
GENERAL NOTICE

NOTICE 299 OF 2015

KWAZULU-NATAL MUSEUM

USE OF OFFICIAL LANGUAGES POLICY

LANGUAGE POLICY OF THE KWAZULU-NATAL MUSEUM

I, Nomahlubi Valencia Makunga, Chairperson of the KwaZulu-Natal Museum Council, in terms of section 4(2)(h) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012), hereby publish for public comment the Language Policy of the KwaZulu-Natal Museum.

Interested persons or organisations may submit their written comments, on or before 30 April 2015, to the Director of the KwaZulu-Natal Museum:-

- by hand to the KwaZulu-Natal Museum at 237 Jabu Ndlovu Street, Pietermaritzburg, 3201;
- by registered post to Private Bag 9070, Pietermaritzburg, 3200;
- by e-mail to info@nmsa.org.za.

Kindly provide the name of the person or organization submitting comments and their full contact details.



Prof. N. V. Makunga
Chairperson: KwaZulu-Natal Museum Council
Date: 23 March 2015

KWAZULU-NATAL MUSEUM POLICY ON THE USE OF OFFICIAL LANGUAGES

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1. Definitions:-

1.1 “Selected official languages” – the languages adopted by the KwaZulu-Natal Museum for official communication.

1.2 “Internal communication” – communication amongst KwaZulu-Natal Museum staff and the Council in carrying out official duties.

1.3 “External communication” – communication with the public and external stakeholders in general.

1.4 “DAC” – the national Department of Arts and Culture.

2. Purpose:-

The KwaZulu-Natal Museum operates in a diverse environment which involves internal and external communication. Due to the very nature under which the KwaZulu-Natal Museum operates, language barriers are inevitable. In its approach to address these barriers, the KwaZulu-Natal Museum has formulated this Policy on the Use of Official Languages which seeks to achieve the following:

- (a) Give effect to the obligations of the KwaZulu-Natal Museum to comply with Section 6(3) of the Constitution of the Republic of South Africa, the National Language Framework, and the Promotion of Access to Information Act (Act 2 of 2000).
- (b) Adopt selected official languages for communication at the KwaZulu-Natal Museum.
- (c) Inform, educate and entertain KwaZulu-Natal Museum visitors through provision of displays and interactions in languages which are predominantly used in the KwaZulu-Natal Province.
- (d) Formulate programmes, policies and plans using the KwaZulu-Natal Museum’s selected official languages.
- (e) Provide guidance on the use of the selected official languages in official communication between internal and external stakeholders in a manner that respects individual preference and with due regard to customer satisfaction and organisational effectiveness.
- (f) Provide guidance on how the KwaZulu-Natal Museum will communicate with members of the public whose languages of choice are not one of the adopted languages of the KwaZulu-Natal Museum. Provide procedures to accommodate communication with people living with communication disabilities (e.g. hearing and sight impediments.)
- (g) Provide guidance on a complaints mechanism regarding the use of official languages by the Museum.

3. Nature of the KwaZulu-Natal Museum:-

3.1 The KwaZulu-Natal Museum, a popular tourist and educational amenity, is an acclaimed centre of scholarly research and offers thousands of visitors a feast of attractive, modern, user-friendly displays. The largest national museum in KwaZulu-Natal, the KwaZulu-Natal Museum is dedicated to the collection, preservation, study and exhibition of objects of cultural and scientific value, concentrating on both the natural and human sciences.

3.2 The KwaZulu-Natal Museum, an agency of the DAC, is based in Pietermaritzburg, KwaZulu-Natal and is open to various visitors from the public, school groups, academics, researchers, etc.

4. Scope:-

This Policy applies to all KwaZulu-Natal Museum staff, Council and its sub-committees, stakeholders undertaking functions on behalf of the KwaZulu-Natal Museum and all those involved in official communication within, for and/or on behalf of, the KwaZulu-Natal Museum.

5. Principles:-

This Policy is based on the following principles:

- (a) Effective communication within a framework of multilingualism.
- (b) Equity and language rights as outlined in the Constitution of the Republic of South Africa.
- (c) Preventing the use of any language for the purpose of exploitation, domination and discrimination.
- (d) Facilitating internal and external business communication languages.
- (e) Redressing marginalization of indigenous languages.

6. Policy provisions:-

While freedom to use all official languages is encouraged, for purposes of complying with the Use of Official Languages Act (Act No. 12 of 2012), the KwaZulu-Natal Museum's Selected Official Languages will be the following:-

- (a) English
- (b) IsiZulu
- (c) Afrikaans

7. Use of the Selected Official Languages

The KwaZulu-Natal Museum's selected official languages will be utilized as follows:

7.1 External Communication:–

- (a) All future displays at the KwaZulu-Natal Museum will have a narration in English, and an additional one in either IsiZulu or Afrikaans depending on context.
- (b) All general tours will be offered in either English or IsiZulu.
- (c) Booked guided tours will be offered in one of the selected languages chosen by the visitors.
- (d) Government reports, documents, records and transcripts and other official publications will be made available in English. On request, consideration will be made to make these available in Afrikaans and/or IsiZulu.
- (e) Public notices will be made in English and IsiZulu.

