

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING  
NOTICE 905 OF 2015**



**Transport Education Training Authority**

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*Heart of Skills Innovation*

**LANGUAGE POLICY**

## 1. DEFINITIONS

1.1 In this Policy, unless the context indicates otherwise-

- 1.1.1 *“Constitution”* means the Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996);
- 1.1.2 *“Language Unit”* means the language unit to be established by TETA in terms of this Policy;
- 1.1.3 *“TETA”* means Transport Education and Training Authority, a public entity established as such in terms of the laws of the Republic of South Africa;
- 1.1.4 *“Translator”* means a person who shall be responsible for transferring the meaning of written text/documents etc from one language to another in order to accommodate four languages which are English, Xhosa, iSizulu, and Sepedi.

## 2. PURPOSE

- 2.1 To enhance the status and use of official languages;
- 2.2 To promote the equitable use of 4 (four) official languages;
- 2.3 To facilitate equitable access to the services provided by TETA in terms of knowledge and information;
- 2.4 To encourage the learning of other official indigenous languages;
- 2.5 To promote good language management for efficient service administration to meet stakeholder/customer expectations and needs;
- 2.6 To encourage stakeholders/customers to free themselves from all forms of linguistic discrimination, domination and division to enable them to exercise appropriate linguistic choices.

## 3. PRINCIPLES

3.1 This language policy is based on the following principles:-

- 3.1.1 Effective communication within a framework of multilingualism;

- 3.1.2 Equity and language rights as outlined in the Constitution of the Republic of South Africa;
- 3.1.3 Preventing the use of any language for the purposes of exploitation, domination and discrimination;
- 3.1.4 Enhancing people-centeredness in addressing the interests, needs and aspirations of a wide range of language communities through different knowledge platforms;
- 3.1.5 Facilitating internal and external business communication language(s);
- 3.1.6 Viewing multilingualism as a resource; and
- 3.1.7 Redressing marginalization of indigenous languages.

#### 4. LEGISLATIVE CONTEXT

- 4.1 The Constitution of the Republic of South Africa guarantees equal status to 11 official languages, on the grounds that their usage includes about 98% of the total population. The 11 official languages are, amongst others, English, Xhosa, iSizulu, and Sepedi;
- 4.2 Section 6 of the Constitution provides the principal legal framework for multilingualism, the development of the official languages and the promotion of respect and tolerance for South Africa's linguistic diversity.
- 4.3 The Constitution emphasizes that 11 (eleven) official languages must "enjoy parity of esteem" and be treated equitably, thereby enhancing the status and use of indigenous languages, with government taking "legislative and other measures" to regulate and monitor the use of disadvantaged indigenous languages. The Constitution mandates change to the language situation throughout the country, giving social and political recognition to hitherto disadvantaged language groups on the basis of the expressed needs of communities and interest groups.
- 4.4 Pan South African Languages Board Act, 1995 (Act No. 59 of 1995) aims to promote multilingualism in South Africa in order to develop the country's eleven languages equally.
- 4.5 The Use of Official Languages Act, 2012 (Act No. 12 of 2012) was promulgated and adopted to regulate the use of official languages by Government.

#### 5. SCOPE AND PROVISION OF THE LANGUAGE POLICY

- 5.1 This Policy is applicable to all of TETA's communication and knowledge platforms, services and products.
- 5.2 TETA promotes multilingualism and designates English, Xhosa, iSizulu, and Sepedi as its primary languages for administrative, communication and marketing purposes.

## **6. IMPLEMENTATION STRUCTURES AND MECHANISMS**

- 6.1 Section 4(1) of the Use of Languages Act 2012, read together with Section 6(2) of the Constitution, requires mechanisms to be put in place to develop official languages. Thus certain structures and mechanisms are proposed to enhance effective implementation of the language policy.
- 6.2 These tools are essential in managing the use of languages, coordinating language development projects, professionalizing and advocating the role of language services and developing human resources.

