

DEPARTMENT OF EDUCATION

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Council for Quality Assurance in
General and Further Education and Training

Language Policy

Umalusi

DRAFT

CALL FOR COMMENTS ON THE UMALUSI LANGUAGE POLICY

I, Mafu S Rakometsi, CEO of Umalusi, hereby publish the *Umalusi Language Policy* for public comment in terms of section 4(1) of the Use of Official Languages Act 12 of 2012, which provides that every national department, national public entity and national public enterprise must adopt a language policy on its use of official languages.

The draft of the new Umalusi Language Policy, has been published on Umalusi's website, www.umalusi.org.za

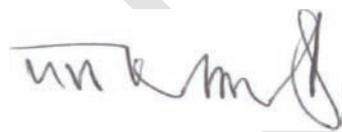
All stakeholders and members of the public with an interest in the use of official languages by public entities are invited to provide their comments and inputs on the draft Umalusi Language Policy. Written comments should reach Umalusi by 31 October 2016.

Written comments about the Language Policy can be e-mailed to Lucky.Ditaunyane@umalusi.org.za or mailed to:

The CEO
PO Box 151
Persequor Technopark
Pretoria
0020

For attention: Mr Lucky Ditaunyane

Hard copies of the draft Umalusi Language Policy will be available upon request from the address provided above



Dr Mafu S Rakometsi
Chief Executive Officer

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1. Definitions

- 1.1 "The Act" means the Use of Official Languages Act 12 of 2012;
- 1.2 "CEO" means Chief Executive Officer;
- 1.3 "Constitution" means the Constitution of the Republic of South Africa, Act 108 of 1996;
- 1.4 "Equitable use" means the use of language which is fair, impartial and even-handed;
- 1.5 "Interpreter" means a person who interprets an utterance from one language into the other;
- 1.6 "Interpreting/interpretation" in relation to oral utterance, means transposing of utterance of one language into utterance of another language. In relation to sign language, it means transposing of sign language signed into a spoken language and the other way round;
- 1.7 "Language of Record" means the language chosen for keeping records or archiving Umalusi records;
- 1.8 "Policy" means Umalusi Language Policy;
- 1.9 "Minister" means the Minister of Arts and Culture;
- 1.10 "Multilingualism" means the use of three or more languages by an individual or group of people;
- 1.11 "OCEO" means the Office of the Chief Executive Officer
- 1.12 "PanSALB" means the Pan South African Language Board;
- 1.13 "Republic" means the Republic of South Africa;
- 1.14 "Terminology" means standardised terms developed for specific subject fields;
- 1.15 "Translation" means the transposing of a text from one language to the other, with "translate" having a corresponding meaning;
- 1.16 "Working Language" means an official language chosen by Umalusi as the language most practicable in a particular communication event.

2. Preamble

The Constitution of the Republic of South Africa (RSA) 1996 recognises 11 official languages as well as the diminished use and status of indigenous languages in South Africa. The Constitution also requires of the State to take practical and positive measures to elevate the status and advance the use of indigenous languages. The Constitution further requires all official languages to enjoy parity of esteem and equitable treatment.

To this end, the Use of Official Languages Act 12 of 2012 was promulgated to, *inter alia*, provide for the regulation and monitoring of the use of official languages by national government for government purposes. It also calls for the adoption of a language policy by a national department, national public entity and national public enterprise and the establishment of a language unit for a national department, national public entity and national public enterprise.

The Act applies to all national public entities. Umalusi is a national public entity listed as such in Schedule 3A of the Public Finance management Act, 1999. This policy has therefore been developed by Umalusi in compliance with the Act.

3. Purpose

The purpose of this Policy is to outline how Umalusi will comply with the provisions of the Act, and use official languages to improve service to the public and its key stakeholders.

4. Legislative instruments

- The Constitution;
- The Act;
- Regulations drafted in relation to section 13 of the Act.

5. Scope and application

The Policy is applicable to all Umalusi employees.

6. Regulatory context of the policy

This Policy is required by section 4 of the Act as follows:

- 6.1 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;

- 6.2 section 4(2) provides that a language policy adopted in terms of subsection (1) must:
- 6.2.1 identify at least three official languages that the national department, national public entity or national public enterprise will use for government purposes;
 - 6.2.2 stipulate how official languages will be used to effectively communicate with the public in terms of official notices, government publications; and inter- and intra-government communication;
 - 6.2.3 describe how the national department, national public entity or national public enterprise will effectively communicate with members of the public whose language of choice is a South African Sign Language;
 - 6.2.4 describe how members of the public can access the language policy;
 - 6.2.5 provide a complaints mechanism to enable members of the public to lodge complaints regarding the use of official languages by a national department, national public entity and national public enterprise;
 - 6.2.6 be published in the national Gazette as soon as reasonably practicable but within 90 days of its adoption.

7. Principles

The principles underpinning this Policy are:

- 7.1 commitment to the promotion of all languages in the Republic in order to ensure parity of esteem and the equitable treatment of all official languages required by our democratic dispensation;
- 7.2 recognition of multilingualism as a resource to maximize collaborative partnerships in nation building, economic development and social cohesion;
- 7.3 promotion of good language management by Umalusi to ensure efficient public service administration that meets the needs of the public and ensures equitable access to the services and information offered by Umalusi;
- 7.4 prevention of the use of any language(s) for the purpose of exploitation, domination and discrimination within Umalusi.

