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DEPARTMENT OF ARTS AND CULTURE

NOTICE 379 OF 2016



LANGUAGE POLICY

2015

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COUNCIL AND EXECUTIVE APPROVAL

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Chairperson of Union	
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LANGUAGE POLICY

1. LEGISLATIVE INSTRUMENTS

- 1.1 The Constitution of the Republic of South Africa, 1996
- 1.2 The Use of Official Languages Act, 2012
- 1.3 Regulations in terms of section 13 of the Use of Official Languages Act, 2012.
- 1.4 The Constitution of the Republic of South Africa provides for eleven official languages and recognizes the historically diminished use and status of the indigenous languages of the people of South Africa.
- 1.5 PACOFS recognizes its legal responsibilities, under the Act and the Constitution of the Republic of South Africa to promote multilingualism, language equity and contribute to the continual usage of the eleven official languages.

2. PURPOSE

- 2.1 Purpose and regulatory context of this Policy:
- 2.2 This Policy is required by section 4 of the Act, as follows:
- 2.3 section 4(1) provides that every national department, national public entity and national public enterprise must adopt a language policy on its use of official languages;
- 2.4 section 4(2) provides that a language policy adopted in terms of subsection (1) must:
- 2.5 To take practical and positive measures to elevate the status and advance the use of indigenous languages in the interactions with all stakeholders.
- 2.6 To facilitate the process whereby all stakeholders may communicate them in one of these languages identifies. i.e. English, Afrikaans, Setswana and Sesotho.
- 2.7 To ensure redress of the imbalances of the past in the use of languages.
- 2.8 To encourage and support citizens to learn official languages other than their own which will assist in achieving and sustaining national unity and cultural diversity.
- 2.9 To ensure equitable all employees of PACOFS with clear rules and guidelines regarding the use of the identified languages when communicating with the public and other stakeholders.
- 3.0 To provide all employees of PACOFS with clear rules and guidelines regarding the use of the identified languages when communicating with the public and other stakeholders

3 The principles underpinning this Policy are:

- 3.1 Commitment to the promotion of all languages in the Republic in order to ensure constitutional language equity and language rights as required by a democratic dispensation;
- 3.2 Recognition of multilingualism as a resource to maximize collaborative partnerships in nation building, economic development and social cohesion;
- 3.3 Promotion of good language management by the institution/Pacofs to ensure efficient That it meets the needs of the public and ensures equitable access to the services and information.

- 3.4 Prevention of the use of any language(s) for the purposes of exploitation, domination and discrimination within the institution/Pacofs.
- 3.5 Enhancement of people-centeredness by addressing the interests, needs and aspirations of language communities through on-going dialogue and debate;
- 3.6 Recognition of a community-based approach, i.e. a decentralized and participatory approach to language planning and policy implementation in which each government structure is given the power to identify its own working languages, as the most viable manner in which to promote multilingualism given South Africa's highly pluralistic society; and
- 3.7 Support for special redress programmes for previously marginalized official indigenous languages, and the learning and teaching of all the official languages of the Republic at all levels of schooling.
- 3.8 To remove all languages barriers thereby promoting equitable access to information communicated to stakeholders within PACOFS.
- 3.9 To ensure that no person is denied or prevented from using their language of choice regardless of whether or not it is one of the working languages.

4. APPLICATION OF THE ACT

This Act applies to:

- 4.1 National Department, Public Entities, the Act takes precedence over any inconsistent provision of any other law on the use of official languages.
- 4.2 The Act was adopted to regulate the use of the official languages by national government Section (4)(1) requires all national departments, national public entities and national to adopt the language policies.
- 4.3 The Act establishes a legislative framework for National Government Departments, National Public Entities to regulate and monitor their use of the official language.

5. OFFICIAL LANGUAGES OF PACOFS

- 5.1 While the Constitution equalizes the status of all the languages, it does not seek to enforce rigid use of all of them. Rather, the use of language should be guided by the principal and contextual considerations, including trends in the use, needs and audience language preferences.
- 5.2 According to the results of the last census the language spoken in the province of Free State, in order of predominance, are Sesotho, English, Afrikaans, Setswana and isixhosa. Accordingly, PACOFS has selected these working languages for the purposes of official communication.
- 5.3 In the event that someone does not understand the language used, he/she may request that communication with him/her takes place in a language that he/she understands.
- 5.4 Sign languages must be available if and when requested.

6. USE OF OFFICIAL LANGUAGES BY PACOFS

6.1 Internal Oral Communication

- 6.1.1 All reasonable and practical usage being taken into account, English shall be the operating language of PACOFS with the other working languages being used where the situation warrants or demands it.

