



Welsh language Policy

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1. INTRODUCTION

- 1.1 The main objective of the Gwynedd and Anglesey School Music Service (GCYGM) is to promote and encourage musical activity in Wales particularly by promoting expressive art and music in the context of dance, drama, poetry, television and film. This is achieved through our provision of instrumental music and vocal lessons to around 5,000 pupils by around 50 experienced tutors, our musical instruments lending service and the regional and county ensembles.

2. PURPOSE

- 2.1 This policy has been developed to outline our commitments towards the language and to ensure clarity and consistency when delivering and administering our services.

3. SCOPE

- 3.1 This policy should be considered central to all GCYGM's activities.

4. POLICY STATEMENT

- 4.1 The Welsh language is important to us and we work to the principal that Welsh and English should be treated equally when delivering and administering our services. As a service, we support the principles of the Gwynedd and Môn Welsh Language Charter, and will take steps wherever possible to promote the Welsh language in our activities.

POLICY DETAILS

5. SERVICES

5.1 Music, instrumental and vocal lessons

- 5.1.1 Our priority will be to always ensure that the lessons we provide are of a high standard, where practicable, and when a qualified tutor is available, we will seek to ensure that the lessons are provided in accordance with the school's language policy.
- 5.1.2 We will always employ qualified and experienced tutors to deliver lessons, and we consider the ability to speak Welsh an important skill and, as far as possible, we will seek to ensure that our tutors are Welsh-speakers.

5.2 Musical instruments lending service

- 5.2.1 The administration process for the lending service will be bilingual; any form or contract will be available in Welsh and English and any communication involving the service will be available in Welsh and English.

5.3 Regional Ensembles

- 5.3.1 Our priority always will be to ensure that the regional ensembles held are conducted by qualified and experienced individuals, where practicable, and when the conductor is a Welsh-speaker, activities will be held naturally bilingually.
- 5.3.2 We will ensure that a Welsh-speaker will be present at all regional ensembles.
- 5.3.3 The administrative process of arranging regional ensembles will be bilingual; any form or written information will be available in Welsh and English.

6. CONTACT

- 6.1 GCYGM welcomes any written contact, including via e-mail, in Welsh and when individuals contact us in Welsh we will provide a reply, if required, in Welsh.

- 6.2 When we contact several individuals at the same time, we will do so bilingually unless we know that they all speak Welsh, in which case we will correspond in Welsh only.
- 6.3 When we contact individuals for the first time we will do so bilingually, unless we know that they speak Welsh, in which case we will correspond in Welsh only.
- 6.4 We will answer our main phone line in Welsh and we will provide a full service in Welsh if that is the caller's wish.
- 6.5 When communicating with statutory bodies in Wales, we will do so in Welsh, unless we contact individuals within the organisations whom we know not be Welsh-speakers.

7. PUBLIC FACE

- 7.1 Our website will be entirely bilingual, and we will ensure that the Welsh and English information will be updated at the same time.
- 7.2 When using websites and social media we will ensure that this happens bilingually, with Welsh posts appearing first.
- 7.3 All public documents, promotional material, information leaflets and programmes will be available bilingually on every occasion.

8. INTERNAL ADMINISTRATION

- 8.1 Welsh will be the internal administrative language of GCYGM including internal meetings and Board meetings.
- 8.2 The ability to speak Welsh is an essential skill for administrative and management posts in GCYGM.
- 8.3 The Creative Director and any administrative staff will be expected to represent GCYGM on all possible occasions through the medium of Welsh – and without exception when translation equipment is available or a means to speak Welsh e.g. Welsh-language workshops.

9. COMPLAINTS

- 9.1 Any complaints involving the implementation of this policy should be directed in the first instance to the Creative Director via a letter or e-mail. The Creative Director will be responsible for investigating the complaint and offering a full response to the complainant within 10 working days of receiving it.

10. MONITORING AND REVIEWING

- 10.1 The Creative Director will have responsibility for implementing the policy from day to day. The Trustees will be responsible for monitoring it and regular reports will be submitted to them including a record of any complaints received.
- 10.2 The policy will be reviewed every three years or sooner if the Trustees wish to do so.

Adopted by the GCYGM Board of Trustees on the 10th April 2025