| Foundation A2   | 3                          | 20%                            | 3                          | 20%                            |
| Intermediate B1 | 1                          | 7%                             | 1                          | 7%                             |
| Higher B2       | 1                          | 7%                             | 1                          | 7%                             |
| Proficiency C1* | 6                          | 40%                            | 6                          | 40%                            |
| None            | 2                          | 13%                            | 2                          | 13%                            |
| Not completed   | 0                          | 0%                             | 0                          | 0%                             |
| <b>Total</b>    | <b>15</b>                  | <b>100%</b>                    | <b>15</b>                  | <b>100%</b>                    |

\* This number contains all fluent speakers, whether they have learnt Welsh or are first language Welsh-speakers.

In 2025/26, 43% of volunteers noted some level of Welsh-language ability (Fluent / A little / Learning).

In July 2025 we held a Work Experience Week which included a session on bilingual workplaces and routes to Welsh-language employment. 61% of the attendee were fluent Welsh-speakers and 97% of the participants had some level of Welsh-language ability (Fluent / A little / Learning).



## 7.2. Training courses

In accordance with standard 146, the following table shows the number and percentage of staff who participated in training offered by us in Welsh in 2025/26:

| Course                                              | Number that attended Welsh language course | Number that attended English language course | Percentage that attended the Welsh version that attended the Welsh version |
|-----------------------------------------------------|--------------------------------------------|----------------------------------------------|----------------------------------------------------------------------------|
| Accessing CIPHR                                     | 11                                         | 40                                           | 21.6%                                                                      |
| Adding items to the dashboard – CIPHR               | 4                                          | 25                                           | 13.8%                                                                      |
| CIPHR Guidance                                      | 3                                          | 24                                           | 11.1%                                                                      |
| CIPHR Remote access                                 | 7                                          | 44                                           | 14%                                                                        |
| Guidance on how to conduct a return to work meeting | 5                                          | 12                                           | 29.4%                                                                      |
| How to do email encryption                          | 6                                          | 7                                            | 46%                                                                        |
| How to do sensitivity labels on e-mails             | 8                                          | 5                                            | 61.5%                                                                      |
| How to insert a return to work on CIPHR             | 4                                          | 29                                           | 12%                                                                        |
| How to report a message in Microsoft Teams          | 7                                          | 7                                            | 50%                                                                        |
| Inserting a sick record – CIPHR                     | 5                                          | 29                                           | 14.7%                                                                      |
| Job and pay details                                 | 4                                          | 27                                           | 12.9%                                                                      |
| Guidance for line managers                          | 0                                          | 5                                            | 0%                                                                         |
| Personal details                                    | 7                                          | 30                                           | 18.9%                                                                      |
| RingCentral Training                                | 1                                          | 10                                           | 9.1%                                                                       |
| Leave – absence                                     | 6                                          | 29                                           | 17.1%                                                                      |

Additionally, 320 members of staff attended bilingual Cybersecurity Key Concepts training.

Sourcing accredited Welsh-language trainers in some areas can be challenging. We will continue to work with providers across all sectors wherever possible to source and commission training in Welsh.

An Amgueddfa Cymru staff member was chosen to be a member of the Future Generations Leadership Academy. They developed a project considering the intersectionality between nature, sustainability and Cymraeg, coming up with practical routes to including their findings in our work. We hope to see the fruits of their labour reflected in our work over the coming years.

*Dod yn ôl at fy Nghoed*, original Welsh-language training, was developed with an external facilitator as part of an externally funded project, examining the relationship between Cymraeg and nature with the aim of improving staff health and wellbeing. 11 members of staff took part in the training.

## 7.3. Solving complaints

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### 7.3.1. Complaints

We have a complaints and feedback procedure which mainstreams the Welsh language and raises awareness of users' rights. Comments, complaints and feedback can be given through our website or at any of our museums. All complaints regarding the Welsh language is sent to the Welsh Language Manager who keeps a central record and responds according to the corporate timescales; an acknowledgment at least within seven working days and a full response within 14 working days. A copy of our feedback and complaints procedure is available on our website and in all receptions.

One internal complaint was received by a member of staff regarding errors in an internal letter to the individual from the Human Resources department. The team's internal processes were reviewed and relevant HR team members attended a pilot session held by the Translation and Welsh Language team on resources available to support Welsh-language working and increase their confidence to use Cymraeg at work.

Two external complaints were received:

1. The first complaint was regarding an English-only course held in the National Waterfront Museum. Our investigation found that there had not been a breach in compliance. A combination of Welsh-language, English-language and bilingual courses are programmed across Amgueddfa Cymru which take into consideration the language balance of the events programme as a whole, in line with our discussions with the Welsh Language Commissioner's office in 2021. However we agreed with the complainant that the language used to describe the session was stark and lacking in context as to why the course was being held in English. We updated the wording immediately.
2. A complaint was received regarding merchandise for sale in Big Pit National Coal Museum's shop. Our investigation found that there had been a breach in compliance as an English-only logo had been applied to certain products, rather than the standard bilingual logo. Temporary packaging was designed to resolve the situation in the short term, while a wider plan was developed to review the products and work with the various suppliers and external contractors to redesign the packaging for some items. An amended procedure is now in place for any similar projects in the future.

### 7.3.2. Complaints from the Welsh Language Commissioner

No complaints were received from the Welsh Language Commissioner's Office in 2025/26.