6.2 External Oral Communication

- 6.2.1 All reasonable and practical usage being taken into account, English shall be the operating language of PACOFS with the other working language's being used where the situation warrants or demands it.

6.3 Meetings

- 6.3.1 Any of the three working languages of PACOFS may be in meetings and other proceedings involving stakeholders.
- 6.3.1.1 Where a special request is made for the use of another official language; there should be provision for interpreting services into either of the working languages. In the event of any member wishing to have the proceedings interpreted into a language other than the working languages, such member must give adequate notice of the need for interpretation to the chairperson of that meeting.
- 6.3.1.2 Sign language must be readily available if and when required. In the event that a person(s) requires sign Language at a meeting, adequate notice should be provided to the conveyor of the meeting, in order that arrangements can be made for the service to be available.
- 6.3.1.3 Meetings or hearings with the public and or any public participation event must be conducted in any of the three working languages depending on the language preference of that audience. Should there be members of the audience who do not understand the preferred language, interpretation must be provided.
- 6.3.1.4 If requested, the record of proceedings at these meetings may be translated into any of the three languages.

6.4 Written Internal Communication (including electronic communication)

- 6.4.1 Internal correspondence, training and instruction manuals, publications, shall be published in English.
- 6.4.2 The other official languages may be where the situation warrants it.

6.5 Written External Communication (including electronic communication)

- 6.5.1 Correspondence with local, national, and international stakeholders will be in English, unless a request is made for the use of another official language.
- 6.5.2 If the addressee does not understand the language used, she/he may request that communication with her/him takes place in a language that she/he understands.
- 6.5.3 Outgoing communication may be in any of the working languages, taking into account the language preference of the recipient. Response to external communication must match the language of the original communication.
- 6.5.4 Citizens have a right to communicate in the language of their choice.

6.6 Website

The website shall be written in these working languages.

6.7 Notice and Advertisements

All official notices, reports, documents and advertisements issued for general public information must be published into working languages of PACOFS.

6.8 Identification Signs

Identification signs of and directions to various venues or facilities within PACOFS must be in the three working languages.(Sesotho, Afrikaans, English and Setswana)

6.9 Customer Care

All customers must be served preferred language, with the assistance of interpreters where necessary.

7. PUBLICATION OF AND ACCESS TO THIS LANGUAGE POLICY**7.1 Strategies**

- 7.1.1 PACOFS must ensure that staff are sensitized to the value of multilingualism and encourage accommodating the language use and preference of stakeholders.
- 7.1.2 Translating and or interpreting services for PACOFS must be provided by skilled language professionals employed by the Provincial Language Services division of the Department of Arts and Culture.
- 7.1.3 PACOFS must actively encourage and support the development of the language skills of its staff members.
- 7.1.4 Staff members should be encouraged to learn and understand languages other than their own thus enhancing the value of multilingualism, promoting respect for cultural diversity and improving communication.
- 7.1.5 When recruiting new staff cognizance must be taken of this language policy.

8. IMPLEMENTATION AND TIMEFRAMES

- 8.1 Unless otherwise stated in this policy, the provisions of this policy will come into effect upon adaption by Council.
- 8.2 Electronic copies of the language Policy will be available on the website:
www.pacofs.co.za

9. COMPLAINTS MECHANISM

- 9.1 Any person who is dissatisfied with a decision of Pacofs regarding its use of official languages may lodge a complaint in writing to the CEO.
- 9.2 Any complaint must be lodged:
 - 9.2.1 in writing, and
 - 9.2.2 within three months of the complaint arising.
 - 9.2.3 Any complaint lodged must state the name, address, and contact information of the person lodging it.
 - 9.2.4 Any complaint lodged must provide a full and detailed description of the complaint.
 - 9.2.5 The CEO may request a complainant to supply any additional information necessary to consider the complaint and to attend a meeting for the purpose of making an oral enquiry into the complaint.
 - 9.2.6 The CEO will consider the complaint and respond in writing, not later than three months after the complaint was lodged, informing the complainant of the decision.

10. Review of Policy

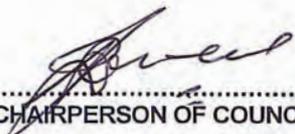
This Policy will be reviewed whenever necessary, but at least within 3(three) years.

11. TIMEFRAMES FOR IMPLEMENTATION

Unless otherwise stated in this policy, the provisions of this policy will come into effect upon adoption by Council.

APPROVAL OF THE POLICY

SIGNED ON THIS 8th DAY OF February, 2015


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CHAIRPERSON OF COUNCIL