## **7. LANGUAGE UNIT**

A Language Unit is established within the organization. The Language Unit is responsible for the following:-

- 7.1 Entrenching the Language Policy within the organisation;
- 7.2 Raising awareness of the Language Policy within the organisation;
- 7.3 Managing and facilitating all translation and editing services, either in-house or outsourced;
- 7.4 Proof reading and printing documents in the 4 official languages;
- 7.5 Facilitating the use of interpreting services in the official languages;
- 7.6 Advising TETA on language use (oral and written);
- 7.7 Managing and facilitating training programmes for new recruits in translation and editing, language programmes, terminology development, a language code of conduct and language awareness campaigns.

## **8. TRANSLATED DOCUMENTS**

The following documents must be translated into languages as referred to in 5.2 above, because it is imperative that the stakeholder/customer knows and understands the contents thereof, as they give rise to contractual liability and other legal implications:

- 8.1 Discretionary Grant Policy;
- 8.2 Mandatory Grant Policy;
- 8.3 TETA Constitution;
- 8.4 Bursary Policy;
- 8.5 Small Business Development Strategy.

## 9. MARKETING AND ADVERTISING

The forms of marketing and advertising tools used by TETA are:

- 9.1 **Radio Adverts:** They shall be in accordance with the proposed language as listed in 5.2 above.
- 9.2 **Flyers:** They shall be in accordance with the proposed language as listed in 5.2 above..
- 9.3 **Information Brochures:** They shall be in accordance with the proposed language as listed in 5.2 above.
- 9.4 **Print Advertising:** They shall be in accordance with the proposed language as listed in 5.2 above.
- 9.5 **Digital and Television:** They shall be in accordance with the proposed language as listed in 5.2 above.
- 9.6 **Public Address and Direct Marketing:** They shall be in accordance with the proposed language as listed in 5.2 above..

## 10. FINANCIAL AND LEGAL TERMINOLOGY

TETA anticipates that it may experience problems in the translation of specialized financial and legal terminology into other languages, resulting in concerns that the documents will not have necessary legal standing in South Africa. TETA has therefore adopted a stance that any documentation requiring stakeholder/customer's signature will be obtained in the English version only, however, stakeholders/customers will be provided with the translated document in the languages of their choice (limited to the 4 adopted languages) and be offered the opportunity to be clarified where they do not understand.

## 11. VIOLATION REPORTING

- 11.1 All violations of the Language Policy shall be reported to the relevant senior manager.
- 11.2 All employees are expected to comply with the terms and conditions of employment as prescribed in their employment contracts. Any employee violating approved policies and procedures including the Language Policy shall be dealt with in accordance with the internal disciplinary process or any legal process as deemed appropriate by the management of TETA.
- 11.3 The escalation procedure for this policy shall be as follows:
- 11.3.1 When a violation of the policy is reported or noted, the employee or entity concerned shall be requested to rectify the violation immediately.
- 11.3.2 Should the violation continue the next escalation level would be to the accountable Executive.

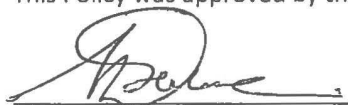
## 12. ACCESSING THE LANGUAGE POLICY

The TETA Language Policy can be accessed and obtained through the following options:

1. TETA website: [www.teta.org.za](http://www.teta.org.za) (click on Corporate Communications – Language Policy)
2. Head Office: 344 Pretoria Avenue, Randburg, 2125, Tel : 011 577 7000, Contact Person : Mr Sabelo Mbuku
3. Regional Office: Cape Town: WJM House, Glen Roy Rd, Pinelands, Cape Town
4. Regional Office: Durban: 2nd Floor, No. 67 K E Masinga Road, Durban, 4001

## 13. APPROVAL OF POLICY

This Policy was approved by the Board on 30 day of October 2014.



Mr June Dube

Chairperson