
GENERAL NOTICES ALGEMENE KENNISGEWINGS

NOTICE 884 OF 2014

WAR MUSEUM OF THE BOER REPUBLICS LANGUAGE POLICY



an agency of the
Department of Arts and Culture

1. PURPOSE

To establish a policy that regulates the language used in the fulfilling of the War Museum's mandate and to comply with the provisions of Act No 12 of 2012: Use of Official Languages Act, 2012.

2. NATURE OF WAR MUSEUM

The War Museum is an entity that collects, curates, researches and displays items and information regarding the Anglo Boer War of 1899-1902. The War Museum is a one site public entity located in Bloemfontein, Free State.

3. POLICY

3.1. Official meetings

1. Language used during official meetings of the council, its committees or during management meetings shall be the language that is understood by all or the majority of the members present.
2. Records of these meetings shall be in English as to simplify correspondence with other governmental structures such as DAC, the auditors and National Treasury.

3.2. Official forms

1. Policies, regulations and practises applicable in the War Museum shall be in the language understood by the majority of its employees.
2. These policies, if so requested by an employee, shall be translated into the language requested and better understood by that employee. If not possible the services of an interpreter will be used to explain the relevant policy to the employee.
3. All hearings and official proceedings will be held in either English, Afrikaans or South Sotho and an interpreter will be used if needed.

3.3. Communication with outside parties / public

1. Enquiries by outside parties, whether for information or official matters, shall be answered in the language used by the said party but limited to English, South-Sotho and Afrikaans in accordance with section 4(2)(a) of the Official Languages Act.
2. Enquiries to outside parties by officials of the War Museum shall be in English or if the language preference of that party is known, in that language. This shall however also be limited to English, South-Sotho or Afrikaans.
3. If a member of the public is unable to communicate in the 3 languages contemplated above the War Museum will endeavour to make use of the services of an interpreter including sign language practitioners. This will however take cognisance of factors such as time constraints, availability of an interpreter and cost. If requested to provide such a service a decision regarding this service will be made within 5 working days.
4. Official publications by the War Museum intended for public distribution will be in English, South-Sotho and Afrikaans where possible and practicable.

3.4. Exhibits and publications

1. All permanent exhibits on the theme of the War Museum, where possible and practicable, shall be in English, South-Sotho and Afrikaans.
2. Temporary exhibits or displays shall be in the language of the target group or, if no group is identified, in at least two of the languages used in the museum's permanent exhibits.
3. Publications/advertisements of the War Museum shall be in the language of the target group or groups.
4. Guided and educational tours and programmes are given in English, South-Sotho or Afrikaans.
5. Braille will be used in selected areas to give blind visitors an overview of exhibits in the museum.

3.5. Access to policy

1. The War Museum will ensure that hard and electronic copies of its language policy is available at the War Museum, 25 Monument Road, Bloemfontein. The public can request a copy via post, e-mail or verbally. No Braille copies will be available.
2. A summary of the policy will be displayed in the War Museum in such a manner that it can be read by the public.
3. The language policy of the War Museum will be published in English, Afrikaans and South Sotho.

3.6. Complaints

1. All complaints regarding the Language Policy of the War Museum must:
 - a. be in writing
 - b. lodged within 3 months of arising
 - c. state the name, address and contact information of person lodging the complaint.
 - d. provide full details of complaint
2. Complaints regarding the Language Policy of the War Museum may be delivered to:

The Director
War Museum
25 Monument Road
Bloemfontein
9301

or can also be e-mailed to museum@anglo-boer.co.za, faxed to 0514471322 or posted to:

The Director
PO Box 34061
War Museum
PO Box 34061
Faunasig
9325

3. The Director of the War Museum may:
 - a. request additional information
 - b. request a meeting with the person lodging the complaint
4. The Director of the War Museum must:
 - a. consider the complaint and make a decision within 3 months of receiving it
 - b. inform the complainant in writing of his decision
5. A complainant may lodge an appeal to the accounting authority of the War Museum:
 - a. within 1 month of the decision
 - b. as in point 1 above
6. The accounting authority must:
 - a. consider the complaint and make a decision within 3 months of receiving it
 - b. inform the complainant in writing of its decision