

**DEPARTMENT OF TOURISM****NO. 610****04 DECEMBER 2015****OFFICIAL LANGUAGE POLICY**

I, Derek Hanekom, Minister of Tourism, acting in terms of the Use of Official Languages Act, 2012 (Act No. 12 of 2012) hereby adopt the Official Language Policy of the Department after consultation with members of the public.



**Derek Hanekom**  
**Minister: Tourism**



**tourism**

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Department:  
Tourism  
**REPUBLIC OF SOUTH AFRICA**

# OFFICIAL LANGUAGE POLICY

## DEPARTMENT OF TOURISM

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## 1. PURPOSE OF THE POLICY

This Policy has been developed to comply with Section 4 of the Use of Official Languages Act, 2012 (Act No. 12 of 2012) and to ultimately give effect to Section 6 of the Constitution.

## 2. DEFINITIONS

Term	Definition
Act	Use of Official Languages Act, 2012 (Act No. 12 of 2012)
Constitution	Constitution of the Republic of South Africa, 1996
NDT	Department of Tourism
Director General	Director-General of the Department of Tourism
Minister	Minister responsible for Tourism
Pan South African Language Board	Pan South African Language Board established in terms of the Pan South African Language Board Act, 1995 (Act No. 59 of 1995)
Official Language Policy	Official Language Policy of the Department of Tourism
Regulations	Regulations in terms of the Act
Republic	Republic of South Africa
'multilingualism'	means the use of three or more languages by an individual or a group of people

## 3. LEGISLATIVE MANDATE

3.1 The Constitution of the Republic of South Africa, 1996

3.2 The Use of Official Languages Act, 2012

3.3 Regulations in terms of section 13 of the Use of Official Languages Act, 2012.

#### **4. PRINCIPLES**

4.1 The Official Language Policy supports the following principles:

- 4.1.1 Commitment to the promotion of language equity and language rights as required by a democratic dispensation;
- 4.1.2 Recognising that languages are resources to maximise knowledge, expertise and full participation in the political and socio-economic domains;
- 4.1.3 Working in collaborative partnerships to promote constitutional multilingualism;
- 4.1.4 Preventing the use of any language for the purpose of exploitation, domination and discrimination in the Department of Tourism and;
- 4.1.5 Enhancing people-centeredness in addressing the interests, needs and aspirations of a wide range of language communities through ongoing dialogue and debate.

#### **5. THE NATURE OF THE DEPARTMENT OF TOURISM**

NDT is a national department and in leading sustainable tourism development for inclusive economic growth in South Africa, it strives to grow an inclusive and sustainable tourism economy through good corporate and cooperative governance; strategic partnerships and collaboration; innovation and knowledge management and effective stakeholder communications.

#### **6. OFFICIAL LANGUAGES OF THE DEPARTMENT OF TOURISM**

Given the Department of Tourism's knowledge-driven approach in facilitating tourism's contribution to the economy English, Sepedi and IsiZulu are the three official languages selected by the department for government purposes.

#### **7. USE OF OFFICIAL LANGUAGES BY THE DEPARTMENT OF TOURISM**

7.1 The following factors will be taken into account in arriving at the choice of official language(s) Department of Tourism will use in each context and or situation:

- 7.1.1 Usage of the particular language;
- 7.1.2 Practicality;
- 7.1.3 Expense;
- 7.1.4 Regional circumstances; and