7.2 Internal Communication:–

- (a) *Written Policies and Procedures*
The KwaZulu-Natal Museum policies, procedures, conditions of service, important human resources information, health and safety information and all other strategic documents directly relating to staff will be made available in all three selected official languages
- (b) *Internal Spoken Communication*
Internal oral communication can be conducted in any of the three selected official languages by the conversing individuals provided that all involved understand the language(s) being spoken. The KwaZulu-Natal Museum will, on request, provide an interpreter where reasonably required.
- (c) *Staff Notices*
All staff notices will be in English and IsiZulu. Selected notices with a direct bearing on Afrikaans-speaking staff will be made available in Afrikaans.
- (d) *Hearings*
In general, disciplinary hearings, grievance proceedings, and employment interviews will be conducted in English, provided that translation and interpretation services in IsiZulu and/or Afrikaans are made available for all who cannot speak or understand English.
- (e) *Council Meetings*
English will be the language in which the KwaZulu-Natal Museum Council and Council sub-committee meetings are conducted. Should a need arise for the use of another of the selected languages, interpretation services will be available upon request.
- (f) *Internal Management and Staff Meetings*
All internal meetings will be conducted in English and interpretation services will be made available should any of the other two languages be requested.

8. Use of other non-selected official languages

8.1 Due to capacity and costs, the KwaZulu-Natal Museum will not be in a position to engage stakeholders in other official languages besides the selected ones. The KwaZulu-Natal Museum will send any request for communication outside the selected official languages to the DAC. This will only apply to policies and procedures of the KwaZulu-Natal Museum and/or related exhibitions. Where such a need arises, the procedure below should be followed:

- (a) The request should be made on an official KwaZulu-Natal Museum prescribed form.
- (b) The completed form should be sent to the Language Officer.
- (c) The Language Officer will then fill in the KwaZulu-Natal Museum's details and copy the form before sending it to the DAC.

8.2 The KwaZulu-Natal Museum will offer sign-language training to Information Officers to ensure that they can communicate in basic sign language should this be necessary. Only guided tours will be conducted in sign language. Visitors should book in advance should there be a need for sign language interpretation.

9. Publication of and access to this Policy

9.1 This Policy will be published in English, IsiZulu and Afrikaans.

9.2 It will be available on the KwaZulu-Natal Museum's website (<https://www.nmsa.org.za>).

9.3 Copies can be requested from the KwaZulu-Natal Museum's Language Officer (237 Jabu Ndlovu Street, Pietermaritzburg, 3201; Tel. +27 33 345 1404).

10. Implementation

10.1 The KwaZulu-Natal Museum will budget appropriately for provision of language-policy development and implementation, translation and interpretation services, language audits and the like, in order to meet its obligations in terms of this policy.

10.2 The KwaZulu-Natal Museum will undertake regular internal and external language-preference and proficiency audits with a view to determining the linguistic needs and capabilities of internal and external stakeholders, and update this policy accordingly.

11. Language Officer

11.1 The Council of the KwaZulu-Natal Museum will appoint, from amongst existing staff, a Language Officer as per the requirements of the Use of Official Languages Act.

11.2 The Language Officer will be responsible to the Council for the implementation of this policy.

11.3 The Language Officer must, in consultation with relevant experts where necessary:

- (a) Monitor the use of all the selected official languages in the KwaZulu-Natal Museum.

- (b) Actively promote the principle of multilingualism.
- (c) Advise and make recommendations on any language matter to Council.
- (d) Conduct regular language surveys and audits to assess the appropriateness of the existing policy and practices of the KwaZulu-Natal Museum and make recommendations for improvements to the policy and practices where required.
- (e) Raise awareness of the policy to ensure compliance.
- (f) Raise awareness of the policy amongst staff and the role of the Pan South African Language Board (PanSALB).
- (g) Develop and maintain a database of professional translating, interpreting, sign language and braille services and facilities.
- (h) Initiate studies and research directed at:
 - i. Promoting respect for the selected official languages.
 - ii. Promoting multilingualism within the KwaZulu-Natal Museum.
 - iii. Interacting with other stakeholders on language-related issues.

12. Complaints Mechanism

12.1 Any person who is dissatisfied with a decision of the KwaZulu-Natal Museum regarding its use of official languages may lodge a complaint in writing to the Language Officer.

12.2 Any complaint must be lodged:

- (a) In writing, and within three months of the complaint arising.
- (b) Any complaint must state the name, address, and contact information of the person lodging it.
- (c) Any complaint lodged must provide a full and detailed description of the complaint.
- (d) The Language Officer 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.
- (e) The Language Officer will consider the complaint and respond in writing, not later than three months after the complaint was lodged, informing the complainant of the decision.
- (f) If the complainant is dissatisfied with the decision of the Language Officer, he or she may lodge an appeal to the Director of the KwaZulu-Natal Museum.
- (g) If the complainant is also dissatisfied with the decision of the Director, he or she may lodge a complaint with the Pan South African Language Board (PanSALB).

13. Review of this Policy:-

13.1 This policy will be due for review every five years.

KWAZULU-NATAL MUSEUM POLICY ON THE USE OF OFFICIAL LANGUAGES**A. AUTHORISATION AND EFFECTIVE DATE**

This done and signed in Pietermaritzburg on the day of 20....

Name of Institution	Name of Representative	Designation	Signature
KwaZulu-Natal Museum			

EFFECTIVE DATE:

REVIEW DATE:.....