8. Nature of Umalusi's business

Umalusi is a public entity established by an Act of Parliament, the General and Further Education and Training Quality Assurance Act, Act No 51 of 2001

as amended by various Acts and the National Qualifications Framework Act, No 67 of 2008 as amended by the Higher Education Laws Amendment Act, No 26 of 2010. Umalusi is a Council for quality assurance in general and further education and training.

9. Policy recommendations for official languages

9.1 Use of official languages by Umalusi

Umalusi will endeavour to make use of any of the eleven official South African languages, as well as the South African Sign Language and Braille where practicable, on request.

9.2 Official Languages of Umalusi

Umalusi has adopted four (4) official languages of the Republic of South Africa as its official languages for the purpose of this Policy and in line with section 4(2b) of the Act, namely; English, Afrikaans, IsiZulu and Sepedi.

9.2.1 The following factors were taken into account in arriving at the choice of official languages that Umalusi will use in various contexts/situations:

9.2.1.1 Usage

9.2.1.2 Practicality

9.2.1.3 Language groups

9.2.1.4 Demographics

9.2.1.5 The balance of the needs and preferences of the public it serves

The table below indicates how Umalusi will use its chosen official languages:

Umalusi Purpose	Language(s)
Inter and Intra-government communication	English
Communicating with members of the public (official written communication)	English (as standard), Afrikaans, IsiZulu and Sepedi on request.
Communication with members of the public (oral communication)	English (as standard), Afrikaans, IsiZulu and Sepedi on request.
Official publications intended for public distribution (notices on Umalusi website, advertisements, forms, and signage on buildings)	English
Communication with the hearing and	Sign language and Braille on request.

sight impaired	
International communication	English

9.2.2 Reasons for choosing the four official languages

Language	Reason
English	English is used as a working language in government for formal communication.
Afrikaans	According to Statistics SA, Afrikaans was cited in the 2011 census as a home language spoken by 6 855 082 South Africans. It is also used by stakeholders in the independent schools sector.
IsiZulu	IsiZulu is the majority language among the Nguni group of languages with 11 587 374 speakers in the 2011 census.
Sepedi	Sepedi is the majority language among the Sotho group of languages with 4 618 576 speakers in the 2011 census.

9.3 Communicating with the public in South African Sign Language and Braille

9.3.1 Any member of the public who wishes to communicate with Umalusi in South African Sign Language or receive documentation in Braille must notify the PR and Comms unit in writing.

9.3.2 The communication referred to above must reach the PR and Comms unit of Umalusi at least 20 working days before the date the service is required to enable Umalusi to arrange for an appropriate interpretation and/or Braille scripting service.

10. Language Unit

The Public Relations and Communications (PR and Comms) Unit will support the implementation of this Policy. The functions of the PR and Comms Unit in this regard will be to:

- 10.1 advise OCEO on the development, adoption and implementation of this Policy;
- 10.2 monitor and assess the use of official languages by Umalusi;
- 10.3 monitor and assess compliance with this Policy;
- 10.4 compile and submit a report to the Minister and PanSALB in terms of section 9 of the Act;

- 10.5 promote parity of esteem and equitable treatment of the official languages within Umalusi;
- 10.6 facilitate equitable access to the services and information relating to Umalusi;
- 10.7 perform any other function that the Council may instruct.

11. Training and Capacity

In order to effectively implement this Policy, the PR and Comms Unit will advise on training and capacity building within and across the Units.

12. Publication of and access to this policy

- 12.1 This policy will be published in the four chosen official languages of Umalusi.
- 12.2 The Policy will be available on the Umalusi website (www.umalusi.org.za).
- 12.3 Printed copies will be placed in the reception area for easy access to visitors.
- 12.4 It will be available in Braille on request or alternatively in audio on the Umalusi website (www.umalusi.org.za) also on request.
- 12.5 In addition, it will be posted on Umalusi intranet (Management Information System).

13. Complaints mechanism

- 13.1 Any person who is dissatisfied with any of Umalusi's decisions regarding its use of official languages may lodge a complaint in writing by directing it to the PR and Comms Unit via the following email address: info@umalusi.org.za or the fraud and ethics hotline: 0800 000 889.
- 13.2 In line with Umalusi's complaint policy, the following complaints procedure will apply:
 - 13.2.1 The Senior Manager: PR and Comms will redirect a complaint to the relevant section or unit within the organisation and will follow up to ensure complaints have been attended to within 7 working days.
 - 13.2.2 A register of all complaints will be maintained by the Senior

Manager: PR and Comm.

- 13.2.3 On receipt of a complaint, any designated staff member(s) shall have the right, within 48 hours, to conduct a preliminary investigation to establish whether there is *prima facie* evidence of violation of this Policy.
- 13.2.4 Should the preliminary investigation find no *prima facie* evidence of violation of this Policy, such complaint shall be dismissed and reasons provided, in writing, to the complainant.
- 13.2.5 Should the complainant be unhappy with the decision and reasons communicated, he/she shall be entitled to lodge an appeal with the CEO, or a senior staff member as delegated by the CEO, who may deal with the matter at his/her discretion.
- 13.2.6 Senior Managers of the respective units to which a complaint has been referred will be expected to deal with complaints in a professional and timely manner.

14. Policy review

This Policy will be reviewed annually.

15. Approval

Prof John Volmink

Chairperson of Umalusi Council

Date: