


GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

DEPARTMENT OF SMALL BUSINESS DEVELOPMENT

NO. 253

15 MARCH 2016



LANGUAGE POLICY
of the
**Department of Small Business
Development**

The Department of Small Business Development, February 2016

thedtiCampus
77 Meintjies Street
Sunnyside
Pretoria
0002

DSBD
Private Bag X84
Pretoria
0001

DSBD Customer Contact Centre: 0861 843 384

DSBD Website: www.dsb.gov.za

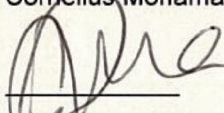
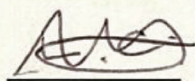
CONTENTS

1.	Introduction	6
2.	Purpose of the Policy	6
3.	Regulatory Framework	7
4.	The mandate of the DSBD	7
5.	Scope of Policy	7
6.	Ownership of Policy	8
7.	Official Languages of DSBD	8
8.	Use of Official Languages by DSBD	8
9.	Communication with members of the public whose language of choice is not one of the official languages of the Republic	9
10.	Communication with members of the public whose language of choice is South African Sign Language	10
11.	Publication of and access to this policy	10
12.	Complaint Mechanism	10
13.	Review of Policy	11

ISO COMPLIANCE

This document endeavours to comply with the South African Standard (ISO 9001) for Document/Quality Management. As **DSBD** is not accredited and the document was not reviewed by the South African Bureau of Standards (SABS), such compliance is merely assumed.

DOCUMENT HISTORY AND APPROVALS

VERSION	1.0	
DATE OF ISSUE	February 2016	
COPY NUMBER	1.0	
COMPILED BY	Communication and Marketing	Cornelius Monama (Chief Director)  Signature <u>23/02/2016</u> Date
RECOMMENDATION	Acting DDG	L Mkhumane  Signature <u>23/02/16</u> Date
APPROVAL	Director-General: DSBD	Ms E Vries  Signature <u>23-FEB-16</u> Date

ABBREVIATIONS AND ACRONYMS

Act	The Use of Official Languages Act, 2012 (Act No. 12 of 2012)
Constitution	The Constitution of the Republic of South Africa
EXCO	Executive Committee of the Department of Small Business Development
Minister	The Minister of Small Business Development
Policy	The Language Policy of the Department of Small Business Development
DSBD	Department of Small Business Development

1. Introduction

- 1.1 The Constitution of the Republic of South Africa Act 108 of 1996 provides for eleven official languages; recognises the historically diminished use and status of indigenous languages; and requires the State to take practical and positive measures to elevate the status and advance the use of these languages. The Constitution requires that all official languages enjoy parity of esteem and be treated equitably; and provides that national Government must regulate and monitor its use of official languages by legislative and other measures.
- 1.2 The Use of Official Languages Act, 2012 (Act No. 12 of 2012), was promulgated to regulate the use of languages by national Government. The Act provides for the regulation and monitoring of the use of official languages for government purposes; requires the adoption of a language policy by a national department, national public entity and national public enterprise; promotes parity of esteem and equitable treatment of official languages of the Republic; facilitates equitable access to services and information of national Government; and promotes good language management by national Government for efficient public service administration and to meet the needs of the public.
- 1.3 The Department of Small Business Development (DSBD) has developed this Language Policy in compliance with the Act.

2 Purpose of the Policy

- 1.1 The purpose of the policy is to outline how DSBD will comply with the provisions of the Use of the Official Languages Act, 2012.
 - 2.1.1 Section 4(1) of the Act provides that every national department, national public entity and national public enterprise must adopt a language policy on its use of official languages; and
 - 2.1.2 Section 4(2) provides that a language policy adopted in terms of subsection (1) must:
 - 2.1.2.1 Identify at least three official languages that the national department, national public entity or national public enterprise will use for government purposes;
 - 2.1.2.2 Stipulate how official languages will be used in effectively communicating with the public, official notices, government publications, and inter- and intra-government communication;
 - 2.1.2.3 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 not one of its official chosen languages or South African Sign Language;

- 2.1.2.4 Describe how members of the public can access the language policy; and
- 2.1.2.5 Provide a complaint mechanism to enable members of the public to lodge complaints regarding the use of official languages by a national department, national public entity or national enterprise.

3 Regulatory Framework

3.1 This policy is governed by the following legislation:

- 3.1.1 The Constitution of the Republic of South Africa, 1996
- 3.1.2 The Use of Official Languages Act, 2012
- 3.1.3 Regulations in terms of section 13 of the Use of Official Languages Act, 2012

4 The mandate of DSBD

4.1 DSBD aims to:

- 4.1.1 create a conducive legislative and policy environment for SMMEs and cooperatives;
- 4.1.2 support and increase participation of SMMEs and Cooperatives in main stream economy;
- 4.1.3 develop and grow SMMEs and cooperatives in township and rural areas
- 4.1.4 support small and medium enterprises through designing targeted programmes and interventions.
- 4.1.5 establish public and private stakeholders and partnerships to maximise support for SMMEs and cooperatives

5 Scope of the Policy

5.1 The policy is applicable to all divisions of DSBD, including agencies and institutions of DSBD and anyone executing functions on behalf of the department.

6 Ownership of the Policy

6.1 **DSBD** Communication and Marketing Unit is the sole owner and administrator of this policy. The functions of the unit will be to:

- 6.1.1 Advise the Director-General on the development, adoption and implementation of the policy;
- 6.1.2 Monitor and assess the use of official languages by **DSBD**;
- 6.1.3 Monitor and assess compliance with this policy;
- 6.1.4 Compile and submit a report to the Minister and the Pan South African Language Board in terms of section 9 of the Act;
- 6.1.5 Promote parity of esteem and equitable treatment of the official languages of the Republic;
- 6.1.6 Facilitate equitable access to the services and information of **DSBD**; and
- 6.1.7 Promote good language management.

7 Official languages of **DSBD**

- 7.1 **DSBD** has adopted all 11 official languages of the Republic of South Africa for the purposes of this policy.
- 7.2 **DSBD** is committed to making use of all official languages where feasible and as and when requested by members of the public.

8 Use of official languages by **DSBD**

- 8.1 The following factors will be taken into account when arriving at the choice of which official language(s) **DSBD** will use in each context/situation:
 - Usage
 - Practicality
 - Expense
 - Regional circumstances
 - The balance of the needs and preferences of the public it serves

8.2 The table below shows how **DSBD** will use the official languages.

PURPOSE	LANGUAGE(S)
Inter- and intra-government communication	English
Communicating with members of the public (official written correspondence)	The official languages of the Republic with due regard to the criteria outlined in clause 7.2 above
Communicating with members of the public (oral communication)	The official languages of the Republic with due regard to the criteria outlined in clause 7.2 above
Official publications intended for public distribution	English; depending on the audience, two alternate major official languages of preference where feasible, as and when requested
Outreach engagements	English; depending on the geographical area, two alternate major official languages of preference will be used concurrently where feasible, as and when requested
Public hearings and other official proceedings	English, but requests can be made to provide interpretation services in any other official language
Communication with the sight or hearing impaired	DSBD will facilitate South African Sign Language interpreting and conversion of text into Braille or audio on request
International communication	English
Website	English

8.3 Stakeholders may request in writing that written or published information be provided in a particular official language where that communication or information is not being provided in such language. Such request must be in writing at least 60 days prior to the communication or information being required.

9 Communication with members of the public whose language of choice is not one of the official languages of the Republic

9.1 A member of the public who wishes to communicate with **DSBD** in a language that is not one of the official languages of the Republic must notify **DSBD** in writing.

9.2 Due consideration will be applied to every request.

10 Communication with members of the public whose language of choice is South African Sign Language

- 10.1 A member of the public who wishes to communicate with **DSBD** in South African Sign Language must notify **DSBD** in writing.
- 10.2 **DSBD** will arrange for appropriate interpreting within 20 days of the date of the request having been received by **DSBD**.

11 Publication of and access to this policy

- 11.1 This policy will be published in English and made available to stakeholders in any other official language on request.
- 11.2 The policy will be available on **DSBD**'s website.
- 11.3 It will be available in Braille or audio on request.

12 Complaint mechanism

- 12.1 Any person who is dissatisfied with the use of official languages by **DSBD** may lodge a complaint in writing to the Director-General of **DSBD** in terms of section 4(f) of the Use of Official Languages Act, 2012.
- 12.2 A complaint must be lodged as follows:
- 12.2.1 In writing within three months of the complaint arising.
 - 12.2.2 Any complaint lodged must state the name and surname, physical and postal address, and contact information of the person lodging the complaint.
 - 12.2.3 The complainant must provide a detailed description of the complaint.
 - 12.2.4 The Director-General may request the complainant to supply any additional information deemed necessary to consider the complaint and/or to attend a meeting for the purpose of making an oral enquiry into the complaint.
 - 12.2.5 The Director-General will consider the complaint and respond in writing, not later than three months after the complaint was lodged, informing the complainant of the outcome.
 - 12.2.6 If the complainant is dissatisfied with the decision of the Director-General, he or she may lodge an appeal in writing to the Minister.

13 Review of policy

- 1.1 DSBDCommunication and Marketing Unit acknowledges that changes and refinements to this policy may be necessary from time to time, as deemed appropriate by DSBDLedership.
- 1.2 This policy will be revised, reviewed and refined as and when deemed appropriate.
- 1.3 Any amendments to this policy shall be the responsibility of the Head: Communication and Marketing as delegated by the Director General.