7.1.5 The balance of the needs and preferences of the public it serves.

7.2 The table below indicates how NDT will use the official languages:

Purpose	Language(s)
Inter and intra-government communication	English shall be the business language of the Department of Tourism. Written correspondence and publications of the department will be translated into other official languages of the Department of Tourism taking into account the factors mentioned in paragraph 7.1
Communicating with members of the public (Interpretation and translation, as well as official publications intended for the public) distribution notices on departmental website, advertisements, forms, booklets and signage on building.	The official languages of the Department of Tourism taking into account the factors mentioned in paragraph 7.1 with due regard to the criteria outlined in clause 7.1 above.
Communication with members of the public whose language of choice is not any of the official languages of the Department of Tourism.	The Department of Tourism will, within ten (10) working days upon a request made to the Director-General publish or provide translation or interpretation services in any language other the official languages of Department of Tourism taking into account the factors mentioned in paragraph 7.1, The Department of Tourism Language Unit will facilitate South African Sign Language interpreting and conversion of text into Braille or alternatively audio on request.
Communication with members of the public with hearing or sight impairment.	The Department of Tourism will, within ten (10) working days upon a request made to the Director-General facilitate sign language interpretation services or the conversion of text into Braille or make available audio services taking into account the factors mentioned in paragraph 7.1 within 10 working days.

## 8 COMPLAINTS MECHANISM

- 8.1 Anyone who is dissatisfied with a decision of the Department of Tourism regarding its use of official language may lodge a complaint to the Director General.
- 8.2 The complaint must:
- 8.2.1 be in writing,
  - 8.2.2 be lodged within three months of the complaint arising;
  - 8.2.3 state the name, address and contact information of the person lodging the complaint.
  - 8.2.4 provide a full and detailed description of the complaint.
- 8.3 The complaint may be delivered to the Department of Tourism:
- 8.3.1 by hand to the Department of Tourism 17 Trevenna Street Sunnyside, Pretoria;
  - 8.3.2 by registered post to Private Bag X424, Pretoria,0001;
  - 8.3.3 by email to [callcentre@tourism.gov.za](mailto:callcentre@tourism.gov.za).
- 8.4 The Director-General may request a complainant to-
- 8.4.1 supply any additional information necessary to consider the complaint; and
  - 8.4.2 attend a meeting for purposes of making an oral enquiry into the complaint.
- 8.5 The Director-General must consider the complaint and make a decision, not later than 3 months after the complaint was lodged; and inform the complainant in writing of the decision.
- 8.6 If the complainant is not satisfied with a decision of the Director-General, he/she may lodge an appeal with the Minister.

- 8.7 The appeal must:
- 8.7.1 be in writing;
  - 8.7.2 lodged within One (1) month of the decision referred to in paragraph. 8;
  - 8.7.3 state the name, address, and contact information of the person lodging the appeal; and
  - 8.7.4 provide a full and detailed description of the complaint.
- 8.8 The Minister must consider the appeal and make a decision no later than three months after the appeal was lodged and inform the appellant in writing of the decision.

## 9. PUBLICATION OF AND ACCESS TO THIS POLICY

- 9.1 This Policy will be published in all the official languages of the Republic.
- 9.1.1 It will be available on the Department of Tourism website (<https://www.tourism.gov.za>)
  - 9.1.2 It will be available in Braille on request or alternatively in audio.
  - 9.1.3 It will be displayed at all Department of Tourism offices in such a manner and place that it can be read/ heard by the public.

## 10. THE NDT LANGUAGE UNIT

- 10.1 The Language Unit shall:
- 10.1.1 Advise the Director-General on the development and implementation of this Policy;
  - 10.1.2 Monitor and assess the use of official languages by the Department of Tourism;
  - 10.1.3 Monitor and assess compliance with this Policy;
  - 10.1.4 Compile and submit a report to the Minister and to the Pan South African Language Board in terms of section 9 of the Act;
  - 10.1.5 Promote parity of esteem and equitable treatment of the official languages of the Republic;
  - 10.1.6 Facilitate equitable access to the services and information of the Department of Tourism
  - 10.1.7 Promote good language management; and
  - 10.1.8 perform any other functions that the Minister may require;
- 10.2 In order to achieve the professional and efficient implementation of this Policy, the Department of Tourism Language Unit will advise on training and capacity building.



**11. MONITORING AND EVALUATION**

The implementation of this policy shall be monitored and evaluated by the Department of Tourism Language Policy Unit.

**12. POLICY REVIEW**

The policy will be reviewed annually or as and when the need arises.